

## NSIT Academic Technologies

**POLICY:** Reservation Policy for Services and Equipment

**NUMBER:** ATreservations-1

**EFFECTIVE:** 28 October 2003

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Several of Academic Technologies' services operate on a reservation and appointment basis. Reservations are used as a mechanism to assign staff, allocate resources, and dedicate time to a specific event, project, or academic need. All services and resources are subject to availability, and depending on the complexity of the request, a particular set of resources may not be available without adequate notice. In addition, the submission of a reservation request does not guarantee acceptance and/or confirmation. Acceptance and confirmation can only be obtained through the completion of the reservation process with notification given by the unit to which the request was made.

Within the units of Academic Technologies, are three types of reservations:

1. **Checkout Reservation:** sometimes referred to as an immediate or last-minute request, a checkout is a reservation made at the same time the equipment is needed. Confirmation is based on immediate availability of resources not already assigned for pickup.
2. **Pickup/Project Reservation:** a pickup is a reservation made in advance of the time it is needed. Confirmation is made prior to the scheduled time and is based on reserved availability.
3. **Event Reservation:** an event reservation is one that involves multiple levels of support and services and requires the allocation and assignment of numerous resources bound by different scheduling rules and mechanisms. It is the most complex of reservations and requires the most advanced planning.

For the three types of reservations listed above, the units of Academic Technologies observe the following:

- **Portable Audio Visual and Digital Media Equipment (without staff support):** all reservation requests, regardless of type, will be processed during normal business hours. Requests made after hours will be processed by noon of the following business day. Pickup reservations must be made at least one working day prior to the intended time. After hours Audio Visual Express services at USITE/Harper will only process pickup reservations and pre-arranged requests; checkout reservations and other last-minute requests cannot be made after hours at an Express location. Any request made after hours will be processed by noon of the next business day. Payment for non-waived requests must be received during normal business hours and at least one (1) working day prior to the scheduled time.
- **Projects:** for project reservations that require access to resources and/or staff within an Academic Technologies' facility, requests must be made at least five (5) working days prior to the desired time. Though units try their best to honor requests made in less time, requests made after such time may not be accepted because of other scheduled activities. Payment for non-waived requests must be received during normal business hours and at least one (1) working day prior to the scheduled time.
- **Event Reservations:** regardless of the unit, event reservations must be made at least fifteen (15) working days prior to the event, and require full payment for services ten (10) working days prior to the event. Event reservations will be canceled and resources reallocated if payment is not received. Event reservations include requests for video conferencing, computer-equipped space, coordinated media production, staffed audio visual support, event videotaping, and other services requiring a high degree of staff and resource coordination.

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**APPROVED:** Chad J. Kainz, Senior Director for Academic Technologies

**DATE:** 28 October 2003