

# AV Event Support

## Overview

While the Upper Gwinn and DH 150 event spaces on campus are designed to be self-service, CIS offers support in these spaces in case it is needed. AV Event Support is also available for events at other on-campus locations.

**AV Event Support is not available in the main gym of Royal Brougham Pavilion, First Free Methodist and the FFMC Fine Center.**

For events gym space at Royal Brougham Pavilion, contact Amy Foster at [fliikka@spu.edu](mailto:fliikka@spu.edu) or Adam Finch at [acfinch@spu.edu](mailto:acfinch@spu.edu).  
For events at First Free Methodist & FFMC Fine Center, contact Ron Haight at [rhaight@spu.edu](mailto:rhaight@spu.edu).

**Support from CIS is not available for equipment rented from ASSP.** Contact ASSP at [assp-media@spu.edu](mailto:assp-media@spu.edu) for support.

Support from CIS is available for the Hendricks Falcon Club in Royal Brougham Pavilion.

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## On-Site AV Event Support Information

A trained AV Technician can be hired to provide on-site support for an event. The technician will consult with the event coordinator to ensure that all audio-visual considerations have been met. The technician will provide set-up assistance prior to the start of the event and they will stay on-site to provide immediate support as needed throughout the event.



AV Support Technicians can be hired at a rate of **\$40/hr** and is billed in 30 minute increments. On-site support must be hired for a minimum of 1 hour (additional details below).

**A request to hire an AV Support Technician must be placed at least 2 weeks prior to the event.**

## Request an AV Technician

Log into [Web Help Desk \(http://whd.spu.edu\)](http://whd.spu.edu)

1. Change the Request Type to **Classrooms & Events > On-Site AV Event Support**
2. Fill out event details:
  - a. Budget ID/Fund and Organization
  - b. Location
  - c. Event Date & Time
  - d. Duration of the event
  - e. Equipment needed

## Support Policies

To provide the best possible support for your event, we have established the following policies regarding AV Event Support:

1. **Support is subject to technician availability.** Technicians are not guaranteed to be available, but we make every effort to find a technician for a requested event.
2. To ensure a smooth support experience the following guidelines must be followed when hiring a technician:
  - If the event is longer than 4 hours the technician must be hired for the duration of the entire event.
  - Technicians must be hired for a minimum of one hour.
  - Technicians must be hired for continuous support – gaps in scheduling are not permitted.
  - The requested support should begin at least 30 minutes before the event to provide sufficient setup time to the technician.
3. Room Reservations
  - Rooms may be reserved using EMS ([roomfinder.spu.edu](http://roomfinder.spu.edu)) or via Conference Services at (206) 281-2187.
4. Upper Gwinn
  - For events in Upper Gwinn, contact **Sodexo Catering** (<https://spu.edu/depts/dining/catering/index.html>) to reserve the room.
    - Note: All AV needs should also be communicated directly to Sodexo.
5. Prior to the Event
  - Video and rich media content must be provided to CIS in advance of the event. Compatibility cannot be guaranteed without advanced access being provided to CIS.
  - Provide a list of electronics that need to be connected to CIS systems to ensure appropriate adapters and cables are prepared in advance.
6. During the Event

- **AV Event Technicians have the primary responsibility of managing our audio-visual system to ensure events go smoothly.** This includes troubleshooting AV issues and watching the event, actively make adjustments to the audio-visual system to prevent issues.
- **AV Event Technicians should not be hired to run the event proceedings.** This includes running a slide show, queuing videos, or signaling changes to event participants. These activities may take attention from the audio-visual system and cannot be part of a hired AV Technician's responsibilities during an event.

## Complimentary 15-Minute AV Setup Support Information

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Setup assistance for an event can be requested through the HelpDesk. If available, a technician will provide assistance in setting up AV elements for an event prior to the start of that event. **A request for complimentary setup support must be placed at least 1 week prior to the event.**

### Request Complimentary AV Setup

1. Log into [Web Help Desk \(http://whd.spu.edu\)](http://whd.spu.edu)
2. Change the Request Type to **Classrooms & Events > Complimentary 15-Minute AV Setup**
3. Fill out event details:
  - a. Location
  - b. Event Date & Time
  - c. Duration of the event

### Support Policies

To provide the best possible support for your event, we have established the following policies regarding AV Event Support.

- Complimentary 15-Minute AV Setup Support is subject to CIS HelpDesk office hours.
  - The HelpDesk is open M-F 7:30am - 5:00pm.
  - During the school year extended support hours of Monday - Friday 5:00pm - 9:00pm, and Sat 9:00am - 1:00pm are available.
- **Support is subject to technician availability.** With ample notice, we make every effort to find a technician for a requested event.

## Emergency AV Event Support

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In the event of an emergency during an event on campus, the CIS HelpDesk can and should be contacted to provide assistance.

- Within office hours, the HelpDesk should be contacted by phone at (206) 281-2982.
- Outside office hours, the Office of Safety & Security should be contacted by phone at (206) 281-2922.

### Related articles

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Related articles appear here based on the labels you select. Click to edit the macro and add or change labels.

- [Classrooms and AV](#)
- [AV Event Support](#)
- [Classroom Software Installations](#)
- [Emerson Hall Lobby AV System](#)
- [Arnett Hall Lobby AV System](#)