

# Setting the Stage with AV Services

Charlie Wright - AV/IT SP Manager Senior  
Nyasha Farrington – Client Support Specialist  
Kyle Williams – AV/IT Support Professional II  
Shaun Blum - AV/IT Support Professional II

Date 9/20/2022

# AV Services Mission

To continue to evolve the AV Services team to meet the audio visual needs in technology enhanced rooms on campus. To elevate the AV Services team to be an AV business within the Institute to deliver a one stop shop for AV designs, project management and support to campus. To strengthen partnerships with departments across campus to help guide strategic initiatives and improve the overall services and solution the organization delivers to campus.

# Who We are?

The Audio Visual Services Team (AVS) provides a mission-critical service to campus in meeting the ever-growing technology needs in classrooms, conference rooms, labs, breakout rooms, rehearsal studios, and other collaborative spaces. During 2011, the two OIT AV teams (AV Design team and Classroom Support team) merged to create the AV Services team to meet, and often exceed, customer expectations in the Academic, Research and Administrative arenas. By merging the teams, we have created the one-stop shop for AV design, project management and support under one umbrella.

The team is made up of three main groups:

- AV Design and Project Management Group
- AV Support Group
- AV Application Support Group

Hours of Operation Monday – Friday 8am – 9pm

# AV SERVICES DIRECTOR



Jassen Ceci



# AV Services Tech Square



Jason Newland



Walker Supplice



Skutr Keeler



Kimala Wynn



Joe Ford

# AV Services Price Gilbert Library and Clough



Jason Brewer



Quincy Thomas



Saxon Seigler

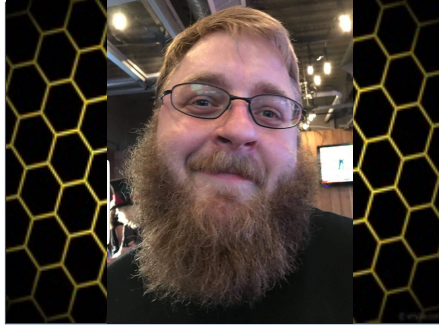
# AV Services Main Campus



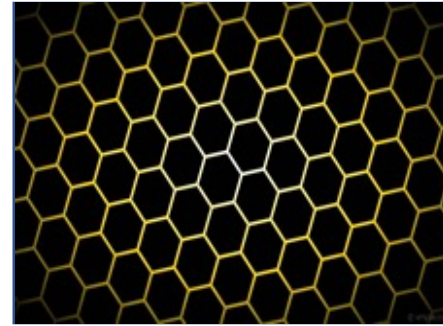
Charlie Wright



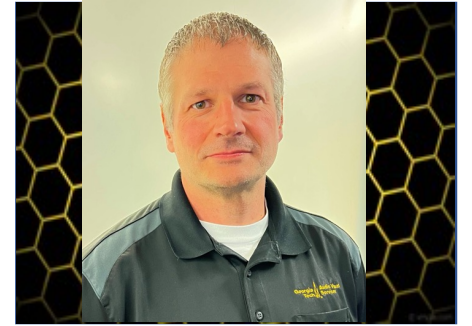
Christian Birk



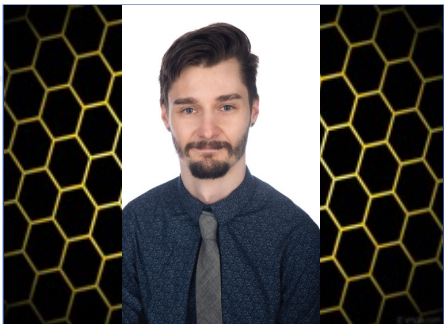
Sam Kuonen



Chris Robinson



Eric Putnam



Joseph Schmitt



Nyasha Farrington



Kyle Williams



Lamarr Jackson



Shaun Blum



# AV Services Design and Project Management



Andrew Griffin



Will Huntley



Asher Berke

# Maintain a Highly Skilled Team of Certified Staff



- Audiovisual and Integrated Experience Association (Formally known as Infocomm)



- Extron Certification Program



- Harman – AMX Programming



- BIAMP – TesiraForte Certification



- DANTE Level I, 2, and 3



- QSys

**Microsoft**  
**CERTIFIED**  
Professional



- **Georgia Tech** - Project Management Certificate



MOR leadership Program

# What services we provide

**Full AV Lifecycle Management** from concept and ideation to implementation to support of AV infrastructure at GT.

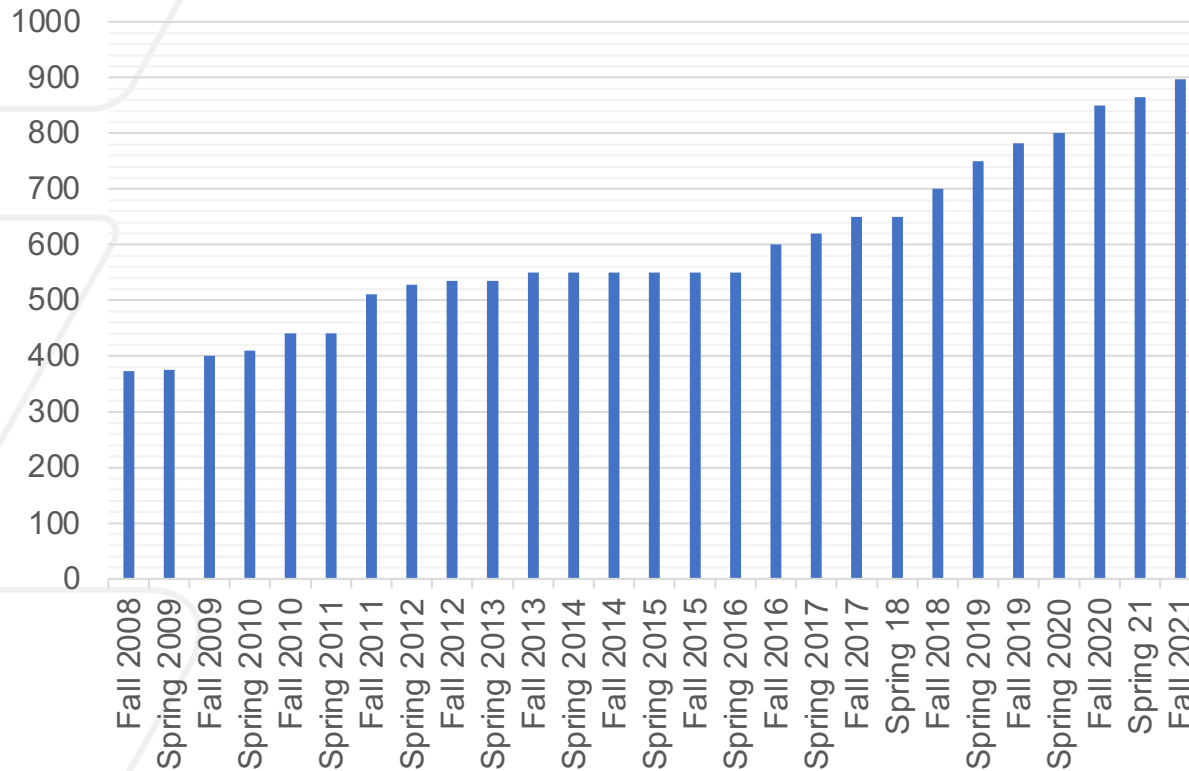
- **AV Designs** for Classrooms, Labs, Conference Rooms, Seminar Rooms, Breakout Rooms and immersive spaces.
- **AV Project Management** to ensure installations meet GT standards.
- **AV Consulting** to ensure 3rd party solutions are designed to meet customer needs and GT standards.
- **AV Incident Support** to respond to incidents in supported rooms.
- **AV Proactive Support** to ensure systems are maintained to minimize downtime to instruction.
- **AV Technical Training** on system solutions.
- **AV Technical Support for Select Events** in supported rooms.
- **AV Wireless Microphone Loans** out for rooms with speech reinforcement
- **Triage support** for non-AV related issues in classrooms (e.g. lighting, electrical, HVAC and etc.)



# Number of AV Systems

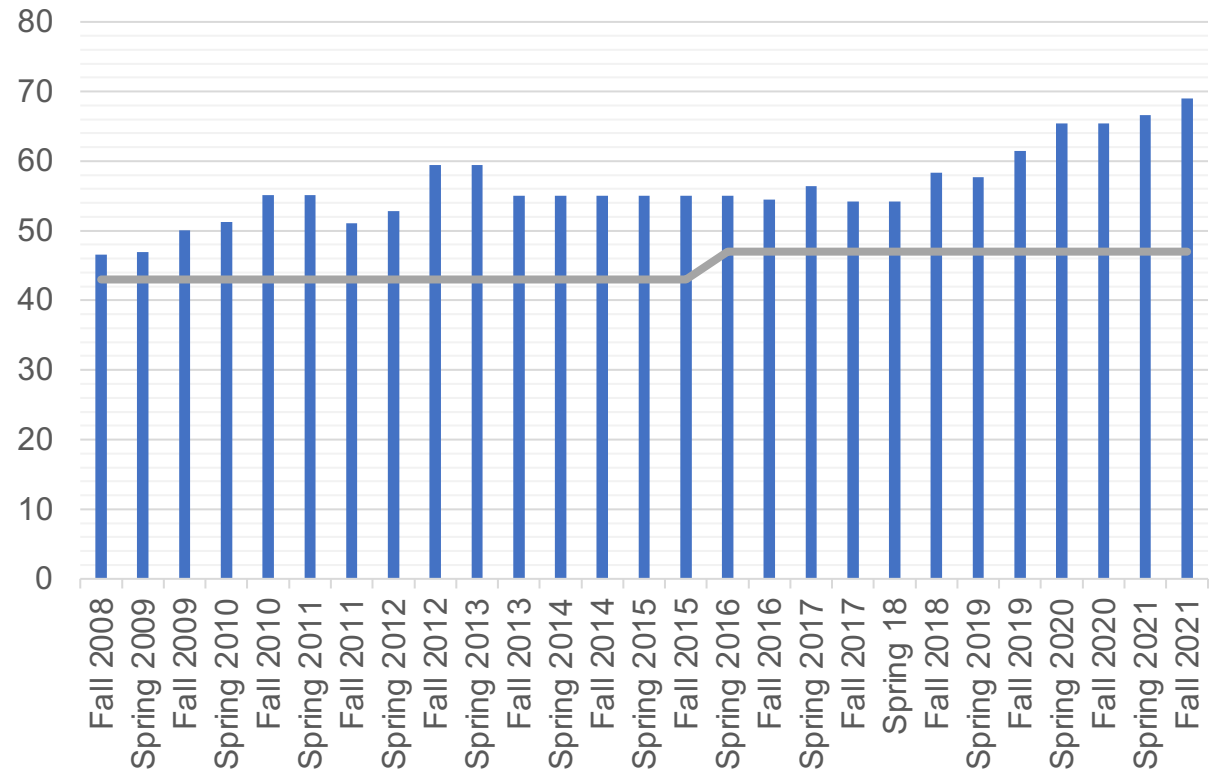
## Known AV Systems at GT

■ Known AV Systems



## Rooms Per FTE

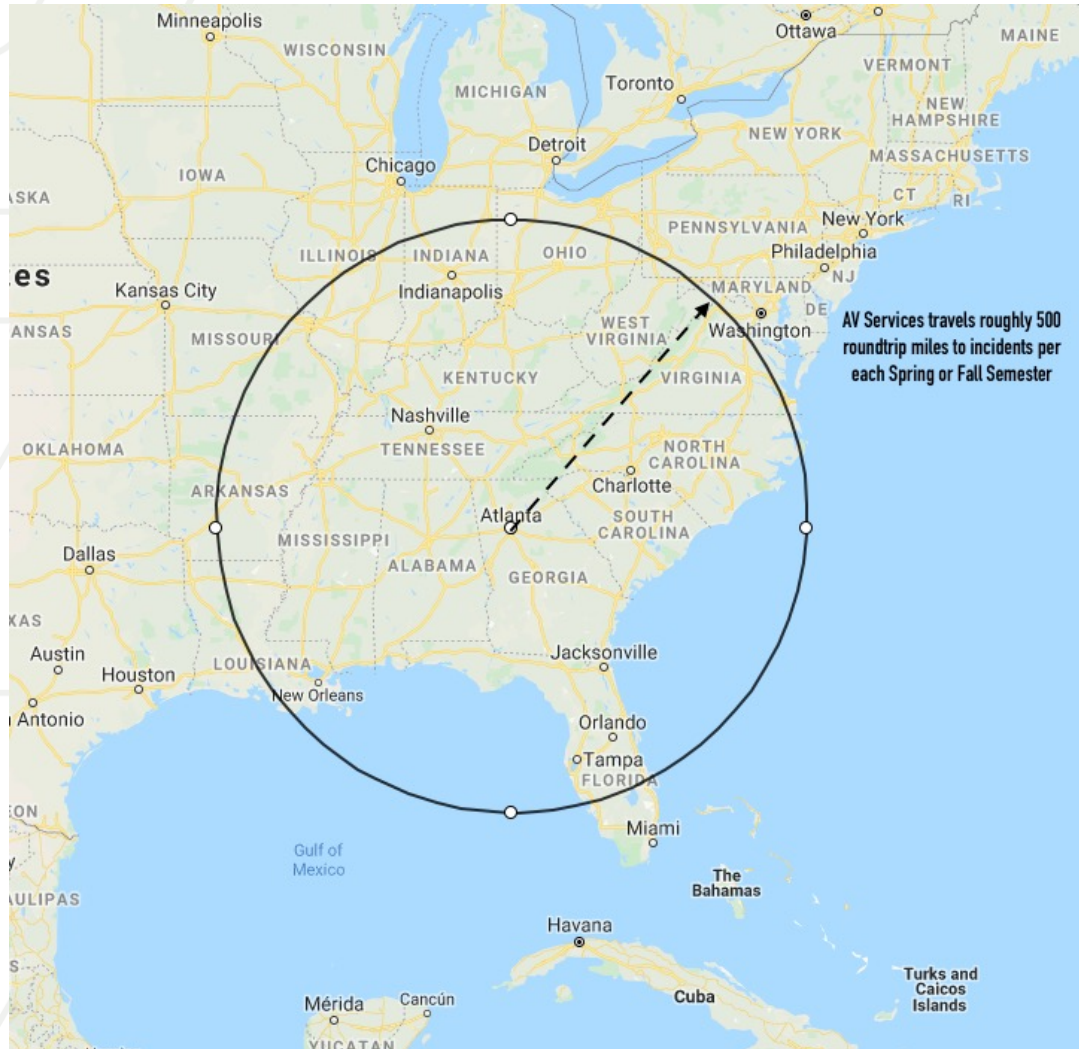
■ Rooms per FTE — Benchmark Ratio



Per the “Benchmarking Higher Ed AV Staffing Level” by Mike Tomei on Campus Technology. They discuss a 43 to 1 ratio of systems to FTE in 2016 and 47 to 1 ratio in 2018.

<https://campustechnology.com/Articles/2018/10/15/Benchmarking-Higher-Ed-AV-Staffing-Levels-Revisited.aspx?Page=2>

# Distance Traveled per Semester



The Av services team travels a great distance across campus to quickly resolve incidents, maintain equipment and provide training AV Services has 2 golf carts and 1 OIT van available to travel on campus. AV Services heavily depends on its vehicles to quickly dispatch across campus so that services can be rendered in a prompt manner, rain or shine.

# Successes

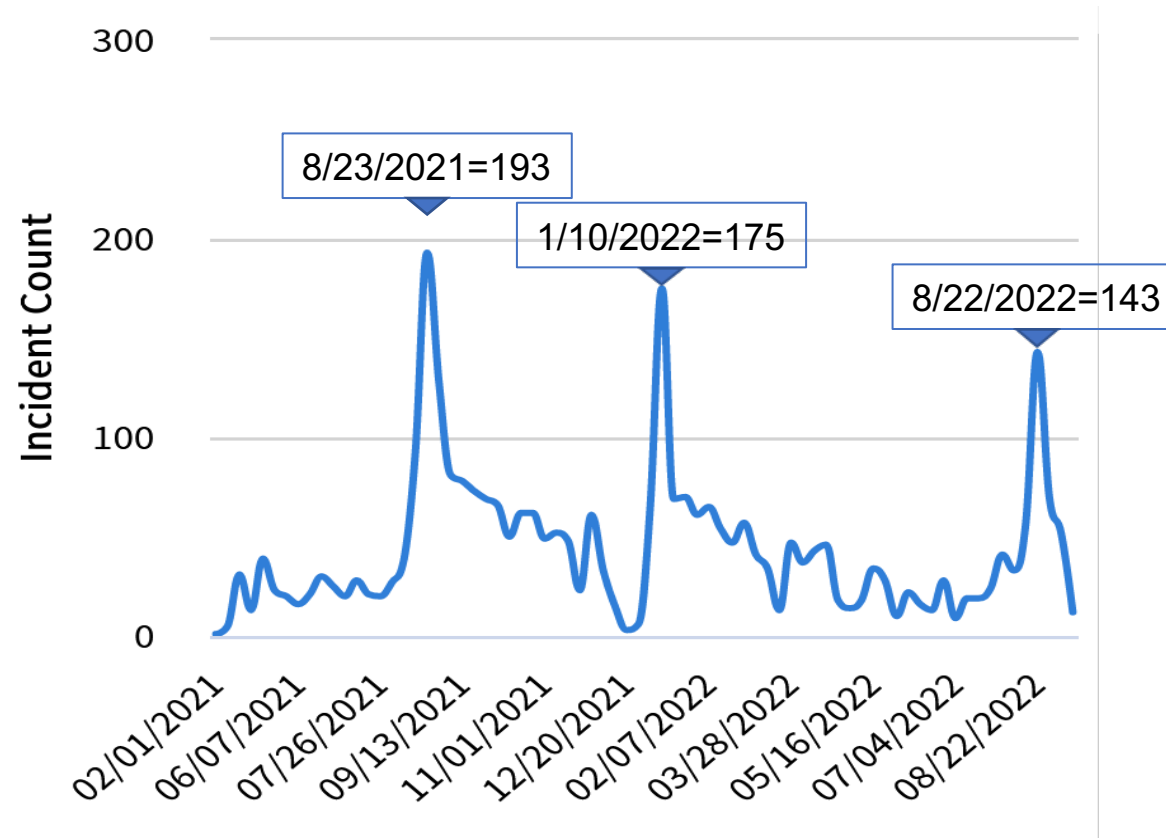
## Average Customer Satisfaction Survey Results



9/13/2022

As a team, using the strengths of each individual staff member, we are quick to resolve issues, strategic in initiatives to resolve and evolve room solutions. We appreciate the feedback from faculty staff and students. We are always striving to improve

# AV Services Metrics on Resolved and Closed



# Hybrid is the New Norm

- Remote Working Population
- Tools + Bandwidth vastly improving
- Integrated technology (nearly) everywhere
- Setting Expectations with Customers is Key

# Fully Virtual Events

- Audiovisual Services does not provide user support to Zoom, Teams Meetings/ Events or webinars.
- For more information on how to setup a Zoom meeting, please visit IT Self-Service Knowledge base website at [IT Self-Service - Zoom Training Video Recordings \(service-now.com\)](#) or contact GT Professional Education.
- Zoom meetings must be hosted from inside the U.S. (Meeting participants can join from anywhere in the world.)
- Zoom recordings will be automatically migrated to [Kaltura MediaSpace](#). (They will be automatically deleted from Zoom seven business days after their creation.)



# Best Practices

## Role Dependent

- Moderator, Presenter, Attendee,

## Audio

- Ceiling mics
- Wireless mics

## Network

- Wired connection when possible
- No VPN

## Behavioral

- Book appropriate spaces
- Test in advance with your customer

# Hybrid Capable Event Spaces

- We do not own these spaces. Contact building managers or book via EMS.
  - Arch 123:
  - NanoTech
  - MARC
  - MSE G011
  - Paper Science
  - Kendeda 152
  - Klaus 1116 East and West
  - Academy of Medicine \*
  - Coda(block)
  - IC (all rooms)
  - Clough 152 and 144
  - John Lewis Student Center \*
  - Student Success Center
  - Exhibition Hall \*

\* *AV Managed by Campus Services staff*

# ARCH 123



- 2 Rear Classroom Cameras
- 8 wireless microphones
- Courtesy Mics on rechargeable Docking Station
- Hybrid/ Web Conferencing

# Clough 152



- 1 Classroom Camera
- 8 Wireless Microphones
- Courtesy Mics on rechargeable Docking Station
- Hybrid/ Web Conferencing
- 300 seats



# Clough 144



- 2 Classroom Cameras
- 8 wireless microphones
- Courtesy Mics on rechargeable Docking Station
- Hybrid Capable



# Nano Technology Building



- 3 divisible rooms
- Web conferencing cameras for each room
- Ceiling Microphones
- Wireless Microphones



# MSE G011



- 4-Wireless Microphones
- Courtesy Mics on rechargeable Docking Stations
- Front and Rear Cameras
- Hybrid/ Web Conferencing



# Paper Science



- 4-Wireless Microphones
- Courtesy Mics on rechargeable Docking Stations
- Rear Camera
- Hybrid/ Web Conferencing



# Kendeda 152



- 8-Wireless Microphones
- Courtesy Mics on rechargeable Docking Stations
- Front and Rear Camera
- Hybrid/ Web Conferencing



# Klaus 1116 East and West



- 4-Wireless Microphones per side
- Ceiling Microphones
- Front and Rear Camera
- Hybrid/ Web Conferencing



# CODA (Block)



- 4-Wireless Microphones
- Courtesy Mics on rechargeable Docking Stations
- Front and Rear Camera
- Hybrid/ Web Conferencing



# Student Success Center



- 4-Wireless Microphones
- Ceiling Mics
- Rear Camera
- Hybrid/ Web Conferencing



# EBB 1005



- 4 - Wireless Microphones
- Ceiling Microphones
- Front and Rear Cameras
- Hybrid/ Web Conferencing

# Why trust AV Services for your event?

- Who do you reach out to for assistance?
  - Average of 20 Years of event production experience.
  - Call us at 404-385-5555
  - ServiceNow
- Recent Successful Events
  - University System of Georgia Board Of Regents
    - 2018 at Georgia Tech Hotel and Conference Center
    - 2021 at Georgia Tech Kendeda Building for Innovative Sustainable Design
    - 2022 at Albany State University
    - 2022 at Dalton State College
  - Georgia Tech Institute Address
  - SGA Atlanta Mayoral Forum
  - Secretary of State visit
  - Too Many to list

# How To Reach AV Services

**Need AV Assistance?**

## **GEORGIA TECH AV SERVICES**

**avservices.oit.gatech.edu | services.gatech.edu  
404-385-5555**

**Need AV Assistance?**

**Support Available**

8am-9pm Monday - Friday

**For Immediate Assistance Call : 404-385-5555**

You'll need to provide:

- Building Name / Room Number
- Urgency level
- Brief description of issue
- Contact Information

AV System Training and other requests:  
**avservices.oit.gatech.edu | services.gatech.edu**



# How To Reach AV Services



Scan QR code for more  
Information about AV



Scan QR code for more  
Information about Room Capabilities  
and Web conferencing Tutorials For  
Classroom Spaces

# Questions?