

AV Services Problem Report

Please use the following procedures to report a problem with the Audio Visual Equipment in your classroom. AV Services will make every effort to resolve the problem as quickly as possible.

Instructors Name: _____
Course number: _____
Building: _____
Contact Information: _____

Today's Date: _____
AV Work Order # _____
Room Number: _____

Different types of equipment require that problems be reported to different departments:

To report a problem with:

- 16mm Projector
- Audio Cassette/CD
- TV VCR DVD
- Slide Projector/Carousel
- Overhead Projector
- Opaque Projector
- Projection Screen
- Other: _____

M-R 8am - 8pm F 8am-6pm, call 1-212-229-5456 and provide the details of the problem.

After hours or on weekends, call 212-229-5165 (the 24 hour 7 day a week Security Desk), they will be able to dispatch someone to your location who can assist with the problem.

--OR-- Fill out this form. Describe in detail the nature of the problem in the space provide below.

Cart Number: _____
(A green label on the front of the AV cart)

Description of Problem:

To report a problem with:

- LCD Projector
- Macintosh Computer
- PC Computer
- Network Connectivity
- PA
- Events Space (Wolff, Orozco, etc)
- Other: _____

Weekdays 8am - 10pm, call 1-212-229-5300 ext. 2310 and provide the details of the problem. Unfortunately we are unable to guarantee technical support during your class, however we will respond to all problems as quickly as possible.

--OR-- Fill out this form. Describe in detail the nature of the problem in the space provide below.

Equipment Number: _____

Description of Problem:

Computer Error Message:

IMPORTANT:

- . Be sure to complete the information at the top of the page and place a check mark in the box next to the equipment you are having a problem with.
- . Return this form by leaving it with the security officer at the security desk in the lobby of this building.

Note: Only instructors, faculty and staff can make Audio Visual Equipment requests using University GroupWise email accounts. All AV equipment requests must be submitted online at <http://my.newschool.edu>, at least 7 days in advance. Your attention to this policy will help us coordinate and manage the delivery of AV equipment.

AV Services Feedback

Please provide us with feedback about the quality of our service and equipment.

1. Timeliness of delivery:

- Delivered before your class or event began.
- Delivered just in time for your class or event.
- Delivered 5 minutes late.
- Delivered 10 minutes late.
- Delivered 15 or more minutes late.

2. Order fulfillment:

- All of equipment was delivered as requested.
- Only some of the equipment requested was delivered.*
- The wrong equipment was delivered.*

3. Condition of the equipment:

- All of the equipment delivered was in good working order.
- Some of the equipment was in good working order.*
- None of the equipment was in good working order.*

***IMPORTANT:** Please report the details of any problem by following the "AV Services Problem Report Procedures" on the reverse of this page.

4. For future planning would a carbon copy of the problem report form on the reverse of this page be helpful to you?

- Yes
- No

5. Comments or suggestions:

IMPORTANT:

Return this form by leaving it at the security desk in the lobby of any building.