

UNIVERSITY OF PITTSBURGH POLICY 10-03-02

CATEGORY: SUPPORT SERVICES
SECTION: Library and Instructional Resources
SUBJECT: Instructional Media Services – Center for Instructional Development and Distance Education
EFFECTIVE DATE: February 3, 2003 Revised
PAGE(S): 1

I. SCOPE

This policy establishes the provisions governing placement of orders from Instructional Media Services - Center for Instructional Development and Distance Education (CIDDE).

II. POLICY

Office Delivery (No Operator Required)

- Notice of one (1) business day is required for equipment delivered to and picked up from a campus office. Service can be provided between 8:30 A.M. and 5:00 P.M., Monday through Friday. (Weekends and holidays are excluded.)
- A signature is required upon receipt of equipment delivery.
- Equipment that is not ready for pickup on the date and time specified on the Instructional Media Services Requisition is subject to a late fee.

Operator/Classroom Services

- Notice of three (3) business days is preferred but is not required for equipment setup at a specific campus location. (Weekends and holidays are excluded.) However, service is not automatically guaranteed with three (3) or more days notice. Contact Instructional Media Services for more detail.
- Confirmation of operator availability will be provided at least two (2) business days before the event.

Will Call

- Order placement: 8:30 A.M. - 5:00 P.M. Monday through Friday
- Order pickup: 8:30 A.M. - 8:30 P.M. Monday through Thursday
8:30 A.M. - 5:00 P.M. Friday
Weekend requests by appointment only

III. REFERENCES

[Procedure AC 43, Media Services – Center for Instructional Development and Distance Education](#) (formerly 10-03-02)