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MULTIMEDIA STUDIO UTILIZATION AND SHARING STANDARD OPERATING PROCEDURE (SOP) FOR HIGHER EDUCATIONAL INSTITUTIONS IN ETHIOPIA

In partnership with



FOREWORD

In the ever-evolving landscape of education, where technological advancements are reshaping the ways we learn and teach, it becomes imperative for educational institutions to adapt and harness the potential of multimedia resources. As we strive towards excellence in higher education, it is essential to recognize the transformative power of multimedia studios in enhancing the teaching and learning experience.

The “Multimedia Studio Utilization and Sharing Standard Operating Procedure (SOP) for Higher Educational Institutions in Ethiopia” document represents a significant milestone in our journey towards modernizing and enriching the educational ecosystem in Ethiopia. Developed through collaborative efforts and insights from various stakeholders, this document sets forth a comprehensive framework for the effective utilization and sharing of multimedia studios across higher educational institutions in our nation. By standardizing operating procedures, we aim to streamline the utilization of multimedia resources, ensuring optimal efficiency and resource allocation, protecting intellectual property rights, and maintaining a safe and productive working environment. Furthermore, this document promotes the code of collaboration among institutions, fostering a vibrant ecosystem conducive to innovation and academic excellence.

Through adherence to the SOP, users will benefit from streamlined booking procedures, clear expectations for studio etiquette, and robust security measures to safeguard studio resources and data. Additionally, training and support services will empower users to maximize the potential of studio equipment and software, fostering creativity and skill development. Continuous monitoring, evaluation, and feedback mechanisms will also enable ongoing improvement and adaptation to evolving technological advancements and user needs. By embracing a culture of continuous improvement, our higher educational institutions can ensure that their multimedia studios remain at the forefront of innovation and excellence in multimedia production and editing.

I commend the diligent efforts of all individuals and institutions involved in the formulation of this standard operating procedure document. It is my sincere belief that the implementation of the standard operating procedures will not only enhance the quality of education but also empower our faculty and students to thrive in the digital age.

I urge all higher educational institutions in Ethiopia to embrace and adhere to these guidelines, as we collectively embark on a journey towards a brighter future for education in our nation.

Sincerely,

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1. INTRODUCTION

1.1 Background

The need to improve teaching and learning experiences and meet the needs of the digital age has led to a growing trend of multimedia technology integration into educational practices. In line with this, multimedia studios have grown to be vital resources for higher education institutions in recent years, providing a setting for electronic content development and artistic expression. Multimedia studios give instructors and students the resources and equipment they need to produce a variety of multimedia content, including audio and video recordings, animations, and interactive presentations. Given the significance of these studios for improving research, teaching, and learning, a standard operating process must be established to guarantee their efficient use and sharing.

The higher education institutions in Ethiopia have recognized the growing significance of multimedia studios and established a few studios to be used on a cluster basis; nevertheless, effectively managing, utilizing, and sharing those studios emerged as an issue. Without an established standardized operating procedure (SOP), institutions may find it challenging to maintain multimedia technology and facilities sustainably, manage budget allocation, and grant equitable access. Furthermore, the absence of clear procedure might make it harder for institutions to work together and exchange multimedia resources, which would restrict the full potential of these invaluable resources.

The need to create a thorough SOP that is especially suited to the needs and environment of Ethiopia's higher education institutions is to solve these issues and make use of the potential that multimedia technologies bring. A standard operating procedure (SOP) of this kind would offer a framework for the effective use and exchange of multimedia studio resources, encouraging creativity, teamwork, and quality in educational, learning, and research activities.

1.2 Purpose

Due to the high cost of establishing a multimedia studio (e-learning resource center), few multimedia studios are established in five selected public universities (based on a cluster approach) to promote the utilization of the resource centers by public universities under a cluster-led university. This SOP aims to provide the higher education institutions in Ethiopia with a common operating procedure for using and sharing those multimedia studios. The SOP seeks to simplify the use of multimedia studios, advance fair access, encourage cooperation, and safeguard intellectual property rights by outlining precise procedures and norms.

1.3 Scope

This SOP applies to multimedia studios at Ethiopian universities and colleges. It includes protocols for scheduling studio time, making use of tools and resources, exchanging multimedia files, receiving training and assistance, adhering to rules and regulations, sharing the studios among cluster universities, and maintaining ongoing progress. This SOP applies to all authorized users of the multimedia studio. The SOP applies only to utilization and sharing issues specific to multimedia studios and thus digital resource-sharing (as part of the teaching-learning process) needs separate protocol development.

1.4 Objectives

The objectives of this SOP are:

- To define precise procedures for using multimedia studios.
- To provide instructors, and students fair access to studio resources.
- To encourage the economical, responsible, and conscientious use of studio facilities and equipment.
- To encourage cooperation and information exchange among studio users.
- To safeguard data security and intellectual property rights.
- To offer guidance and assistance for efficient studio use.
- To keep an environment in the studio that is both safe and productive by keeping an eye on compliance and enforcing rules.
- To promote suggestions and ongoing studio operations improvement.

1.5 Audience

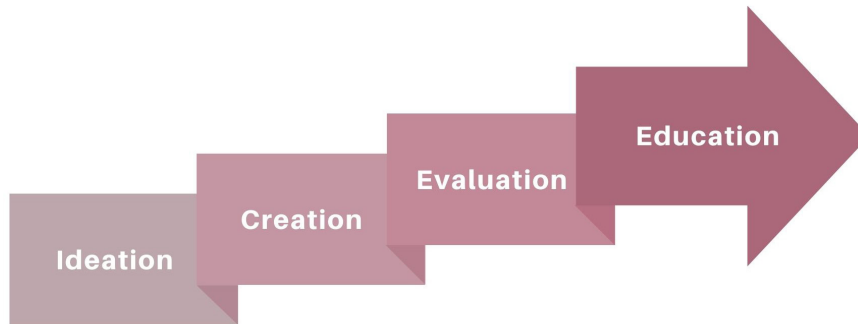
Administrators, instructors, technical personnel, and students involved in the use and administration of multimedia studios at the Ethiopian higher education institutions are the target audience for this SOP. It offers crucial protocols and guidelines to guarantee the smooth running of these studios while encouraging cooperation, originality, and creativity.



2. DEFINITIONS

- **Multimedia Studio:**
A multimedia studio is an area set aside specifically for the production, editing, and creation of different forms of multimedia content, such as audio and video recordings, interactive presentations, animations, graphics, and videos. It is furnished with technology and software specific to this purpose. It usually consists of equipment including screens, soundproofing, editing stations, recording booths, lighting, and other necessary instruments installed for content production, edition, and utilization.
- **Utilization:**
The process of using the facilities and resources offered by the multimedia studio for the production, editing, and development of multimedia material. It entails tasks including gaining access to tools/software and carrying out recording or editing sessions.
- **Sharing:**
The process by which authorized users or stakeholders share multimedia studio resources and facilities. It includes sharing studio resources and facilities, working together on projects, etc.
- **Standard Operating Procedure (SOP):**
Protocols or procedures designed to guarantee conformity, efficiency, safety, and consistency when carrying out particular tasks or operations in multimedia studios. It describes the protocols that users should follow when utilizing multimedia studios for collaboration, and effective and responsible use of studio resources while abiding by institutional policies and regulations.
- **Intellectual Property Rights:**
Legal rights that protect creations of the mind, such as inventions, literary and artistic works, designs, symbols, and images, from unauthorized use or exploitation.
- **Collaboration:**
Working together with others to achieve a common goal or objective, often involving sharing resources, expertise, and responsibilities.
- **Technical Support:**
Assistance provided to users to troubleshoot and resolve issues related to equipment, software, or technical processes.
- **Compliance:**
Adherence to established rules, regulations, policies, and procedures governing the use of multimedia studio facilities and resources.
- **Continuous Improvement:**
The ongoing process of identifying opportunities for enhancement and implementing changes to improve the efficiency, effectiveness, and quality of studio operations and services.

3. STUDIO SERVICES



i. Ideation (Developing Idea)

- Collaborate to ensure e-courses meet learning outcomes and objectives.
- Provide a second pair of eyes and serve as a soundboard for ideas.
- Provide options for technology tools and media selection.
- Providing course enhancement consultation and support.

ii. Creation

- Design course structure, organization, and learning content.
- Suggest engaging activities that boost learning outcomes.
- Advising on learning activities that support objectives.
- Analyzing course and unit objectives.
- Video recording, audio recording, photography, custom graphics, animation
- Setting milestones with actionable steps to maintain course development pace and adherence to design standards.

iii. Evaluation

- Educate and apply success criteria for assessments.
- Evaluate course delivery from the online student perspective.
- Identify strategies for assessing learning.

iv. Education





- Introduce new tools as they become available.
- Guidance for proper tool usage.
- Provide evidence-based ideas for course enhancements.
- Consultation on media options to best present your course materials.
- Recommend resources to improve academic integrity.
- Provide resources for building community and increasing participation.
- Share relevant tutorials and workshops.

4. GENERAL PROCEDURES

4.1 Operational Preconditions

1. **Qualified Staff:** Employ individuals skilled in multimedia production, including audio engineers, video recorders and editors, graphic designers, and multimedia developers. Also, include instructional designers who can help faculty integrate multimedia elements into their teaching materials effectively. Academic staff participating in digital content development and delivery must also have basic digital skills as well as e-learning platform utilization skills. Higher Education Institutions (HEIs) shall provide training workshops and resources for the staff to equip them with multimedia production techniques and software operation.
2. **Facilities and Equipment:** Invest in key multimedia facilities including computers, cameras, microphones, lighting equipment, green screens, and other necessary hardware. Purchase licenses for multimedia editing software suites. Designate a dedicated area for multimedia production with appropriate acoustics, lighting, and ventilation.
3. **Budget Allocation:** Allocate funds for equipment purchase, software licenses, studio maintenance, and staff salaries. Consider long-term budget planning to ensure the sustainability and growth of the multimedia studio.
4. **Process and Forms:** Develop processes and forms for the use of the multimedia studio, including scheduling procedures, equipment checkout processes, and intellectual property rights. Ensure compliance with copyright laws and licensing agreements when using multimedia content. Establish mechanisms for gathering feedback from users to continuously improve the services and resources offered by the multimedia studio.

4.2 Availability

 Monday - Thursday	 Friday
 08:30 AM – 12:30 PM 01:30 PM – 05:30 PM	 08:30 AM – 11:30 AM 01:30PM – 05:30 PM

- Closed on Saturday, Sunday, and public holidays.
- Depending on the workload and upon consultation and decision by the concerned management, the studio can be open for extended hours during weekdays as well as on Saturdays and Sundays.

4.3 Reservation

1. Users must submit a reservation request through the designated online system or by contacting the Studio Manager with details such as the Date and time of requested use, estimated duration, equipment needed, and project purpose.
2. To efficiently handle studio reservations, a centralized reservation system (preferably online forms) ought to be put in place.

3. Users are required to follow the specified booking procedures, which include giving the required project data, choosing suitable timeslots, and following the cancellation regulations.
4. Several factors, including academic requirements, project deadlines, and resource availability, may determine which studio reservations are given priority.
5. Requests for use of the multimedia studio shall be submitted online by the e-learning coordinator of the HEI and all requests are pending until approved by the e-learning director of the host institution in consultation with the studio technical staff.
6. Users must have completed an orientation, either in-person or online before their reservation will be approved. Studio staff in consultation with the e-learning coordinator of the HEI will verify that the user has done the orientation before approving his/her reservation.
7. There are no fees to use the multimedia studios for users who have university ID card, though users may be responsible for missing or damaged equipment.
8. The studio should be booked at least two months before the time the user will need it. A user has to formally cancel his/her booking (through a means put in place by the studio) if s/he no longer needs the reservation to allow others to use the space.

4.4 Access and Permission

1. Only those who meet certain requirements, such as being enrolled in appropriate courses, belonging to specific clubs or organizations, or receiving permission from authorized staff, should be allowed access to the multimedia studio.
2. To reserve studio time, access equipment and software, and make use of studio facilities, users must get the necessary authorizations or credentials.
3. Access restrictions can change based on the type of multimedia project (academic, extracurricular, research), as well as user roles (staff, faculty, and students or community support or commercial aspect).
4. Users must arrive at the studio on time and present their booking confirmation to the e-learning system administrator or studio technical staff in charge.
5. The e-learning system administrator or studio technical staff in charge can provide basic instruction on equipment usage upon request.

4.5 Equipment and Facilities

1. Users are responsible for familiarizing themselves with the equipment they want to use and its proper operation before use.
2. It is important to operate and handle equipment carefully to avoid damage or malfunctions.
3. Users are required to immediately report any problems or worries about the operation or maintenance of the equipment to the appropriate technical support staff.

4.6 Maintenance and Upkeep

1. To guarantee peak performance and user pleasure, the multimedia studio's facilities, software, and equipment need to be regularly maintained and upheld.
2. Studio personnel shall carry out regular inspections, cleaning, and maintenance duties to swiftly address any difficulties or concerns.
3. Users shall maintain the studio by being mindful of shared resources, reporting any damage or malfunctions, and adhering to cleanliness protocols.
4. There should be different user manuals available in the studio (about the different equipment and software) for a better understanding of the functions and insights for maintenance.

5. STUDIO UTILIZATION PROTOCOL

5.1 Booking Procedures

1. Reservation requests must be made using the official reservation system, with the required project information, desired dates and hours, and equipment and software specifications included.
2. Confirmation of reservations is subject to availability and compliance with booking procedures.
3. Booking confirmations and any pertinent guidelines or instructions ought to be sent to users.
4. Academic staff can reserve time for as long as the space is available whereas students can reserve the studio for a maximum of 4 hours at a time within the studio's available times. This can be extended, contingent upon approval by studio management.
5. No recurring booking is permitted (i.e. 'every Friday' or 'every third Tuesday'). Additional requests must be sent for each occurrence.
6. Reservations are on a first-come, first-serve basis.
7. A user has to arrive no earlier than the requested start time and leave no later than the requested end time. If a user thinks s/he will need additional time to set up or clean up afterward, s/he has to adjust the time request to reflect this. If no one arrives to claim the reservation within 30 minutes after the requested start time, the entire reservation will be forfeited.
2. Try not to make too much noise to not bother other studio users or nearby areas.
3. Upon completion of the booked session, users are responsible for turning off and properly storing all equipment used; organizing and cleaning the workspace, and disposing of any waste generated.
4. Adhere to safety guidelines and procedures, such as abstaining from risky conduct.
5. Be courteous concerning volume in the space. Although the room is relatively isolated, excessive volume from stereo speakers and loud voices can be heard in the surrounding rooms. Please keep audio and noise to an acceptable level.
6. Note that usages of some studio equipment have certain expectations of noise level. It is considered a violation if these expectations are not met.
7. Be safe when using the space. Do not partake in any activity that may result in injury to you or those around you.
8. Do not attempt to use any piece of equipment you are unfamiliar with. Any questions regarding lighting or studio equipment can be directed toward the multimedia staff. Do not make any adjustments to the light board, light fixtures, or studio equipment and furniture.
9. Any issues or failures of studio equipment should be reported to the multimedia studio staff as soon as possible. Failure to report issues or failures could leave you liable for any damage. You will be liable for any theft or damage caused to the space due to disrespect, negligence, or misuse.

5.2 Studio Etiquette

In order to preserve a courteous and effective work environment, users must adhere to appropriate studio etiquette.

1. Be mindful of the designated booking times and promptly leave the studio on time to make room for other customers.

10. Personal items should not be left unattended in the studio. Pick up and remove all materials and personal items after your session is complete and before exiting the room. Studio staff are not liable for loss or theft.
11. Be familiar with the emergency procedures posted within the studio space. Multimedia staff may not be available to provide support in the case of an emergency.
12. Users are responsible for keeping the Studio clean during your event. Make sure all trash is thrown away in the appropriate receptacles. If the trash does not fit in the receptacles provided in the space, users are responsible for finding another available receptacle.
13. Users are obligated to use the studio equipment and resources responsibly and within their designated booking time frame.
14. Users are not permitted to use the studio for personal projects outside of approved academic or job-related purposes.
15. Unauthorized use of the studio and usage not per these procedures may result in immediate eviction and loss of future access. Studio staff and campus security personnel are both authorized to evict a group or an individual who violates the procedures.
16. Food and beverages are prohibited in the studio to avoid spills and damage to equipment.

5.3 Behaviour and Conduct

i. General Behaviour

- Observe all posted rules of studio use, including, but not limited to, restrictions related to cell phone use, use of quiet/silent areas, consumption of food and drink, and computer use.
- In the event of a power outage or a fire alarm, stop what you are doing and exit the multimedia spaces. If you need special assistance, ask the studio staff for assistance.

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ii. Prohibited Behaviours

- Theft, vandalism, or the deliberate misplacement of studio materials/resources or other users' personal property.
- Leaving personal belongings unattended or using personal belongings to reserve space/seating.
- Sleeping anywhere in the studio.
- Consuming alcoholic beverages or illicit drug usage.
- Spoiling, destroying, or corrupting any multimedia studio property.
- Engaging in disruptive conduct and/or verbally abusing or threatening to do bodily harm to any studio staff member or another user.
- Possessing firearms or other weapons/destructive materials.
- Engaging in any form of mental, physical, or sexual harassment and any sexual acts or public lewdness in the studio.
- Annoying, disturbing, or irritating any studio staff or engaging in any other conduct that interferes with the studio usage.
- Conducting unauthorized organized meetings, events, food-based gatherings, or instructor-led sessions.
- Being in unauthorized areas of the studio, remaining in the studio after closing or during emergencies.

- Tampering with emergency mechanisms (e.g. alarms, extinguishers, opening emergency exits in non-emergency situations).
- Smoking or using tobacco products.
- Selling, soliciting, distributing, or displaying any unapproved materials in the studio.
- Failing to comply with directions of university officials or law enforcement officers who have identified themselves as such.

5.4 Usage Restriction

1. Observe copyright regulations and intellectual property rights while utilizing proprietary software or information from third parties.
2. Abstain from actions that could endanger your safety, harm studio equipment, or transgress institutional regulations.
3. Multimedia Production usage is for anyone who is utilizing the space to work on a multimedia project, including, but not limited to: video recording, audio recording, rehearsals, photography sessions, art creation, and media experimentation.

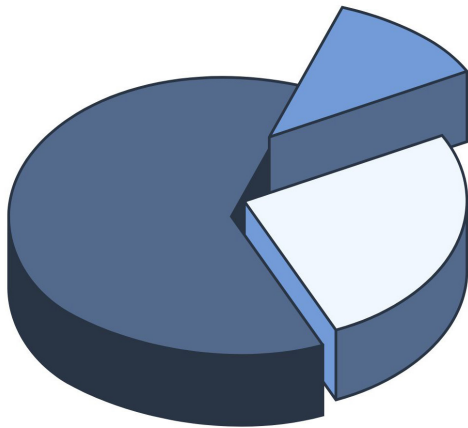
5.5 Security Measures

1. Users are responsible for ensuring the security of the studio and equipment during their booking period.
2. Do not leave the studio unattended or grant access to unauthorized individuals.
3. Keep valuables under your supervision at all times, and make sure the studio is locked while not in use.
4. Adhere to any security measures put in place to safeguard user safety and preserve studio resources.
5. Immediately notify studio administrators or campus security staff of any suspicious activity, security breaches, or occurrences.

6. SHARING PROTOCOL

6.1 File Sharing Procedures

1. Verify that shared files abide by all applicable license agreements, copyright laws, and intellectual property rights.
2. Give priority to using safe and approved file-sharing platforms or procedures that have been approved by the organization.
3. Clearly label and arrange files to make it simple for stakeholders or collaborators to identify and retrieve them.



6.2 Intellectual Property Rights

1. Honor the rights to intellectual property and ownership of any multimedia produced in the studio.
2. It is recommended to get agreements, licenses, or contracts to specify ownership and usage rights before sharing content with collaborators or stakeholders.
3. Ensure that any third-party materials, copyrighted content, or identifiable people included in the shared multimedia content have the required releases or licenses.
4. In shared materials, properly credit and

6.3 Collaboration Best Practices

1. Promote open communication and teamwork among project participants to create a collaborative and inclusive work environment.
2. Clearly define each collaborator's roles, duties, and expectations for the production, modification, and distribution of multimedia material.
3. Make use of platforms and tools for collaboration to enable feedback sharing, document sharing, version control, and real-time communication.
4. Update and synchronize shared files regularly to guarantee coherence and consistency between various contributors and project iterations.
5. Sharing the studio with other users is only permitted with prior approval from the e-learning system administrator and the e-learning director of the host institution.
6. Users are responsible for ensuring all collaborators adhere to the SOP requirements.

6.4 Data Security Measures

1. Use access controls, encryption, and other security measures to protect private or sensitive information exchanged within the studio against manipulation, disclosure, and illegal access.
2. Regularly backup shared files to secure storage repositories or cloud-based storage services to avoid data loss or corruption.
3. Inform users of the best ways to protect their privacy and data security when sharing multimedia content online or with outside partners.

6.5 Cost and Benefit Sharing

6.5.1 Cost Sharing

i. Institutional Funding

- Budget shall be regularly allocated for the multimedia studio's smooth and optimal operation. Depending on a mutual agreement among the cluster member universities, one of the following two funding options can be put in place.

Option 1: Based on their demands and usage, each cluster institution shall make a financial contribution to the multimedia studio's upkeep and operation (i.e., Usage-based Cost Allocation). A higher portion of the financing may come from institutions that use the studio more regularly or have particular multimedia needs. The host university may agree to subsidize a portion of the operational costs as a benefit to the cluster universities. This can be negotiated as part of the shared arrangement.

Option 2: Alternatively, each cluster university can contribute an equal share of the total costs associated with the operation, maintenance, and upgrades of the Multimedia Studio (i.e., Equal Cost Sharing). This may ensure fairness and equal financial responsibility among all participating universities.

ii. Grant Funding

- Grant funding can supplement university resources and support multimedia production and education.

6.5.2 Benefit Sharing

- The e-learning coordination unit can charge outside users for access to studio services and facilities by consulting the multimedia studio staff and other stakeholders.
- Charges could be determined by the length of use, the kind of equipment used, or the degree of assistance offered.
- Cluster universities can agree on the utilization of any income generated from projects or products developed in the multimedia studio.

6.5.3 Studio Staff Incentive

- Studio staff who put in extra effort and time are eligible for overtime pay as per institutional guidelines.
- Income generated from external users can assist in covering studio staff incentive payments.

7. TRAINING AND SUPPORT

7.1 Training Sessions

1. The multimedia studio shall provide regular and planned training sessions to acquaint users with the tools, programs, and protocols associated with using the studio.
2. Training shall address important subjects including how to operate a studio, how to set up and use equipment, software tutorials, best practices for creating material, and troubleshooting methods.
3. Customize training sessions for various user groups according to their experience, skill level, and unique requirements.
4. The multimedia studio shall provide chances for advanced instruction

7.2 Technical Support

1. Set up a specialized help desk or technical support staff to assist users with any problems, queries, or worries regarding studio gear, software, or protocols.
2. Provide a variety of avenues for users to get technical support, such as online forums, phone, email, and in-person help.
3. Keep an extensive knowledge base or FAQ area with solutions, user manuals, and teaching materials to handle frequently asked questions and issues.

4. Make sure that technical problems are resolved quickly to reduce downtime and interference with studio operations.
5. Constantly assess and enhance technical support services in response to customer input, new trends, and changing technological needs.

7.3 Troubleshooting Procedures

1. Give users succinct and easy-to-understand troubleshooting instructions to assist in identifying and resolving common problems that arise when using the studio.
2. Provide step-by-step instructions, flowcharts for troubleshooting, and explanations of error codes to help users solve problems.
3. Encourage users to properly communicate with technical support staff when requesting assistance and to document any troubleshooting measures they take.
4. Stress the value of proactive maintenance, routine equipment inspections, and preventive steps to reduce the likelihood of technical issues.
5. Provide instruction or workshops that are especially geared at troubleshooting methods and approaches to enable users to handle technical problems on their own whenever feasible.

8. COMPLIANCE AND ENFORCEMENT

8.1 Monitoring and Evaluation

1. Establish a mechanism for tracking and assessing adherence to the multimedia studio SOP.
 - Using observations, user input, and audits, evaluate compliance with booking procedures, studio etiquette, usage limitations, and security measures on a regular basis.
 - Gather information on incident reports, equipment usage, studio utilization rates, and user satisfaction to assist with decision-making and performance reviews.
2. Perform recurring evaluations and assessments to pinpoint problem areas and deal with any inconsistencies or gaps in the application of policies.

8.2 Non-Compliance Consequences

1. Make sure all users understand the repercussions of breaking the multimedia studio SOP and related policies.
2. Create a tiered system of penalties or disciplinary proceedings for breaking studio rules, extending from warnings and brief suspensions to the permanent cancellation of studio rights.
3. Give users the chance to contest disciplinary rulings and look for a settlement through recognized grievance processes or appeals mechanisms.
4. Make sure that the gravity of the infraction, the user's prior compliance history, and any mitigating circumstances are all taken into consideration when applying disciplinary penalties consistently and equitably.

8.3 Reporting Mechanism

1. Provide unambiguous channels for users to report instances of misbehavior, non-compliance, security breaches, or other issues pertaining to the use of the studio.
2. Urge users to use private channels to quickly report incidents to assigned studio administrators, supervisors, or campus security staff.
3. Offer a variety of reporting choices, such as online forms, phone numbers, and in-person procedures, to meet the needs of accessibility and various user preferences.
4. System administrators or studio staff shall make sure that user complaints are treated impartially, quickly, and in confidence. Adequate follow-up measures are then implemented to resolve any issues raised and stop them from happening again.
5. System administrators or studio staff should receive the compliance or technical reports and resolve them within a short time.

9. DISPUTE HANDLING

There are several reasons why disputes can occur at a university multimedia studio, such as competing timetables, unavailable equipment, problems with usage, or differences in project priorities. Managing these conflicts well is crucial to preserving a peaceful and productive atmosphere.

i. Mediation

- Designate an impartial mediator to assist disputing parties in their talks and negotiations.
- Look for compromises and solutions that all parties can agree upon, solve the underlying problems, and satisfy their demands.

ii. Documentation and Record-Keeping

- Keep thorough records of all studio reservations, equipment use, and correspondence about settlement of disputes.
- To maintain accountability and clarity, record any agreements, judgments, or resolutions made throughout conflict resolution procedures.

iii. Escalation Procedure

- Establish clear escalation procedures for handling disputes that cannot be resolved through mediation or informal negotiations.
- Define the roles and responsibilities of higher-level authorities or administrators who may be involved in resolving escalated disputes.
- Ensure that escalation procedures are followed consistently and transparently to maintain fairness and impartiality.

iv. Legal and Regulatory Compliance

- Establish clear escalation procedures for handling disputes that cannot be resolved through mediation or informal negotiations.
- Define the roles and responsibilities of higher-level authorities or administrators who may be involved in resolving escalated disputes.
- Ensure that escalation procedures are followed consistently and transparently to maintain fairness and impartiality.

v. If schedule or resource demands conflict, the following list will determine who gets top priority and who may have to reschedule or wait for availability:

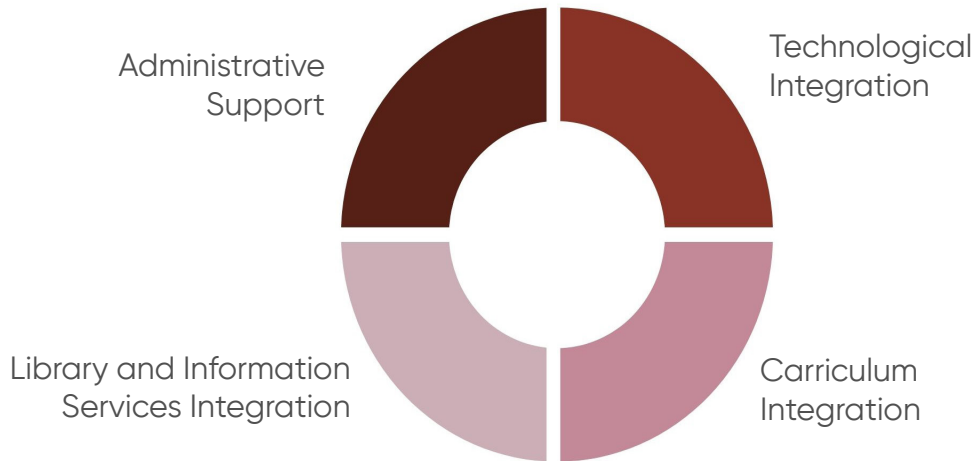
- a. Academic staff creating a multimedia project designed to support a specific class.
- b. Academic staff creating a Departmental or University-wide multimedia project.
- c. Students creating a Departmental or University-wide multimedia project.
- d. Students recording a project for a class.
- e. Academic staff creating a multimedia project for personal development/artistic vision.
- f. Students creating a multimedia project for personal development or artistic vision.

10. QUALITY ASSURANCE

1. Studio staff take part in the establishment and review of expectations for quality e-course design and development based on popular standards such as Quality Matters (QM) rubrics.
2. Studio staff may periodically notify and encourage course instructors to review their courses. This includes making sure all course materials are up-to-date and accessible for students.
3. Courses are identified for review based on different course health indicators, such as information related to readiness checks, low course evaluation ratings, low pass rates, student comments, etc.



11. INTEGRATION ISSUES



i. Technological Integration

- To guarantee the smooth integration of multimedia studio resources with campus-wide IT systems and networks, collaborate closely with university IT departments and infrastructure teams.

ii. Curriculum Integration

- Incorporate concepts related to multimedia production into pertinent academic programs and courses, either as stand-alone units or as a component of larger efforts to construct curricula.
- Provide academic staff with workshops or seminars on how to successfully integrate multimedia projects into their classes.

iii. Library and Information Services Integration

- Work together with information services and the university library to offer multimedia materials, such as online tutorials and digital archives.
- Look for ways to archive and digitize student and faculty-produced multimedia content for long-term distribution and access.

iv. Administrative Support

- Ensure that administrative units, such as IT services, facilities management, and budget offices, are aware of the multimedia studio's needs and requirements.
- Advocate for sufficient resources for infrastructure, personnel, and money to sustain and grow the studio's capabilities over time.

12. STAKEHOLDERS' ROLES AND RESPONSIBILITIES

i. University Administration of Cluster

- Ensures the multimedia resources are registered as part of the essential facilities under the office of the university facility administration system.
- Assign the necessary technical personnel to manage the multimedia studio and pay their salary and benefits as per the institutional arrangements.
- Establish rules, regulations, and financial allotments for the multimedia studio.
- Ensuring adherence to safety norms, legal mandates, and university regulations.
- Providing funding and assistance for the upkeep, modernization, and growth of the multimedia studio.
- Make annual inventory of the multimedia studio facilities and report as part of the annual plan and reporting mechanism.

ii. Academic Department Heads

- Assigning staff and resources to assist with the studio's upkeep and operation.
- Encouraging cooperation and the incorporation of multimedia studio resources into educational initiatives and research projects.
- Inform instructors on policies, guidelines, and SOP in utilization of the common resources as well as other contents described.

iii. e-Learning System Administrator

- Daily administration and operation of the facilities for the multimedia studios.
- Arranging studio reservations, supervising equipment use, and controlling studio resource access.
- Overseeing studio staff (technicians, assistants, and interns).
- Ensuring the studio environment is ready for use.

iv. Studio Technical Staff

- Offering technical help and support, including debugging software and equipment difficulties, to multimedia studio users.
- Maintaining and upgrading multimedia facilities and equipment regularly.
- Educating users on how to maintain and operate studio equipment and software.
- Supporting course production, editions, and uploading on platforms.

v. Instructors

- Advising and mentoring students who use the multimedia studio for research, or academic purposes.
- Collaborating with the studio personnel to create workshops, training materials, or projects that include multimedia production techniques.
- Integrating multimedia studio resources in educational activities and academic

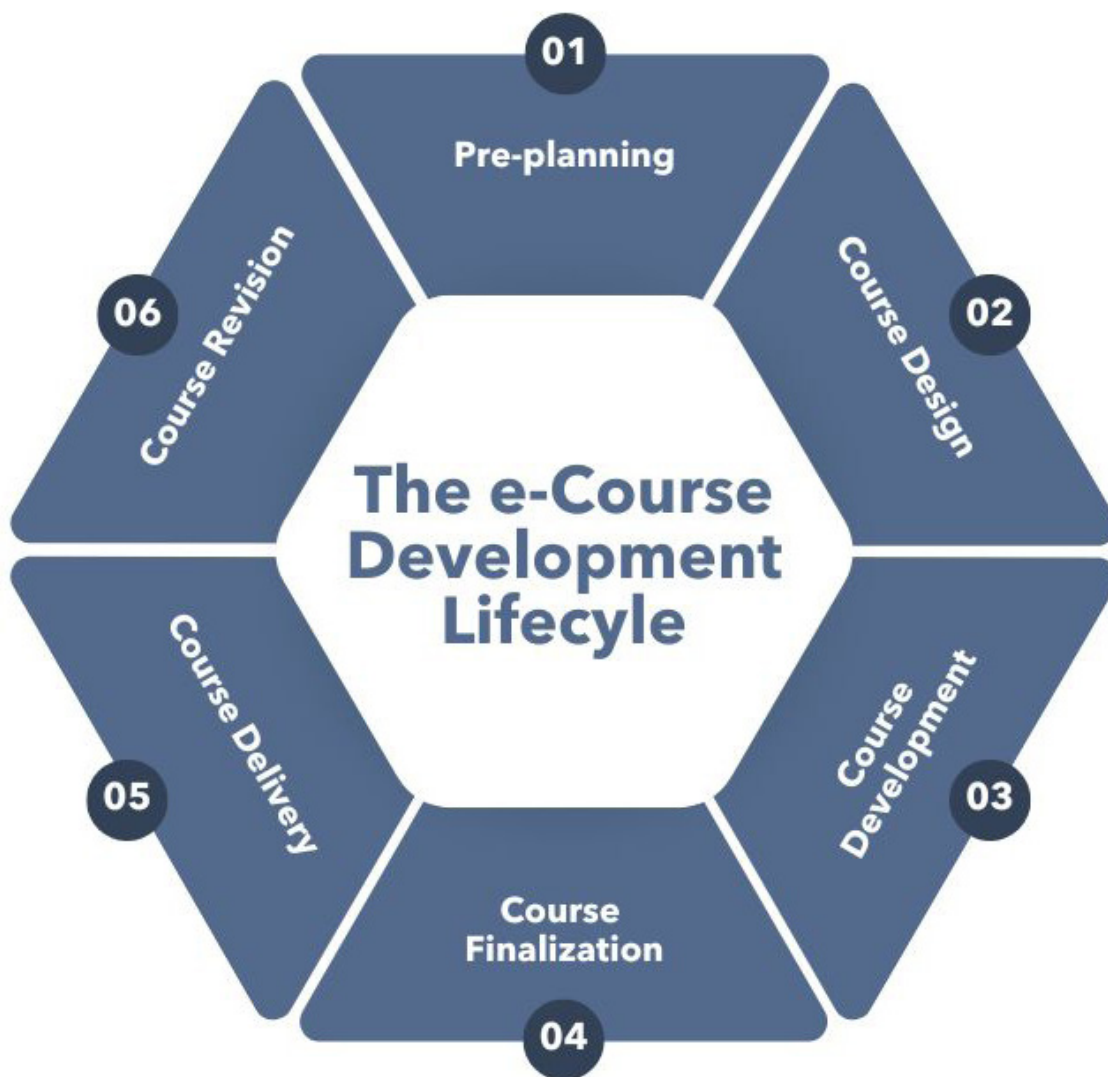
vi. IT and Information Services

- Ensuring that multimedia content created in the studio has data security, backup, and compliance with data privacy requirements.
- Providing network access, software licensing, data storage, and other technical infrastructure and support services for multimedia studio operations.
- Working together with studio personnel to incorporate multimedia studio resources with platforms and IT systems used by the entire university.

vii. Students

- Making use of the multimedia studio's resources for projects, extracurricular activities, or individual creative initiatives.

13. THE e-COURSE DEVELOPMENT LIFECYCLE



1

Pre-planning:

In this phase, the course instructor demonstrates readiness to design, develop, and instruct an e-course.

2

Course Design:

The course instructor works with the assigned instructional designer and quality assurance team to kick off the development of the e-course. The course instructor identifies learning objectives, selects technologies to be used, and more. At the end of this phase, the course instructor has a completed course design roadmap for his/her course. The pre-planning and course design processes can be worked out at the department level and may not involve using the studios.

3

Course development:

Putting the plan into action. In collaboration with the instructional designer, course instructors build out course content, learning materials, assessments, and opportunities for engagement in the LMS according to the roadmap.

4

Course finalization:

In this phase, the course online is tested, a final review is conducted, and any final revision is made. This final check is expected to be completed at least two weeks before the term/semester start date.

5

Course delivery:

The course instructor focuses on creating an experience for his/her students that is engaging, effective, and meaningful.

6

Course revisions:

In this ongoing phase, course instructors will work with the instructional designer to identify successes and room for improvement.

14. FUTURE DEVELOPMENTS AND CONTINUOUS IMPROVEMENT

14.1 Feedback Mechanisms

1. Create feedback channels to get opinions on how well the multimedia studio SOP and related processes are working from users, stakeholders, and other pertinent parties.
2. To determine the SOP's potential improvement areas, invite users to submit feedback via surveys, focus groups, suggestion boxes, and other means.
3. Examine and evaluate feedback data regularly to spot ways to improve studio operations and user experiences.

14.2 Adaptation to Technological Advancements

1. Keep up with developments in technology and business trends related to multimedia creation, editing, and sharing to spot chances to improve studio offerings.
2. Assess new tools, software, and technology for their ability to boost productivity, foster innovation, and increase the variety of multimedia material the studio produces.
3. Make continual investments in the training and professional development of studio employees to guarantee that they possess the knowledge and abilities needed to successfully utilize new technology.
4. Work together with academic institutions, professional associations, and industry partners to stay up to date on industry standards, best practices, and new developments in multimedia editing and production.

14.3 Revision

This SOP can be reviewed and updated periodically as needed to reflect changes in equipment, procedures, or best practices.

APPENDICES

(SAMPLE FORMS)

Annex 1: Sample Multimedia Studio Utilization Agreement

This Studio Utilization Agreement ("Agreement") is entered into between [Name of studio host institution] ("Institution") and the undersigned cluster member university (and its members) ("User") effective as of [Date].

1. Purpose of Agreement

The purpose of this Agreement is to establish the terms and conditions under which the User may utilize the multimedia studio facilities provided by the Institution.

2. Scope of Utilization

The User is granted access to the multimedia studio facilities located at [Location] ("Studio") for the purpose of [Purpose of Utilization].

The Studio facilities available for use by the User include but are not limited to:

- Voice Recording
- Video recording
- Animation
- Graphics
- Cameras
- Microphones
- Software applications

3. Reservation and Access

- The User agrees to adhere to the reservation procedures established by the Institution for booking Studio time.
- The User shall only access the Studio during the reserved time slots and shall vacate the premises promptly at the conclusion of the reservation.
- The User shall not share access credentials or allow unauthorized individuals to utilize the Studio facilities without prior approval from the Institution.

4. Studio Etiquette

The User agrees to abide by the Studio etiquette procedures provided by the Institution, including but not limited to:

- Maintaining a clean and organized workspace
- Keeping noise levels to a minimum
- Respecting the equipment and facilities
- Adhering to safety protocols

5. Usage Restrictions

- The User shall not engage in any activities that may pose a risk to personal safety, damage Studio equipment, or violate institutional policies or regulations.
- The User shall refrain from using the Studio facilities for any unlawful, unethical, or inappropriate purposes

6. Intellectual Property Rights

- The User acknowledges that any multimedia content created within the Studio remains the property of the User (and content developer), subject to any applicable intellectual property rights.
- Unless granted in explicit terms, only the User has a non-exclusive, royalty-free license to use, reproduce, distribute, and display the multimedia content created within the Studio.

7. Liability and Restitution

- The User assumes full responsibility for any damage to Studio equipment or facilities resulting from misuse, negligence, or intentional misconduct.
- The User agrees to protect and hold harmless to the Institution, its officers, employees, and agents from any claims, damages, liabilities, or expenses arising out of or related to the User's utilization of the Studio facilities.

8. Termination

- This Agreement may be terminated by either party upon written notice to the other party.
- Upon termination of this Agreement, the User shall return any borrowed equipment and vacate the Studio premises in accordance with the instructions provided by the Institution.

9. Governing Law

- This Agreement shall be governed by and interpreted in accordance with the laws of the Federal Democratic Republic of Ethiopia.

10. Entire Agreement

- This Agreement constitutes the entire understanding and agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements (if any), understandings, negotiations, and discussions, whether oral or written.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

Signature of Host University Representative

Name : _____

Title : _____

Date : _____

Signature of User University Representative

Name : _____

Title : _____

Date : _____

Annex 2: Sample Multimedia Studio Reservation Form

Participant Information	
Name of Requester	
University / Institution	
Department / Program	
Email Address	
Phone Number	
Student / Faculty / Staff	

Project title :

Brief description of the purpose of the reservation:

Date of Reservation

- Start Date : _____
- End Date : _____

Time of Reservation

- Start Time : _____
- End Time : _____

Signature : _____

Date : _____

Annex 3: Sample Multimedia Studio Usage Log Form

Participant Information	
Name of Requester	
University / Institution	
Department / Program	
Email Address	
Phone Number	
Student / Faculty / Staff	

Usage Details	
Date of use	
Time of use (Start / End)	
Purpose of use	
Equipment/ room(s) used	

Brief description of the purpose of the reservation:

I, _____, hereby acknowledge that by completing this Usage Log Form, I agree to provide accurate information about my usage of the Multimedia Studio facilities.

Signature : _____

Date : _____

Annex 4: Sample Multimedia Studio Equipment Reservation

Participant Information	
Name of Requester	
University / Institution	
Department / Program	
Email Address	
Phone Number	
Student / Faculty / Staff	

Reservation Details	
Date of reservation	
Time of reservation (Start / End)	
Purpose of reservation	
Equipment/ space needed	Studio space :
	Camera :
	Lighting Equipment :
	Editing Workstation :
	Other(Please specify) : _____ _____

I, _____, hereby acknowledge that by submitting this Equipment Reservation Form, I agree to abide by all rules and regulations governing the use of the Multimedia Studio and its equipment. I understand that failure to comply may result in the suspension or termination of my access privileges.

Signature : _____

Date : _____

Annex 5: Sample Multimedia Studio Users Feedback Form

Participant Information	
Name of Requester	
University / Institution	
Department / Program	
Email Address	
Phone Number	
Student / Faculty / Staff	

Feedback					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The facilities and equipment were adequate for your needs.					
Satisfied with the booking process for reserving the Multimedia Studio.					
Received sufficient assistance from staff during your visit to the Multimedia Studio.					
Your overall experience using the Multimedia Studio facilities.					

Additional suggestions or comments for improving the Multimedia Studio facilities or services

Agreement

I, _____, hereby acknowledge that by submitting this Feedback Form, I agree to provide honest and constructive feedback to help improve the Multimedia Studio facilities and services.

Signature : _____

Date : _____

Annex 6: Sample Multimedia Studio Utilization Complaint Form

(for users to report any problems, issues, or concerns they encounter while using the facilities)

User Information	
Name of Requester	
University / Institution	
Department / Program	
Email Address	
Phone Number	
Student / Faculty / Staff	

Nature of Complaint	
Date and time of occurrence	
Description of the Issue / concern	
Location within Multimedia studio	

Severity of the Issue	
Low	
Medium	
High	

Impact of the Issue	
Personal inconvenience Impact on project/work	
Safety concern	
Other / Please specify	

Resolution Requested	
Repair or maintenance	
Additional training or assistance	
Policy or procedure change	
Other / Please specify	

Comments/Additional Information:

Agreement

I, _____, hereby acknowledge that by submitting this Complaint Form, I agree to provide accurate information about the issue or concern I encountered while using the Multimedia Studio facilities.

Signature : _____

Date : _____

Annex 7: Sample Multimedia Studio Training Request/Registration Form

Participant Information	
Name of Requester	
University / Institution	
Department / Program	
Email Address	
Phone Number	
Student / Faculty / Staff	

Training Details	
Training Sessions Title	
Date of Training	
Time of Training	

Level of experience on the Training Topic	
Beginner	
Intermediate	
Advanced	

Agreement

I, _____, hereby acknowledge that by submitting this Training Request / Registration Form, I agree to attend the specified training session and to actively participate in the training activities.

Signature : _____

Date : _____

Annex 8: Sample Multimedia Studio Utilization Agreement Re-

Current Agreement Details	
Agreement Start Date	
Agreement End Date	
Parties Involved	
Terms and Conditions	

Renewal Options

Please select one of the following options

<input type="checkbox"/>	Extend the current agreement with the same terms and conditions.
<input type="checkbox"/>	Renew the agreement with revised terms and conditions (please specify changes below).

Revised Terms and Conditions (if applicable):

Reason for Renewal/Termination (if applicable):

Agreement

I, _____, hereby acknowledge that by submitting this Renewal Form, I agree to the terms and conditions outlined above.

Signature : _____

Date : _____

Annex 9: Sample Multimedia studio service Contact Information

For inquiries related to multimedia studio services and procedures, please contact:

Name of Contact Person	
Phone Number	
Email Address	

For technical support or assistance with multimedia studio equipment and software, please contact:

Name of Technical Support Contact Person	
Phone Number	
Email Address	

For emergencies or security concerns regarding the multimedia studio facilities, please contact

Name of Campus Security Department Contact Person	
Phone Number	
Email Address	



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