

Northwestern | QATAR

Production and Digital
Media Services

Production Policy and Procedure Manual

2024

This document outlines the policies and procedures surrounding the use of equipment and facilities supported and managed by the Northwestern University in Qatar (NU-Q) Production and Digital Media Services department.

production@qatar.northwestern.edu



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SECTION 1: PRODUCTION SERVICES

1.1. PURPOSE OF THIS DOCUMENT

This document outlines the policies and procedures surrounding the use of equipment and facilities supported and managed by the Northwestern University in Qatar (NU-Q) Production and Digital Media Services department.

Questions or concerns regarding any part of this document can be sent to production@qatar.northwestern.edu.

1.2. PRODUCTION FACILITIES

Basement

B-205 Whisper Room 1 & 2
 B-206 Audio Edit 1
 B-207 Animation Lab
 B-208 Edit 1
 B-209 Edit 2
 B-210 Edit 3
 B-211 Edit 4
 B-212 Color Grading Lab
 B-215 Audio Edit 2

First Floor

1-226 Edit 5
 1-228 Edit 6
 1-229 Edit 10
 1-230 Edit 7
 1-231 Voice Over Booth
 1-232 Edit 8
 1-233 Edit 9
 1-243 Screening Room
 1-246 Production Control Room 3
 1-303 Black Box Control Room

Ground Floor

G-207 Equipment Cage
 G-215 Studio C
 G-217 Production Control Room 2
 G-220 Studio B
 G-221 Large Audio Edit
 G-222 Production Control Room 1
 G-223 Master Control Room
 G-224 Studio A
 G-225 Studio D – Events Hall
 G-301 Green Room
 G-310 Black Box Theater
 G-320 Production Office Area
 G-326 Audio Recording Studio

Second Floor

2-200 Newsroom
 2-200 A News Graphics Room
 2-200 B News Audio Control Room
 2-200 C News Control Room
 2-200 D News Virtual Set



1.3. USAGE POLICY FOR NU-Q FACULTY, STAFF AND STUDENT

NU-Q production equipment and facilities are for the exclusive use of NU-Q faculty, staff, and students who have signed an Equipment Loan Agreement Form and have been trained to use said equipment as part of classroom instruction or by a member of the NU-Q Production and Digital Media Services department.

NU-Q production field equipment and production facilities are solely for use on non-commercial projects. For this policy, “non-commercial” projects are those which are not primarily intended for or directed towards commercial advantage or monetary compensation (for profit).

Checking out equipment on behalf of other NU-Q students or non-NU-Q community members is not permitted and will result in a penalty and suspension or total loss of privileges.

Failure to adhere to this policy will result in a breach of NU-Q’s software, hardware, and equipment licensing agreements for its intended educational use. This can lead to temporary or permanent loss of equipment and facility privileges, disciplinary action, or termination.

NU-Q faculty and staff may check out equipment for a period of three calendar days. For details regarding extensions or special requests, please refer to **Section 2.7 Special Requests and Extensions**.

1.4. STUDIO 20Q USAGE POLICY

Studio 20Q grant holders who wish to use any production equipment or facilities must adhere to the following requirements:

- Studio 20Q acts as the liaison between grantees and the production department. All communication should be addressed to studio20Q@u.northwestern.edu
- Submit a Crew List. All crew members using equipment and facilities must be current NU-Q students
- Submit a Production Schedule detailing proposed shooting and post-production dates.
- Submit an Equipment List. The equipment list is subject to approval depending on the current academic needs and the authorization of the film team members. Only students who have received training to use requested equipment by a Production and Digital Media Services Department member or have attained authorization through classes may check out and use the equipment.
- Students without authorization for specific necessary equipment may attend refresher training given to authorized users. Permission to attend will be granted only to those with an assisting role to the particular authorized user on set. This refresher session will not grant authorization. The Studio 20Q board must request refresher training before the start of filming.
- Schedule a pre-production meeting with the Production and Digital Media Services department by emailing production@qatar.northwestern.edu. The producer and director of the project are advised to attend this meeting.

Please note the refresher requests indicated above are only available to students who have already completed a 100-level production class MIT-190.



- Once the list is approved, changes to the list will be considered if submitted 48 hours before the scheduled checkout date. Changes during the checkout might not be possible.
- The crew member who checks out a piece of equipment must be the one using the equipment. Students are not permitted to check out equipment for others to use.
- NU-Q Alumni may act as consultants on 20Q films and are permitted on set and at NU-Q facilities during production. Alumni are not permitted to check out equipment or book NU-Q facilities.
- Equipment checkout and check-in should be scheduled and finalized one week before the checkout date, including each department's check-in and checkout timetable.
- If the check-in time or date needs to be changed, a 20Q team member should notify the production department at least 48 hours in advance.
- Students working as film editors may continue to access NU-Q edit facilities after they graduate for up to six months, only if the film was produced during the student's final semester before graduating. If the project remains unfinished within this six-month post-graduation period, current enrolled NU-Q students are then responsible for completing the editing process. Alumni can submit the [20Q Alumni Special Edit Request Form](#) to book an edit suite during the allotted time.

1.5. THE DAILY-Q USAGE POLICY

All members of The Daily-Q who wish to use any production equipment or facilities must adhere to the following requirements:

- Schedule a pre-production meeting with Production and Digital Media Services department by emailing production@gatar.northwestern.edu. It is advised that the editor-in-chief and all department heads attend this meeting.
- Submit a list of all active and new members each semester detailing their position in the group. All members who will use the equipment or facilities should be currently enrolled NU-Q students who have been trained to use said equipment or facilities by a member of Production and Digital Media Services Department. All inactive members will be removed from The Daily-Q Equipment kit and ISILON folder access group.
- Submit a full production schedule detailing proposed Newsroom rehearsal and shooting dates and time.

Production and Digital Media Services can offer Newsroom training sessions for the Daily-Q production team members.

1.6. PRODUCTION CLASS SUPPORT

Faculty who requires production equipment, facilities, and/or in-class support must indicate their requirements through the **Course Information Collection Survey Form** as the initial support request. The Survey Form must be completed and submitted at least 60 days before the start date of the class (we cannot guarantee that new requests or changes will be accommodated if received after.)

For equipment allocation and support scheduling purposes, Production and Digital Media Services requires all faculty with production equipment, facilities, and/or in-class support requirements to detail a week-by-week class support requirements in their syllabus or provide a separate document detailing all class requirements throughout the semester at least 30 days prior to the course start date. An orientation session can be scheduled by emailing production@gatar.northwestern.edu to assist in the familiarization with the production resources to effectively utilize the range of available production equipment and facilities.



Based on the syllabus or similar document, Production and Digital Media Services will generate a week-by-week class support schedule, which will be sent out via email every Thursday for the following week's requirements. Any changes and/or additional requirements can only be accommodated if an email/request is sent to production@gatar.northwestern.edu at least 48 hours in advance.

Production and Digital Media Services requires a 72-hour notice for any out of class-hour room support. Production and Digital Media Services will review and approve the request based on staff availabilities.

Production and Digital Media Services operation hours are 8:30 AM – 5:00 PM Sunday –Thursday.

1.6.1. IN-CLASS EQUIPMENT LONG-TERM CHECK-OUT

Faculty MUST inform the Production and Digital Media Services department two weeks before the start of the semester of any long-term check-out for in-class equipment. Any student in that class with Production hold should settle their fine(s) before they can check out the equipment.

1.7. NEW EQUIPMENT AND/OR SOFTWARE ACQUISITION POLICY

In order to ensure that NU-Q applies fair and equitable assessment of requests to purchase new production equipment or software within the available budget, the following process and timeline are enforced.

Process

1. A faculty member completes the appropriate section on the **NU-Q Course Information Collection Survey Form** in SharePoint according to the established timeline indicated in the **Timeline** section below. Responses to the questions on the form are pertinent to assessing the needs and financial resources for new equipment or software currently not available in the NU-Q inventory. These include:
 - The equipment and/or software requirements in relation to pedagogic needs and learning outcomes
 - Whether this is a new class/course; if not, what equipment or software was used previously
 - Whether the class is recurring or a one-off; if recurring, how often it has been taught to date or is expected to be taught
 - Other courses for which the equipment or software could potentially be used (program director needs to coordinate)
 - Expected number of students enrolled in the class who will use the equipment or software
 - Requested quantity with justification to support the request
 - For any brand-specific request, the justification(s) must be provided as to why that is the best or only option
2. The form will be reviewed by Student Records, Production, and IT as appropriate. A follow-up meeting is scheduled between the faculty member making the request and a Production staff in the case of equipment, or with the IT staff for software purchase request. There are two important items for discussion:
 - Requirements of the new equipment or software and potential alternatives
 - Training and support required by instructors, students, and/or support staff to deploy and support the new equipment or software for the course
3. After the meeting, the Production or IT staff will discuss the request with the appropriate program director to determine:



- How the requested equipment or software fit within the overall strategic plan of the program
 - Unique requirements and needs the equipment or software will satisfy, i.e. no redundancy issues
 - Compatibility with the existing NU-Q inventory and overall usefulness
 - Total cost
 - Post-acquisition expenses related to Service Level Agreements (SLAs) and any other ongoing expenses, e.g., annual maintenance requirements, repair, etc.
 - Support requirements, especially training
 - Anticipated useful life of the equipment or software
4. The program director is responsible for prioritizing competing needs/requests from faculty within his/her program and for operating within the budget allocated to the program. Once the program director approves the request and Business and Finance office confirming the budget availability, the acquisition will be made. If the program director declines the request, s/he will discuss with the faculty member.

Timeline

The annual cycle for the acquisition process is outlined below. Best efforts will be made to accommodate requests from new faculty hired after the timeline indicated. There is no guarantee that requests not in compliance with the timeline below will be fulfilled.

- Fall semester acquisition:
 - a. Prior to April 30: Request from faculty member
 - b. May/June: Consultations with the faculty member and the program director
 - c. Prior to June 30: Equipment or software purchased
 - d. Beginning of fall semester: Deployment and training as needed for fall courses
- Spring semester acquisition:
 - a. Prior to September 30: Request from faculty member
 - b. October: Consultations with the faculty member and the program director
 - c. Prior to November 10: Equipment or software purchased
 - d. Beginning of spring semester: Deployment and training as needed for spring courses
- Summer session acquisition:
 - a. Prior to February 28: Request from faculty member
 - b. March: Consultations with the faculty member and the program director
 - c. Prior to April 1: Equipment or software purchased
 - d. Beginning of summer session: Deployment and training as needed for summer course.

1.8. MOCK BROADCAST POLICY

All requests for mock broadcasts must be made using the [Mock Broadcast Request Form](#) and adhere to the following criteria:

- The completed [Mock Broadcast Request Form](#) must be submitted to **production@qatar.northwestern.edu** at least one week before the event
- Non-standard script and image content must be submitted with this request. Production and Digital Media Services uses a standard mock broadcast format unless the requester supplies their own script and media.
- A meeting with the requester and Production and Digital Media Services staff should be held at least one week prior to the mock broadcast to confirm the requirements
- The mock broadcast will be limited to two presentations per session



- The mock broadcast will be limited to thirty participants per session
- Recorded content will be made available 24 hours after the mock broadcast via digital media (hard drive/USB/cloud). Hard drives/USB media must be supplied by the requester

Failure to adhere to any of the above rules will result in a refusal of service.

1.9. EVENT RECORDING POLICY

Event Recording service is provided by the Production and Digital Media Services department, where an event may be recorded in a broadcast format.

Event recordings are available in the following locations:

- Projection Theatre
- Auditorium
- Events Hall (Studio D)
- NU-Q Studios (Studio A, Studio B, Studio C)
- Black Box
- Newsroom

All requests for event recording must be made using the [Event Recording Request Form](#) and adhere to the following criteria:

- The completed Event Recording Request Form must be submitted to production@qatar.northwestern.edu at least 72 hours before the event
- Recorded content will be made available 24 hours after the event via digital media (hard drive/USB/cloud). Hard drives/USB media must be supplied by the requester.

1.10. ISILON ACCESS POLICY

Production & Digital Media Services provides a shared storage on NU-Q ISILON server for students, faculty, and staff, for production or curriculum related projects, which may be accessed from Ethernet connected NU-Q supplied computers while in NU-Q building. No remote (VPN) access is permitted.

All requests for access to ISILON storage must be made using the [ISILON Access Request Form](#) and adhere to the following criteria:

- All students and faculty who are logging in with their designated NetID in editing suites and computer labs will automatically have a personal ISILON folder only accessible by the users and a shared project folder.
- A project folder with customized access can be provided by completing [ISILON Access Request Form](#), signed by the faculty member associated with the class/project and the Manager of Production Engineering, and submitting to production@qatar.northwestern.edu at least three business days hours before the storage is required.
- Content stored on the ISILON must conform to the NU Policy, "[NUInfo Content Policy](#)". Please review the discussion of copyright law on the [NU Office of General Counsel Website](#).
- Content stored in ISILON Class folder will be deleted four weeks after NU-Q graduation date every year. Further storage duration request will be assessed on case by case basis.
- We will do our best to send a notification prior to deletion.



1.11. EVENT SUPPORT POLICY

Event support is defined as a request for Production and Digital Media Service staff support of multi-departmental strategic events in any area of the NU-Q building. Examples of strategic events include Preview NU-Q, Convocation, Graduation, Studio 20Q, Media and Research Awards, etc.

All requests for event support must be made using the [Event Support Request Form](#) and adhere to the following criteria:

- The completed Event Support Request Form must be submitted to at in accordance with the ESR timeline.
- For all major events, a planning meeting must be scheduled between the requester and Production and Digital Media Services staff at least 14 business days prior to the event to discuss and confirm the requirements
- All technical requirements must be clarified and agreed during the planning meeting
- All rehearsals must be completed 24 hours before the event
- All user content must be made available 24 hours before the event
- Recorded content will be made available 24 hours after the event via digital media (hard drive/USB/cloud). Hard drives/USB media must be supplied by the requester.

1.12. OUTSIDE BROADCAST EVENT SUPPORT POLICY

Outside Broadcast Event request is defined as a request for Production and Digital Media Services support of NU-Q sponsored external events in any location outside of the NU-Q building.

All requests for outside broadcast event support must be made using the [Outside Broadcast Event Support Request Form](#) and adhere to the following criteria:

- The completed Outside Broadcast Event Support Request Form must be submitted to production@qatar.northwestern.edu at least 14 days prior to the event
- For all major events, a planning meeting must be scheduled between the requester and Production and Digital Media Services staff at least 14 business days prior to the event, to discuss and confirm the requirements
- All technical requirements must be clarified and agreed during the planning meeting
- All rehearsals must be completed 24 hours before the event
- All user content must be made available 24 hours before the event

1.13. TECHNICAL TOUR POLICY

Technical Tour service is provided by the Production and Digital Media Services staff for VIPs, visitors, visiting faculty or staff who would like to take a technical tour of the Production spaces which is more comprehensive than would otherwise be provided as part of a building tour. The Technical Tour may be requested separately or as part of a normal building tour. The tour is led by a member of the Production and Digital Media Services department and will accompany the visitor during the tour.

To request the Technical Tour, the completed [Production Technical Tour Request Form](#) must be submitted at least 72 hours before the scheduled tour time.



1.14. LECTURE CAPTURE POLICY

Lecture Capture service is provided by the Production and Digital Media Services department when the presenter and the presentation content are recorded in a picture-in-picture format. This content will be recorded and made available via ISILON storage, or portable media.

Lecture capture is available in the following locations:

- Projection Theatre
- Auditorium
- Black Box

All requests for lecture capture support must be made using the [Lecture Capture Request Form](#) and adhere to the following criteria:

- A completed [Lecture Capture Request form](#) must be submitted at least 48 hours before the scheduled event time to [**production@qatar.northwestern.edu**](mailto:production@qatar.northwestern.edu)
- Recorded content will be made available immediately after the event via digital media (hard drive/USB/cloud). Hard drives/USB media must be supplied by the requester.
- If additional copies are required, they will be made available 24 hours after the request is submitted to [**production@qatar.northwestern.edu**](mailto:production@qatar.northwestern.edu)
- It is the requester's responsibility to copy or move the lecture capture files stored in ISILON location (folder)
- Production and Digital Media Services department will delete the content four weeks after NU-Q graduation every academic year
- Production will send notification prior to deletion to the content owner before deletion.

1.15. SOUND LIBRARY POLICY – EPIDEMIC SOUND

This service is offered upon the request of the faculty to the students who require access to a music library as part of their class.

Disclaimer: This service is for educational use only. The user (student) will be legally liable for any misuse of the service, for example, using the music in their own personal videos that is posted online. Radio and TV (paid or non-paid) are not covered by NU-Q educational license. The student must acquire the rights to use the music for any personal projects directly from Epidemic Sound.

Each account will only be active for 30 days from the invitation date.

To request this service:

- Faculty will email [**production@qatar.northwestern.edu**](mailto:production@qatar.northwestern.edu) requesting to add students enrolled in the class to Epidemic Sound (an email address of each student is required)
- The students will receive an email from Production and Digital Media Services with instruction on how to set up their individual account and quick user guide on how to use the library
- An email invitation from Epidemic Sound will be sent to the student within 48 hours after the request from the faculty has been approved
- If a student needs their account longer than 30 days, they must ask their professor to email Production asking for an extension (individual request from students will not be honored.) Once the request from the professor is received, Production will send a request to Epidemic Sound.



1.16. AFP CONTENT POLICY – AFP FORUM

This service is offered upon the request of the faculty to the students who require access to AFP Content as part of their class or Project.

Disclaimer: This service is for educational use only. The user (student/staff/faculty) as an individual, will be legally liable for any misuse of the service, for example, using the AFP content in their personal portfolios or projects or posting any of the AFP content online.

To request this service for class purposes:

- Faculty must email [**production@qatar.northwestern.edu**](mailto:production@qatar.northwestern.edu) requesting AFP Content access for the class.
- An email invitation from AFP will be sent to the faculty within 48 hours after the request has been approved
- Faculty will receive an email from Production and Digital Media Services with instructions on setting up the account and a quick user guide on how to use the AFP Forum.

To request this service on a Student Project basis:

(Each account will only be active for 30 days from the invitation date. If the account is needed for longer than 30 days, a date must be specified in the request email).

- Faculty must email [**production@qatar.northwestern.edu**](mailto:production@qatar.northwestern.edu) requesting AFP access for the student(s) and provide us with the student(s) email IDs.
- The students will receive an email from Production and Digital Media Services with instructions on setting up the account and a quick user guide on how to use the AFP Forum.
- An email invitation from AFP will be sent to the student within 48 hours after the request from the faculty has been approved.



SECTION 2 : PRODUCTION EQUIPMENT

2.1. EQUIPMENT RESERVATION

Equipment reservations can only be made online at <https://webcheckout.qatar.northwestern.edu/patron/>

Log in using your NetID and password. Reservations should be made at least 24 hours before the intended pickup time and can be made up to 30 days in advance.

Walk-in requests (without a reservation) are allowed only for small accessory items (if available) such as:

- Card readers
- Batteries
- Cables
- Recording media
- Microphones
- Tripods

All equipment and accessories should be reserved. Equipment availability cannot be guaranteed without a reservation.

Reserved equipment that is not picked up ON TIME will be cancelled after a 30-minute grace period and a new reservation will be required.

2.2. EQUIPMENT CAGE OPERATING HOURS

Equipment cage opening hours are 9:00 am – 5:00 pm Sunday through Thursday (excluding NU-Q official holidays when the Equipment Cage will be closed or during Ramadan when office hours are modified.)

Check In:	9:00 am – 5:00 pm (Sunday-Thursday)
Check Out:	9:00 am – 5:00 pm (Sunday-Thursday)

2.2.1. TERM BREAKS AND SUMMER EQUIPMENT CAGE HOURS

Summer and term break equipment cage opening hours are 9:00 am – 5:00 pm Sunday through Wednesday (excluding NU-Q official holidays when the Equipment Cage will be closed or during Ramadan when office hours are modified.)

The Equipment Cage will be closed on Thursdays during term breaks including summer.

Check In:	9:00 am – 5:00 pm (Sunday-Wednesday)
Check Out:	9:00 am – 5:00 pm (Sunday-Wednesday)

(Equipment Cage Closed): All day (Thursday)

The Equipment Cage will be closed completely three weeks before the start of fall semester and one week before the start of spring semester.

Cage hour during Ramadan is subject to change and will be posted on Equipment Cage announcement board at least 2 days before Ramadan.



2.3. EQUIPMENT CAGE RULES

- Students, faculty and staff are assisted on a first-come-first-serve basis.
- Proof of identity is mandatory for all check-in and check-outs. Failure to produce identification will result in refusal of service.
- Only Production and Digital Media Services staff are allowed inside the Equipment Cage
- First priority is given to students who are currently enrolled in a class whose syllabus has specified the use of production equipment or facilities
- Checked-out equipment cannot be left in the Equipment Cage, corridors, classrooms, edit suites, studios, common areas, or with security guards. Checked-out equipment must be in the student's possession at all times, or stored in a secure place. Students whose equipment is found unattended by Production staff are subject to fines and penalties. Equipment security cages located behind studios A and B are available on a first-come-first-served basis to store large quantities of bulky/oversized equipment. Students must email production to request an equipment security cage. Reservation requests to store smaller, minimal quantities of items will not be approved.
- Checking out equipment on behalf of other NU-Q students or non NU-Q community members is not permitted
- Equipment checked-out must be returned ON TIME. The return date and time on the Equipment Checkout Form must be strictly adhered to. Requests for extensions need to be made during check-out.
- We do not accept phone queries regarding extension for equipment that is already checked out. Check-out renewal can be requested by emailing production@qatar.northwestern.edu only once. Any further extensions should be requested via [Special Request Form](#).
- Equipment is to be returned in the condition that it was received at check-out. Equipment must be clean, cables coiled, stored neatly in the cases provided, all batteries and media removed, and all equipment items present (includes any recording media). Equipment should be ready for use by the next person when returned.
- If a piece of equipment is damaged while still under checked-out period, the person(s) responsible for the equipment must inform the Equipment Cage staff and complete a [Damaged Equipment Form](#)
- If a piece of equipment is lost or stolen while still under checked-out period, the person(s) responsible for the equipment must inform the Equipment Cage staff and complete a Total Loss or Theft Form
- Equipment should be reserved at least 24 hours before the scheduled pick-up time
- Equipment should be picked up on time. Otherwise, the equipment reservation is automatically cancelled after a 30-minute grace period.
- All group members should be present during the check-out and all members must sign the Equipment Checkout form in order for the equipment liability to be shared among the group members
- Any member of a group who signed the Equipment Checkout form can return equipment.
- Only four transactions (check-ins/check-outs) are available per hour.
- You should allocate at least 30-minutes for each transaction to give yourself enough time to check all equipment
- All equipment must be checked for damage and operation by the person(s) checking it out before the Equipment Checkout Form is signed. Once the check-out form is signed, all liability regarding the condition of the equipment is on the person(s) who signed for it.
- Equipment Cage staff has the right to refuse check-out of any equipment if adequate checking is not performed, including powering on all items and checking recording media
- After you sign the Equipment Checkout Form, we do not accept any claims of missing or damaged items during the check-out. By signing the form, the person(s) has confirmed that all items were present and in good working order, as per the Equipment Loan Agreement and Equipment Checkout Form.
- Any abusive, threatening, uncivil, or disruptive behavior towards staff or other members of the community is not tolerated. Service will be refused, and disciplinary action taken.



Failure to adhere to any of the above rules will result in refusal of check-out, a penalty/fine, suspension, and/or permanent loss of production equipment and facility usage privileges.

2.4. EQUIPMENT CHECK-OUT

Students, faculty, and staff can check out equipment at any time of day during the Equipment Cage operating hours, as long as they are checking small equipment items or have a valid reservation.

Proof of identity is mandatory for all check-in and check-outs. Failure to produce identification will result in refusal of service.

Equipment can be checked out for **three days**, except Wednesday when check-out is for four days, and Tuesday when check-out is for two days. Longer equipment check-outs can be requested but only before/during check-out. Refer to Section **2.7 Special Requests and Extensions for details.**

Once the equipment has been checked out, the return date and time listed on the Check Out Form is strictly adhered to. Refer to Section **2.5 Equipment Check In** for details on exceptions and extenuating circumstances.

Students, faculty, and staff can only check out equipment that they have been trained to use as part of the classroom instruction or by a member of the NU-Q Production and Digital Media Services department and have submitted an [Equipment Training Form](#) to the Equipment Cage, as detailed in section **2.8 Equipment Training.**

All students working in groups should list all group members' names in the note field of their reservation on Webcheckout. All group members should be present during the check-out and all members must sign the **Equipment Checkout form** for the equipment liability to be shared among all the group members.

Reserved equipment must be checked out by 4:30 pm on the requested day. If you have a large equipment reservation, you should plan accordingly to ensure check-out is completed by 5:00 pm. It is advised that you should allocate 30-minutes for checking out of any equipment. Any large equipment reservations after 4:00 pm will not be accepted.

Individuals or groups checking out equipment should verify all equipment for accuracy with the checkout form and acknowledge proper operation before leaving the Equipment Cage. Equipment Cage staff will refuse check-out if the items have not been adequately checked by the individual or group. This includes powering on all equipment items and verifying recording media is functioning with the camera/recorder.

Once the Equipment Checkout Form has been signed, the student/group checking out has accepted that all items are present and in good working order. The student/group is fully responsible for the condition of the equipment listed on that form, as per the Equipment Loan Agreement.



2.5. EQUIPMENT CHECK-IN

All equipment check-ins should be completed before 4:30 pm on the agreed-upon date stated on the **Equipment Check Out Form**. **Extensions can only be granted during check-out**. Once the checkout form was signed, the return date and time is strictly adhered to. Refer to Section **2.7 Special Requests and Extensions** for more details.

Proof of identity is mandatory for all check-in and check-outs. Failure to produce identification will result in refusal of service.

Phone queries regarding extension on currently checked-out equipment is not accepted. For those who wish to extend their currently checked-out equipment. Check-out renewal can be requested by emailing production@qatar.northwestern.edu only once. Any further extensions should be requested via [Special Request Form](#).

For emergency cases when equipment cannot be returned by the person who checked it out and/or on the specified return date and time due to **Extenuating Circumstances**, please email production@qatar.northwestern.edu Extenuating circumstances are personal circumstances that are outside of your control and have or are likely to have had a significant impact on your academic performance, e.g., illness (other than minor illnesses), bereavement. NU-Q Student Affairs and Academic Affairs departments will be consulted regarding any claims. Verification such as doctor's certificate may be required.

Equipment must be returned by the student/group who signed the checkout form. If equipment is returned by anyone else, this will result in a penalty and temporary suspension of reservation/check-out privileges. Exceptions will be made for **Extenuating Circumstances** as defined above when equipment can be returned by a third party if the person who checked it out is unable to do so in person.

When returning equipment, any loss and/or damage to the equipment must be reported and the appropriate form submitted to the Equipment Cage. Refer to Section **2.12 Total loss or theft of equipment** or **Section 2.13 Damage to equipment**.

Production & Digital Media Services staff will not accept any claims of item not present or not functioning during the check-out. Once the checkout form was signed, the student/group confirmed that all items were present and in good working order, as per the *Equipment Loan Agreement*.

Failure to return equipment on time and in satisfactory fashion will result in the penalties, as indicated in **Section 2.6 Penalties**, for individuals and all group members. Satisfactory fashion includes machines turned off, cables coiled properly, all equipment packed in original cases, all tape removed from cables and cases, and dirt cleaned off. All recording media must be formatted and present at check in.

2.6. PENALTIES

Any student, faculty, or staff who do not return equipment on time, and/or in satisfactory condition will incur the following penalties:

- Fine of QR 110 per day will be added to your account until equipment is returned
- Repeated Offense: Students with more than two penalties incurred during semester will lose equipment privileges during summer and term breaks



- Faculty and staff with more than two penalties incurred during an academic year have their privileges suspended, pending a review by the Director of Production and Digital Media Services

When penalties are incurred, an invoice should be collected from the Equipment Cage before proceeding to NU-Q Bookstore for cash/card payment or online payment. All equipment, edit suites, and studio reservation privileges will remain suspended until the payment receipt is presented to the Equipment Cage in person or via email to production@qatar.northwestern.edu.

Equipment returned should be in the condition that it is ready for use by the next person.

2.7. SPECIAL REQUESTS AND EXTENSIONS

In special cases, extensions on equipment check-out for class will be accepted. However, students must submit a written approval from the faculty member to be reviewed by the Equipment Cage staff, in advance of the check-out. In most cases, extension requests will be honored if equipment has not already been reserved.

For those who wish to re-checkout currently checked-out equipment, Check-out renewal can be requested by emailing production@qatar.northwestern.edu only once. Any additional extensions beyond the first renewal will require submitting the **Special Request Form**. Production and Digital Media Services will review the request and assess depending on availability.

For emergency cases, when equipment cannot be returned on the specified date and time due to **Extenuating Circumstances**, please email production@qatar.northwestern.edu immediately. Extenuating circumstances are personal circumstances that are outside of your control and have or are likely to have had a significant impact on your academic performance, e.g., illness (other than minor illnesses), bereavement. NU-Q Student Affairs and Academic Affairs departments will be consulted regarding any claims. Verification, such as doctor's certificate, may be required.

2.7.1. CLASS SCHEDULE CHECK-IN EXCEPTION

In cases where class schedules conflict with equipment return, students must make arrangements **DURING CHECK-OUT** with the Equipment Cage to return equipment at an alternative specified hour. The return time will be amended on the **Equipment Checkout Form**.

2.8. EQUIPMENT TRAINING

Equipment training is limited to in-class delivery as part of the syllabus or curriculum.

Outside-of-class equipment training will only be conducted in the case of extenuating circumstances, where a student cannot attend the in-class training provided by a Production and Digital Media Services department member. In these cases, at the discretion of the faculty, faculty members may request training on behalf of the student by emailing a request to the Production Department at production@qatar.northwestern.edu before training can be scheduled. Once a training request has been received, the Production Department will schedule the training based on the availability of equipment and training staff. In all cases, Webcheckout authorization will be available to the trained individual(s) within 24 hours.

Students cannot request individual/group training.



2.9. EQUIPMENT AVAILABLE WITHOUT TRAINING

The following equipment types are approved for check-out by all faculty, staff, and students who have signed an **Equipment Loan Agreement** without any prior training:

- CF cards and readers
- SD cards and readers
- Batteries
- Manfrotto Basic Tripod
- Go Pro
- Gorilla Pod
- On-camera portable lights

2.10. FILMING PERMISSION

When filming inside Education City, it is important to follow the [NU-Q Campus and Student Filming Policy](#) to ensure compliance with the University and Qatar Foundation requirements. This document will provide you with guidance and ethical considerations to support a successful filming experience.

When filming outside of Education City, be sure to contact the owner or property manager prior to arrival on location. You must always get approval before filming as failure to do so may result in legal action and/or seizure of equipment by the local authorities.

Filming of any government building is not permitted in the State of Qatar and can result in legal action, seizure of equipment and/or imprisonment.

Any equipment that is seized by authorities needs to be reported to the Equipment Cage immediately. A copy of the police report must be submitted in person or by emailing [**production@qatar.northwestern.edu**](mailto:production@qatar.northwestern.edu).

2.11. LIABILITY

An individual who checks out equipment is solely liable for any loss and/or damage to the equipment, as per the Equipment Loan Agreement. Students who are working in a group and who have signed the **Equipment Checkout Form** are jointly liable for any damage and/or loss to that equipment.

Checking out equipment on behalf of other NU-Q students or non NU-Q community members is not permitted and will result in a penalty and suspensions or total loss of privileges.

2.12. TOTAL LOST OR THEFT OF EQUIPMENT

Any loss or theft of equipment should be immediately reported to the Equipment Cage. The person(s) who checked out the equipment and signed the **Equipment Checkout form** will have their Production privileges suspended until:



- The Director of Production and Digital Media Services and/or the NU-Q Production Review Committee makes a decision regarding the financial liability of the loss

OR

- An exact replacement of the equipment specified by a member of the Production and Digital Media Services department is purchased and delivered to the Equipment Cage

See **Appendix A - Financial Liability of Loss or Damaged Equipment** for details.

Students must file a report with the Qatar Foundation security if the loss occurs on-campus or with the Police if the loss occurs off-campus. A copy of the report must be provided to the Equipment Cage with a [Total Loss or Theft of Equipment Form](#).

2.13. DAMAGE TO EQUIPMENT

During equipment check-in, any damage or operational problems with equipment must be reported immediately to the Equipment Cage. Damage or operational problems with equipment must be documented using the [Damaged Equipment Form](#) and submitted with a photograph of the damaged equipment at check-in.

The person(s) responsible for the damage will have their Production privileges suspended while the damage is assessed and a quotation for the cost of replacement/repair is received and/or:

- An exact replacement item specified by a member of the Production and Digital Media Services department is purchased and delivered to the Equipment Cage, or
- Payment for the repair/replacement has been made to NU-Q and a payment receipt has been issued to the Equipment Cage.

See **Appendix A - Financial Liability of Loss or Damaged Equipment** for details.

2.14. EQUIPMENT PRIORITY

Equipment required for class instruction during the Fall and Spring semesters has priority over any other equipment reservation or usage. During periods of class instruction, certain equipment types may be offline for up to the first eight weeks of the semester or until all class instruction is complete.

Equipment access is based on the following priority:

2.14.1. **FIRST PRIORITY**

During the Fall and Spring semesters, the following students currently enrolled in production classes at NU-Q have first-priority usage:

- A. Students who are currently enrolled in a class whose syllabus has specified the use of Production equipment or facilities or
- B. Students awarded Studio 20Q grants and attended a pre-production meeting with the Production and Digital Media Services department. Refer to **Section 1.4 Studio 20Q Usage Policy** for more details.



2.14.2. **SECOND PRIORITY**

The second priority includes the following:

- A.** Students who are currently enrolled in a class but whose syllabus has not specified the use of Production equipment or facilities or
- B.** Faculty and staff on a first-come, first-served basis

Equipment reserved for classroom use and class usage takes precedence over any second priority check out.

2.15. **TERMS BREAKS AND SUMMER ACCESS**

Equipment is only available for checkout during Summer and school breaks for class use, independent research projects, or personal growth projects with learning objectives and outcomes clearly defined (with faculty written approval). Approvals for non-class related Summer and term break equipment checkouts must come from the program or faculty advisers to Production by emailing production@qatar.northwestern.edu with project details and requested equipment.

Students cannot reserve equipment for use outside the access limitations listed below. No other personal checkouts are permitted, regardless of authorization status.

Access to equipment during term breaks and summer is limited to:

- Faculty and staff
- A student enrolled in a summer class whose syllabus has specified the use of production equipment or facilities.
- A student with an Incomplete from a previous semester whose faculty/academic advisor has sent Production an approval email.
- Student working on a faculty-sponsored project whose faculty/academic advisor has sent Production an approval email outlining the project details.
- Student who wishes to improve skills on authorized equipment. This request requires the student to fill out a [Special Request Form](#) outlining the student's specific learning goals **and** approval from a faculty advisor via an email to the Production Department describing the student's need for the equipment.
- A student who has been awarded a Studio 20Q grant and has attended a pre-production meeting with the Production and Digital Media Services department. Refer to **Section 1.4 Studio 20Q Usage Policy** for more details.

Students with TWO penalties incurred during the previous semester cannot checkout equipment during term breaks.

All equipment must be returned to the Equipment cage **at least three weeks before** the start of the fall semester. This allows equipment to be serviced before the beginning of the academic year.



2.16. POLICY FOR TRAVELING WITH PRODUCTION EQUIPMENT

Traveling with Production Department equipment is limited to official university-sponsored travel. Students may not check out equipment for personal travel at any time.

Faculty, staff, and students traveling under a university-sponsored travel program must specify the need for production equipment. Students should also follow the Travel Application process, including Risk Assessment approval. After submitting the Travel Application and receiving approval from the Dean's Council, trip leaders should contact production@qatar.northwestern.edu to discuss equipment needs.

Once the [Travel Request Form](#) has been submitted and approved, the borrower should reserve the equipment through Webcheckout, indicating the date and time of pick-up to secure the equipment's availability. Equipment Cage staff will amend the return date of the equipment per the duration of the approved travel request.

The trip leader is required to contact the local Film Commission or Film Development office of their destination to obtain approval for specified filming locations. A copy of the correspondence must be submitted to production@qatar.northwestern.edu before equipment checkout is granted. A database of International Film Commissions can be found at <http://www.afci.org/film-commissions>. Other countries not found in this database can be found under a web search.

The trip leader must schedule and attend a group checkout and check-in session by emailing production@qatar.northwestern.edu.

Equipment can be checked out individually or in groups based on the trip leader's requirements. If the trip leader requires all equipment to be checked out as one complete group, then the trip leader will take full liability for all equipment that is checked out.

Students should clear all fines with the Production Department to check out equipment.

2.17. EQUIPMENT DROP OFF AND PICK UP

Short-term parking for equipment pick-up and drop-off is available at NU-Q building, north entrance.

To request short-term parking space, please email facilitiesrequests@qatar.northwestern.edu indicating the desired time and date. Your vehicle make, model and plate number must be provided in the request.

MAXIMUM PARKING IS 30 MINUTES AND PARKING IS ONLY PERMITTED DURING PRODUCTION EQUIPMENT CAGE OPERATING HOURS



SECTION 3 : PRODUCTION FACILITIES

3.1. RESERVATION

Access to production facility will only be granted with a valid reservation. Reservation of post-production facilities can be made online at <https://webcheckout.qatar.northwestern.edu/patron/>. Log in using your NetID and password and select **Post Production Facility** For the reservation of studios (A,B,C,D, Black Box) and Audio Recording Studio the user should email Production and Digital Media Services at production@qatar.northwestern.edu indicating the purpose and time of usage.

A list of all non NU-Q community members, if any, who will be using the production facility must be included under the notes section of the reservation. All visitors must sign in at the security desk and exchange a valid government-issued ID for a visitor badge. Visitor badge must be clearly visible at all times in NU-Q building.

Only one production facility can be reserved/checked out at any given time by an individual. Reservation can be extended if no other reservation is pending by making a new reservation. If no new reservation is made within 30 minutes after the end of the existing reservation, the user can make a new reservation for the same room to extend the usage.

Reservation will only be held for **30 minutes** after the start time. If you do not pick up the Access Card during that time, your reservation will be cancelled, and the room will be made available to other users.

Security Guards are not permitted to open any production Facilities even if you have a reservation. A **Reservation Access Card** must be checked out from the Equipment Cage during opening hours or from the Security Desk beyond those times and during weekends. The maximum studio usage is **8 hours**. [Special Request Form](#) **should be submitted and approved if more than 8 hours is required.**

3.2. RESERVATION ACCESS CARDS

During Equipment Cage opening hours (See [Section 2.2](#) for details), go to the Equipment Cage in G-207 to check out a **Reservation Access Card** and turn in a valid NU-Q ID/Wildcat ID.

Outside of Equipment Cage operating hours (evening/weekends/term breaks), report to the VIP entrance Security Desk to check out a **Reservation Access Card** and turn in a valid NU-Q ID.

Please note, only valid NU-Q ID's are acceptable, and a proof of reservation is required. Proof of reservation can be done only through the VIP Security Desk iPad or by showing a copy of the reservation confirmation email from Webcheckout and Production.

Reservation Access Card for post-production facilities must be returned at the end of the reserved time. After 30 minutes of wait time, you can make a new reservation and collect the **Reservation Access Card** again.

Reservation Access Card for studios must be returned at the end of the reserved time. Failure to return the access card at the end of reservation will result in fines and/or suspension Production privileges.

During out of office hours, NU-Q Security Guard will ask you to leave the room at the end of your reserved time.



3.3. PRODUCTION FACILITY RULES

- Faculty, staff, and students must clearly display their NU-Q ID at all times
- All visitors must sign in at one of the security desks and turn in a valid government-issued ID.
- No food or drink is allowed in any of the production facilities (bottled water is the only exception and must be kept on the floor)
- Edit suites and studios must be kept clean and left at the completion of their use in the same condition they were in before the use. No trash or personal properties should be left in these spaces.
- Report any damaged or non-functioning items to a member of Production and Digital Media Services staff or email production@qatar.northwestern.edu
- During Equipment Cage opening hours (See [Section 2.2](#) for details), go to the Equipment Cage in G-207 to check out a **Reservation Access Card** and turn in a valid NU-Q ID/Wildcat ID.
- Outside of Equipment Cage operating hours (evening/weekends/term breaks), report to the VIP entrance Security Desk to check out a **Reservation Access Card** and turn in a valid NU-Q ID.
- Only one production room per person can be reserved/checked out at any given time
- Reservations will only be held for 30 Minutes after the start time. If no one picks up a Reservation Access Card, the room will be made available to other users.
- The person who reserved an editing suite should use their NetID to log into the machine. When working in groups, a shared projects folder can be requested by email to production@qatar.northwestern.edu.
- Reserving production facilities on behalf of other NU-Q students or non NU-Q community members is not permitted
- Reservation Access Card must be returned at the end of your reserved time. For post-production facilities, a new reservation is required to continue to use the facility (please see [Section 3.2](#) above for more information.)
- Covering of any windows is not permitted
- No files should be saved on the desktop or on the local storage of the machine. Machines are regularly erased of all external data. Only files saved on the ISILON storage will be kept.

Failure to adhere to any of the above rules will result in a penalty/fine, suspension, permanent loss of production equipment and facility usage privileges, and/or the requirement to repeat Orientation training session(s).

3.4. USAGE GUIDELINES

For authorization to use Production facilities, students must first attend **an Edit Suite, Voice-Over Booth, or Audio Recording Studio** Orientation training during in-class instruction. Production Facility training is limited to in-class delivery as part of the syllabus or curriculum only.

Outside-of-class facilities training will only be conducted in the case of extenuating circumstances, where a student cannot attend the in-class training provided by a Production and Digital Media Services department member. In these cases, at the discretion of the faculty, faculty members may request training on behalf of the student by emailing a request to the Production Department at production@qatar.northwestern.edu before training can be scheduled. Once a training request has been received, the Production Department will schedule the training based on the availability of the facility and training staff. In all cases, Webcheckout authorization will be available to the trained individual(s) within 24 hours.

Students cannot request individual/group training.

Students must follow the prescribed workflow outlined in the Production and Digital Media Workflow document. Failure to adhere to the workflow will result in a penalty or loss of reservation privileges.



Preventative maintenance of production facilities will occur over the semester, resulting in facilities being taken offline for short periods.

No files should be saved on the desktop or the local storage of the production computers. Machines are regularly erased of all external data. Only files saved on the ISILON storage will be kept. We recommend that everyone keeps a backup of all their data on a personal hard drive.

3.5. PROPS

Props are not managed by Production and Digital Media Services team. Students who wish to use any props are required to contact the appropriate faculty member responsible for those props and obtain their prior approval.

3.6. AUDIO EDITING SUITES

Students enrolled in courses whose **syllabus** has specified the use of Avid Pro Tools are provided reservation privileges in the audio edit suites after completing in-class training.

3.7. PRODUCTION FACILITY PRIORITY

Production facilities required for class instruction have priority over any reservations or usage.

3.7.1. FIRST PRIORITY

During fall and spring semesters, the following students currently enrolled at NU-Q who have completed an **Orientation training** session have first priority usage:

- A. Student who is currently enrolled in a class whose syllabus has specified the use of Production equipment or facilities, or
- B. Student who has been awarded Studio 20Q grant and has attended a pre-production meeting with the Production and Digital Media Services department. Refer to **Section 1.4 Studio 20Q Usage Policy** for more details.

3.7.2. SECOND PRIORITY

Second priority is given to faculty and staff who have completed an **Orientation training** session as follow:

- A. Student who is currently enrolled in a class but whose syllabus has NOT specified the use of Production equipment or facilities, or
- B. Faculty and staff on a first-come-first-serve basis

Production facilities reserved for class and student usage takes precedence over any second priority usage.



3.8. TERM BREAK AND SUMMER ACCESS

Access to production facilities during term breaks and summer is limited to:

- Faculty and staff who have completed an Orientation training session
- Student enrolled in a summer class whose syllabus has specified the use of production equipment or facilities
- Student with Incomplete from a previous semester and has a signed [Special Request Form](#) from his/her Academic Advisor
- Student working on faculty-sponsored project and has a signed [Special Request Form](#)
- Student who has been awarded Studio 20Q grant and has attended a pre-production meeting with the Production and Digital Media Services staff. Refer to **Section 1.4 Studio 20Q Usage Policy** for more details.

Student with TWO penalties incurred during the previous semester will not be able to access Production facilities during term breaks.



APPENDICES

Appendix A – NU-Q Financial Liability of Loss or Damaged Equipment

Student is solely responsible and financially liable for all equipment checked-out to him/her. Student will be notified of replacement cost by the Production and Digital Media Services department and will receive a receipt for payment of costs. **Payment for loss or damage of equipment must be made within thirty days once the student is notified** of the replacement cost, or a payment schedule may be arranged with Business and Finance.



Appendix B –Pre-approved Equipment for Travel

The following equipment is pre-approved for travel:

BRAND	MODEL
Canon	700D
Canon	5D Mark III
Canon	5D Mark IV
Canon	6D
Canon	6D Mark II
Go-Pro	Hero 3+
Go-Pro	Hero 6
Ricoh	4K 360 Camera
Canon	Speedlite 580EX 2
Litepanel	LP Micro
Aladdin	Bi-Flex 1
Canon	Canon EF 100mm f/2.8 MACRO
Canon	Canon EF 85mm USM f/1.8
Canon	Canon EF 50mm USM 1.4
Canon	Canon EF 100-400mm
Canon	EF 70-200mm 2.8 L IS II USM
Canon	EF 24-70mm 2.8 L II USM
Canon	EF 16-35mm 2.8 L III USM
Manfrotto	700RC2
Manfrotto	128LP
Manfrotto	MVK 500
Manfrotto	Befree
Sachtler	FSB6
Roland	R26
Zoom	H4N
Voice Technologies	VT506 Video
Azden	SGM1000
Shure	Shure Microflex Lavalier Mic
Sanken	Sanken COS-11DBP
K-Tek	KEG-150
Rycote	Super ShieldKit



Appendix C – Not Pre-Approved Equipment Available for Travel

The following equipment requires travel letter from the Qatar Foundation for customs clearance when returning to the State of Qatar:

BRAND	MODEL
Canon	C100 Mark II
Canon	XF-405
Canon	Servo Zoom lens 18-80mm
Sennheiser	MKH 416

Appendix D – Equipment Available to All NU-Q Faculty, Staff, and Students

The following equipment is approved for all faculty, staff, and students to check out from the Equipment Cage (if available):

- CF cards and readers
- SD cards and readers
- Batteries
- Manfrotto Basic Tripod

Appendix E – Production Forms

- [Course Related Technology Request](#)
- [Damaged Equipment Form – For Production Staff Use](#)
- [Equipment Loan Agreement Form](#)
- [Equipment Training Form](#)
- [Event Recording Request Form](#)
- [Event Support Request Form](#)
- [Lecture Capture Request Form](#)
- [Outside Broadcast Event Support Request Form](#)
- [Mock Newsroom Broadcast Request Form](#)
- [Shared Folder \(ISILON\) Creation Request Form](#)
- [Special Request Form](#)
- [Technical Tour Support Request Form](#)
- [Total Loss or Theft of Equipment Form – For Production Staff Use](#)
- [Travel Request Form](#)

