Standard Operating Procedure

1. **Purpose**

Reservation and delivery process of Digital Audio Recorders and recordings for Augusta University/Augusta Health departments, faculty, staff, and students.

2. **Scope**

The SOP is for reservation and delivery process of Digital Audio Recorders and recordings for all areas of Augusta University/Augusta Health. The SOP starts with the process for reservation of the Digital Audio Recorders through the delivery of the recordings to the customer.

3. **Prerequisites**

- Audio/Visual Technicians trained in the process of the use of Digital Audio Recorders.
- Audio/Visual Technicians trained in the process of using and uploading recordings to BOX.
- The expectation that the recordings are to be kept confidential and deleted within 5 business days off the Digital Audio Recorder SD Memory cards after the upload take place to BOX.
- The expectation that the Audio/Visual Technicians will follow up with customers to ensure delivery of recordings.
- Augusta University/Augusta Health customers trained in the use of EMS Reservation system & BOX.
- BOX Accounts set up for customers requesting the use of the Digital Recorders.

4. **Responsibilities**

Augusta University/Augusta Health customers will reserve the Digital Audio Recorder in EMS. The Classroom & Event Scheduling Coordinator will approve the reservation requests in EMS, making sure the customer is aware of the how they will receive a copy of their recordings, and giving them the option of bringing a their own flash drive for upload for the day of the event. The Digital Audio Recorders are delivered/recovered from events, recordings uploaded to BOX, confirmation of delivery to customers, and recordings deleted from SD Memory Cards by the Audio/Visual Technician assigned to event. NOTE: If customer requests their recording be uploaded to their flash drive, the Audio/Visual Technician will assist in the transfer of the recording to the flash drive.

Documents: Digital Audio Recorders
5. **Procedure**

A. Augusta University/Augusta Health customers request reservation of Digital Audio Recorder in EMS.

B. Classroom & Event Scheduling Coordinator approves the request and sends an email confirmation of the reservation to the customer, also notifying the customer of how they will receive their recording following the event, giving them the option to bring their own flash drive the day of their event for upload.

C. Audio/Visual Technician delivers, sets-up, and recovers the Digital Audio Recorder for day of event. If customer brings flash drive, the Audio/Visual Technician will assist in the upload of the recording to the customer's flash drive.

D. Within 48 business hours after the event, the recording is uploaded into a customer folder created in BOX by the Audio/Visual Technician assigned to the event. The folder is shared with the customer of the event.

E. Within 5 business days after the event, the Audio/Visual Technician assigned to the event, checks confirmation of delivery to recipient in BOX, and deletes the recording from the Digital Audio Recorder SD Memory card.

6. **References**

- [https://ems.gru.edu/virtualems/](https://ems.gru.edu/virtualems/)
- [https://gru.app.box.com/login](https://gru.app.box.com/login)

7. **Definitions**

- **EMS**: Event Management System – Augusta University/Augusta Health’s reservation system for classrooms, event space, and Audio/Visual equipment and services.

- **BOX**: Augusta University/Augusta Health’s new cloud platform that allows securely storing, sharing, and managing files.

- **Digital Audio Recorder**: A Digital Audio Recorder is a device used to record voice memos, lectures, conferences, or conversations to a memory chip for play back.

Documents: Digital Audio Recorders