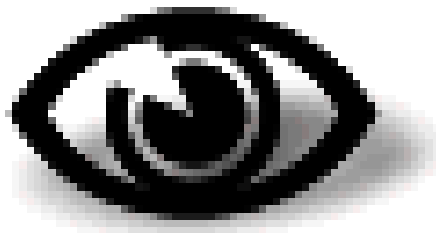


UNIVERSITY OF TASMANIA

VIDEO CONFERENCING

STUDENT S GUIDE



At the University of Tasmania students may study topics across campuses through a video conference system. Depending on the size of the class students will attend the multi-function lecture theatres or the smaller dedicated video link rooms.

All university students are expected to be responsible for their own learning while video link teaching and learning can provide a high level of interaction between lecturers and students it requires full co-operation from students in order to be successful. Tutors/lecturers will explain how video conferencing will operate in each unit/course.

This booklet provides information about basic technical terms, trouble shooting and managing the video conferencing learning experience it also provides a space to fill in immediate contact details of relevant staff contacts. It is suggested that you keep this booklet as an ongoing reference.

IMPORTANT CONTACTS

Make sure you fill in the information below about who to contact. Ask your lecturer/tutor to help you. You may need a variety of ways to contact relevant University staff, as they may be at other campuses when you need them. *An additional contact list is located at the back of this document.*

Topic:

Tutor:

Contact details: E-mail:

Telephone:

Lecturer:

Contact details: E-mail:

Telephone:

School office contact:

E-mail:

Telephone:

Campus contact:

E-mail:

Telephone:

Other useful contacts:

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1. WHY IS VIDEO CONFERENCE LEARNING DIFFERENT TO FACE TO FACE LEARNING?

Video conferencing requires students to be more committed to collaborative learning (sharing learning experiences and working closely with your fellow students) than in a face-to-face situation, especially as the tutor or lecturer is teaching from another location. If students rely on the presence of the lecturer to determine their own attendance and participation the experience will not be successful. Students need to work hard in a video conference setting to form a group, share information and facilitate the smooth running of the sessions.

Tips for participating in a video link class.

- When communicating using a video link you need to know that there is a slight delay in the response from the other end (this is only unusual the first time). Once you have adjusted your conversation patterns it is easy to communicate in the video conferencing setting.
- If students all talk at once, the camera, which is sound activated, will not know whose voice to track. With your lecturer/tutor work out some signals to use if things get confusing and you lose track of who is speaking. Where possible let others finish what they are saying and try not to talk over them.
- It will be important to develop a collaborative and co-operative relationship with your fellow students to ensure the smooth running of tutorials.
- It will be in everybody's interest to get to know one another as a group. Shared responsibility for the lecture or tutorial is encouraged. For example, prior discussion concerning queries about content or the course in general will make better use of the video conference time as students will have prepared questions to ask the lecturer/tutor.
- Students will need to identify a group facilitator each session: This ensures that two-way communication between the group and the tutor/lecturer is shared and individual students are not left out. The facilitator streamlines the communication process to the other end by ensuring that everyone has a chance to speak.
- Being punctual to the session is very important as the link is pre-booked and, therefore, not very flexible.
- While you are waiting for the session to start you could discuss issues you want to raise with your lecturer. One student can do this on behalf of the group.
- An agreed method for distributing class notes is advised. You will need to ask your lecturer how they plan to get course materials to you.
- Use email for communication with lecturers and tutors. All students are issued with an email account at the University. The multi-campus teaching responsibilities of staff means it is not always possible to talk to lecturers and tutors face-to-face. Students can email staff directly or set up a group e-mail to send and receive messages easily within their class.

2. HOW DO YOU ACCESS THE ROOMS?

Hobart

- *Arts Lecture Theatre (ALT)*: The door is unlocked before the start of classes each day and re-locked at the end of the last class of the day.
- *Humanities Room 371, Underground rooms 102 & 106 (underneath Morris Miller Library)*: The doors are locked and unlocked by Security in time for every video conference. If the door is locked at the time of your video conference please call Security on x7600 using the phone located outside the door.
- *Humanities Room 205*: The doors to this room are controlled by a keypad requiring a four digit PIN. Your lecturer has been provided with this number and will tell you what it is. If your lecturer is at the Far End please remind them to tell you the number before the start of the Video Conference.

Launceston

- *Lecture Theatre 5*: The door is unlocked before the start of classes each day and re-locked at the end of the last class of the day.
- *Sir Raymond Ferrall Centre room*: The door is left unlocked during business hours. For an after-hours video conference your lecturer will need to arrange to have the door unlocked. If your lecturer is located at the Far End please remind them to do this.
- *New Arts building L172*: The doors are locked and unlocked by security in time for every video conference.
- *Building A (past Degrees Restaurant) A023*: Access is controlled by a keypad beside the door. The lecturer will notify students of the four digit code to give you access to this room.

North West Centre

- *Rooms 1.19 & 1.59*: The door is locked and unlocked by Centre staff each day.

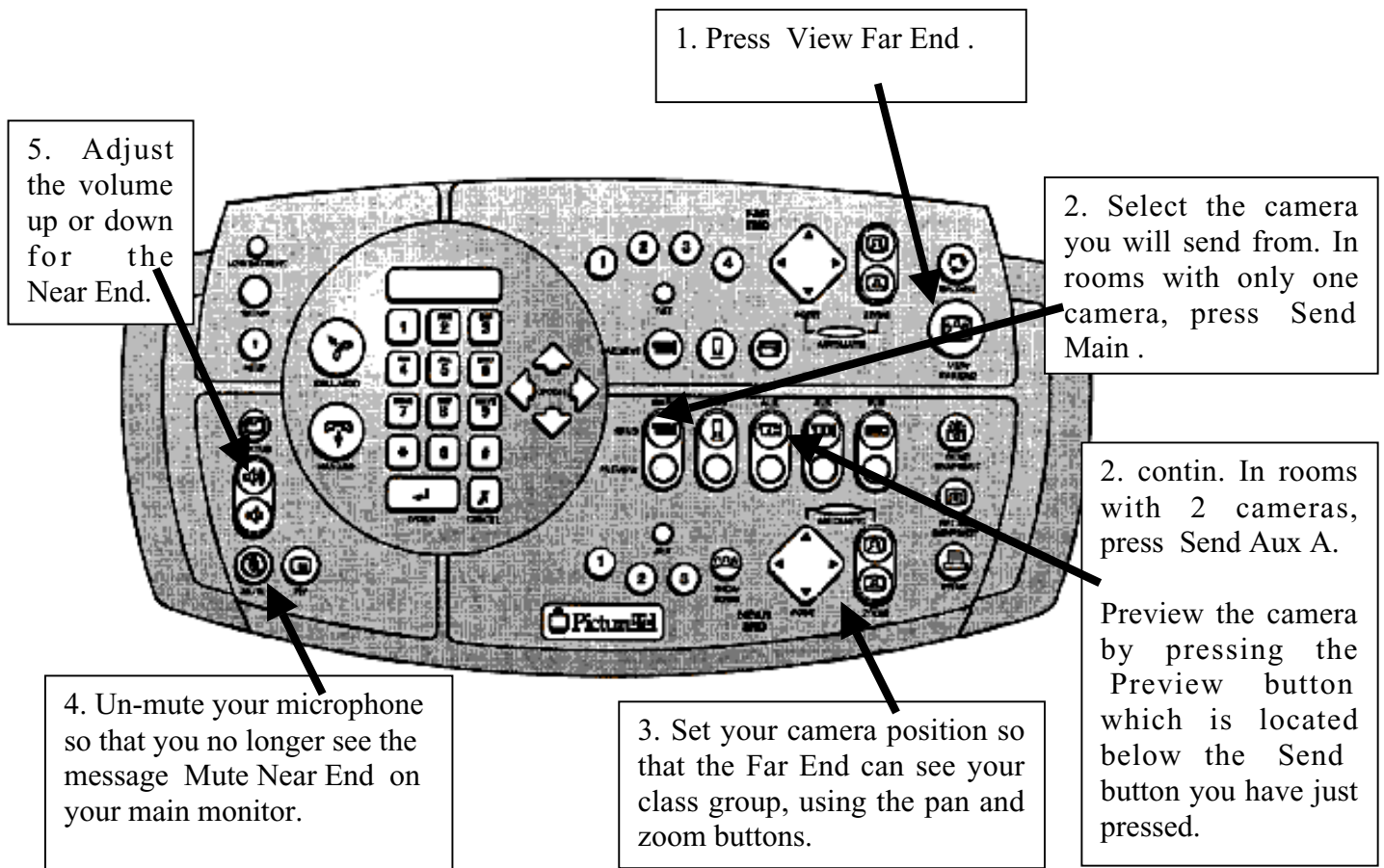
3. WHAT DO I DO WHEN THE LECTURER/TUTOR IS AT THE FAR END?

Lecture Theatre 5 and the Arts Lecture Theatre

Students participating in a video conference at one of these sites will find that the camera, lights, audio, projector and projection screen will all be set up automatically when the video conference is initiated and should not require any adjustment.

Dedicated Video Conference Rooms

Students participating in video conferencing, when the facilitator is at the Far End, will need to follow a set of steps. Firstly, somebody must act as facilitator for the Near End and operate the keypad. In some rooms there are two cameras (Newnham - room AQ23, Sandy Bay - rooms 102 and 205 & NWC - room 1.59). The keypad must be pointed at the main camera at the back of the room.



NB: When the cameras are set and the volume adjusted it is important to check that the lecturer or tutor can see and hear you.

4. HOW DO I GET HELP?

If something should go wrong with the video conference, or if people are unsure of how to operate certain facilities, there are staff available to assist. Initially, problems with the facilities should be referred to the lecturer or tutor in charge. If located at the Far End, a phone is located both inside and outside the video conference site, along with a list of phone numbers for each other site.

If help via the facilitator is not possible, a video conference Helpline is available on extension **3111**. This will directly contact video conference staff to assist.

Some occasions in which you will need to get assistance may include:

The video conference does not start at the expected time.

Access to the room is denied.

The equipment is malfunctioning.

More than one class turns up at the same time.

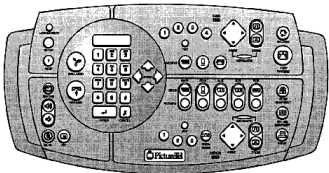
In some instances there may be simple ways to solve the problem:

If the Far End is visible but cannot be heard, ask them to un-mute their microphone.

If the Far End can be heard but cannot be seen, ask them to press their SEND MAIN button.

If the volume is too loud or too soft, use the keypad to adjust the volume. Do not adjust the volume on the television set.

5. BASIC TERMINOLOGY

| | | |
|-------------------------|---|---|
| Auxiliary Camera | Any other camera, other than the Main Camera, located at the video conference site. | |
| Document Camera | This is a specifically designed camera used for transmitting document images into the video conference. It can also be used as a substitute for a whiteboard or an input for other media such as laptop mounted PowerPoint displays. | |
| Far End | Any site with which you are communicating via video link is referred to as the Far End . | |
| Keypad | In most video conference sites the video conference equipment is controlled using a keypad. It is effectively a large remote control and must be pointed at the Main Camera in order to be effective. |  |
| Main Camera | The main camera in a video conference room acts as the receiver for signals from the keypad which controls the video conference. | |
| Main Monitor | In video conference sites which include two television monitors, the Main Monitor is the monitor located on the left. It shows video footage of the Far End, or of images sent from the Far End. | |
| Near End | In any video conference, the site at which you are located is referred to as the Near End . | |
| Preview Monitor | The preview monitor located on the right-hand-side. Primarily it is used by the facilitator to set up camera shots or documents, before transmitting them to the Far End. It can also display snapshots of data sent from the Far End. | |
| Touch Screen | In Lecture Theatre 5 in Launceston and the Arts Lecture Theatre in Hobart, the video conference equipment, and other equipment such as microphones and lights, are controlled using a small touch sensitive LCD screen mounted in the presenter s desk. | |

IT Services Video Conference Facilities Phone & Contact Directory

HELP: Technical Faults & Difficulties: **3111**
(Video Conference Help Line open from 9am to 5pm working days)

ITS (& other) Video Conference Venues

| Room | Phone | Fax | Outside |
|-------------------------------|--------------|------------|----------------|
| Burnie Meeting NWC 1.19 | 4970 | 4971 | n/a |
| Burnie Seminar NWC 1.59 | 4955 | 4954 | n/a |
| Hobart Meeting Hum. 371 | 7618 | 7617 | 7190 |
| Hobart Meeting LibraryB1O6 | 7680 | 7681 | 2899 |
| Hobart Seminar Arts 205 | 2901 | 2998 | 2905 |
| Hobart Seminar Library B 102 | 7676 | 7677 | 2899 |
| L ton Meeting Ferrall Centre. | 3707 | 3708 | n/a |
| L ton Seminar A023 | 3098 | 3205 | 3094 |
| L ton Meeting L172 | 3200 | 3232 | n/a |
| Hobart Arts Lecture Theatre | 2276 | n/a | n/a |
| L ton Lecture Theatre 5 | 3500 | n/a | n/a |

Further video conference information is available on the Web at:

<http://www.its.utas.edu.au/communications/video/>

Further copies of this booklet are available from the Learning Skills Unit, please phone Julie Tubb on (03) 6324 3787 or fax (03) 6324 3788.