

## **Please Read if you are taking a class from IVN**

IVN conducted surveys of its higher education instructors, technical coordinators, and classroom technicians in December regarding instructional techniques and classroom technical support. The survey revealed a number of items as issues of concern that need to be addressed at the K-12 school or non-campus locations.

Issues of concern regarding K-12 and other non-campus receiving sites were mainly those involving evening classes. Those concerns were:

- information and communication needs to be shared with ALL involved within the school regarding the class offering
- insufficient technical support during the evening to assist with roll call and troubleshooting
- lack of proper training of the teachers/staff on how to use the equipment.

The instructors and campus technicians indicated they would like to see these areas addressed at the K-12 schools and other non-campus sites who are accepting higher education evening courses.

### **To ensure the event/class runs smoothly and to minimize technical problems:**

- Inform the appropriate school personnel that a videoconferencing class is being scheduled. The local person seeking to add a high school video classroom to a higher education evening class needs to communicate and coordinate this with the school superintendent/principal, the school's videoconference site contact, and the video consortium scheduler AND any other individuals within their school that need to be aware of this evening class.
- Ensure the school and the classrooms are unlocked and available during evening classes. Assign someone the responsibility for locking up the classroom and building after the class ends.
- Instructions on how to turn on/off the video equipment and how to reboot (restart) the system should be posted in the video classroom. In addition, troubleshooting tips should be posted in the video classroom. IVN has signs available that you can use for both of these. Go to: <http://www.edutech.nodak.edu/video/teachers/>, scroll down to IVN Resources, and click on Videoconference Room Sign Info or for direct access go to: [http://www.edutech.nodak.edu/pdf/video\\_room\\_signs.pdf](http://www.edutech.nodak.edu/pdf/video_room_signs.pdf)
- Video students should have direct access to a telephone in order to report technical problems when they occur. The host site may also use the telephone to communicate with receive sites during class. So, a telephone in the video classroom is highly recommended by the instructors and technicians of the host site. Cell phones are not recommended for a variety of reasons, including poor reception, connectivity problems, and such things as the student with the cell phone is not at class or forgot to bring the cell phone that evening. Some states have reported that cell phones have interfered with the videoconference audio as well.

If you do not wish to have a phone during the day in the classroom, here are some suggestions from other groups:

- Have a cordless phone that can be used from the main office.
- One state agency has a phone jack in the room, but keeps the phone and remote for the videoconference locked up with receptionist. When an event is scheduled, the employee in charge goes to the receptionist to pick up the phone and remote. This prevents the clientele from walking away with these items.

### **Teachers and staff members who take an evening class...**

- Should be trained by the school's videoconference site or technical coordinator on how to mute/unmute the microphone, how to pan/tilt/zoom the cameras, how to adjust the volume, and how to reboot the system.
- Should arrive 10 minutes prior to the start of the class period in order to participate in the technical roll call. Since the non-campus site is accepting a higher education class, those higher education guidelines need to be followed.  
The technical roll call is a quality control measure that is supported by higher education video sites. The technical roll call ensures the video sites are properly connected and operational before the start of the class period.

Example, if your class is from 4:00 pm – 6:00 pm, arrive in the classroom by 3:50 pm.

- Should call the host campus when a technical problem occurs. In turn, the host campus will coordinate technical troubleshooting with IVN. In addition, the teachers and/or staff members need to have access to a telephone in case the host site needs to communicate with the receive site(s).
- Report any problems with equipment to your school's technical coordinator following class. Check if your school provides a trouble reporting form that is located in the videoconference room or what the process is for your school.

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