

# Videoconferencing

## Introduction

At the University of Tasmania students may study topics across campuses through a videoconference system. Depending on the size of the class, students participating in videoconferences will attend either multi-function lecture theatres or 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 or lecturers will explain how videoconferencing will operate in each unit/course.

This document provides information about basic technical terms, troubleshooting and managing the videoconferencing experience. It also provides a space in which to record immediate contact details of relevant staff. Please keep this document as an ongoing reference.

## Important contacts

Make sure you fill in here the details about whom to contact. Ask your lecturer or 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:**.....

E-mail: ..... Telephone: .....

**Lecturer:** .....

E-mail: ..... Telephone: .....

**School office contact:** .....

E-mail: ..... Telephone: .....

**Campus contact:**.....

E-mail: ..... Telephone: .....

**Topic:** .....

**Tutor:**.....

E-mail: ..... Telephone: .....

**Lecturer:** .....

E-mail: ..... Telephone: .....

**School office contact:** .....

E-mail: ..... Telephone: .....

**Campus contact:**.....

E-mail: ..... Telephone: .....

Other useful contacts: .....

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## Answers to some of your questions

### Why is videoconference learning different from face to face learning?

Videoconferencing requires you 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 you rely on the presence of the lecturer to determine your attendance and participation in videoconferencing, the experience will not be successful. Students need to work hard in a videoconference in order 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 feels unusual only the first time). Once you have adjusted your conversation patterns it is easy to communicate in the videoconferencing setting.
- If students all talk at once, the camera, which is sound activated, will not know whose voice to track. With your lecturer or 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 always 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 good. For example, prior discussion of queries about content or the course in general will make better use of the videoconference time, as students will have prepared questions to ask the lecturer or tutor.
- Students will need to identify a group facilitator in 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 communication by ensuring that everyone has a chance to speak.
- Being punctual to the session is very important. The link is pre-booked, and its timing is 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.
- There should be an agreed method for distributing class notes. You will need to ask your lecturer how he or she plans to get course materials to you.

- Use e-mail 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 email to send and receive messages easily within their class.

### Basic terminology

<b>Auxiliary Camera</b>	Any other camera, other than the Main Camera, located at the videoconference site.
<b>Document Camera</b>	This is a specifically designed camera used for transmitting document images into the videoconference. It can also be used as a substitute for a whiteboard or as an input for other media such as laptop-mounted PowerPoint displays.
<b>Far End</b>	Any site with which you are communicating via video link is called the 'Far End'.
<b>Keypad/Remote</b>	In most videoconference sites the videoconference equipment is controlled using a keypad or remote. It is in effect a large remote control and must be pointed at the Main Camera in order to work.
<b>Main Camera</b>	The Main Camera in a videoconference room acts as the receiver for signals from the keypad, which controls the videoconference.
<b>Main Monitor</b>	In videoconference sites that include two television monitors, the Main Monitor is the one located on the left. It shows video footage of the Far End, or of images sent from the Far End.
<b>Near End</b>	In any videoconference, the site you are at is referred to as the 'Near End'.
<b>Preview Monitor</b>	The Preview Monitor is 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.
<b>Touch Screen</b>	In Lecture Theatres 5 and 2 in Launceston, Social Science Room 209 and the Arts Lecture Theatre in Hobart, the videoconference equipment, along with other equipment such as microphones and lights, are controlled using a small touch-sensitive LCD screen mounted in the presenter's desk.

## How do you get into the rooms?

### Hobart campus

- *Arts Lecture Theatre (HALT)*: The door is unlocked by security.
- *Social Sciences Room 209*: The door is unlocked by security.
- *Humanities Room 371, Social Sciences Room 205, Underground rooms 102 & 106 (underneath Morris Miller Library)*: The doors to these rooms are unlocked remotely by security 10 minutes prior to the start of your conference, relocked 15 minutes after the start. If you find the door locked at the time of your videoconference, please use the phone outside the door to call Security on extension 7600.

### Launceston campus

- *Lecture Theatre 5*: The door is unlocked by security.
- *Lecture Theatre 2*: The door is unlocked by security.
- *Sir Raymond Ferrall Centre room, New Arts Building L172, and Building A room 023 (past Degrees Restaurant)*: The doors to these rooms are unlocked remotely by security 10 minutes prior to the start of your conference, relocked 15 minutes after the start. If you find the door locked at the time of your videoconference, please use the phone outside the door to call Security on extension 3336.

### North West Centre

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

## What do I do when the Lecturer or Tutor is at the Far End?

### Lecture Theatre 5, Lecture Theatre 2, the Arts Lecture Theatre and Social Sciences Room 209.

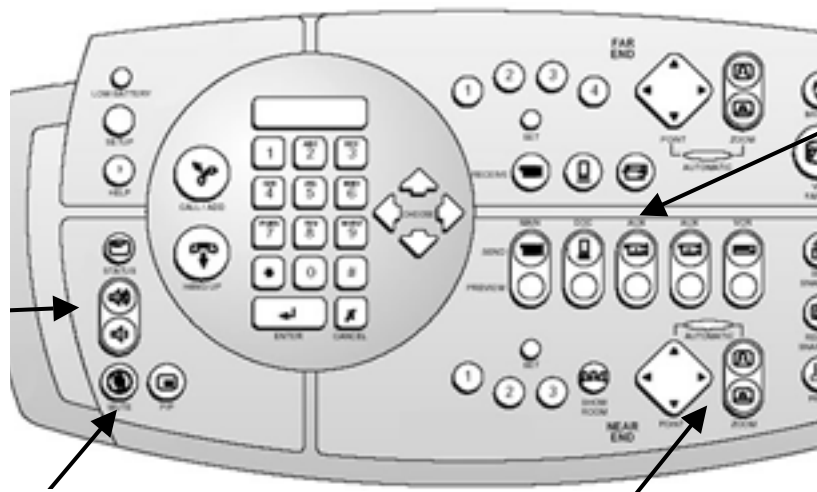
IT Resources will make a member of videoconferencing support staff available to assist any videoconferences out of these sites, students should not have to operate any equipment in these venues. These venues are not dedicated videoconference venues and are operated using an AMX touch screen control.

### Dedicated videoconference rooms

Students participating in videoconferencing 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 or remote. In some rooms there are two cameras (room A023 at the Launceston campus, rooms 102 & 205 at the Hobart campus and room 1.59 at the North West Centre), the keypad can be pointed at either camera.

**STEP 4 –**  
Adjust the volume to suit your room. This does not affect how the far end will hear you.



**STEP 3 –** Press the "Mute" button once to unmute your microphone. You will be "live" when you no longer see "Mute Near End" on the monitor.

**STEP 2 -** Set your camera position using the point and zoom buttons so the far end can see you.

**STEP 1 -** Select which camera to send to the other site.

In a room with one camera, press "Send Main". Preview the camera by pressing "Preview" located below the "Send" button. This is also displayed in the Picture In Picture (PIP).

**N.B.:** 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 videoconference, 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 she or he is located at the Far End, use a phone. There are phones both inside and outside each videoconference site, along with a list of phone numbers for each other site (this list is also included on the back page of this document).

If help via the facilitator is not possible, a videoconference Help Line is available on extension **3111**. This will directly contact videoconference staff.

### **Some occasions in which you will need to get assistance**

- The videoconference 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.

### **Simple ways to solve some problems**

- 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.

## IT Resources Videoconference Facilities Phone and Contact Directory

HELP – Technical Faults & Difficulties: **3111**

IT Resources (and other) videoconference venues:

<b>Room</b>	<b>Phone</b>	<b>Fax</b>	<b>Outside</b>
Burnie Meeting NWC 1.19	4970	4971	4949
Burnie Seminar NWC 1.59	4955	4954	4952
Hobart Meeting Hum. 371	7618	7617	7190
Hobart Meeting Library B I06	7680	7681	2899
Hobart Seminar Social Sciences 205	2901	2998	2905
Hobart Seminar Library B 102	7676	7677	2899
Launceston Meeting Ferrall Centre	3707	3708	3596
Launceston Seminar A023	3098	3205	3094
Launceston Meeting L172	3200	3232	3595
Hobart Arts Lecture Theatre	2276	n/a	n/a
Hobart Social Sciences Room 209	7484	n/a	n/a
Launceston Lecture Theatre 5	3500	n/a	n/a
Launceston Lecture Theatre 2	3674	n/a	n/a

### More information

Email: [Video.Conference@utas.edu.au](mailto:Video.Conference@utas.edu.au)

Website: <http://www.utas.edu.au/itr/videoconf>