

Distance Learning

IVC Facilitator

Training Manual



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## General Information

The areas you will be responsible for go beyond facilitating and coordinating the remote site classrooms. The Interactive Video Classrooms are one way that ACC delivers its Distance Learning courses. Other ways include Print-based delivery, on-line or computer based instruction, and ITV (Instructional Television). IVC classes are courses (credit or continuing education) that are offered at more than one location simultaneously. In these instances, it is imperative to maintain a high level of customer service at the remote site locations.

This Manual has been developed specifically for IVC Facilitator staff members who work with the Interactive Video Classrooms at Austin Community College. It is meant to define job responsibilities, to provide easy access to operational information and to enable IVC staff to provide excellent customer service. Use this manual as a reference and you should be able to handle most problems or questions that will arise.

## Help Desk and IVC Room Contact Information

If you are unable to solve a technical problem, please call:

- **Video Services Help Desk** at 512- 223-8146
- **IVC Services Specialist Matthew Gossage** at 512- 223-8077 or *contact the video help desk.*
- **IVC Room Phone Numbers** for contacting or faxing other IVC classrooms:

CYP 2223	223-2013
EVC 3203	223-5500
EVC 8362 (HSB)	223-5905
EVC 9229 (HSB)	223-5739
FBG 5B	(830) 997-8273
HBC 103.6	223-7996
NRG 2155	223-4060

PIN 400	223-8013
RGC 126	223-3992
RVS 1130A	223-6237
SAC 1304	223-9291

As a Facilitator, you will trouble shoot basic technology issues with the instructor. If you can not resolve the problem, you will contact the Video Services Help Desk (see contact numbers above or the Troubleshooting Section for more information). If the issue still can not be resolved, a Media Center staff member from an Instructional Development Center will be contacted by the Video Services Help Desk.

## IVC Web Site Address

The IVC Web Site Address is: <http://dl.austincc.edu/ivc/>

## Distance Learning Web Site Address

The ACC Distance Learning web site is: <http://dl.austincc.edu/>

## Media Center Contact Information

The Media Centers reside within an ACC library. Media Center personnel provide faculty and staff with support service. The Media Center staff helps to provide access to media hardware and software, as well as to provide support to faculty in their utilization.

If a facilitator can't resolve a technical problem, he or she will contact the help desk. If the help desk can't resolve the problem, they will contact a media center staff member at the campus where the problem occurred.

The ACC Media Center Website is: <http://irt.austincc.edu/ict/>

A current listing of media staff member by campus is as follows:

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I V C F A C I L I T A T O R T R A I N I N G M A N U A L

Campus	Room	Staff Member	Phone and Fax	Email
<b>CYP Media Center</b>	2122	<b>Sherri Bassett</b> , Media Technology Specialist	Phone: 223-2116 Fax: 223-2035	<a href="mailto:smiles@austincc.edu">smiles@austincc.edu</a>
<b>CYP Media Center</b>	2122	<b>Richard Palmer</b> , Media Technology Specialist	Phone: 223-2116 Fax: 223-2035	<a href="mailto:rpalmer@austincc.edu">rpalmer@austincc.edu</a>
<b>EVC Media Center</b>	2202	<b>Mario Menendez</b> , Media Technology Specialist	Phone: 223-5113 Fax: 223-5111	<a href="mailto:mmenende@austincc.edu">mmenende@austincc.edu</a>
<b>EVC Media Center</b>	2202	<b>Medgar Jacobs</b> , Media Technology Specialist	Phone: 223-5113 Fax: 223-5111	<a href="mailto:mjacobs@austincc.edu">mjacobs@austincc.edu</a>
<b>NRG Media Center</b>	1229	<b>Les Zovek</b> , Media Technology Specialist	Phone: 223-4750 Fax: 223-4902	<a href="mailto:lzovek@austincc.edu">lzovek@austincc.edu</a>
<b>NRG Media Center</b>	1229	<b>Eric Knox</b> , Media Technology Specialist	Phone: 223-4750 Fax: 223-4902	<a href="mailto:eknox2@austincc.edu">eknox2@austincc.edu</a>
<b>PIN Media Center</b>	900	<b>Joe Salinas</b> , Media Technology Specialist	Phone: 223-8143 Fax: 223-8988	<a href="mailto:jsalinas@austincc.edu">jsalinas@austincc.edu</a>
<b>PIN Media Center</b>	900	<b>Michael Stewart</b> , Media Technology Specialist	Phone: 223-8131 Fax: 223-8988	<a href="mailto:mdstewar@austincc.edu">mdstewar@austincc.edu</a>
<b>RGC Media Center</b>	225	<b>Stephanie Bogdanich</b> , Media Technology Specialist	Phone: 223-3075 Fax: 223-3430	<a href="mailto:sbogdani@austincc.edu">sbogdani@austincc.edu</a>
<b>RVS Media Center</b>	A1121	<b>Scott Hillier</b> , Media Technology Specialist	Phone: 223-6007 Fax: 223-6703	<a href="mailto:shillier@austincc.edu">shillier@austincc.edu</a>
<b>SAC Media Center</b>	A1121	<b>Annette Martinez</b> , Media Technology Specialist	Phone: 223-6007 Fax: 223-6703	<a href="mailto:amartin6@austincc.edu">amartin6@austincc.edu</a>
<b>SAC Media Center</b>	A1121	<b>Laura Tabor-Huerta</b> , Media Technology Specialist	Phone: 223-6007 Fax: 223-6703	<a href="mailto:ltabor@austincc.edu">ltabor@austincc.edu</a>

## Job Orientation

### Duties and Responsibilities

#### **Key factors to being an effective facilitator:**

As an IVC Facilitator, you are to provide excellent customer service to IVC faculty and students.

One of the most important aspects of being a good facilitator is your personality and demeanor. You must be able to work with the instructor and the students. You must enter the room with a good attitude. Always make sure when you arrive that you speak to the instructor and let him or her know that you are there. Remember, you are the liaison between the instructor and the remote location students; they will depend upon you to help carry out the teaching and learning process. The main IVC facilitator responsibility areas:

#### ***A. Equipment***

1. Provides basic equipment instruction and training as needed.
2. Assists faculty and students with equipment operation.
3. Answers student and faculty questions about equipment or delivery issues.

#### ***B. Troubleshooting***

1. Makes IP connections when necessary.
  2. Calls instructor via speakerphone if there is a technical issue or the connection is lost.
  3. Monitors the IVC classroom from the remote site.
  4. Communicates any technology issues to the instructor, the Video Help Desk and other appropriate ACC personnel.
  5. Completes tracks and submits appropriate technology repair request forms (i.e. manual and on-line).
  6. If any problems occur during class that may cause early dismissal, IVC Facilitators will remain after class to assist the help desk with trouble shooting as needed.
  7. Provides basic trouble shooting on IVC equipment and makes minor repairs when instructed by Video Help Desk support staff. Ensures initial connection between local and remote sites prior to start of all IVC classes.
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8. Maintains a high quality of equipment understanding and attends relevant training offered by ACC or the department of distance learning.
9. Notifies the help desk immediately when connection problems occur.
10. Provides general troubleshooting guidance to faculty, staff and students.
11. Keeps the remote class operating during any equipment malfunctions by using alternative technologies (i.e. speakerphone, etc.).

### ***C. Instructional Support***

1. Informs supervisor immediately of any IVC students who require special needs & forwards any OSD accommodation request form to the instructor.
2. Provides a high quality of service for instructor and students in IVC classroom.
3. Assists faculty by taking attendance, distributing instructional materials, administering and facilitating class activities (i.e. exercises, etc.) and proctoring tests.
4. Helps maintain discipline in the remote classroom and communicate to the instructor when students are disruptive or when disciplinary actions need to be taken. In extreme cases, may request to have campus police remove a student.
5. Obtains course materials from instructor before the class or before the semester (i.e. books, PowerPoint slides, lecture notes, web sites, etc.) Backup files on PC hard drive.
6. Coordinates with the instructor on the delivery of: evaluations, exams, exercises and other class materials and returns these completed materials to the instructor in a timely manner.
7. Faxes any time sensitive, required documents to the instructor.
8. Copies and distributes all necessary class materials as requested by instructor.
9. Proctors all tests at the remote site as requested by the instructor.
10. Assists instructor in communicating any schedule, course content or administrative issues to students.
11. Facilitator is responsible for coordinating rotation schedule with the instructor.
12. Must be punctual. If event arise that will hinder arrival, must notify supervisor & help desk so alternate arrangements can be made.

### ***D. Administrative***

1. Assists in distributing and collecting class materials, conducting class surveys and evaluations.
  2. Assists with updating and tracking IVC equipment inventory as needed.
  3. Assists faculty and staff in completing and submitting IVC room request scheduling forms.
  4. Represents Distance Learning and Austin Community College and maintains a high level of professionalism while on duty.
  5. Submits time sheets and all employment data on a timely basis.
  6. Provides class schedules to supervisor at least 2 weeks prior to the end of the semester.
  7. All facilitators will provide an on-going report to the IVC Services Specialist. This report contains troubleshooting issues and positive aspects encountered since their last report.
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### ***E. Room Maintenance***

1. Keeps room neat and organized, picks up paper, straightens chairs, closes cabinet doors, etc.
2. Turns off all room monitors, projectors, and document cameras (Note: the computer and AMX touch panel can remain on).
3. Contacts campus manager's office when room needs cleaning or maintenance.
4. Ensures that the monitors and room lights are properly turned off after an IVC session.
5. Ensures there is no food or drinks in the IVC classrooms.
6. Open and Closes IVC rooms

### ***F. Security***

1. Works with College staff to ensure security of equipment and IVC in general.
2. Ensures that rooms are locked and equipment has been properly turned off at ALL locations where instruction was delivered.
3. Ensures that room access codes are not distributed to students.

## Performance Expectations

ACC IVC Facilitators are expected to maintain a high degree of professionalism. You will be responsible for the efficient operations of the IVC classroom sessions. IVC facilitators work closely with faculty to ensure the course content is delivered effectively and efficiently to the remote sites.

You will be expected to operate all IVC equipment and software. You will also be expected to trouble shoot the equipment at the remote site, and to support faculty and students.

## Departmental Organization

The **facilitators report to Matthew Gossage**. Matthew Gossage reports to John Kennie, Video Support Services Manager. John Kennie reports to Robert Bermea, the Director of Distance Learning. Robert Bermea reports to Richard Smith, Associate Vice President of Instructional Technologies.

For more information on this, go to <http://www.austincc.edu/orgref/pdfs/irtorg.pdf>.

Instructional Resources and Technology, consists of Professional Development Programs, Faculty Evaluation, Virtual College of Texas, International Programs, Informational Technology, Library Services, and Instructional Technology and Distributed Learning. Within Instructional resources and distributed learning, there are the following departments:

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- Distance Learning
- Instructional Technology and Computing Services
- Instructional Development Services

The Instructional Resources and Technology and IVC Support Services Organizational chart located at:

<http://www.austincc.edu/orgref/pdfs/irtorg.pdf>

## Customer Service Principles

As an employee, you will be expected to:

- Come to work when scheduled and on time.
- Dress appropriately with a neat and clean appearance.
- Follow directions.
- Concentrate on your work and care about the quality of your work.
- Recognize problems and recommend solutions.
- Ask questions.

*(Note: if you aren't sure of something, A question should **never go unanswered**. You should **always** try to find answers to questions. Seek assistance from other staff members when you are not certain of a course of action. If you can't find the answer to a student's questions, refer the student to someone who can.)*

- Review your user's manuals, help menu's, the IVC web site, and the Internet on an ongoing basis.
  - Finish tasks on a timely basis without sacrificing quality.
  - Be honest and dependable.
  - Communicate well and get along with other people (co-workers, faculty and staff). Be cooperative and respectful.
  - Keep conversations in the IVC quiet.
  - Limit personal phone calls or visits.
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*(Note: These things are distracting to others and do not promote an academic environment.)*

- Maintain a positive attitude towards others, including individuals one might consider “difficult.”

## Job Schedule, Leave, Sick Days/Unable to Work

You must obtain the IVC Supervisor’s approval before taking leave. Vacation and other absences must be scheduled by the IVC Supervisor. All absences must be reflected on the facilitator’s calendar prior to payroll processing (see the E-time and Pay Schedule section). It is important that you stick to the schedule that has been established for you. If you can’t come in, let your supervisor know as soon as possible. If you’re going to be late, please let your supervisor know as soon as possible so alternate arrangements can be made.

It is important to set a weekly and semester work schedule. Often, an IVC Facilitator will be paired with a specific instructor for a specific course. This instructor/facilitator relationship generally lasts at least one semester and is often carried forward from semester to semester.

If the occasion arises that you need to adjust your schedule or request time off, give your supervisor as much notice as possible, in writing. Once schedule adjustments and/or leave time are approved, you are still responsible for finding someone else to cover your shift/s if necessary.

## Phone Lists/Online Directories

Many of the duties in the IVC Room involve calling other campus IVC Rooms. IVC rooms, and important Instructional Resources and Technology phone lists should be posted visibly in the IVC classroom. Online phone lists are also available at:

<http://www.austincc.edu/directory/>

<http://www3.austincc.edu/phones/>

*(note: Staff phone numbers are not to be shared with anyone outside of ACC)*

## Dress/Appearance

Casual wear such as jeans, tennis shoes and a t-shirt are acceptable. However, gym clothes, midriff tops, baseball caps, hats, flip-flops, and cutoff shorts are examples of unacceptable attire.

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## Personal Use of Equipment

There is no personal use of equipment or software. Please read the Acceptable Use Guidelines found here: [http://library.austincc.edu/irt\\_aup/acceptabX.html](http://library.austincc.edu/irt_aup/acceptabX.html)

## Hourly Employee References/Handbooks and Forms

For the hourly employee reference materials and handbooks, go to:

<http://www.austincc.edu/hr/employeehandbook/>

<http://www.austincc.edu/hr/employment/hourlyemployees.php>

## Employment Forms

Completed I-9 forms and W-4 forms are required for employment with ACC. Consult your IVC Services Specialist for the location of blank forms and for additional employment information.

A completed Hourly Information form is also required. You can print it out at <http://accweb.austincc.edu/accforms/forms/HURE033hourlyemployinfo.pdf>. No employee may begin working until all employment forms have been submitted and a PA (personnel authorization) has been issued. **If you work before your PA is complete, you will NOT get paid for those hours.**

## E-time & Pay Schedule

All ACC Hourly employees are paid from hours submitted on Electronic Timesheets (eTime). As hourly employees, IVC facilitators are expected to submit their timesheets in a timely manner. Timesheets are to be submitted to Matthew Gossage at [mgossage@austincc.edu](mailto:mgossage@austincc.edu). **Note: Falsifying time sheets is terms for dismissal.** Employees are expected to keep up with their timesheets and submit their timesheet on time. In order to ensure you get paid on time please follow these guidelines:

- Fill out your timesheet on a daily basis.
- Submit your eTime timesheet before 10 a.m. on the Friday time sheets are due.
- Contact Matthew Gossage at 223-8077, or email him at: [mgossage@austincc.edu](mailto:mgossage@austincc.edu), immediately if you have any problem logging on to or submitting your timesheet.

eTimesheets instructions: <http://www.austincc.edu/hr/payroll/etime.php>

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PAY SCHEDULE:

[HTTP://WWW2.AUSTINCC.EDU/HR/PAYROLL/FY03/SCHED\\_PYMNT\\_CLASS.HTM](http://www2.austincc.edu/hr/payroll/fy03/sched_pymnt_class.htm)

## IVC Equipment Checklists

The IVC Equipment Checklists are used to ensure the IVC equipment works correctly.

The following IVC equipment will be checked:

- AMX
- Instructor Camera
- Student Microphones / Student Camera
- Document Stand Camera
- VHS Playback Unit / VHS-DVD Deck
- VHS Record Deck
- PC
- Monitors
- Smart Board

After equipment has been checked, the staff members doing the check will initialize the "Equipment Testing Checklist." form.

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## Campus Orientation

### Campus Map/Tour of Buildings & Programs

Each campus is designed differently. Become familiar with the layout of the buildings, what programs are housed in which buildings, room numbers, etc. There are campus maps that you can refer to for this information. Knowing your way around the ACC campuses will enable you to provide better support to students when needed.

### Campus Manager's Office

The Campus Manager's Office handles scheduling of rooms/events on campus, in addition to general campus operations. IVC rooms, however, are scheduled through Distance Learning (see "Scheduling"). The URL for scheduling an IVC room is:

On-Line IVC Room Request Form (Credit and CE Classes):

<http://dl.austincc.edu/ivc/ivcclassrequestformB.htm>

On-Line IVC Room Request Form (Workshops, seminars, events, etc.):

<http://dl.austincc.edu/ivc/ivceventrequestformB.htm>

Become familiar with the location and phone number of the Campus Manager's office for your ACC campus. The following are campus manager's offices at various ACC campuses.

Campus	Room Number	Phone
CYP	2102.1	223-2002
EVC	3106	223-5105
NRG	1209	223-4703
PIN	1020	223-8102

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RGC	Main 205	223-3002
RVS	Bldg. A 2208	223-6025
SAC	1140	223-9104

## Mailroom/Duplication

Each campus has a main mailroom and duplication center. These may be combined in one room. On every ACC campus there is a mailroom which has a mailbox for the IVC room. Mail for the instructor or information concerning the IVC class is sent to the remote site. Facilitators need to check the IVC mailbox daily for class documents and announcements. Use ACC's interoffice mail system to communicate with faculty members.

- Intercampus mail comes and goes through the campus mailroom. You may be asked to deliver to or retrieve mail from the mailroom or to submit course related exercises, activities, exams, evaluations, etc.
- Duplication centers are where faculty and staff go to make large volume departmental copies. The copy machines do not require a departmental code be entered before using them. Duplication centers also offer transparency production, flyer posting and distribution, and typing services for adjunct faculty. Use the duplication center only when you have multiple copies of course materials and the room fax/copier you have just a few to make. Facilitators will often be asked to pick up a faculty member's duplication requests at the duplication center.
- Other copy machines on campus are located in various offices for staff use. Check with your supervisor about which ones may be used in your area. Students may use the coin-operated public copiers located in the library on your campus.

## Campus Police

DIAL 222 FROM ANY ACC PHONE FOR COLLEGE POLICE

It is essential to know how and where to contact Campus Police. In addition to handling emergencies, Campus Police also assist with security problems and accessing equipment issues anywhere on campus. Emergency and non-emergency police phone numbers should be posted near/on the phones in your work area or the IVC rooms.

## Student Services

The Advising & Counseling office offers a wide variety of services for students. In order to assist ACC students more effectively, familiarize yourself with the various services offered by Student Services. For more information on the types of services available to students, go to: <http://www.austincc.edu/support/advising/>

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For financial aid, direct students to: <http://www.austincc.edu/support/financialaid/>

## Admissions and Records

Generally, IVC classes are considered regular, academic classes and administrative issues (i.e. student ID cards, etc.) are handled by the Admissions and Records department. Each ACC campus has its own admissions office. The contact information for these offices are listed below:

Campus	Room	Phone Number
CYP	2114.1	223-2022
EVC	2113	223-5150
NRG	1136	223-4730
PIN	113	223-8120
RGC	A152	223-3030
RVS	8105	223-6020
SAC	1104	223-9150

If a student is a distance learning only student, then administrative issues would be handled by Amy Wilkerson in distance learning at 223-8226 or [awilkers@austincc.edu](mailto:awilkers@austincc.edu).

For more information on the ACC Student Handbook, go to: <http://www.austincc.edu/handbook/>

For more information on ACC's Distance Learning Student Handbook, go to: <http://dl.austincc.edu/students/StudentHandbook.pdf>

## Parking Permits/Parking Lots

Parking at many ACC campuses is problematic for students. Students can obtain a parking permit by contacting the ACC campus police office at their particular campus. IVC Facilitators are eligible to receive ACC student parking permits. Permits are issued by the Campus Police.

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## Health Emergencies

DIAL **222** FOR ACC COLLEGE POLICE

In the event of a health emergency, you should contact Campus Police. Emergency phone numbers need to be posted on or near the phones in the IVC Rooms. Consult your supervisor if you have questions or concerns about handling emergencies.

## Library Services

List of Services: <http://library.austincc.edu/gen-info/svc-prog.htm>

Main Page: <http://library.austincc.edu/>

ACC Library Services supports classroom instruction by providing quality information to students, faculty and staff through the selection, acquisition, and circulation of materials. Reference librarians assist library users in locating appropriate information and provide instruction in the skills necessary to become life-long information users.

Generally, the Audio Visual collection is housed in the Library, as well as the viewing areas and study rooms that contain A/V equipment. If IVC instructors wish to record a class session, provide a test review, they can record the class session on VHS and make the tape available for their students through one of the ACC campus libraries.

## Student Computer Centers

IRT Computer Centers provide computing resources for ACC students to complete classroom assignments, write papers, work on specialized course software, search the internet and communicate with their professors and classmates via e-mail.

Students may on occasion request to use one of the campus computer centers to complete an assignment, do internet research, or other course related activities. These centers are located in or near the ACC campus libraries.

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## Emergency Evacuation Information

Detailed Emergency Evacuation procedures can be found at <http://www.austincc.edu/ehs/emergencyprocedures.php>

### OCCUPANT RESPONSIBILITIES

1. You are responsible for your own safety! Stay calm – avoid panic and confusion.
  2. Know the locations and operation of fire extinguishers. Do not use them unless you are trained.
  3. Know how to report an emergency (222) on an ACC phone, or 223-7999 from a non-ACC phone.
  4. When the fire alarm sounds, make sure other personnel in your immediate area are aware of the alarm.
  5. Close but DO NOT LOCK doors as you leave. Take all valuables with you (if in the same room). Turn off unnecessary equipment, if possible.
  6. Know the locations of primary and alternate exits. During an emergency, walk to the nearest exit and evacuate the building. NOTE: Do not use the elevators during a fire related emergency!
  7. Go to your assigned RALLY POINT outside the building and wait there. Do not leave the area unless you are told to do so. Rally points for each campus are identified on Emergency Exit Posters, are at least 300 feet from the building and are identified by a sign stating “EMERGENCY EVACUATION RALLY POINT.”
  8. Emergency Evacuation Coordinators (persons in orange vests) are available inside the building to respond to unforeseen problems, or for additional assistance.
  9. The Rescue Assistance Team (persons in lime vests) will assist impaired students and personnel to the lowest floor possible. A team member must be with the waiting group at all times. Specialized assistance and rescue will be performed by specially trained Fire Department personnel.
  10. Do not re-enter the building until you have been notified to do so. Fire personnel often silence the alarm in order to communicate with each other. Silencing the alarm is NOT a signal for occupants to re-enter!
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## Recycling Areas

There are many recycling bins located around campus and in your area. Know where to recycle office paper, newspapers and magazines, cardboard, and aluminum cans. All IVC rooms shall remain clean and free of paper, bottles, cans, etc.

## Food, Break rooms & Restrooms

There is no eating or drinking in the IVC rooms. Each of the IVC student table microphones cost approximately \$400. Any spillage could potentially damage these push to talk microphones.

- There are student lounges and/or cafés located on each campus with vending machines, tables and chairs.

Facilitator breaks will largely be dictated by the instructor and will generally correspond with the general classroom breaks.

For more information on ACC's administrative rules, go to:

<http://www.austincc.edu/admrule/>

## Smoking Areas

ACC is a smoke-free college. Please observe the rule of no smoking within 15 feet of any ACC building entrance.

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## Room and Equipment Orientation

### Room Information

There is an IVC at each of the ACC Campuses as well as in Fredericksburg. Most IVC classes have a near site and a far site. A faculty member delivers the course content from the near site and the facilitator is responsible for receiving and coordinating the course from the far site.

The following is a list of IVC rooms and their type of codecs:

<b>Polycom AMX Touch Panel</b>	<b>Polycom (Rollabout Rooms)</b>
CYP 2223	FBG 6B
EVC 3203, 8362 & 9229	
FBG 5B	
HBC 103.6	
NRG 2155	
PIN 400	
RGC 126	
RVS 1130A	
SAC 1304	

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## Room Layouts

For an overview of the Polycom equipment visit the IVC web site at: <http://dl.austincc.edu/ivc/>

## Opening and Closing Procedures (IVC rooms)

### Opening Procedures

- Arrive at least 10 minutes prior to the scheduled class start time.
  - Turn on all lights:
    - Student recessed incandescent lights.
    - Student fluorescents.
    - Instructor recessed incandescent lights.
    - Instructor fluorescents.
  - Turn on both front monitors/projectors as well as the monitor at the back of the room.
  - On AMX Touch Panel:
    - ✓ Touch anywhere on the panel to get it out of sleep mode.
    - ✓ **At CYP, SAC and HBC only:** Select 'Video Call' for the bottom source menu and the monitors will automatically power up.
    - ✓ **At all other sites:** In the upper left hand corner there is a Power on touch button. When this is activated there will be a control panel in the middle of the touch panel with buttons for each monitor. In the center there is a button labeled "ALL" which will turn every monitor in the room on.
  - Walk around the room randomly checking the student camera and the "Push to talk Microphones.
  - If an IVC connection is not made within 5 minutes before class start, call the Help Desk at 223-8146
  - If applicable, close window shades to eliminate glare.
  - Ensure that temperature is at a proper setting or contact staff to make adjustments.
  - Notify an IVC Support Services Specialist if when entering room it is in disarray such as trash, chairs out of place or equipment left on.
  - If any problems arise, contact the Help Desk and fill out an IVC Equipment Trouble Ticket.
  - If a faculty member is late, you may have students begin work on any projects that have been assigned or follow traditional class rules. If the instructor is 15 minutes late then release class and make sure you notify IVC Services Specialist ASAP.
-

## Closing Procedures

- Remember to close any computer programs. (i.e. Word, PowerPoint)
- Remove disks from drives.
- Don't turn off the PC or the AMX touch panel unless instructed to by the Video Services Help Desk or the IVC Services Specialist.
- Exit from all computer applications.
- Turn off document camera.
- Turn off all monitors and projectors. (Note: computer monitor can remain on.) Touch anywhere on the panel to get it out of sleep mode.
  - ✓ **At CYP, SAC and HBC only:** Select 'Monitor Power' for the bottom source menu. This will bring up another menu where you will select "all" to power off all monitors/projectors.
  - ✓ **At all other sites:** In the upper left hand corner there is a Power on touch button. When this is activated there will be a control panel in the middle of the touch panel with buttons for each monitor. In the center there is a button labeled "ALL" which will turn every monitor in the room off.
- Lock console cabinet doors and drawers.
- ALWAYS LEAVE ONE SET OF LIGHTS ON! There should be at least one light hard wired to stay on after all lights have been turned off. If there is not, please leave one set on incandescent lights on.

## Room Equipment

### Multimedia, VHS/DVD Player, Recorder

The IVC Polycom rooms are equipped with a Samsung VHS/DVD player which enables faculty members to show both types of media to the local and remote locations. A VHS recorder is also available when an instructor wishes to record a class session.

For more information on the IVC equipment, go to: <http://dl.austincc.edu/ivc/>

### PC and Software

Each of the IVCs has a PC, software and Internet access. IVC facilitators must be familiar with the following software packages and operating systems:

- **Windows XP**
  - **PowerPoint:** Each of the IVC PCs is equipped with PowerPoint presentation software. Instructors can bring in PowerPoint materials on a disk, CD or Zip Disk. Please create a folder for the instructors under "My Documents" and back up these files to the PC hard drive.
-

- **Word:** Each of the IVC PCs is equipped with MS Word. Instructors can bring in Word documents on a disk, CD, Zip Disk or Flash drive.
- **Internet applications:** Each of the IVC rooms is connected to the Internet.
  - Explorer
  - Streaming Media Applications: Real Media Player and Windows Media Player
- **Blackboard:** Facilitators will work with instructors when using Blackboard

## Monitors and Projectors

### Monitors:

Some of the IVC monitor screens are Sony 42" plasma monitors. These monitors offer faculty and students high resolution displays from both the remote (far) and local (near) sites.

The IVC contains several monitors. At the front of the room, the monitor on the right displays the Near site and the one on the left displays the Far site. The monitor(s) at the back of room can be used to see either the near or far sites.

To turn on the monitors in a room with an AMX Touch Screen:

- ✓ **At CYP, SAC and HBC only:** Select 'Monitor Power' for the bottom source menu. This will bring up another menu where you will select "all" to power off all monitors/projectors.
- ✓ **At all other sites:** In the upper left hand corner there is a Power on touch button. When this is activated there will be a control panel in the middle of the touch panel with buttons for each monitor. In the center there is a button labeled "ALL" which will turn every monitor in the room off.

### Projectors:

The Cypress 2223, Eastview 8362 & 9229, HBC 103.6 and SAC 1304 have Sony Video Projectors which display onto screens for students at those local sites.

All the projectors in the room will power on and off with the monitors as described above. All monitors must be turned off at the end of class.

When turning OFF the monitors, the monitor icon buttons in the dialog box will flash on and off and will continue to do this until the projectors cool down and shut off. No further action is needed by the instructor or the facilitator. Please remind the faculty members to turn off the monitors or projectors and the document camera. (see closing procedures)

Click on the CLOSE icon to close the monitor window from the AMX Touch Panel.

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## Student Cameras:

The student cameras in the IVC rooms have pan tilt, zoom in, zoom out and auto focus capabilities. They are also equipped with “Push to Talk Microphones.”

On the AMX touch panel, the default setting for these microphones is “Auto.” When set to “Auto” the microphones will automatically focus on a student who presses his or her push to talk microphone. The facilitator or faculty member can also manually select students by changing the microphone selection to “Manual.” Be sure to switch it back to Auto mode when you are finished or the Automatic push to talk feature will not work. Facilitators at the remote site will generally have the AMX Touch panel camera setting on the “Student Camera” setting so the instructor can see the remote site students.

The VTEL Student Push to Talk microphones are also activated when a student presses the microphone. The student activating the Push to Talk microphone won't be heard at the other site unless the button on the microphone is pressed and held down while that student is talking.

Also, the "student camera" is activated by the push to talk microphones for both AMX and VTEL. When the microphone button is pressed, the student camera goes to the location where the activated microphone is located. From the AMX Touch panel screen, the Student Camera option is selected from the “Local Source” icon in the bottom portion of the screen. From the VTEL Penpal controller, the Student Camera option represents Camera 1 on the tablet.

## Instructor Cameras

From the AMX panel, select the “Instructor Camera” Icon located on the green panel across the bottom portion of the screen. From the VTEL Penpal controller, the Instructor Camera represents Camera 2 on the tablet.

### **Presets**

There are camera presets so the instructor and facilitator can quickly select a desired camera focal length. The instructor can select a close shot, medium or wide angle shot depending on the instructional goal.

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## Elmo Document Camera:

The Elmo Document Camera is an overhead projector with a camera that enables the instructor to project overheads and transparencies to both the local and remote locations.

## Microphones:

### **Instructor Microphone**

The IVC Instructor Consoles are equipped with an omni directional Polycom Instructor Microphone.

Pressing the center button will mute the sound at the local site. The sound can also be muted by pressing “Mute” on the AMX touch panel screen.



Polycom's Instructor Microphone

### **Student Push to Talk Microphones**

The student stations are equipped with Push to Talk microphones (see also student cameras).



Push to Talk microphones

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## Fax Machine and Speakerphone

Each of the IVC rooms is equipped with a fax machine which enables the instructor and facilitator to send each other activities, assignments, exercises, exams, essays, etc. Dial “9” to get an outside line. If, after a certain number of rings, the phone is not answered, it will automatically roll to the fax machine.

The IVC rooms have Polycom Speakerphone Soundstations (shaped like a star). These phones can be used as a back up in case the IP connection is lost (both the audio and video is dropped). The facilitator must communicate with the instructor before class to discuss a contingency plan in case an IP connection is lost.

The Polycom Soundstation is a way to maintain an audio connection (see troubleshooting). To establish a connection, select the “On/Off” button. Dial 9 to get an outside line. Adjust the volume as needed. Use the speaker phone in the room to contact the Video Help Desk or another IVC room. The following is a list of IVC fax and speakerphone numbers:

<b>Help Desk</b>		223-8146
<b>CYP</b>	2223	223-2013
<b>EVC</b>	3203	223-5500
<b>EVC</b>	8362	223-5905
<b>EVC</b>	9229	223-5739
<b>FBG</b>	5A (AMX)	1-830-997-8273
<b>HBC</b>	103	223-7996
<b>NRG</b>	2155	223-4260
<b>PIN</b>	400	223-8013
<b>RGC</b>	126	223-3992
<b>RVS</b>	1130A	223-6237
<b>SAC</b>	1304	223-9291

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## Surround Sound

The IVC rooms are equipped with a Sony AM/FM Stereo Receiver. There are speakers located throughout the IVC room in order to provide students with a Surround Sound experience.

## Smart Board

Each of the IVC rooms has a Smartboard. These Smartboards enable faculty members to display what they write on the white board to the local and remote sites. Before the contents can be displayed, however, the instructor needs to select the “Desktop Icon” from the AMX Touch Screen panel, and double click on the “Smart Notebook” icon on the desktop. For more information on Smartboards, go to <http://www.smarttech.com>

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## Codecs by IVC Room:

Codec stands for Coder/Decoder. It is the operating system that controls the connections to other IVC rooms. All IVC rooms use Polycom Codec technology and are equipped with an AMX Touch Panel interface

## Consoles:

The instructor console contains all the interface hardware and software that the instructor will need to conduct class. There is also an AMX Touch Panel Screen, a PC, a document camera and speakerphone.

## AMX Touch Panel

From the AMX touch panel, all equipment and media in the room can be controlled from one screen. All AMX operations are controlled from the green “Local Source” icons located at the bottom portion of the touch panel.

For more information on the AMX Touch Panel, go to:

<http://dl.austincc.edu/ivc/equipment/amxtouch.htm>

## Connecting to Other IVCs

Only the Video Services Help Desk makes connections to other IVC rooms. These connections need to be made approximately 5-10 minutes BEFORE class starts. If the connection hasn't been made within 5 minutes of class start, please notify Help Desk at 223-8146

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## Troubleshooting and Tech Support

### Maintenance Procedures and Schedules:

Equipment you will be expected to know how to operate and troubleshoot include the following: AMX Touch Panel, multimedia equipment, document cameras, student cameras, instructor cameras, Polycom Speakerphone, Sound System, fax machines, projectors, monitors, Smart Boards, Dell PCs and software (Word, PowerPoint, MS Explorer, Windows OS, Blackboard—if part of the class, etc.). You will need to know basic IVC troubleshooting solutions, basic IVC equipment operations, and how to make connections to other IVCs.

Operation includes being able to power up and shut down the equipment properly and navigate menus and controls. You will also need to provide support to the instructor.

Troubleshooting includes checking all cables, connections & menu settings, and reporting complex problems accurately to the video help desk.

For specific instructions, equipment operations and step by step procedures, go to: <http://dl.austincc.edu/ivc/>. When an IVC user reports a problem, support staff will notify user when and how a problem was fixed.

An IVC trouble report ticket can be completed and submitted online at:

<http://dl.austincc.edu/ivc/problemform.htm>

### Weekly IVC Equipment Testing

Each IVC facilitators will check all the IVC equipment and duplicate all the “steps” that an end user would go through.

Test should be done when IVC is connected with another site. Combination sites will be designated prior to a test.

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## IVC Equipment and Tech Support Survey

In order to track IVC support, Video Support Services in coordination with Director for Distance Learning have developed an IVC User Equipment and Tech Support Survey.

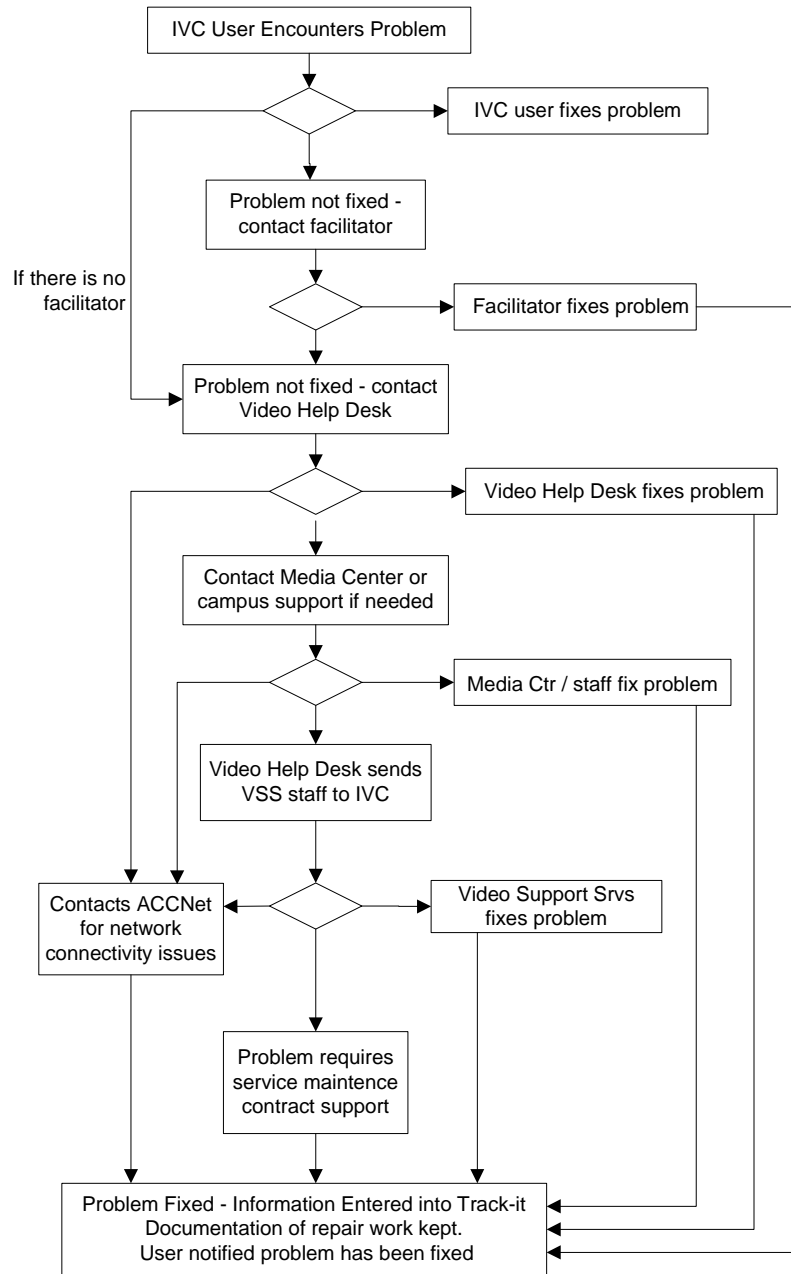
This survey requests some of the following information:

- Equipment Operations
  - Facilitator Support
  - Tech Support
  - ID Support (when applicable.)
  - Suggested changes to AMX Touch Panel
  - PC Support
-

# IVC Troubleshooting Flowchart

## IVC Support - ITDL

Version Date: 08/30/03



### Text Description of Flowchart:

IVC User encounters a problem in IVC

- A. An IVC User encounters a problem in an IVC.  
User attempts to fix problem.  
User fixes problem.
    - If end user can't fix problem, facilitator is contacted.
    - If end-user can't fix problem and there is no facilitator, end user contacts Video Help Desk.
  - B. End user contacts facilitator for support.  
Facilitator attempts to fix the problem.  
Facilitator fixes problem –VHD documents solution using Track-it.  
End-user is notified problem is fixed.
    - If facilitator can't fix problem, facilitator contacts Video Help Desk.
  - C. Video Help Desk determines course of action:  
Provide assistance to end-user/facilitator over the phone.  
Contact campus Media Center staff, campus/site support staff  
Send out Video Help Desk support staff to site.  
Contact Maintenance Contract Service Support staff.  
Contact ACCNet if it is a network issue.
  - D. Video Help Desk provides assistance over the phone.  
End-use/facilitator fixes the problem –VHD documents solution using Track-it.
  - E. If unable to provide assistance over the phone, Video Help Desk contacts campus support staff:
    - Media Center staff to go provide help in the IVC.  
(At CYP, EVC, NRG, PIN, RGC, RVS)
    - Support staff at FBG to provide help in the IVC.
    - Support staff at HBC to provide help in the IVC.  
Media Center or campus support staff fixes the problem–VHD documents solution using Track-it.  
End user is notified problem is fixed.
  - F. If Media Center campus support staff is unable to fix the problem, Video Help Desk will send own staff to IVC.  
Video Support Staff fixes the problem –VHD documents solution using Track-it.  
End user is notified problem is fixed.
  - G. If Video Support Services staff is not able to fix the problem, Service Maintenance Contract vendor is contacted.  
Service Maintenance Contract vendor fixes the problem –VHD documents solution using Track-it.  
  
End user is notified problem is fixed.  
  
If Service Maintenance Contract vendor is contacted a second time for the same problem, Video Support Services staff will accompany vendor technician during service call.
  - H. If Video Help Desk determines it is a network issue, ACCNet is contacted.  
Video Support Services will work with ACCNet to take care of the problem.  
  
ACCNet fixes the problem –VHD documents solution using Track-it.  
End user is notified problem is fixed.
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## Video Services Help Desk

The video services help desk will be your primary contact point when faced with technology issues you can't solve. The number to the video services help desk is: **223-8146 or (888) 935-2006**

If the Help desk can't solve the issue remotely, the local campus media center personnel or ACC Net will be contacted and asked to troubleshoot the problem (see flowchart or description above).

## Internet ports

Each IVC classroom will have an active port for an internet connection. ACCnet maintains and troubleshoots these ports. Facilitators will report IVC problems to Video Support Services Helpdesk, and VSS will contact ACCnet.

## AMX Touch Panel Problems

Special care should be taken to document any and all problems with the AMX Touch Panel so that programming errors will be corrected. Contact the Video Help Desk.

# Instructional Support

## Assisting Faculty

Assisting faculty in effectively and efficiently delivering course content from a remote location, is the primary role of the facilitator. Facilitators are often paired with an instructor for several semesters. At times, a faculty member will request to keep a facilitator on an on-going basis.

Facilitators assist faculty members by coordinating and managing the class at the remote site, implementing, providing feedback to remote students and distributing class exercises, evaluations, activities, assessments and exams. When requested by the Video Help Desk, facilitators will help make connections to the instructor's site, troubleshoot basic IVC equipment issues, and coordinate communications between the near and far sites. Facilitators also help maintain class discipline, assist in creating an engaged, interactive, safe and respectful class environment.

## Communicating with a Faculty Member

A facilitator will communicate with an instructor via email, interoffice mail, phone, fax, and during an IVC class connection. Please be sure to have all the relevant contact information for an instructor and give your contact information to the instructor.

## Class Activities

Engaging remote site location students in class exercises, role plays, debates, and other interactive activities helps to prevent student attrition. Due to the physical distance between the remote and local sites, students can often feel isolated. The facilitator will work with the instructor to help remote site students interact during class discussions, exercises and activities. For more information on how a facilitator can promote interactivity in the classroom, talk with your instructor.

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## Evaluations and Assessments

### **Student assessments and Grading:**

#### **1. Class Tests and Quizzes**

Throughout a course, an instructor will coordinate with facilitators the delivery of student assessments (i.e. quizzes, exams, exercises, activities, etc.). Facilitators will be required to implement and proctor these assessments at the remote site. Each facilitator needs to check with the instructor regarding exam policies (submission of exams, make ups, etc.) Facilitators will generally be asked to send completed exams thru interoffice mail to the instructor. Discuss exam administration procedures with your instructor.

#### **2. Attendance**

In addition to assessment instruments, another factor that will impact a student's grade is attendance. Facilitators may be asked by the instructor to maintain an attendance roster of the students at the remote location.

### **Evaluations:**

A critical portion of assessing the on-going effectiveness of an IVC class is to have the students evaluate not only the instructional components of a course but also the technological and delivery elements of the course. Facilitators will be responsible for administering IVC Course and Faculty evaluations at the remote site, as well as ensuring that the evaluations are returned to the appropriate departments.

#### **1. Faculty and Course Evaluations:**

##### **a. Facilitator's Tasks BEFORE an Evaluation:**

Faculty and Course Evaluations can be picked up either from an instructor's mailbox (the instructor will have a mailbox at both the near and far sites) or from the IVC mail box. Check with your class instructor to verify evaluation dates and times so that you will deliver them simultaneously.

##### **b. Facilitator's Tasks DURING an Evaluation:**

Facilitators are responsible for administering the evaluations at the remote sites. Please check with your instructor to obtain specific evaluation delivery procedures.

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**c. Facilitator's Tasks AFTER an Evaluation:**

Once the evaluations are collected, they must be submitted to the campus manager's office. The campus manager's office then sends the evaluations to the Faculty & Staff Evaluation office.

The following is a list of Campus Manager and administrative numbers for the various ACC campuses:

Campus	Room/Bldg #	Phone
Cypress Creek	2102.1	223-2002
Eastview	Bldg 3100	223-5105
Northridge	Room 1209	223-4703
Pinnacle	Main 1003	223-8102
Rio Grande	Main 205	223-3002
Riverside	Bldg. A, Room 2209	223-6206
SAC	1140	223-9104

**2. IVC Equipment, Delivery and Technology Evaluations**

In addition to the faculty and course evaluations, IVC students will be asked to evaluate specific technological elements of an IVC delivered course. The purpose of these surveys is to assess the impact that IVC technology has on the effective and efficient delivery of the course content. These surveys will be given periodically to students. Facilitators will be notified when and how these surveys will be administered. For more information, contact Pam Ryan at 223-8027 or email her at [pryan@austincc.edu](mailto:pryan@austincc.edu).

IVC Evaluations are specific to the department of Distance Learning and should not be sent to the campus manager's office. Send the IVC evaluations via interoffice mail or drop them off at the Pinnacle Campus, Room 10<sup>th</sup> Floor ATTN: Pam Ryan, Distance Learning.

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## Discipline

The majority of ACC students contribute to a diverse, exciting and respectful learning environment. Occasionally, however, a student may need to be disciplined. The facilitator is responsible for maintaining discipline in the remote site classroom and for fostering a respectful learning environment. Inappropriate student behavior must be dealt with swiftly and decisively. Facilitators must have a discussion with faculty members before the beginning of a semester and before the start of class to discuss how they will address discipline issues. Even though disciplinary situations happen infrequently, facilitators will want to prepare themselves for those times when they do occur. In extreme cases, a facilitator may contact campus police to have a student removed. In all cases of disciplinary action, facilitator should contact supervisor to alert her of the incident and course of action taken. At all times, instructor should be made aware of any situation in the remote classroom.

## Faculty and Staff email accounts

Advise faculty to call ACCNet at 223-HELP for assistance with ACC email and web accounts, username/password problems, or port activity problems.

Most of the intercampus communication happens via email. It is important that facilitators have an active email account which is checked regularly. Facilitators may choose to use a web-based account (i.e. Hotmail or Yahoo), or one set up through ACC. **Whichever you designate as your ACC email account is considered the official communications point for work-related issues.** Make sure your supervisor has your current email address and phone # in the event she needs to contact you.

ACCNet provides e-mail accounts for all ACC faculty and staff. They create a faculty email account when the faculty member is added to ACC's payroll. Account information can be obtained by contacting the Helpdesk 223-HELP or [helpdesk@austincc.edu](mailto:helpdesk@austincc.edu).

INFO ABOUT ACC EMAIL ACCOUNTS:  
[HTTP://WWW.AUSTINCC.EDU/HELPDESK/EMAIL/INDEX.HTML](http://www.austincc.edu/helpdesk/email/index.html)

ACCNet also provides voicemail accounts for adjunct faculty. Instructions for faculty are at <http://accweb.austincc.edu/telecom/manuals/adjunctsvmail.htm>

Instructors and facilitators may check their email from an IVC classroom by accessing webmail at <http://www3.austincc.edu>

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## Staff Electronic Timesheets

Timesheets are due biweekly and can be submitted online from any computer at: <http://www3.austincc.edu/ets>

Please contact your supervisor for instructions on how to complete & submit your electronic timesheet.

## Blackboard

Austin Community College has adopted the Blackboard® online course management system for the delivery of Web-based classes. This software combines all the tools necessary for delivery of online courses in one convenient package for faculty and students. It provides a course management system, customizable portals, online campus communities, and an advanced architecture allowing for Web-based integration.

Faculty can use Blackboard to enhance their on-campus IVC courses or to teach an online distance learning (PCM) course. Information about Blackboard procedures, guidelines and training can be obtained from the following links:

<http://irt.austincc.edu/blackboard/>

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## Miscellaneous Information

### IVC Trouble Tickets

When IVC technical problems are encountered, facilitators must submit on-line trouble tickets. This form is located at:

<http://dl.austincc.edu/ivc/problemform.htm>

### Scheduling IVC Rooms

When scheduling IVC Rooms, instructors and staff are required to complete an on-line scheduling form. These forms are at the following addresses:

To schedule a class, go to:

<http://dl.austincc.edu/ivc/ivcclassrequestformB.htm>

To schedule an event, meeting or workshop, go to:

<http://dl.austincc.edu/ivc/ivceventrequestformB.htm>

### Usage Priorities for IVC Rooms

#### **1. IVC Used for Credit Courses and CE Courses (*In order of priority*)**

- a. IVC Classes Using Video Conferencing
- b. Technology Classes not using Video Conferencing
- c. Non-Tech Classes

\* Room Reservation requests go to the Director for Distance Learning for processing and scheduling.

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### **Areas of Responsibility for Scheduling Credit Courses in IVC Rooms**

- Adds, changes, or deletes to IVC classes with instructional departments— Robert Bermea, Director of Distance Learning.
- Ensures technical connectivity – Dick Anderson
- Adds class to IVC calendar and schedule– Matthew Gossage
- Schedules, supervises and trains facilitators – Matthew Gossage

### **2. IVC Used for non Credit Courses, or other Events (*In order of priority*)**

- a. Non-Credit Courses or Events using Video Conferencing – 7 days advance notice
- b. Non-Credit Courses or Events not using Video Conferencing – 24 hours
- c. Maintenance—On-Going

## Directories

### **ACC Directories:**

If you are trying to contact a particular campus, department, or an ACC employee, go to <http://www.austincc.edu/directory/> for a list of directories.

If you don't know a particular phone number or extension for an ACC employee, go to: <http://www3.austincc.edu/phones/> and type in the name of person you wish to find.

### **DL Directory:**

<http://dl.austincc.edu/information/ServiceDirectory.html>

## Instructional Resources & Technology Site

The IRT web site is at: <http://irt.austincc.edu/> .

## Printing & Copying

If instructors or facilitators need to print a single copy of a document, that they have prepared in class or brought to class via external media, they will go to the IDC located on their campus to make print outs. Multiple copies can be made from the campus duplication center. If there are only a few copies, the fax/copier in the IVC room may be used as well.

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## IVC Training

The Introductory and Advanced IVC Training sessions are for faculty and staff. The two courses have been structured and developed to look at the two major components for teaching in an Interactive Video Classroom.

One component provides an overview and introduction to the equipment and technology found in the IVC.

The second component of the workshops focuses on delivering a course via interactive video. The two training sessions are outlined below:

- IVC Introduction- Equipment.
- IVC Advanced Topics-Sample Course Delivery.

IVC equipment training is at: <http://dl.austincc.edu/ivc/admin/staffEquipTraining.htm>

Individual one-on-one training is also available by contacting Matthew Gossage at 223-8077 or [mgossage@austincc.edu](mailto:mgossage@austincc.edu).

### **Staff Support Training**

All facilitators, Media Center personnel and other IVC support staff must be able to operate and perform basic troubleshooting for IVC equipment and provide technical support as directed by the Video Help Desk. For additional classes and on-going training, discuss various IVC course offerings with your supervisor.

### **IVC Training / Technical Manual**

Video Support Services will develop a technical support manual for the Interactive Video Classrooms. The audience for the tech manual is the IVC facilitators, Media Center and campus support staff, and Video Help Desk supports staff.

## Passwords and Room Codes

Passwords for software applications are available from the Video Help Desk. Access codes are three digits and are changed every third semester. Be sure to check with your supervisor to obtain the updated codes before the beginning of a semester.

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