

“STUDENT” Best Practices for Facilitating Distance Classroom Interactive Videoconferencing

TECHNICAL CONSIDERATIONS (Goal is to resolve technical issues before they impact the classroom):

- Utilize “troubleshooting list” located on the podium and know who to call.

Location	Contact	Office	Cell	E-Mail
Lawrence	Brad Sager	(785) 864-6451	(913) 226-5143	bsager@ku.edu
Wichita	Penni Smith	(316) 293-3505		psmith3@kumc.edu
Wichita	Wichita IT Help	(316) 293-2605		itswichita@kumc.edu

- Contact Brad Sager in Lawrence or Wichita IT for one-on-one technology training including ITV Control Panel, Document Cam, Symposium, Wireless mic, etc., and familiarize yourself with the technology available. If you don’t know, please ask.
- If the clip-on lapel or hand held microphone does not work, check the batteries.
- Use the computer mouse as a pointer. Laser pointers cannot be seen by the far site.
- Do not use the white board. The camera cannot “see” the white board, nor can the far site.
- Know in advance which far site classroom you are connecting to.

HELPFUL DO’S AND DON’TS FOR DISTANCE CLASSROOM ETIQUETTE, PARTICIPATION AND QUESTIONS

(Students need to interface with the instructor and be able to ask questions. The instructor bears the burden of creating a positive environment for this to occur, but the student must help.

Videoconferencing is a “two-way” process):

- Quiet cell phones (if allowed) upon entering the classroom.
- Always sit toward the front of the classroom. This allows instructors at the site of origin to visualize the far site students better on the overhead monitor.
- In classrooms or meeting rooms equipped with “**ceiling**” microphones, realize that the microphones are always “**hot**” during the class period. Please minimize residual background noise. Avoid creating a “tsunami of sound” being transmitted to the far site. When audio is detected by the ceiling mics this will cause the room camera to “pan” to a pre-established zone so the student asking the question can be seen by the far site.
- In classrooms or meeting rooms equipped with “**desktop**” microphones, **always “key and hold” the microphone button when asking or answering a question**, otherwise students at the far site will not hear you. When a desktop microphone is keyed this will cause the room camera to “pan” to a pre-established zone so the student asking the question can be seen by the far site.
- Ensure that textbooks, notebooks, etc. are clear of desktop microphones in order to avoid accidental activation. Do not tap on mics or scuffle objects near mics. Do not insert pens, pencils or other instruments into the holes on the surface of the desktop microphones.
- Speak up and project your voice in the direction of the microphone using a “**conversational**” volume. You may not be heard if you speak too softly. It is never necessary to “yell” into a mic at any distance.
- **State your name prior to asking or responding to any question.** Humanize the experience. Students at the far site feel included when they know who you are.
- Students are strongly encouraged to ask questions during each and every class period. However, if at all possible, try not to “interrupt” the instructor while lecturing to ask a question. Instructors should incorporate periodic pauses for “Q&A time” during their class sessions in order to solicit questions from both the local and far site. Write your questions down to ask during the Q&A time or utilize the **ResponseWare Messaging Function** to deliver a question to the instructor at the far site.
- Instructors often will call upon a student located at the far site by name. If called upon.....respond. Participate.
- If the instructor solicits questions from students at the far site and no student in the classroom has a question, **one** individual should always respond verbally by saying “**no questions.**” Designate a class spokesperson to perform this function if necessary.
- Designate a student to control microphone volume, or other technical support matters not requiring IT, in the absence of an instructor or course facilitator at the far site.

- If broken up into groups for group discussions or activities, designate a spokesperson to speak for the group.
- When making upcoming event or student organization announcements to the class, do so from behind the podium and use either the podium microphone, hand held mic or the wireless lapel mic, otherwise students at the far site will not see or hear you.
- Contact IT for training on use of Adobe Connect desktop conferencing for after class questions during an instructors virtual office hours.