

## **RECOMMENDATION FOR DELIVERY OF EDUCATIONAL SERVICES VIA COMPRESSED VIDEO**

The Distance Learning Committee makes the following recommendations regarding the delivery of educational services via compressed video in an effort to ensure academic integrity and a positive educational experience for students.

### **A. TECHNICAL RECOMMENDATIONS:**

The committee recommends that each compressed video classroom meet or exceeds the following technical requirements:

1. 1 microphone per 2 students
2. 2 cameras capable of zoom/wide shot with instructor and student views (1 for instructor use and 1 for student use)
3. ELMO
4. VCR/DVD player
5. Smartboard
6. Instructor supply box (markers, brightly colored paper, CV troubleshooting handbook etc.)
7. Phone
8. Listing of all classroom numbers, campus fax machines, help desk numbers, etc. posted near phone
9. Computer with internet access and current software that can be visible on TV
10. A Distance Learning webpage with information on CV classes made available to students, advisors, and instructors.

### **B. STUDENT RECOMMENDATIONS:**

1. CV student orientation conducted by onsite personnel the first day of class with CV handbook for students. (CV handbook should include basic instructions on behavior in CV classes, relevant student support services – library info, important phone numbers, etc. – technical skills necessary, etc.)
2. Each course should be limited to 3 sites.
3. Each course should be limited to the following class sizes:  
First Time CV instructors: instructor campus based on classroom size (excluding the nursing auditorium), 20 total off-site students with no more than 30 total students. No student overrides should be given without instructor approval.  
Returning CV instructors: instructor and off-site campuses based on classroom size (excluding the nursing auditorium). No student overrides should be given without instructor approval.
4. High school students: the CV coordinators will work with the high school relations coordinators to make sure that all high school students receive a CV student orientation the first day of class and that high school students have a clear understanding of faculty expectations, absences, etc...

### **C. INSTRUCTOR RECOMMENDATIONS:**

1. New CV instructors participate in training class provided by the CV coordinators and receive a CV handbook

2. New CV instructors paired with experienced mentor for first semester
3. All CV instructors receive handbook with important numbers, basic info on troubleshooting, etc.
4. All CV instructors maintain an update class roster with contact information for all students which include day/evening phone number and a valid email address. This information should be available to the appropriate CV coordinators.
5. All CV instructors have backup plan in place prior to the start of semester (ex. Taping classes, website, WebCT, email list, etc.)
6. All CV instructors should provide/make available to the appropriate CV coordinators a copy of the class syllabus and any dates that classroom monitoring/proctoring will be necessary.

# Instructor CV Guidelines

The compressed video classrooms coordinated by the video and distance learning staff are used according to coordination procedures developed in conjunction with the AR Video Network. While every effort is made to allow access by qualified users, any request is given a priority ranking.

- ❖ **Use of the facilities**

Open to all PCCUA faculty, staff and administrators, University and Extension and Continuing Education staff.

Also, available to non-profit, non-university organizations.

- ❖ **Priorities**

Credit courses that are part of a PCCUA degree program

Credit undergraduate and graduate courses

Ad hoc videoconferences for PCCUA faculty, staff and administrators

Non credit short courses, semester-long courses

Non PCCUA users

- ❖ **Scheduling**

For semester-long PCCUA credit courses, requests must be made through the office of the Dean in charge of the degree program

All credit courses must be scheduled through the office of the Vice Chancellor for Instruction during the planning meeting for the upcoming semester. Any course not scheduled at this time can not be guaranteed to be scheduled for the upcoming semester.

Faculty, staff or administrators needing to schedule a recurring meeting should contact the Distance learning Coordinator via email at least one week prior to start of the recurrence.

Faculty, staff or administrators needing to schedule a one time meeting must contact the Distance Learning Coordinator via email at least 48 hours prior to the meeting.

Non PCCUA users needing to schedule a compressed video conference must contact the Distance Learning Coordinator via email at least one week prior to the meeting date.

- ❖ **Reserved time slots for semester classes**

All credit courses offered over the network will retain their scheduled CV room for the entire 16 weeks of the term. Please notify staff if there will be any times that the room or network will not be used, including during tests and final examinations or term breaks.

## Cancellations

- ❖ **Entire course**

The academic department cancelling the course needs to contact the Distance Learning Coordinator as soon as the decision to cancel the course has been made.

❖ **Occasional class**

The faculty member should contact the distance learning staff as soon as possible and the faculty member will then contact any remote sites. It is the responsibility of the faculty member to contact students regarding the cancellation.

❖ **Copyright**

The faculty member is expected to comply with all applicable US Copyright laws.

❖ **Videotaping**

If you wish to videotape any class session or the entire course, you will need to have Videotaping Release Forms signed by all students in your class. On the form you will need to designate the use of the tape(s), how they will be distributed and how long they will be retained.

## Costs

❖ **Distance learning facilities**

Use of distance learning facilities for PCCUA credit and non-credit programs and administrative ad hoc videoconferences are free.

Non PCCUA users are not charged a fee for use of facilities unless the video conference is outside of the AR state network. If the conference occurs outside the AR state network then the user will be charged \$90/hour for the first hour then \$30/half hour after that.

❖ **Training**

Training is highly recommended for all faculty and other presenters new to distance learning. Training is provided by distance learning staff either in a small group or to individual faculty members. The main determinant is the convenience of the faculty member. Initial training one month prior to the start date of the course or program is recommended. Any concerns faculty may have about such topics as designing appropriate instructional materials, teaching in the video classrooms and how to foster interactive sessions can be discussed with staff at any time. During the initial session the instructor will be shown: an overview of distance learning and the PCCUA Video Network, a tour of video classrooms and a demonstration of the equipment used in the classroom, and basics of instructional design techniques, presentation methods and use of visuals.

At times convenient to each faculty member, it is highly recommended that time be scheduled for hands-on practice of the equipment in the video classroom. Refresher training sessions are recommended for any faculty who has not taught on the system for a year or more. Advanced training for seasoned faculty is available upon request.

❖ **Before each session**

There is a limited amount of scheduled test time before every interactive session. During this time, the CV technician will make certain that video and audio connections are established with all sites. The CV technician is there to assist the instructor or presenter before the session and will be available during the session for trouble shooting.

If you have any last minute changes or special support needs let your CV technician know before the session begins.

❖ **During each session**

The assigned CV technician is available during all interactive sessions. The Distance Learning Coordinator is also available during all sessions. If there are problems during the session the technician and/or the coordinator will do

everything they can to correct the problems however faculty members should have a backup plan created in case of problems that cannot be corrected during the session.

❖ **After each session**

Any problems encountered during the class should be brought to the attention of the technician on duty. If you feel that anything was mishandled during the class contact the Distance Learning Coordinator.

# Student CV Guidelines

❖ **The compressed video classroom coordinated by the video and distance learning staff has the following student guidelines:**

Compressed Video courses are like other courses on the PCCUA campuses except that your instructor for the course may or may not be at your location during class. If the instructor is not at your location then you are expected to be respectful of your instructor and fellow classmates. Disruptive behavior will not be tolerated. Also, if you leave class you will be counted absent.

Students in CV classrooms are expected to maintain the same level of participation as they would in a regular classroom environment. Microphones are in place for student use and must be used in order to ask questions, make comments etc... Please remember that in a CV class there is a slight (1-2 second) audio delay, so please speak clearly when asking a question or commenting and wait approximately 3 seconds for a response.

All assignments, projects, homework etc... are due at the beginning of your class unless otherwise stated by your instructor. A CV technician or faculty member will collect student materials and courier them to your instructor if necessary. If you are turning in a late assignment, it is your (student) responsibility to get that assignment to the instructor.

All handouts and class materials will be made available to the students at the beginning of class. If you are not present to receive the materials, it is your responsibility to contact the CV technician or assigned instructor to pick up the materials. After 5 consecutive school days, the materials will not be available from the CV technicians. The student must contact the instructor.

If you are going to miss a scheduled exam, it is your responsibility to contact the instructor of the class. Student may also call the CV technician, but it is not the responsibility of the CV technician to contact the student's instructor for the student. If the student's instructor allows student to make up a missed exam, student must make up the exam before the next class meeting at a time convenient for the CV technician or instructor.

❖ **Administrative Procedure Number: 404.05**

Cheating in any form (including using unauthorized materials, information, or study aids in any academic exercise; **plagiarism**; falsification of records; unauthorized possession of examinations; any and all other actions that may improperly affect the evaluation of a student's academic performance or achievement; and assisting others in any such act) is forbidden. An instructor who has proof that a student is guilty of cheating may take appropriate action up to and including assigning the student a grade of "F" for the course and suspending the student from class. A description of the incident and the action taken will be reported through the dean to the Vice Chancellor for Student Services and placed in the student's file in the Office of Admissions and Records. The student may appeal either the finding of cheating or the penalty, or

both, as described in Administrative Procedure No. 404.06, Academic Appeal Procedure.

❖ **CAMPUS SUPPORT SERVICES**

Phillips Community College of the University of Arkansas provides student support services that assist students in achieving their educational objective. Those services include advising, financial aid, counseling and guidance, and safety and security.

❖ **ADA POLICY:**

Lynn Boone, the Vice Chancellor for Student Services serves as the ADA Compliance Officer. If you reside in Arkansas County you may contact Vice Chancellor Carolyn Turner (DeWitt) or Dr. Susan Luebke (Stuttgart). The process of student referral under the Americans with Disabilities Act can be found on the college web site at <http://www.pccua.edu> by clicking the Student Menu link.

❖ **FERPA POLICY**

Phillips Community College of the University of Arkansas complies with the Family Educational Rights and Privacy Act (FERPA) of 1974. A student has the right to inspect and review all of his/her records that meet the definition of educational records. No third party has the right to review student records. Directory information can be provided unless the student request that it be withheld.