

North Florida College Interactive Video Conferencing Information and Procedures

North Florida College's Interactive Video Conferencing (IVC) technology provides the synchronous two-way connection of two or more locations through *Polycom* audio and video equipment. Currently, this form of distance learning enables an extension of classroom teaching from a host site to one or more remote sites. The host site, most typically a classroom on NFC's campus, connects local learners to a remote site of dual-enrollment learners at one or more of NFC's district area high schools.

NFC Video Conferencing Classrooms and Studios:

Scheduled and maintained by the Office of Academic Affairs – (850) 973-1678

- Building 6, Room 201
- Building 8, Room 001
- Building 8, Studio 5b
- Building 8, Studio 5c

NFC Computer Services and Support:

- Tisha Phillips, Coordinator of Infrastructure and Support – (850) 973-1733; phillipst@nfc.edu

NFC Administration Contacts:

Office of Academic Affairs

- Jennifer Page, Dean of Academic Affairs – (850) 973-1603; pagej@nfc.edu
- Kristin Summers, Director of Curriculum and Instruction – (850) 973-1630; summersk@nfc.edu
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Office of Enrollment Services

- Kay Hogan, Dean of Enrollment Services – (850) 973-1605; hogank@nfc.edu
- Mary Frances Mauldin, Dual Enrollment Coordinator – (850) 973-1628; mauldinm@nfc.edu

Instructor Guidelines

Getting Started:

- Before the first class session, the instructor must become familiar with the interactive video conferencing (IVC) technology. Instructors must schedule a time to meet with IT support personnel in the IVC classroom for training purposes.
- Prior to the start of each semester, instructors must reach out to the remote site facilitator(s) to provide a course syllabus and any ancillary documents necessary for the first week of classes. Regular communication between the instructor and facilitator is expected throughout the semester.
- Instructors must develop a backup plan in case the technology fails. Students and facilitators at remote sites must be informed of the instructor's expectations for use of class time if a connection fails. **The backup plan must be clearly stated in the course syllabus.**

- Instructors should arrive at the host classroom site five to ten minutes early to open the session and ensure that technology is working properly. This will also allow students the opportunity to engage with the instructor before class begins.

Course Materials:

- Instructors must utilize NFC's learning management system, D2L, to organize and deliver content in the form of handouts, PowerPoints, and other course documents. These documents must be uploaded far enough in advance of use so that students have time to access (and print if necessary) before attending the class session. *Instructors are to use D2L for video conferencing courses similarly to the way D2L is used for online classes: content, grades, checklists, news items, etc.)*
- Course documents that are not uploaded to D2L must be made available to the remote site facilitator(s) at least one business day in advance to allow time for facilitators to make necessary copies. NFC instructors should respect the time and efforts of the facilitators.

Instructor Absences:

- In the event of both a planned and unplanned instructor absence, the instructor is required to contact his/her NFC department chair and the facilitator or designee at the remote site. An email is sufficient for this communication; however, regarding circumstances of short notice, the email must be followed up with a phone call to the remote site. If the instructor is unable to make contact with school site, he/she must contact personnel in NFC's Office of Academic Affairs.
- An announcement of absence with instructions for assignments and/or class meeting expectations must be posted on the D2L News feed. Additionally, an email with the same information posted in D2L must be sent to all students in the affected class. A copy of the email must be sent to the remote site facilitator.

General Tips for Success:

- Instructors should make every effort to engage with the remote audience: welcome them; look at them; speak directly to them; prompt and include them in class discussions.
- If possible, instructors should travel to the remote location(s) once or twice during the course and teach from that location.
- Instructors must establish protocols for participation, explain protocols during the first class meeting, and list protocols in course syllabi. Instructors should consider how remote students will signal their desire to ask questions or participate in the discussion when/if raising hands is not an option.
- There is often a slight delay between the audio and the video. In such cases, instructors must be sure to pause to give remote students the opportunity to answer a question and/or participate in a discussion.
- A seating chart for students at the remote site will help instructors identify/recognize/address students by name.
- Students should be encouraged to identify themselves when asking questions. Repeating a question before answering is an important strategy for involving students at both the host and remote site(s).
- Instructors should remind students at the remote site to sit in view of the camera.

Facilitator Guidelines

Communication with Course Instructor:

- NFC's Office of Academic Affairs must have names, email addresses, and phone numbers of all school-site facilitators at least one week before NFC courses begin.
- Prior to the start of each semester, NFC instructors will reach out to school-site facilitators to provide a course syllabus and any ancillary documents necessary for the first week of classes.
- NFC instructors will provide documents (for hard copies) at least one business day in advance to allow time for facilitators to make necessary copies. NFC instructors will respect the time and efforts of the facilitators.
- School-site facilitators must communicate routinely with the NFC instructors to ensure that the facilitator is prepared at the high school site for upcoming course sessions. Facilitators and instructors must cooperate as a team to promote a productive classroom environment for the high school dual enrollment students. Facilitators must reply to emails as a form of acknowledgement that information has been received.

Video Conferencing Procedures:

- The facilitator must be present and remain in the school-site classroom for the duration of each class session.
- The facilitator and instructor should arrive a few minutes early to open the session and ensure that technology is working properly. This will also allow students the opportunity to engage with the instructor before class begins. The facilitator should also allow the same opportunity after class ends.
- If possible, the facilitator should remain within the camera's view so that the NFC instructor can see and communicate with the facilitator throughout the duration of the course meeting.
- It is preferred that students *not* be in control of the video conferencing remote.
- Muting of the technology is at the discretion of the NFC instructor and school-site facilitator. For active engagement in the classroom, the NFC instructor should not have to wait for the school-site to unmute the technology each time a student wants to participate in classroom discussion; however, if there is any extraneous noise that is not pertinent to the class (i.e. morning and afternoon announcements), the facilitator should mute his/her end of the technology if/when at all possible.
- Students should sit as close to the camera as possible to ensure the instructor optimum student visibility. Instructors may ask students to rearrange or move seats for closer proximity to the camera. A seating chart would be most helpful.
- The facilitator must assist the instructor in maintaining order of the school-site classroom and staying engaged throughout the duration of the course.
- The facilitator should monitor any visible signals (i.e. hand raised) and inform the instructor as appropriate.