

Distance Ed / Videoconference Equipment Reservation Policy

Videoconferences are coordinated through the Instructional Technology Center, a Division of Information Technology Services. Interactive, two-way teleconferences are a convenient way for faculty, staff, and students to meet face-to-face with colleagues between remote locations [such as the SVSU Macomb campus] without the expense and time required for travel. Regularly scheduled classes sometimes utilize the same technologies and locations. A meeting or class session can involve between one and 16 sites with use of the SVSU Avaya Multi-Conferencing Unit and can employ both traditional dial-up or IP-based [Internet protocol] calls.

Three locations on the SVSU Main Campus are capable of providing such remote access. They include:

- Curtiss 140
- ES-114 [Regional Education Center]
- Ott Auditorium [Regional Education Center]

Use of the C-140 and Ott Auditorium locations must be scheduled through the University Conference & Events Center. At least one portable videoconferencing system is also available [models vary depending on the application], but usage must be coordinated well in advance [see below].

A successful videoconference is dependent upon pre-planning and testing with the sites involved well in advance of the specified date[s] and time[s] desired. Due to the considerable amount of time and technical resources required to facilitate videoconferencing and Distance Ed classes, IT reserves the right to decline use of equipment necessary for conducting videoconferences if the following policies are not observed:

- 1.) Please call x7475 or visit www.svsu.edu/itc/deform.htm to make a videoconference request. Scheduling is done on a first-come, first-served basis.
- 2.) Reservations:
 - a) For sites we've previously used, reservations must be placed a minimum of five [5] business days in advance for point-to-point videoconferences involving existing clients with established sites.
 - b) For new sites, reservations must be placed a minimum of ten [10] business days in advance to facilitate testing. If a successful test can not be conducted 24 hours prior to the session, the customer will be advised and the reservation canceled.
 - c) For those wishing to conference with multiple locations employing the MCU, reservations must be placed a minimum of ten [10] business days in advance to facilitate scheduling.
 - d) For videoconferences overseas or involving non-standard equipment and protocols -- or those requiring use of the portable roll-around units -- requests must be placed thirty [30] business days in advance.
- 3.) Videoconferences may not be reserved more than 60 days in advance to ensure that instructional uses have first priority.
- 4.) When placing a reservation, please be prepared to provide the following information:
 - a) Name, phone number, and e-mail address of person requesting videoconference
 - b) Names, phone numbers, and e-mail addresses of contacts [technical support] at each remote site;
 - c) Date, length, time, and purpose of teleconference;
 - d) Number of participants expected at each site;

- e) Account number for billing purposes [ISDN calls only];
- f) Specific needs [laptop usage, document camera, recording, etc.]

5.) Please bear in mind that toll charges may be incurred for videoconferences utilizing ISDN lines; charges are dependent on line rates and the locations being dialed. Additionally, while certain fees for use of the videoconferencing codecs or other equipment may be waived for legitimate, SVSU-related purposes, remote sites may charge for use of their equipment once reservations are placed at their site, even if the remote site is later dropped as a receiving location.