

Roles and Responsibilities

The role of the instructor will not differ much from his/her role in a face-to-face classroom. The only difference is other individuals are involved in the videoconference process. Using videoconferencing becomes more of a team concept because other individuals are involved in making the class a success.

Each campus has designated personnel to support the following roles and responsibilities on a campus as it relates to you the instructor:

IVN Campus Site Coordinator

The IVN Site Coordinator serves as room contact for the IVN classrooms, scheduling and provides technical and instructional training:

Room contact

- Manage local arrangements for interactive videoconference events in the classroom.
- Work with facilities staff, other campus personnel, and campus leadership to coordinate videoconference activities, including but not limited to videoconference room requirements, upgrades and/or changes.
- Assist faculty and others in coordinating details associated with video delivery, including securing support at both host and receiving sites. Serve as a liaison between campus personnel and other sites.

Technical and Instructional Training

- Provide orientation and training for faculty, campus personnel, students, and classroom technicians on the video classroom.

Scheduling

Either the IVN Site Coordinator or another designated person coordinates the scheduling of all IVN classes and other meetings/events. This is your contact person for scheduling the class and any changes once the class is scheduled.

IVN Campus Technical Coordinator

The IVN Technical Coordinator works in cooperation with the Site Coordinator to provide technical support in the classrooms necessary for efficient operation. The IVN Technical Coordinator provides assistance with upkeep and maintenance of the videoconference system and is responsible for the daily operation of the video classroom. The IVN Technical Coordinator trains and schedules Classroom Technicians for the IVN classes and events.

Classroom Technician

The classroom technician is responsible for operating IVN room equipment during all classes/events as assigned by the IVN Technical Coordinator. Each host campus (site of the instructor) is required to have a classroom technician in the room monitoring the equipment. Receiving sites will have a technician monitor more than one classroom. If you require a technician in the classroom at the receiving sites at all times, you need to work with the site coordinator on these details.

The classroom technician makes sure equipment is up and running at least 10 minutes prior to each event. He/she will also conduct site roll call 10 minutes prior to event or delegate to another site if necessary. They are responsible for monitoring the operation of the equipment throughout the event. The classroom technician reports any technical difficulties and make sure the problem is resolved quickly and with as little disruption as possible to the event.

The classroom technician also assists with distribution of any handouts and can assist with proctor tests if need be. Arrangements need to be made with the site coordinator at least one week prior.

