

- ◆ **Recording of ITV class.** ITV classes are normally recorded by the originating site in case technical problems occur and the class cannot finish in a normal manner. If this occurs, a recording of the class will be sent to UHSSL for a 2 week period. Students may make arrangements with the UHSSL Librarian to view the recording during that timeframe. The recording is NOT available for checkout and must be viewed on-site at the UHSSL campus.

**ITV classes are recorded for technical reasons only and are erased if the class completes successfully. The recording is NOT available for students who are absent and simply want to make up the class.**

## SENDING & RECEIVING CLASS MATERIAL

The UH System courier is the primary method used for exchanging materials between the ITV instructor and UHSSL students. It is **strongly** suggested that students make copies of their work. A copy machine is available for a small fee in the Help Desk area and in the Library Resource Center.

Always put your name on assignments. It is a good idea to include your student number, the date, and the university you are *registered* with on your assignments and tests. For example, if you are a UH-Victoria student, you would want to write "UH-Victoria" or "UHV" in your heading. This helps your instructor locate you in the computer system and refer to the correct roll and grade sheet.

To send your work to your instructor, go to the Front Office in Room 119 and tell the office staff that you need to send your ITV assignment to your instructor. Tell them the instructor name, the course, and university **teaching** the course.

Tests, graded assignments, and other confidential materials are locked in the UHSSL security file in the front office. You will need to ask for these from the front office personnel and **show a valid photo ID to receive them.**

**Graded materials will NOT be given to any individual other than the student.**

## COPIES

The front office staff will make copies of the handouts provided by your instructor. If your class does not have enough, let the Help Desk or front office know and the staff will make additional copies for you.

You are responsible for copies of your class work, notes, or presentation materials. The staff will not make personal copies for you. A copy machine is available for a small fee in the Help Desk area and in the Library Resource Center.

## EVALUATIONS

Near the end of the semester or session, the technical staff will ask students to complete an evaluation of the class. This provides input and guidance to the UHSSL technical and administrative staff in improving the course and service. The information is also sent to your home university. Please be honest and frank in your opinions of your class experience.

## INFORMATION TECHNOLOGY STAFF

The Information Technology staff provides support for all technology-related equipment and services. Their offices are in the Help Desk area on the 3rd floor of the George Building. The Telecom Analyst is responsible for the overall supervision and operation of the ITV program. Other technical staff members provide support when the Telecom Analyst is not on duty. Please feel free to contact them with any questions, comments, or concerns you have with the Instructional Television program.

**Albert Fang - Telecom Analyst**  
(281) 275-3321 - ahfang@uh.edu

**Help Desk**  
(281) 275-3328 - sltech@uh.edu

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# INSTRUCTIONAL TELEVISION

## PROGRAM INFORMATION

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**UH**  
**SYSTEM**  
**SUGAR LAND**

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Information Technology Department  
14000 University Boulevard  
Sugar Land, Texas 77479  
(281) 275-3328 Help Desk  
(281) 275-3320 Help Desk Fax  
sltech@uh.edu

# Welcome To Instructional Television!

The class you are taking is being broadcast live over Instructional Television, or ITV. The broadcast is fully interactive and will be either a "point-to-point" connection (between another site and UHSSL) or a "multi-point" connection (between UHSSL and two or more other sites). Rooms 109, 305, 309, 318, and 319 have been designated as ITV classrooms on the UHSSL campus.

The following information will assist you in understanding the processes and dynamics of interaction in an ITV class. If you have questions about this, or any ITV procedures, please ask your instructor or the ITV technical staff at the Help Desk.

## PRIOR TO CLASS

- ◆ Arrive at least ten (10) minutes prior to your scheduled class time.
- ◆ Check the class file folder located at the Help Desk on the third floor. The folders are labeled with your instructor's name and course and are color coded by university. Any handouts or information sent by your instructor will be in the class file folder.
- ◆ The technical staff normally connects the class sites 10-15 minutes prior to class. **If you notice the class is not connected by 5 minutes prior to the scheduled start of class, contact the support staff at the Help Desk immediately.**

- ◆ The microphones, monitors, chairs, and tables in the classroom are placed in positions that allow the instructor to see and hear each student and for you to see and hear the instructor and students at the remote site. Do NOT move the furniture, monitors, or microphones.

## DURING THE BROADCAST

ITV is unique in that it allows students and instructors at both the broadcast and remote sites to interact simultaneously with each other. To be comfortable and use the broadcast medium effectively, students must understand and follow these classroom procedures.

- ◆ **ITV classes require initiative.** This means that if students at remote sites want to talk to the instructor or ask a question, they cannot simply raise their hand and get the instructor's attention as they would in a face-to-face class. They must **initiate** the interaction by pushing the key on their microphones and talking to the instructor. Some people are uncomfortable in doing this, as we are taught to be polite and not interrupt others! However, instructors who teach ITV classes understand this and **expect** students to take the initiative in interacting with them if they have a question or comment. In addition, instructors will ask questions or seek responses from students at the remote sites, and they expect the students to respond without being called by name or continual prompting.
- ◆ **To talk to your instructor,** wait to see if there is a natural pause in their speaking. When the pause occurs, press the TOUCH key at the bottom of your microphone. A red light at the top left corner of the microphone comes on, which tells you the microphone is active. Get the instructor's attention by saying, "Dr. (Name)?" If they do not respond, call their name again until they respond. Normally, the instructor will look at the camera and say "Yes?" letting you know you have their attention. Then proceed to ask your question or state your comment. Be sure and speak **clearly** and **distinctly**. When you have finished speaking, press the TOUCH key again. The red light will go off, which tells you the microphone is muted.

**\*\*Special note for multi-point broadcasts\*\*** If your class is involved in a multi-point broadcast (3 or more sites), make sure you do not speak when someone else at another site is talking and turn your microphone off when you are not speaking. This is due to the fact that most multi-point broadcasts uses voice-activated camera switching. When an individual speaks at one site, the camera will switch to that site. If more than one site has people speaking or a microphone is left on, the camera will be constantly switching and become a distraction to the learning process.

- ◆ **Classroom courtesy is a must!** The remote sites are an extension of the regular classroom and students are expected to be courteous and considerate of one another. Regular classroom decorum and rules should be observed at all times. You should not disrupt class in a noisy manner if coming late or leaving early. **Children are NOT allowed in the ITV classrooms unless permitted by an onsite instructor. Visiting and talking to others during class is also not acceptable. Cellular phones and pagers should be muted.** Overall, you should not exhibit any behavior that disrupts the learning environment. **If another individual is displaying disruptive behavior, talk to the instructor or the ITV technical staff.**
- ◆ **Food and Drink. No food is allowed in the ITV classrooms.** Only drinks with caps or lids are allowed. Please throw away any finished drink bottles in the trash can.
- ◆ **Broadcast Technical Problems.** If a problem occurs during your class, use the room phone to contact the ITV technical staff immediately. The problem could be originating from the broadcast site, the transmission network, or the UHSSL campus so the sooner support personnel know about it, the faster it can be diagnosed and corrected.