Instructor Handbook
A Guide to Teaching on ITV: Main Campus

Overview

Interactive Instructional Television at ETSU is a way for students who do not live near the main campus to take courses not offered live at the satellite campuses. Students and teachers can interact in real time, both visually and audibly, via microphones, cameras, and other audio/visual equipment such as computers and DVD players.

Our goal, in eLearning, is to allow you to focus on teaching your class while we focus on the technology necessary to conduct Interactive Television courses. Of course, there are some things you will need to be made aware of and some things that you will need to know how to operate. This handbook is designed to help acquaint you with some of the technology and terms you will encounter, as well as answer some of the questions you no doubt have. There is also a section at the end with some tips for first time (and veteran!) ITV instructors.

If you have any questions, concerns, or ideas, please do not hesitate to contact us. We are happy to help make your ITV teaching experience at least as enjoyable and rewarding as teaching in a more traditional classroom!
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1 eLearning Staff

In the event that you need to contact a member of the Office of eLearning staff, please use the following contact information

Contact Information

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Gary Rose, Kingsport Site Coordinator  392-8016  roseg@etsu.edu
Shannon Brown, Systems Technician  439-7499  browsd01@etsu.edu
Sandra Ritchie, Executive Aide  439-6809  ritchies@etsu.edu

2 Introduction to the Equipment

Following is a brief description of the equipment that is in the classroom.

Crestron Touch Panel.

The heart of each room’s technology is the Crestron Touch Panel. All equipment is controlled though the touch panel. It is also used to select the video source that the sites will see.

The Teacher Camera.

Located in the back of the room, this camera is how the sites will be able to see you as you present. When you are speaking to students at the sites, be sure to look directly into the camera. The sites see you on a large monitor in the front of the room and if you are looking at the camera, you are “making eye contact” with them through that monitor.

The Student Camera.

Located in the front of the room, this camera is how you will see the students at your sites. This is also how the students at the remote sites see the students in your classroom, when that camera is selected.
Camera Controls.

The teacher camera is controlled automatically by the pads on the floor (they resemble old automatic-door pads). Standing on a pad will cause the camera to pan over and zoom in to give a medium shot of the presenter. Stepping off a pad will cause the camera to zoom out, giving a wider shot which covers more area.

The student camera has preset positions that are programmed into the Crestron. Pressing the buttons will move the camera to the desired position to show specific areas of your classroom to the sites. The camera can also be controlled manually using the Crestron.

To switch between cameras, simply press the button on the touch screen corresponding to the camera you wish to be displayed to the remote sites.

The Document Camera. (Elmo)

Located on the teaching desk, this camera is actually a specialized piece of equipment used to show physical documents and other objects to the sites. To select the Elmo, simply press the document camera button on the Crestron.

The Projector(s).

In the front of the room, next to the teacher's desk, there is a large projector screen (2 screens in Sam Wilson 202). It typically shows the output of the teaching computer, though it can be switched to show videos or any of the cameras. There is a large projector screen in each of the remote sites as well, which also displays the teacher's computer or other selected input.

Large Screen TV.

Also in the front of the room, there is a large screen television. At the originating site (where the teacher or presenter is located) it displays one remote site* (whichever is speaking or spoke most recently). This is how the students at the originating site see the students at the remote sites. (*The screen can be set to display all sites, including the originating one, in a split screen if you choose.)

At the remote sites the large screen TV displays the selected camera (typically the teacher camera) for the originating site. (Unless someone at another site begins to talk, then the TV will automatically switch to that site's video feed.)

The large screen TV works in combination with the projector, one displaying the teacher (or presenter), the other displaying the presenter's materials from the computer (i.e. Power Point, Smart Board, or Elmo). The students at the remote sites, therefore, always see you and always see your materials, much like in a traditional classroom.

There are also two large screen TVs in the back of the room. One will display the output of your computer or the document camera; the other will display the far site(s). (In Sam Wilson 202 there is one TV above the podium that can display either the far site(s) or your presentation materials.)
Podium PC.

The computer on the teaching podium can be displayed to the sites by pressing the Podium PC button on the touch screen. Students at the sites will see your materials displayed on the projector screen at their site. If you wish to stop showing them the computer (for example, while you are looking at grades or other confidential information), simply press the “Stop Graphics” button on the touch screen.

There is a USB hub provided so that you can bring materials in without the need to burn a disc, e-mail them to yourself, or put them on D2L. (Though it is a good idea to put them on D2L or e-mail them to yourself as a back-up.)

DVD Player.

There is a DVD/VHS player in the podium. To use the DVD player, insert a DVD then select “DVD” on the Crestron. All controls are then displayed on the Crestron and the DVD will play on the projector screen.

VHS Video Cassette Player.

There is a DVD/VHS player in the podium. To use the VCR player, insert a video tape then select “VCR” on the Crestron. All controls are then displayed on the Crestron and the VCR will play on the projector screen.

Teacher Microphones.

There is a wireless microphone as well as a desk microphone on each desk*. You will get the best sound from the wireless, and if you are going to step away from the desk while presenting you will need to use the wireless.

Wireless

The wireless microphone has a mic and a transmitter pack. Clip the microphone to your shirt, blouse, or jacket. DO NOT clip it to a necklace or lanyard. Do not clip it to your clothes where a necklace can hit it or this will create a lot of loud smacking sounds at the remote sites.

To operate the microphone, turn the power switch to “On” and clip the transmitter to your belt, waist, or pocket. When you are done, turn the power switch to “Off”.

Desk Mic

The desk mic works fine as long as you are standing or sitting behind the desk. To operate it, press the button marked “Push” on the front of the microphone. A green light will come in to indicate that it is live. To turn it off, press the “Push” button again. This mic is also best if you have a group of presenters behind the desk so they do not have to pass the wireless around.

*In Sam Wilson 202 the microphones are mounted from the ceiling and are always on. You do not have to turn them on.
Student Microphones.

On each student table, both on the main campus and at the remote sites*, there are microphones for the students to be able interact with you and each other. There is one microphone for every two students. These microphones are Push-To-Talk microphones, meaning students must push and hold the button on the mic in order to be heard. The students at the receive sites generally have no trouble getting used to this as you cannot hear them if they don’t push their buttons. The students at the originating site, that is to say the site from which you are currently teaching, generally have to be reminded to press the mic buttons since you can hear them regardless of whether it is active or not. It is very important that the students in front of you press the mic buttons or they are excluding every student at the remote sites from hearing their questions or comments.

*In Sam Wilson 202 the microphones are mounted from the ceiling and are always on. You do not have to turn them on.

3 Frequently Asked Questions

Can I teach from the satellite campuses?

Each of our classrooms at the ETSU Kingsport campus are designed to be “originating rooms” as well, though the technology is different. The same equipment is available at those sites and there is a control room technician to operate or assist with the equipment. We encourage you to travel to Kingsport, if possible, in order for you to meet as many of your students face-to-face as possible.

The rooms in Greeneville, Warf-Pickel, and Walters State are designated “Receive-Only” which means that the equipment there is too limited to create a quality teaching environment.

If you plan to teach from a remote site (i.e. not main campus), please let us know so that we can have a facilitator in the classroom on campus to monitor your students and/or proctor any tests.

Can I play copyrighted material (i.e. movies)?

Technically speaking, Interactive Instructional Television is considered broadcasting. As such we must abide by the same rules that any broadcast television station follows. However, East Tennessee State University is Teach-Act compliant. This means that we are able to broadcast copyrighted material for the purposes of education. You must include in your syllabus the statement that students may be exposed to copyrighted material.

Are the classes recorded?

All of your classes are digitally recorded and stored on a secure server. Students will have access to the classes all semester via your course D2L page. The Office of eLearning takes care of putting the links onto your page and maintaining the links and files. You do not have to do anything in order for your students (or you) to have access to the files. Instructions for accessing the files are available on the D2L page for your course. All sessions are, by default, recorded. You can request that we do not record a session. This has been done in the past for guest speakers who are discussing very sensitive issues and for special review sessions that students are required to attend in order to get the information.
let us know if you do not want a particular class session recorded! While it is up to you to set your own attendance policy, the Office of eLearning does not consider watching the recordings on-line a substitute for attending class. The recordings are provided merely as review or to catch-up on the material if a student must miss a class.

**Can I turn my lectures into a Podcast?**

ETSU has an iTunes U page, as well as a YouTube Channel where your classes can be posted as podcasts. If you would like to participate in this program, contact Rob Nelson for further details.

**What if there is a problem with the equipment?**

While we strive to make your classes run as smoothly as they would in a more traditional classroom, technical problems do happen from time to time. The most frequent technical problems are resolved very quickly, with little to no interruption to your class. Very rarely is there a problem that cannot be remedied within a few minutes. When this happens, we will notify you as soon as we know. With very rare exception, your class will be able to continue as normal. Typically the only thing that will cause your class to be cancelled is an extended power or network outage. If one of the satellite campuses experiences an extended outage it will be entirely up to you to how to proceed. You may continue your class as normal and instruct the students from the remote site to watch the class on the video archive so that you do not fall behind the syllabus. If the outage is on the main campus, there is nothing we can do about it and your class will need to be cancelled for the day.

A member of the eLearning staff will be monitoring your class as it happens and will be able to address technical issues or other problems as needed.

**How do I get materials to and from the sites?**

The Office of eLearning shuttles materials between Kingsport and main campus on Mondays and Wednesdays. The courier leaves main campus by noon and returns after collecting the materials from Kingsport. If you have any special needs, or need more detailed information regarding materials, contact Dia Smith in the Office of eLearning (439-6874 smithdl@etsu.edu)

For those teaching to PSTCC, WSCC, and Greeneville, we use Fed-Ex Ground Service to send materials back and forth. Materials should arrive within 2 business days. We can also assist you with scanning materials to post onto your D2L page or e-mail to students.

You can expedite the distribution of your materials by putting them onto your D2L site. We would be happy to help you scan your materials and add them to your site if you wish.

**What if I have to cancel a class or I’m going to be late?**

If you know you are going to miss a class, please contact the Office of eLearning as soon as you can. We will let all the technicians know that class will not be meeting and we can put a notice on the classroom door that includes any special instructions you may have for your students.

If you know you are going to be late, please contact the media specialist on duty. He will then contact each of the sites and let those technicians know, as well. The students will be informed that you are on your way and to remain in class*.
The Office of eLearning has a recording facility in addition to our classrooms. If you know in advance that you are going to miss a class, you can arrange to record a lecture to post on your D2L site for the students to watch at their convenience. Contact Rob Nelson to arrange a day and time to record your lecture or presentation.

[*The Office of eLearning and its employees do not have the authority to dismiss your class without your permission. If you are running late and have not been able to contact us we will not tell your students that it is okay to leave. We cannot force them to stay in the room, but we will not give them permission to leave either.*]

**Can I have a guest lecturer?**

Yes! We want your students to have the same opportunities in your ITV classes as they do in your traditional ones. Please let us know in advance if you would like to have a guest presenter. If possible, have him or her arrive a little early so we can briefly introduce him or her to the equipment that might be needed. In addition to having a person coming to your classroom, we can include a guest presenter via tele- or videoconference from anywhere in the world with the appropriate facilities. If you want to utilize this service, please contact Rob Nelson to make arrangements.

**How do my streaming students participate in class?**

Streaming students will be watching your class from their home computers. They will see you in one window and your materials in another. In addition, there is a text chat box where they can type comments and ask questions. You will see the text appear with their sign-in name on the large TVs in the front and back of the room. You do not have to type back to them as they can hear you just fine through the stream, simply answer their question as though they are in the room or one of the sites.

**Is there a delay in the video or audio?**

There is an inherent delay in all video-conferencing. However the delay to the other classrooms is negligible, rarely exceeding one second. You and your students will probably not even be aware of any delay.

The delay to the streaming students is greater, generally ranging from 5-10 seconds, and rarely as much as 15. However, when they type in the text chat, there is virtually no delay in that message appearing on the screen. When you are addressing your streaming students, please allow a few extra seconds for their response.

**How do my streaming students take tests, give presentations, etc?**

If you give tests that are not online, or your students are to give presentations, they must come to a “live classroom” for this. They may come to main campus or to one of your distant sites. If there are not enough seats to accommodate all your streaming students, we will provide an additional facility as well as a proctor. The room they meet in will be an ITV room (on campus) and will be connected to your room so you will be able to make general announcements if needed. Please make sure to inform us as soon as you can when you will be conducting tests so we can make arrangements for a facility.

We can also make our recording facilities/staff available for your students to record speeches and presentations ahead of time on DVD to be played during your class.
4 Site Contact Information

If you need to contact a specific site for any reason, please the contact information below.

Main Campus

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<thead>
<tr>
<th>Room</th>
<th>Main Contact</th>
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<tbody>
<tr>
<td>Brown Hall 132</td>
<td>Andrew Haefs, 791-3011, <a href="mailto:haefs@etsu.edu">haefs@etsu.edu</a></td>
</tr>
<tr>
<td>Brown Hall 133</td>
<td>Chad Fraley, 747-5715, <a href="mailto:fraleyc@etsu.edu">fraleyc@etsu.edu</a></td>
</tr>
<tr>
<td>Lamb Hall 138</td>
<td>Rob Nelson, 439-8365, <a href="mailto:nelson@etsu.edu">nelson@etsu.edu</a></td>
</tr>
<tr>
<td>Sam Wilson 129</td>
<td></td>
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<tr>
<td>Sam Wilson 202a</td>
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<tr>
<td>Warf-Pickel 517</td>
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Kingsport Campus

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<tr>
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<th>Main Contact</th>
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</thead>
<tbody>
<tr>
<td>Kingsport 232</td>
<td>Gary Rose, 392-8016, <a href="mailto:roseg@etsu.edu">roseg@etsu.edu</a></td>
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<tr>
<td>Kingsport 235</td>
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Greeneville Campus

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<th>Main Contact</th>
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<tbody>
<tr>
<td>Greeneville 221</td>
<td>Becky Ashley, 798-1930, <a href="mailto:ahsleyr@etsu.edu">ahsleyr@etsu.edu</a></td>
</tr>
<tr>
<td>Greeneville 253</td>
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5 Teaching Tips for ITV

Relax! You’re not really “on TV”. The only people who can see you are the people in your class, just as in a traditional classroom. The classes are not broadcast on cable, nor posted on the internet. (Recordings of your class sessions are stored on a secure server and are available on your D2L site, accessible by your students only.)

Start simply. Plan a simple first term to help you learn the ins and outs of ITV. As the term progresses you will learn more about what works best and you will be able to do more elaborate things with your class.

On the first day have your students introduce themselves, preferably with more than just their names, from all sites. This helps them remember to use the mics and it helps you to get an idea of what it will be like to have the sites interact with one another. If you have students who are viewing the live stream, have each of them type a message into the chat client to make sure that they can hear you and so you can see how the chat will appear on your screen(s).
It’s a good idea to start your class with a “sound check.” Simply ask each site if they can hear you and have them respond verbally and include their site location. (e.g. “Can you hear me, Kingsport?” “Kingsport can hear you.”)

Always engage the off campus sites in class discussion directly. If you do not yet know students’ names, address the site (e.g. “Kingsport, what do you think about that?”). When addressing the sites, look directly at the teacher camera rather than at the monitor.

Ask students, both locally and at the off-campus sites, to identify themselves by name and site when answering questions or making comments; this helps everyone get to know everyone else.

If possible, present from the off-campus sites from time to time. This gives you a chance to meet your students and it makes the students feel more included and important.

Use large fonts in Power Point and other computer based presentations. Use dark colors on a light background and don’t make the slides too busy.

If you have materials to be used on the computer (for example Power Point slides), it is a good idea to use a USB drive and to put the material on your D2L site. If something happens to one, you will have a back up already in place. If your students are going to be presenting, recommend that they also have their materials available in more than one way (for example USB drive and e-mailing it to themselves).

Treat off-campus students the same way you treat on-campus students. For example, try to return materials to everyone at once, rather than the on-campus ones one day then the off-campus ones another.

While The Office of eLearning uses a courier service and/or Fed-Ex to get materials to and from the sites, your D2L site is a great way to make sure students get what they need. Handouts, Power Points, web sites and more can be easily shared and distributed through D2L. If you want assistance with this, do not hesitate to contact us.

Wear solid colors, but avoid all white. The camera has a hard time processing stripes and some patterns and it can create a weird “waving” effect on the monitors.

Remember that the off-campus facilitators are your eyes and ears there. Keep them informed of how class will proceed and what your policies on phones, laptops, etc. are. If there are problems, they will let you know.

Don’t hesitate to ask for help or advice; that’s part of why we are here! And don’t hesitate to ask other people in your department who have taught with us before for advice.