Information Technology Services Video Communication Services

Video Communication Services (VCS) for the University of Idaho (UI) supports and maintains video conferencing systems on the Moscow campus in AG 104, CNR 14, ED 103, and JEB 111. VCS also performs scheduling and technical assistance for many other UI rooms on and off the Moscow campus. A list of these rooms is located at http://www.uidaho.edu/its/vcs. Various other units within the UI have also developed classroom conferencing systems for their specialized uses.

Class or event requests will not be processed and scheduled without the proper forms being submitted to the VCS Scheduler (videosched@uidaho.edu, (208) 885-2085). The forms are located at http://www.uidaho.edu/its/vcs

Purpose and Scope:

The purpose of this document is to outline the VCS procedures for room scheduling, room cancellations, technical support and to capture other procedures for video conferencing services at other UI campuses and centers.

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ACCESS

1. Access:

    a. Faculty and staff at UI and elsewhere will have access to all of the ITS videoconferencing classrooms and videoconferencing network on a space-available and cost recovery basis per the fee schedule below and located at http://www.uidaho.edu/its/vcs/rates-and-reservations.
    b. Businesses, organizations, and agencies will have access to all of the ITS videoconferencing classrooms and videoconferencing network on a space-available and cost recovery basis per the fee schedule below and located at http://www.uidaho.edu/its/vcs/rates-and-reservations.

2. Room Access Priority Order:

    a. Production of live, interactive, regularly scheduled UI general education credit courses and non-credit programs originating from and/or being delivered to the UI sites.
    b. Faculty and staff meetings and/or conferences requiring live interaction between two or more videoconferencing sites, either on a one-time or recurring basis.
    c. Production and recording of classes, special faculty presentations, and workshops that do not require a specific time slot or live interaction between two or more videoconferencing sites.
    d. Receiving site only for satellite or digital video programs requiring live interaction between two or more videoconferencing sites.
    e. Practice and training sessions, including student presentations in classes not included in (a) or (b) above.

PROCEDURES

1. Scheduling and Coordination:

    a. All scheduling of the UI videoconferencing sites will be requested on the appropriate forms located on the VCS website (http://www.uidaho.edu/its/vcs) and coordinated through the ITS VCS scheduler at (208)885-2085 or videosched@uidaho.edu.
    b. Course instructors, with unit administrator approval, should request time slot needs in advance and in accordance with Registrar's guidelines, using the VCS Course Scheduling Form available on the VCS website (http://www.uidaho.edu/its/vcs).
    c. All unit administrators and instructors will be informed of scheduling conflicts, if any in advance, to resolve the conflicts.
    d. Filing the Registrar's semester time schedule requests with the Registrar DOES NOT guarantee the use of the videoconferencing system. Courses will not be scheduled without prior submission of the VCS Course Scheduling Request Form located at http://www.uidaho.edu/its/vcs.

e. VCS will attempt to schedule the system for final exams per the Registrar's published finals schedule. If conflicts exist, the instructors involved will assist VCS to resolve and conflicts.
f. After the live, interactive, regularly scheduled credit classes and non-credit programs originating from and/or being delivered to videoconferencing classrooms are scheduled, the remaining time available for conferences, meetings, and other interactive sessions can be requested using the VCS Event Request Form located at http://www.uidaho.edu/its/vcs.
g. The videoconferencing classrooms should be reserved a minimum of 48 hours in advance for meetings and presentations to allow for staffing and equipment accommodations. Due to the limitation of resources and staffing, requests without 48 hours' notice will be handled on a case by case basis and may be subject to resource or staffing conflicts.

2. Reservation Cancellations: Cancellations must be made 48 hours in advance, by email to videosched@uidaho.edu in order to insure others have access to the available time slot. If no cancellation notice has be received by the Video Network Scheduler at videosched@uidaho.edu within the 48 hour time period, VCS will bill a cancellation fee for each site as predetermined, along with any testing charges incurred. See the rate schedule below.

3. Changes in Time or Facilities: Schedule changes must be made 48 hours in advance of the event, by email to videosched@uidaho.edu. In the case that a change is requested with less than 48 hours' notice, a change fee will be billed to the budget provided on the request form. See the rate schedule below.

4. Refund Requests: Refund requests must be submitted in writing, by email (videosched@uidaho.edu) to the VCS scheduler within 48 hours after the conclusion of the scheduled class or event.

5. Technical Support:

a. ITS VCS personnel will ensure that all equipment in ITS controlled rooms, scheduled for classes or meetings, are operational to ensure an on time start and if needed troubleshoot and repair problems to minimize down time.
b. VCS personnel will arrive at a minimum 15 minutes prior to the start of all events to ensure proper kick-off of the scheduled event.
c. VCS personnel will not be present for the start of non-video conference events (room only requests) unless requested on room scheduling form.
d. VCS personnel will be available for diagnosing and servicing of equipment malfunctions or failure. Contact numbers for personnel are located in each classroom or conference room. After hours support of meetings and events will be subject to additional charges outlined in the rate schedule below.
e. Installation of special software required for meetings, workshops and events must be received at least one week prior to scheduled event.

6. Recording: Recording of courses, events and meetings is available and should be requested at the time of scheduling the video conferencing room. VCS personnel will require an USB flash drive, minimum 4GB, to record the session. The flash drive should be delivered to VCS personnel, located in Education Building, Moscow Campus, at least one day prior to scheduled event. Any questions about recording should be sent to the ITS VCS scheduler at videosched@uidaho.edu or call (208) 885-2085.

RATES

User and VC System Access	Hourly charge/site	After hours charges in addition to hourly charges per site*
CLASSES – UI General Education (accredited	No Charge (NC)**	NC
CLASSES, MEETINGS & EVENTS – UI Depts.	$25.00	$12.50
CLASSES, MEETINGS & EVENTS – Non UI Depts.	$50.00	$50.00
ONSITE EQUIPMENT SUPPORT – Moscow campus	NC during regular business hours	$42.00/hr
LATE CANCELLATION FEE/LATE CHANGE FEE (per event, per site)	$25.00	
VIDEO BRIDGING (connecting multiple sites)	$25/hr	$25/hr

*Note: There maybe additional charges from other UI entities if non-ITS managed facilities are utilized.

**Note: Accredited classes are defined as appearing in the UI course catalog

Appendix A - University of Idaho Boise procedures

Chapter 40

University Services

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Room Scheduling

40.01

Purpose and Scope:

The purpose of this section is to outline the University of Idaho Boise procedure for room scheduling, room cancellations and technical support.

A. Room Scheduling Services at University of Idaho Boise Idaho Water Center

Facilities, services and equipment as specified in the room confirmation will be provided by the University of Idaho Boise. The University of Idaho Boise reserves the right to reassign reserved space to best meet the overall needs of the University community and its constituents.

Facilities shall be used for the purpose stated on the Room Request Form and for no other purposes, unless prior written consent is obtained from University of Idaho Boise Operations. The users shall not assign any reservation to a third-party without prior approval.

A-1. Operating Procedures

University classes have room scheduling priority over other classes and events. However after University classes are scheduled 60 sixty days from the beginning of a semester, rooms at the University of Idaho Boise Idaho Water Center are available for other events. There are two rooms which are exceptions to this, Classroom 156 and Seminar Room 348A. These rooms can be scheduled for professional development activities at any time on a first come, first served basis. Scheduling anything other than professional development in these two rooms will be limited to no more than 60 days prior to the beginning of a semester.

i) Faculty, staff and students from all units at the University of Idaho have priority access to classrooms, seminar rooms and video conferencing system. Access is provided on a space-available basis.

ii) Commercial businesses, agencies and non-profit groups, and organizations will have access to the University of Idaho Boise classrooms, seminar rooms and video conferencing system on a space-available and cost-recovery basis.

University of Idaho Boise rooms should be reserved a minimum 48 hours in advance to allow for staffing and equipment accommodations.

A-2. Priority Scheduling Order

For all University of Idaho Boise Multi-Media Classrooms, Seminar Rooms and Video Conferencing Rooms:

i) University of Idaho live and video conferencing, regularly scheduled credit courses originating from the University of Idaho Boise.

ii) University of Idaho distance, regularly scheduled credit course programs originating from another University of Idaho location.

iii) University of Idaho Boise sponsored non-credit courses, meetings and faculty/staff conferences on-site or requiring use of the video conferencing system.

iv) University of Idaho practice and training sessions including student presentations.

v) University of Idaho classes, special faculty presentations and workshops that do not require a specific time slot or interactivity.

vi) Tenants of the Idaho Water Center facility.

vii) Non-profit status and public agencies.

viii) Private sector organizations.

ix) Exceptions may on occasion be approved by the Operations Manager or AVP/CEO when special circumstances apply.

x) The Operations Manager reserves the right to reassign rooms as needed to maximize facility use when the change does not negatively impact the class/group and the need is compelling.

A-3. Scheduling

i) To schedule a room at University of Idaho Boise **without** the use of video conferencing system:

- go to http://www.uidaho.edu/boise
- click on *Schedule and Event*
- click on *Classrooms and Seminar Rooms*
- click on *Room Request*
- complete form and click submit

  Room arrangement options for classrooms are:
  - classroom style (rows facing the front of the room) for approximately 35 participants with additional perimeter seating
  - "table pods" for up to 49 participants
  - theater style for up to 49 participants

  Room arrangements requested more than 48 hours prior to an event will be coordinated by the University of Idaho Boise Operations and Events staff; if room arrangements are made or need to be changed less than 48 hours prior to an event, arrangements are the responsibility of the user.

ii) To schedule a room at University of Idaho Boise **with** the video conferencing system:

- Go to http://www.uidaho.edu/its/vcs

The University of Idaho Video Conferencing is coordinated by Instructional Technology Services (ITS). All events other than classes requiring use of the video network must complete the Video Conference Event Request Form.

A-4. University of Idaho Boise Idaho Water Center Facility Access Hours

Classrooms and seminar rooms in the Idaho Water Center facility are available from 8:00 a.m. – 9:00 p.m. MT Monday through Thursday and Friday from 8:00 a.m. – 5:00 p.m. during the fall and spring semesters. Summer session hours are 8:00 a.m. – 5:00 p.m.

B. Technical Support

B-1. Availability of Support

University of Idaho Boise technical service personnel will ensure that all equipment in rooms scheduled for classes or meetings at the University of Idaho Boise is supported to ensure an on time start and, if needed, troubleshoot and repair problems to minimize downtime.

B-2. Procedure

i) The technical service personnel will arrive 15 minutes prior to the start of all events that require video conferencing support and ensure that all video conferencing equipment is operational prior to the scheduled event. Technical service personnel will not be present for the start of events (non-video conference) unless otherwise requested on the room request form.

ii) Technical service personnel will be available for diagnosing and servicing of equipment malfunctions or failure. Contact numbers for personnel are in each of the classrooms and seminar rooms.

iii) Technical training is required for the use of all University of Idaho Boise rooms. Technical service personnel will train University of Idaho faculty, staff and guests on the proper use of the equipment. It is the responsibility of the user to obtain the training in advance of the scheduled event and to operate the equipment once they have been trained.

iv) Installation of special software required for meetings, workshops, etc. must be received at least one week prior to the scheduled event.

C. Room Capacity & Technology Capabilities

University of Idaho Boise Room Capacity and Technology Capabilities			
Room	**Capacity**	**Multimedia**	**Video-Conferencing**
Classroom 150	**35**	**X**	
Classroom 156	**35**	**X**	
Classroom 162	**35**	**X**	**X**
Classroom 236	**20**	**X**	
Classroom 239	**16**	**X**	
Seminar Room 248A	**14**	**X**	**X**
Seminar Room 348A	**14**	**X**	
Seminar Room 448A	**14**	**X**	**X**

Computer Classroom 212	**12**	**X**	

D. Signs, Banners, Decorations & Miscellaneous

Signs, banners and decorations are allowed in your reserved room but must have approval from the University of Idaho Boise Operations Manager prior to the event. Signs, banners and decorations placed in hallways, entrances to the building, on floors or ceilings are not permitted without permission from the Operations Manager. Banners and ceiling mounted signs are to be hung by the Operations staff.

Glitter, confetti, sequins, etc. are not allowed. Cleaning costs will be charged if these are used. Candles, incense, pyrotechnics, etc. are generally not allowed due to current fire codes.

Directional signage is provided for meetings, etc.

E. Room Rates

Charges will be assessed for all non-University organizations requesting rooms (room rates are on the website). Damages incurred from a University of Idaho or non-University of Idaho meeting or event will result in additional charges.

E-1. Billing

i) Billing for all rooms will be handled by University of Idaho Boise Operations.

E-2. Cancellations

i) All room cancellations must be made at least 48 hours prior to the beginning of the event or class. If a single class or event cancellation is received without the 48 hour required notification, a $50 non-cancellation fee will be assessed Monday - Friday. The agreed upon fee for the Computer Classroom will be assessed if the cancellation is not made within this time frame.

ii) If a class is cancelled (for reasons other than lack of enrollment) or if a department or instructor changes the location of a class from the University of Idaho Boise to an off-site location <u>after the official start date</u> of the semester, a $650 cancellation fee will be charged to the department. Check the VCS website http://www.uidaho.edu/its/vcs for additional video conference cancellation fees.

iii) A $250 non-cancellation fee will be assessed on all Friday evening and Saturday room reservations, with or without technical assistance, if the cancellation is not received at least 48 hours prior to the beginning of the event or class.

iv) Under certain extenuating circumstances the cancellation fee will be waived. A written request to waive the non-cancellation fee must be received no more than two weeks following the date scheduled. The request must be sent to the University of Idaho Boise AVP/CEO.