

Successful Videoconferencing Guide



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Videoconference Coordinator Preparation

In Advance of the Videoconference:

- Schedule date & time, considering participant travel time
- Reserve room & equipment needed (confirm all technology requirements have been met)
- Consider room arrangements: background, lighting (the brighter the better), camera location, clock, whiteboard/easel, markers
- Confirm site facilitator(s), technicians and guest speakers, and clarify their roles
- Orient facilitator(s) to videoconferencing equipment
- Schedule time to practice for a successful videoconference with assigned technical staff and facilitators as needed
- Schedule test call/event connection time
- Develop back-up plan in case of technical difficulties
- Make sure all remote sites have the necessary materials
- Prepare name tent(s) for presenters

Day of the Videoconference:

- Confirm room arrangements: background, lighting, camera location, clock, whiteboard/easel, markers
- Confirm all materials are available at all sites, e.g. sign-in sheets, handouts, tape, index cards, evaluations, signage
- Hang MCOE sign on a blank wall at host site



REFER TO APPENDIX A

Technician Preparation

In Advance of the Videoconference:

- Determine needed peripherals (VCR, etc.)
- Consider room arrangement, background, lighting
- Arrange for site technical support
- Schedule bridge if needed
- Distribute connection #'s
- Origination of call/connection
- Participate in practice session as needed
- Participate in test call/event connection time practice
- Follow back-up plan in case of technical difficulties
- Assist in orienting facilitator(s) to videoconferencing equipment as needed



Technician Preparation

Day of Videoconference:

- Set up equipment
- Assist facilitator in arranging room if needed
- Preset camera settings and mark floor with tape
- Connect to remote site(s) 30-45 minutes before event; check sound, auxiliary equipment
- Have contact information handy
- Preview local camera angle and preset angles
- View yourself occasionally (make sure the other sites can see whoever is speaking)

REFER TO APPENDIX B



Facilitator Preparation



Day of Videoconference:

- Bring necessary site materials/ videoconference meeting supply box
- Set up room and hang signage as appropriate (during the videoconference hang a “do not disturb” sign on the door). Turn down or mute the sound control of any computers in the room
- Announce to participants that cell phones are to be turned off or turned to “silence” mode
- Distribute “Tips for Videoconference Audience”
- Keep the microphone on mute unless you/audience is speaking
- If the presentation is longer than 1 1/2-2 hours, plan for breaks. Know how to turn off and restart the TV
- Begin with introductions at all sites (see template)
- Announce protocol to participants at beginning of videoconference
- Show interest in all participants (local and remote). Give priority to remote sites
- Move and gesture slowly and smoothly
- Maintain camera positioning! People need to see speakers
- Maintain enthusiasm toward the technology
- Speak in a strong clear voice. Look at the camera when you speak and pretend it is the audience
- Remind audience of microphone (it should be close to whoever is speaking)
- Scripting ahead helps
- Don’t assume remote site(s) can’t hear you if you can’t hear them
- Avoid speaking until you know the other side has disconnected
- Share phone numbers (a land line is preferable to cell phones) among all sites
- Find out technical support phone number to call if there are problems (if kicked off the conference, wait a minute to see if you get a reconnection call from the host site...if not, call for help)
- Dress appropriately (avoid wearing clothing with loud patterns—solid clothing in dark or neutral colors looks best on-camera)
- Distribute cards for participants/audience to use to write down questions

Presenter Preparation



In Advance of the Videoconference:

- Prepare lesson plan and materials
- Provide materials one week in advance of the event to the videoconference coordinator

Day of Videoconference:

- Maintain eye contact
- Show interest in all participants (local and remote). Give priority to remote sites
- Move and gesture slowly and smoothly
- Maintain camera positioning! People need to see speakers
- Maintain enthusiasm toward the technology
- Speak in a strong clear voice. Look at the camera when you speak—pretend it is the audience
- Scripting ahead helps
- Don't assume remote site(s) can't hear you if you can't hear them
- Avoid speaking until you know the other side has disconnected
- Dress appropriately (avoid wearing clothing with loud patterns—solid clothing in dark or neutral colors looks best on-camera)



Helpful Videoconference Websites

SBC Knowledge Network Explorer

<http://www.kn.sbc.com/>

Video Development Initiative's Videoconferencing Cookbook

<http://www.videnet.gatech.edu/cookbook/>

British Columbia Ministry of Education

http://www.videoconferencing.gov.bc.ca./vc_basics.htm

Indiana Vision Athena

<http://www.visionathena.org>

Southeastern Wisconsin Instructional Network Group

<http://www.swing.k12.cwi.us/isdn/>

Penn State, Harrisburg Videoconference Etiquette

<http://www.hbg.psu.edu/iit/mw2/etiquette.htm>

New York Network Videoconferencing (satellite info but good)

<http://www.nyn.suny.edu/about/vc1.htm>

APPENDIX A

Request for Videoconference

Date of Conference:

Topic:

Purpose of Conference:

Requested by _____
Name vm phone # e-mail

Please indicate sites you wish to utilize, and approximate number of participants.

Location	MCOE	Bel Aire	Drake HS	Lagunitas	Miller Creek	NUSD	Tomales HS
approx. # of participants							

(Responsibilities need to be discussed and determined.)

Please submit to _____ at least 30 days prior to the intended conference.

Received by _____ Date _____

Conference approved _____

Conference Coordinator _____
Name vm phone # e-mail

APPENDIX B

Technical Reference

Broadcast Site Location:

Remote Site Location:

Coordinator (name & title)/Cell Phone #: Coordinator (name & title)/Cell Phone #:

**Technical Contact/Cell Phone #:
(must be available during event)**

**Technical Contact/Cell Phone #:
(must be available during event)**

Connection Speed:

Connection Speed:

IP Number:

IP Number:

Backup Phone # During Event:

Backup Phone # During Event:

Connection Speed:

Connection Speed:

IP Number:

IP Number: