

ITV System Failure Instructions

In the event that a site has lost a connection to the video conference, or there is total system failure, a student at the site where the instructor is not teaching should contact campus personnel about the system malfunction. Campus personnel will then contact the instructor via a classroom or campus phone to alert them about the problem. In the absence or the unavailability of personnel, the student may immediately contact the instructor to alert them of the problem. There is a telephone in each ITV classroom and an *ITV/Distance Learning Phone Numbers* list is posted in all of the ITV classrooms.

The instructor will then take the appropriate action to reconnect the site or correct the problem. In the event that the problem cannot be corrected, ITV instructors who have classes Monday through Friday between 7:45 a.m. and 4:15 p.m. should contact the Coordinator of Instructional Technology Support Services or the Electronic Media Technician via the pager numbers posted in the classroom. Contact the Coordinator of Instructional Technology Support Services via the pager number after 4:15 p.m.

If the problem cannot be corrected, ITV instructors should prepare to record their lecture by using the videotape machine provided in the ITV classroom and/or post class notes on their web site or WebCT. Please see the instructions for recording your lecture for more information. The instructor is responsible for sending the videotape to the extended campuses for viewing. If necessary, contact the Coordinator of Instructional Technology Support Services via the phone number posted in the ITV classroom to have multiple copies made of the taped lecture for distribution to the campuses.

All instructors should report any technical difficulties, which did not interrupt instruction to other sites, immediately following their class by either contacting the Coordinator of Instructional Technology Support Services via the office phone number posted in the ITV classroom or via e-mail. Failure to do so will impact other classes. Please “do unto others as you would have done unto you.”