

# ***SALISBURY UNIVERSITY***

## Distance Learning Technical and Support Requirements Guidelines for Distance Learning Partners

The goal for any video based course is make the technology involved as transparent as possible. The technology and room configuration should be as close to identical as possible at each location to insure that all students receive the same learning experience. Toward this end, Salisbury University has the following minimal requirements for both itself and our distance learning partners.

### **Technical:**

#### **Network:**

Off campus locations are must have a dedicated full time connection to the internet.

A minimum of a T1 circuit with a set of fixed IP addresses will be required. SU does not support ISDN, consumer cable modems or DSL service. Remote sites must have their IP address registered with the UMATS network and are strongly encouraged to become members of the UMATS IVN network. UMATS support multiple site connections and provides technical support and advice.

#### **Codec:**

Polycom nine thousand (9000) series Codec are the preferred system, any remote site must be compatible with the nine thousand families.

#### **Content compliant:**

SU faculty prefer to display both video of the far sites and computer content (PowerPoint, etc.) Most remote sites have requested this also. To provide dual content remote sites to must have a minimum of two displays, one for video and one for a content channel. All computer and VCR/DVD material will be assigned to the content channel and all cameras will be assigned to the video channel.

#### **Direct dial telephone:**

A direct dial telephone must be located in each remote site classroom. In the event of loss of network connectivity or if any technical difficulties occur, it is important for SU technical staff to reach remote site staff quickly.

**Direct dial emergency number.**

In the event that no one answers or the class cannot gain access to the classroom, a direct dial number external to the classroom must be provided to allow us to establish communications to the remote site. This needs to be a phone number where a person is always available.

**Operations:****Facilitators:**

A technical facilitator must be provided in the classroom at the remote site. This person will be responsible for activating the classrooms systems, connecting to the UMATS Bridge and assisting faculty, if they choose to originate programming from that site. The facilitator will remain with the class for the entire session and will operate cameras and mute functions.

**Schedule:**

All sites will be online at least ten minutes prior to the class session. Systems need to be placed in operation before the scheduled class time and tests need to be conducted between each site to establish proper program level and operation of the equipment. This needs to occur for every class with the only exception being classes that run consecutively.

**Semi-Annual Systems Test:**

All sites will participate in full facility test with Salisbury University before the beginning of each semester. This test will establish reference level and address any technical issues at that time.

**Training and coordination:**

SU will work with distance learning partners to assist with training and technical assistance. Coordination meetings will take place before the start of each semester and will be scheduled by SU. Additional meetings will be schedule as needed.

Questions regarding video distance learning at SU can be directed to:

Cynthia Cornish – 410-543-6301, [cccornish@salisbury.edu](mailto:cccornish@salisbury.edu)

Mike Camillo – 410-667-0031, [mwcamillo@salisbury.edu](mailto:mwcamillo@salisbury.edu)