UC Merced Classroom Technology Support provides enhanced classroom technology support for instruction, research, administrative and special events. Part of this support is videoconferencing. UC Merced Videoconference provides users the full range of capabilities that include full motion interactivity, clear audio, send video and data simultaneously (PC and Mac) and transmit document video camera signals displaying 3-D objects, hard copy and transparencies.

The videoconference technician is responsible for all the technical coordination (scheduling mandatory test calls, staffing, troubleshooting, etc) with the far end. The technician establishes a mandatory test calls with the far end several weeks before instruction begins to ensure trouble free connection. Multiple test calls are established with various classroom and media distribution scenarios before certifying the sites.

Types of videoconferences

There are two types of videoconferences we support: point to point and multipoint.

Point to Point (two sites) – Involves only two sites; two-way audio and video

Multipoint (more than two) – Involves up to 4 sites in one conference

Near/Far End:

Near End – Instructor or Presenter on campus (UCM)

Far End – Instructor or Presenter on a different location

Instructional Request

We receive videoconference requests (varies from 2-5 per semester) from the instructional coordinators in the school who evaluate and consider the impacts to curriculum delivery four weeks prior to the start of the semester.

We meet with the instructor (and grad students – participating on the far end side of videoconferencing) and with their school curriculum specialist prior to the start of the semester to discuss media delivery, expectations, staffing, training and documentation (if applicable).

During training, the instructors/students are provided with instruction on how to connect their media (laptop and/or document camera) to the videoconference codec for desktop and/or 3-D object sharing with the other site(s). They are also provided with instruction on how to operate the camera control, volume control, and microphone control. In Addition, the instructors/students are provided with instructions on how to initiate calls if the connection was to drop off during the regular videoconference calls. Lastly, instructions on how to terminate the call are also covered during training.

***Documentation is provided to the instructor/student on how to connect their media into the system ***

Supported Spaces

UCM Classroom Technology Support will videoconference in our venues equipped with videoconferencing technologies/services:

Campus
Classroom and Office Building (COB): 267, 279 + 2 Mobile Videoconference Carts++
Kolligian Library (KL): 232

UC Merced Centers
Atwater: Castle Building - Sequoia Rm.
Fresno: Chancellors Rm., Merced Rm.
Bakersfield: Provosts Rm., Sierra Rm.
Merced: Mondo Building - Granite Rm.

*++**Videoconference arrangement in various locations on campus is also available.**.*

Summary and examples of videoconference for Academic & Research

2007-2008
Academic (Undergrad, Grad, Research, Thesis) – 160+ hours
• ME 142 Mechatronics
• CSE 283 Advanced Topics in Intelligent Systems
• Pro Seminar for First-Year PhD - 1397 - PSY 200 - 001
• Telemedicine with Maria Pallavacini, UCSF, UCD and CENIC
• UCDC/with Gregg Herken
• National Science Foundation
• PARCA with the University of Colorado

2006-2007
317 hours for instruction, research, graduate work

2005-2006
Provided 211 hours of on-site videoconference support for CORE 001