

Video Conferencing Policy, Standards & Guidelines

The guidelines in this document are designed to support Video Conferencing (VC) communication by UGA faculty, staff, and student's with remote sites. All users of CTL's Videoconference Room must abide by UGA's code of conduct as well as by local policies and guidelines, and must act responsibly to maintain the integrity of these resources.

Because of the specialized capabilities of the Videoconference Room, policies for its reservation and use are specific, and outlined below:

Reservations

Reservations are made on a first come first serve basis.

To make a reservation please click on the following:

https://ugeorgia.qualtrics.com/jfe/form/SV_5pRI8QgEKUN3MSV

This form is only a request and does not guarantee reservation.

Reservations should always be made well in advance, but never less than 5 business days before the required date. Last minute request must be phoned in or emailed to Krystal Pintar, (706) 542-6686, kpintar@uga.edu.

CTL's VC Room is available for reservations Mon-Fri between 8am-5pm. Special arrangements must be made for bookings outside these times.

The requestor must provide us with the contact details for the far end technician, at least 3 business days prior to the video conference call for an individual point-to-point session. Multiple sites or multiple connections require 7 business days.

Please note that the start and end times are strictly enforced. CTL automatically includes a 15min buffer before the start and end time. If more time is needed please include that information in your online request (additional charges may apply). Please include any other special request in your online request as well.

Cancellation/Rescheduling/Changing Request

We request that you notify us at least 2 business day prior to the event should you need to cancel, reschedule or make changes. Depending upon other requests, we may or may not be able to accommodate the rescheduling of your event at your requested day/time.

Please contact Krystal Pintar, (706) 542-6686 or kpintar@uga.edu to cancel your reservation so that we may assign the room to other requests or reschedule your event. No shows will be charged original quoted price.

Care of Videoconference Room

While food and drink are allowed, notice of this need will need to be made on your request form so certain areas can be setup to help accommodate and further instructions for kitchen use, if needed, are relayed. Beverage containers must have tops or lids. Provided coasters must be used. Dispose of food and drink containers in trash bins or recycling bins. Major spills that damage table, chairs or equipment will be charged to the person or person's department who reserved/requested use of the room.

The following items, or similar items, are not permitted on CTL premises: alcohol, smoking devices of any kind, open flames. *Service animals are permitted.* If you have a questionable item or request, please ask your CTL staff representative.

Permission is needed before anything can be placed on the wall surfaces.

Technology and Training

CTL's Video Conference equipment is industry standard, widely compatible, and capable of connecting both IP, ZOOM and Skype software.

When given the appropriate time notification for the event, a CTL technician will test with each far site location that is to be part of the session to help ensure the connection is acceptable. A Videoconferencing "Tip's Sheet" of do's and don'ts will be sent to each site as well to help make a better flowing videoconference for all involved.

CTL will not accept liability as a result of a session not taking place or interruptions due to unforeseen circumstances, network failure, equipment failure or power supply failure.

If a session is to be recorded (video or audio) this fact should be made known to all attendees before the day of the session. If this is a last minute decision, an announcement should be made to all participants in the session at all sites. Observers to any session should be announced to all participants in the session.

If the remote location is not equipped with video-conferencing equipment (a local codec), arrangements will need to be made for using Zoom or Skype Software.

While most events require a trained technician be present to run the technology, certain technology in the room may be used without the assistance of a technician being present. A training session will need to be arranged prior to the event. Request are determined on a case-by-case basis. All handling of Videoconference equipment shall be restricted to personnel trained in its operation.

The room already includes two computers for use, a PC and a Mac. When needing to show a presentation, please bring the presentation on a USB flash drive. It is always a good idea to run through your material before the event. You will need to make a reservation for a test run through of your presentation (no charge).

Room Set-Up

Certain equipment and room furniture are not movable but some are and additional chairs can be brought in if needed. It is important to note that the room can accommodate 13 individuals around the table. If you have more than that, please make reservations accordingly by making note on your reservation form. It is also good to make an appointment with your technician to view the room. Removal of or tampering with equipment and other resources that are not preapproved, is not allowed.

CTL Responsibility

CTL will assist videoconference users to obtain viewing room arrangements, technical engineering provisions and supporting audiovisual equipment. This includes facilitating the event. CTL staff will advise clients of the most suitable means of connection for their request. We will serve as technical liaison with videoconference distributors to assure compatibility CTL videoconference equipment.

Onsite Client Responsibility

Videoconference clients are responsible for reserving the space, coordinating program arrangements, and catering. Videoconference clients are responsible for providing a site coordinator to be present at the videoconference to oversee administrative details.

Noise and activity levels must be controlled and not interfere with CTL business operations. Please refrain from talking loudly in the lobby area

Request for administrative services (copying, faxing, etc...) may be subject to charges.
Children must always be under the care and supervision of adults.

Offsite Client Responsibility

The site we are connecting to should provide the following:

- Suitable location – Space should be made available to accommodate total number of attendees.
- The room should have good acoustics without any obvious echo, and the lighting should be adjustable and provide well-lit faces.
- Please allow a 15 minute buffer minimum to connect before session begins.
- We ask that the technician place the camera directly in front of the client(s). The camera should not be angled from the ceiling. When placing the clients at the end of a conference table, remember to zoom in and adjust accordingly so everyone is seen.
- Please be sure there is a technician present in the room to ensure that the audio and video is working and of a high quality transmission going both ways by means of a short confirming discussion with our UGA technician.
- We ask for the cell phone of the facility technician so that if an interruption of service occurs in the middle of the conference, we can establish contact.

- Should any problems occur during the video conference; technical or audio, please have the technician report immediately to the room for assistance. Our clients are not familiar with running a video conference and are participating in an important conference.
- If there is a telephone in the room, please turn off the ringer so there is not a chance of a random call coming in creating a distraction
- Please keep in mind that our site can hear into your facility and professionalism should be conducted by the facility at all times.

Testing

We require testing of ALL sites prior to a video conference to address any issues of concern. An acceptance test is necessary for each videoconferencing endpoint to avoid tests before every meeting. The test involves either using H.323, Zoom or skype software connection. The audio and video quality are evaluated subjectively. If tweaks can be made to enhance connectivity to an acceptable level, the endpoint is deemed usable. If no adjustments can be made to allow for a productive connection, then the site is rejected and the requester is made aware immediately to discuss alternative plans. If the client decides to proceed with the video conference, we do not accept responsibility should a problem occur.

If a facility is unable to make themselves available for testing or does not carry out test calls as instructed, we do not accept responsibility should a problem occur.

Charges

The requester will incur all charges associated with the connection if applicable. You will be asked for one of five payment types that CTL accepts: UGA account number, credit card (visa/mastercard/discover/American express/diners club international), cash, check or invoice. This is part of the scheduling process. All charges are discussed before the reservation is confirmed. Payment is made after the session is completed.

We are always happy to provide an estimated quote. Please call or email Krystal Pintar at (706) 542-6686 or kpintar@uga.edu.

Parking

CTL shares parking with the School of Psychology and two parking spaces are allotted to CTL clients at all times that require a CTL parking pass. Prior arrangements will need to be made in advance for their use.

There are several areas allotted for handicap parking. Please note when making your reservation that a space will be needed.

<http://www.ctl.uga.edu/location>