IIT Online has instituted the following procedures to meet established university policies and deadlines, and to meet the needs and expectations of students and faculty. They are divided into procedures for televised & videoconferencing courses (I.) and Internet courses (II.).

Broadcast and Internet versions of IIT classes are a collaborative effort between faculty and production/technical staff. Our goal is to facilitate your teaching to remote students with the highest quality possible using those technologies.

I. Televised & Videoconferencing Courses

<table>
<thead>
<tr>
<th>IIT Online Responsibilities</th>
<th>When you arrive at your classroom, you should expect to find:</th>
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<tbody>
<tr>
<td></td>
<td>• all technical equipment turned-on:</td>
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<tr>
<td></td>
<td>including VHS or DVD player, connection for your laptop</td>
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<td></td>
<td>• the document camera set for auto-focus</td>
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<tr>
<td></td>
<td>• a legal pad and pen</td>
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<td></td>
<td>• markers and eraser(s) for the board</td>
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<tr>
<td></td>
<td>• microphone and remote connections active</td>
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<td></td>
<td>• a class identification screen with your class designated correctly</td>
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<td></td>
<td>• a Faculty Response card, for post-session feedback</td>
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<table>
<thead>
<tr>
<th>Timeliness</th>
<th>It is extremely important that broadcasts begin and end on time.</th>
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<tr>
<td></td>
<td>• The broadcast schedule of courses allows for only a ten-minute break between classes.</td>
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<td></td>
<td>• Your students are expecting classes to start and end on time.</td>
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<td></td>
<td>• Timing of classes being recorded is automatic. It cannot begin prior to the designated time or be extended beyond the end time.</td>
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<td></td>
<td>• During the ten minutes planned between classes, boards are cleaned, pens tested, batteries replaced, sound checks conducted, video and audio recordings saved, and a host of additional technical tasks.</td>
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</table>

Please be ready to set up for your class no later than 4 minutes prior to your start time (e.g. 1:56 for a 2:00 class).

Please end on time. Running over by even one minute can:

• limit the set-up time of the next faculty member in that room,
• reduce the time IIT Online has to set up for the next class, or
• delay mandatory, scheduled end-of-day broadcast activities.

Video and audio feeds will automatically be cut at four minutes over the scheduled end-of-class time.

NB: If you are going to be late, please contact us so the technical staff can stand by. Our staff will contact you regarding class starting late or running over.
Working with IIT Online staff

Clear, proactive communication with IIT Online staff about what you want makes it easier for us to efficiently and effectively meet those expectations and create the best teaching and learning environment.

Advance notice helps IIT production staff manage each class broadcast and will produce a better learning experience for your remote students.

BEFORE you are on the air, whenever possible share information about

- the technology you plan on using for a class session (e.g., white boards only, your laptop, the document camera, or a combination). This is particularly important if you are using a laptop for the first time in a particular broadcast room.

- special requests such as wanting to play an advance taping or videotape in class

IIT Online Technical Services will try and accommodate any special requests we receive 24-48 hours prior to a class session. Send requests to Chuck Scott at scott@iit.edu or call 312.567.5217.

DURING class -- when you are on the air -- direct immediate needs (such as additional markers) verbally to the technical director, and he or she will respond.

AFTER you are off the air, use a yellow Faculty Response Card to communicate concerns or suggestions. These are returned to the Chief Engineer and he or the Supervisor will respond to your comments. The IIT Online staff is also always available for assistance by phone at 312.567.3457.

Please be patient with the cameraperson or technical director (TD) assigned to your broadcast or taping.

Please consult the IIT Online Technical Services Best Practices for Teaching on Camera document for suggestions about video, audio, and class materials.

Each semester IIT Online Technical Services leads group orientation and one-on-one training sessions on the use of the equipment, and techniques for teaching on camera. If you have questions about classroom technology or online pedagogy or to arrange a session contact Brad Katz (x77213 or katz2@iit.edu).

Distribution of Materials

Handouts for distribution to remote TV sites and other locations should be received by IIT Online Support Services (103 Stuart) preferably two working days in advance to insure that the students receive the material prior to the class.

Duplication and assistance in preparing inter-campus, and remote site delivery envelopes are available by contacting Chuck Scott (x75217 or scott@iit.edu) or Gwen Bowling (x77957 or bowling@iit.edu) located in 103SB.
## II. Internet Courses

| IIT Online Responsibilities | 24-48 hours after the live class session, course lectures and PDF versions of the slides (if applicable) will be available on the course’s Blackboard page via the IIT Online link.  
Each class will be available 24/7 for the duration of the semester.  
Video/audio and materials in this section will be made inaccessible the Friday following the last university final exam date. |
|---|---|
| Faculty Responsibilities | Mode of Delivery | Each IIT course has a Blackboard “site,” regardless of whether or not the course is available as an IIT Online offering. Official IIT Online course content is accessible on Blackboard via the IIT Online link on the left side navigation.  
Faculty may also use the Blackboard platform independently to post syllabi, handouts, and other materials. **IIT Online highly recommends that every online course has a syllabus available in Blackboard for download or online review.**  
Some IIT courses include students who are registered to take the course via the Internet exclusively. Those IIT Online courses include streamed audio/video versions of class sessions, usually with synchronized slides.  
Slides are created from:  
- electronic files (e.g., PowerPoint) submitted to us by the faculty member,  
- scans of printed or handwritten material, or  
- “screen grabs” – still images captured from the live broadcast/camera feed.  
There are other options for web-enabling course, such as providing all materials to the students via Blackboard or video-only streaming of the lectures. Faculty may use any of these services, but in advance of the beginning of the semester should contact Brad Katz (x77213 or bkatz2@iit.edu) to discuss options. |
**Posting Materials**

To ensure the best quality product for the Internet, class presenters (i.e., faculty, guest speakers, and students making presentations in-class) should provide all class materials to be used during class to IIT Online Technical Services (103 Stuart Building, fax to x75913, or email to onlinematerials@iit.edu) ideally before class, but **no later than 1:00pm on the day following the presentation.**

These materials include:
- handouts
- hand-written notes
- electronic materials

These materials can be:
- put in the envelope provided in the broadcast room and left with technical staff
- they may be brought to IIT Online (103 Stuart) before or immediately after each class
- emailed.

For Rice and Moffett campuses, provide hard-copy materials to the technical director who will fax them to main campus that day. This allows for scanning, editing for brightness, synchronization of slides with the video and audio, and posting within the maximum of 48 hours after the live class.

**All items sent to IIT Online will be returned via campus mail.**

**NB:** The quality of our final production is often significantly improved by working with first generation materials in the original format, particularly PPTs.

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**Exams**

Faculty members need to provide

- **Exam dates** to Chuck Scott at IIT Online Support Services (x75217 or scott@iit.edu) two weeks prior to the exam date
- **A copy of any exam** to Chuck two working days before the exam date.*

  *Note: Monday exams must be delivered to the IIT Online Support Services Office at 103 Stuart on the preceding Wednesday (couriers do not deliver to all sites on Fridays.)

For courses that meet two days a week:

Instructors should schedule all exams on the first meeting day of the week, so Internet students have sufficient time to review lecture material. For example, if the class is taught on Tuesdays and Thursdays, the exam should be on Tuesday.

Regrettably, IIT Online is unable to honor instructor requests to post a class earlier than within 48 hours of a class session to meet an exam schedule.
**Student Accessibility and Responsibilities**

| Access | All students who appear on the official roster of a class supported on the Internet will have access to view Internet content: including video and (if applicable) slides. This is the case regardless of the section in which any student is registered: live, TV remote, or Internet.  
IIT Online students receive a document explaining their responsibility to keep up with lecture content. A link to that latter is posted in the orientation message in each course Blackboard under the IIT Online link. |
| Exams | Students taking courses via the Internet are required to take exams on the same day as the students in the live and TV sections of that same course.  
Instructors may make exceptions as they would in the live or TV course to accommodate a student's needs, but all students will be expected to take exams on the same day.  
Students who are not near an IIT site must contact a reputable testing center (usually a community college) in their area and then contact Chuck Scott at (x75217 or scott@iit.edu) IIT Online Support Services to finalize the details of the arrangement.  
Local (greater Chicago area) students with no corporate site affiliation must take exams at IIT's Rice, Moffett or main campus.  
Internet students with a scheduling conflict with another live course must take the Internet course exam at a prescribed time immediately adjacent to or overlapping with the scheduled course exam time.  
For example, a student registers for two courses that meet on Tuesday nights, but takes one of face-to-face and the other as an Internet course.  
Because the live class meets at the same time, the exam periods will conflict.  
If the official final exam is set for 7:30-9:30pm on Day X for both courses, the IIT Online Support Services might schedule the alternate exam time with the instructor for 5:45-7:45pm.  
Students with a conflict must take exams at this time, unless otherwise indicated by the instructor.  
Students may request select lectures on DVD during the semester. There is a fee for this service, and students are required to adhere to the same due dates and deadlines as the live course without exception.  
Students should contact Chuck Scott (x75217 or scott@iit.edu). |
<table>
<thead>
<tr>
<th>IIT Online Technical and Support Responsibilities</th>
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<tr>
<td>IIT Online Technical Services will</td>
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<tr>
<td>• Provide technical support during the class for the TV broadcast.</td>
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<tr>
<td>• Capture and store live lectures</td>
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<tr>
<td>• Prepare class materials from instructor’s notes, handouts, materials provided by faculty before or immediately after the class, and recorded lectures.</td>
</tr>
<tr>
<td>• Provide proctors at all locations other than the origination site for all Internet students enrolled in the course. In some cases, this will involve two exam times to accommodate students who have a time conflict with another live and/or televised course.</td>
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<tr>
<td>Internet courses originating at the Main Campus that overflow the room capacity during exam periods due to an influx of Internet students taking exams with the live section will require increased space in some cases. Larger rooms will be scheduled if possible, however in some cases our IIT Online may need to schedule a second room, as well as an additional proctor to accommodate the additional students.</td>
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<tr>
<td>Additionally, support for the Internet course will be provided throughout the semester for both students and faculty. Trouble tickets for technical issues may be submitted through the OTS Support Desk at <a href="http://support.iit.edu">http://support.iit.edu</a> or 312-567-3375. Client services can be submitted to Chuck Scott (x75217 or <a href="mailto:scott@iit.edu">scott@iit.edu</a>).</td>
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This material, as well as other support documentation, can be found at [http://my.iit.edu/iit/ots/how_to/faq2.shtml](http://my.iit.edu/iit/ots/how_to/faq2.shtml) or by logging into the IIT portal. Under the Training and Support tab, in the Office of Technology Service channel, click the Faculty link under How-To’s FAQs.