

Video Conferencing in Goldsmiths

Author: Nigel Fuller

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Goldsmiths has a comprehensive Video Conferencing service, provided from the Prokofiev Room in the Rutherford Building, and using state-of-the-art High Definition technology made by Lifesize Inc. of Texas. This Guide provides basic details of the service.

1. Introduction

Video conferencing is real-time communication via video between two or more people in different locations. Video conferences can be as simple as a one-to-one conversation between a 'local' room and another remote location anywhere in the world, or involve more locations at the same time, more people or more presentation equipment.

Uses of our Videoconferencing Suite might include:

- Teaching: multi-site international seminars, with presenters at local or remote sites.
- Collaborative working: joint research projects
- Management meetings: project administration, progress reports
- Job interviews: local panel interviewing applicant at remote venue, or vice versa
- Vivas : overseas students or examiners at their local site
- College Open Days, Degree Shows or Prestige events.

2. Service Details

2.1 Who can use it

The service is provided from the Prokofiev Room in the Rutherford Building (RB) and is available to all Goldsmiths staff and students from 9:30am–4.30pm Monday–Friday in undergraduate term-time and possibly at other times by special arrangement.

The facilities must be booked in advance, and bookings can be made only by Goldsmiths staff. It is not available for private or commercial purposes.

The Prokofiev Room seats approximately 12 people comfortably at tables, with peripheral seating for about another 10 who may not need to be on-camera or near the table-top microphone.

2.2 Facilities

The system is High Definition, meaning that if the remote link has equally up-to-date equipment both you and they will enjoy superb picture quality, no matter where they are in the world. However, it can still link to Standard Definition sites at lower quality.

You can link up to three remote sites at the same time.

You can use the built-in PC or bring your own PC or Macintosh laptop to use material from the internet, PowerPoint presentations, spreadsheets or any other application.

A Visualiser is provided, which can be used to show pages of a book, artwork (up to A3 size), and small objects.

3. Booking Procedure

1. Prior to making a booking users must attend a User Training session with Nigel Fuller (ext. 7622, email n.fuller@gold.ac.uk). This will take 30 to 45 minutes and will give practical advice on using the equipment and running a meeting over the network. Please note this training is essential, partly because Technicians will not be present during your Video Conferencing event (except in emergencies) so users must be confident in the use of all the facilities they need.
2. Before making a Video Conferencing booking, please check the availability of the Prokofiev Room by following the relevant link on the online booking form at www.goldsmiths.ac.uk/media-services/vc-form.php. You will need to ensure that the room is free for the 30 minutes before and after the actual conference to allow for set-up procedures and tidying up.
3. If the Prokofiev Room is available for your proposed event, complete the online Booking Form at www.goldsmiths.ac.uk/media-services/vc-form.php. Please ensure your booking request is submitted at least 10 days before your planned event. Later bookings cannot be guaranteed.
4. Once the booking is received, the availability of the Prokofiev Room will be checked and the required links will be tested by the technicians. If everything is satisfactory, a confirmation will be returned within 3 working days.
Please do not consider the event confirmed until you have received the confirmation email.

4. Support & Preparation

IT Services provide a designated Support Technician for every video conference. The technician will meet the user at the Prokofiev Room up to 30 minutes before the start of the actual conference to set up the links, deal with any questions and check all presentation materials. The technician will leave before the conference starts, but can be reached in an emergency by calling the IT Services Help Desk on extension 7555.

The Technician will return at the agreed finish of the conference, to tidy up, make ready for the next user and invite the user to fill in the online Feedback Form, to help us improve the service.

If you plan to use any presentation materials (e.g. a PowerPoint presentation, other data to be displayed on a laptop, paper materials, artwork or a model to be shown on Visualiser, etc.) note the following:

- You will need to use your IT Services username and password to log in at the video-conferencing PC.
- This PC has the same software as the open access computers in the RB.
- You can also connect your own laptop. If you plan to use a Macintosh laptop please ensure that you bring along an appropriate VGA adaptor in order to connect to the system.
- Artwork for the Visualiser must be no bigger than A4 to be seen complete.
- Bigger artwork can of course be moved around to be seen in part, and the Visualiser has a Zoom feature for moving in closer.

Video Conferencing events are technically complex and it is wise to prepare 'fall-back' scenarios to cover possible difficulties – this might include sending copies of all papers to each conference participant in advance of the event.

5. Feedback

After using our Video Conferencing service we would be very pleased if you would use the online Feedback Form at www.goldsmiths.ac.uk/media-services/vc-feedback-form.php to tell us how it went and how we might improve our service in the future.