

MOST FREQUENTLY ASKED QUESTIONS

Where are the ITV mailboxes located in Tyler?

- ADM 310
- BRB 2205
- BUS 145, 215
- HPC 3070
- HPR 225
- BEP 247B

Is there an E-mail address at the Longview and Palestine sites that ITV class materials can be sent to?

Please e-mail all class materials before 4:30pm Monday through Friday. Please include in the e-mail: Course, time, date needed, approximately how many copies will be needed and any other special instructions.

Longview—lucityv@uttyler.edu

Palestine—palnurse/exams@uttyler.edu

Will I have to know how to operate the ITV system?

Most ITV classes will have a room assistant or technician in the room with you, who help you operate the system. However, you should call Melissa Hill at (903) 565-5999 in the office of Educational Technology Services to arrange a training session.

What types of class-enhancing capabilities are included with the ITV room equipment?

- DVD and VHS player
- Computer with Internet Access & USB connection
- Document Camera
- Laptop Connection

Will there be someone at the remote sites to proctor exams?

There will be an ITV Room Assistant in the room with your students to proctor your exams.

Who do I contact for a cancelled class?

Send an e-mail to itvsupport@uttyler.edu or call the ITV Hotline at (903) 566-7138.

Who do I contact regarding my Info Account Log-On for the classroom computers?

Matt Scheffrahn 903-566-7158

Tim Crouch 903-566-7476

What if I have more questions about ITV?

You may contact Melissa Hill at (903) 565-5999 in the office of Educational Technology Services.

CONTACT INFORMATION

Tyler

Kyle Stewart, Department Manager,
903-566-7321

John Roberson, Educational Technology Coordinator,
903-566-7420

Nathan Poole, Educational Tech Support Technician,
903-565-5817

Melissa Hill, Educational Technology Support Specialist I,
903-565-5999

Robert Smith, Production Assistant I,
903-566-7138

Jim Fredericks, Production Assistant I
903-566-7127

Longview

Dr. John E. Miller, Director, 903-663-8105

Christy Lewis, AV Equipment Technician, 903-663-8129

Palestine

Susan Harris, Administrative Services Officer I,
903-727-2308

Kathy Finley, Administrative Assistant II,
903-727-2300



**THE UNIVERSITY OF TEXAS
AT TYLER
INTERACTIVE VIDEO NETWORK**

Educational Technology Services
3900 University Blvd., Lib 128
Tyler, TX 75701
Fax: 903-565-5997
ITV Hotline: 903-566-7138
E-mail: itvsupport@uttyler.edu



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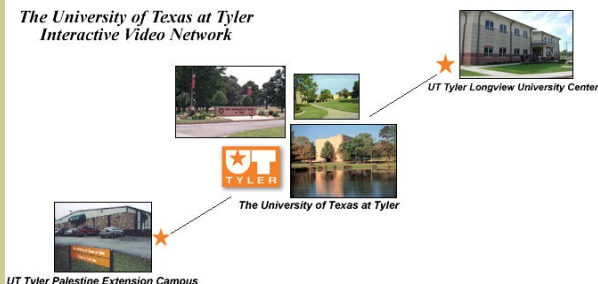
Being an ITV Instructor

OUR MISSION

Through the Educational Technology Services department (ETS), The University of Texas at Tyler offers surrounding communities a variety of innovative distance learning courses by interactive television (ITV). ETS provides and supports leading edge distance learning technologies for the benefit of our students and faculty.

ABOUT ITV

The University of Texas at Tyler
Interactive Video Network



The University of Texas at Tyler ITV Network is composed of twenty-six interactive video classrooms. There are twelve interactive video classrooms on the main campus, five classrooms in Palestine, and nine in Longview.

The ITV System Operations center, located on the main UT Tyler campus, monitors and schedules interactive video courses taught on the main campus as well as Palestine and Longview campuses.

Panoramic cameras, large television monitors, projectors, and sensitive sound equipment allow complete communication between each location.

BENEFITS OF ITV

UT Tyler offers a wide range of courses at each of our Interactive Video locations giving students cost-saving convenience, greater flexibility in scheduling their classes and the ability to reduce travel expenses and commuting time to Tyler.

Students can see and communicate with faculty at UT Tyler, ask questions and participate in classroom discussions. At the same time, the faculty member at UT Tyler can see and communicate with students in the remote locations.

DESIGN TIPS

- Use a minimum 26 point font size
- Use simple sans serif fonts (Example: Arial)
- Avoid using all CAPS
- Keep the text and fonts consistent throughout the presentation
- Make good color choices for the background and text when using PowerPoint
- Avoid using paper that has a glossy finish under the document camera
- All documents placed under the document camera should be in landscape format



TIPS FOR SUCCESS

- Try to involve students at all sites equally
- Get to know your students by name
- Encourage students to interact with you and classmates
- The first day of the semester, introduce your students to distance learning
- Communicate your needs to those who provide support
- Use the microphone at all times when engaged with local students, so the far sites can benefit as well and for recording purposes

For more information, please contact
Educational Technology Services at
ITV Hotline (903) 566-7138 or
itvsupport@uttyler.edu

LONGVIEW CONNECTION



Longview University Center (LUC) has nine ITV classrooms, ranging in capacity from 16 to 40 students. The rooms are staffed by experienced ITV Classroom Assistants who operate and monitor the ITV equipment, take roll, collect and

pass-out course materials, proctor exams and generally assist students and instructors. LUC has an on-site library, computer lab, study rooms and other facilities to accommodate individual and group study, as well as group projects. LUC is open until 10PM on Mondays – Thursdays, 5PM on Fridays, and 4PM on Saturdays. If we can assist you, please feel free to contact our staff, at 903-663-8100.

PALESTINE CONNECTION

The UT Tyler Palestine Campus has five interactive classrooms. Four of the rooms, Pal 101, 102, 114, & 115 are all outfitted with a fully equipped teaching podium. Each podium al-



lows the faculty to use technology to enhance the delivery of the course via ITV. You will be assisted from the Palestine campus by our classroom assistants who will operate the equipment, take roll, collect and pass out course materials, and proctor exams. They can also aid students who may need to make in class presentations. The Palestine Campus has an on site library and computer lab that may be helpful if you have out of class assignments that students may need help with. We want to make your ITV teaching experience a good one. Please feel free to contact us directly if we can assist in any way at 903-727-2300.