

## Most Frequently Asked Questions

### *Will I be on camera?*

Yes, in an ITV course you might be on camera several times during each class. You may feel a little uncomfortable the first few times you see and hear yourself, but don't worry, you'll quickly get used to it—remember, everyone else feels the same way!

### *Will there be an instructor in the room with me?*

The majority of the classes do originate from Tyler. However, your instructor may be lecturing from any of the sites connected in the conference.

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

Most classrooms will have a room assistant or technician in the room who will control the equipment. In rooms without a room assistant, the instructor will be controlling the system. If you are required to use the equipment to give a presentation, your instructor or room assistant can assist you.

### *How can I contact my instructor?*

You may contact your instructor outside of class by phone, e-mail, or fax. Your instructor will provide you with his/her contact information and office hours.

### *How do I turn in assignments?*

The assignments will be collected by an ITV Room Assistant at each site. The assignments are then sent by courier to the instructor.

### *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 II, 903-565-5817

*Melissa Hill*, Educational Technology Support Specialist, 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***

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Fax: 903-565-5997  
**ITV Hotline—903-566-7138**



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



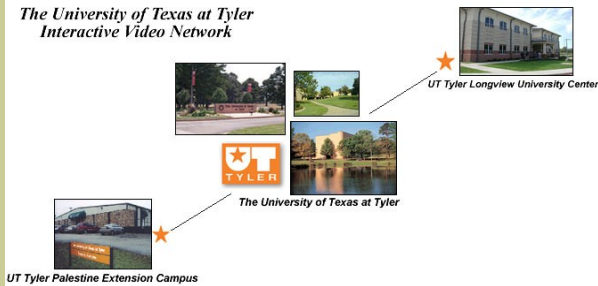
# Being an ITV Student

## 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.

## ITV Etiquette

The equipment in the ITV rooms and the number of remote sites that connect to a videoconference all contribute to the unique atmosphere of the ITV classroom. Along with this unique environment come new rules for ITV etiquette:

- **Be Heard!** Face forward and speak in a slightly raised voice. When speaking, identify yourself by name and site: "This is Dennis in Tyler."
- **Be Active!** ITV is not passive television viewing; it's an interactive course in which you are expected to participate. If you don't understand something, speak up. For questions about individual grading decisions, approval for a paper topic, or other individual matters, contact the instructor outside of class using the contact information provided by the instructor.
- **Be Assertive!** If there is a problem with the video or audio, let the room assistant and instructor know, so ITV Tech Support can be contacted to correct it.



For more information, please contact Educational Technology Services at (903) 566-7138.

## 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



Established in 1995, the UT Tyler Palestine Campus offers five interactive classrooms. Courses offered include Nursing, Business, Liberal Arts, Health Professions, and Education. Seven full-time nursing faculty are based at the Palestine Campus. All ITV classes are monitored by on-site video technicians. They will operate the equipment, proctor exams, distribute class materials, and pick up any assignments that are turned in. The UT Tyler Palestine Campus has an on-site library and computer lab to assist you in successful completion of your course work.