



ANTELOPE VALLEY COLLEGE

Instructional Multimedia Center

I M C

Manual

**DEPARTMENTAL
POLICY AND
PROCEDURE**



Antelope Valley College

Instructional Multimedia Center

Departmental Policy & Procedure MANUAL

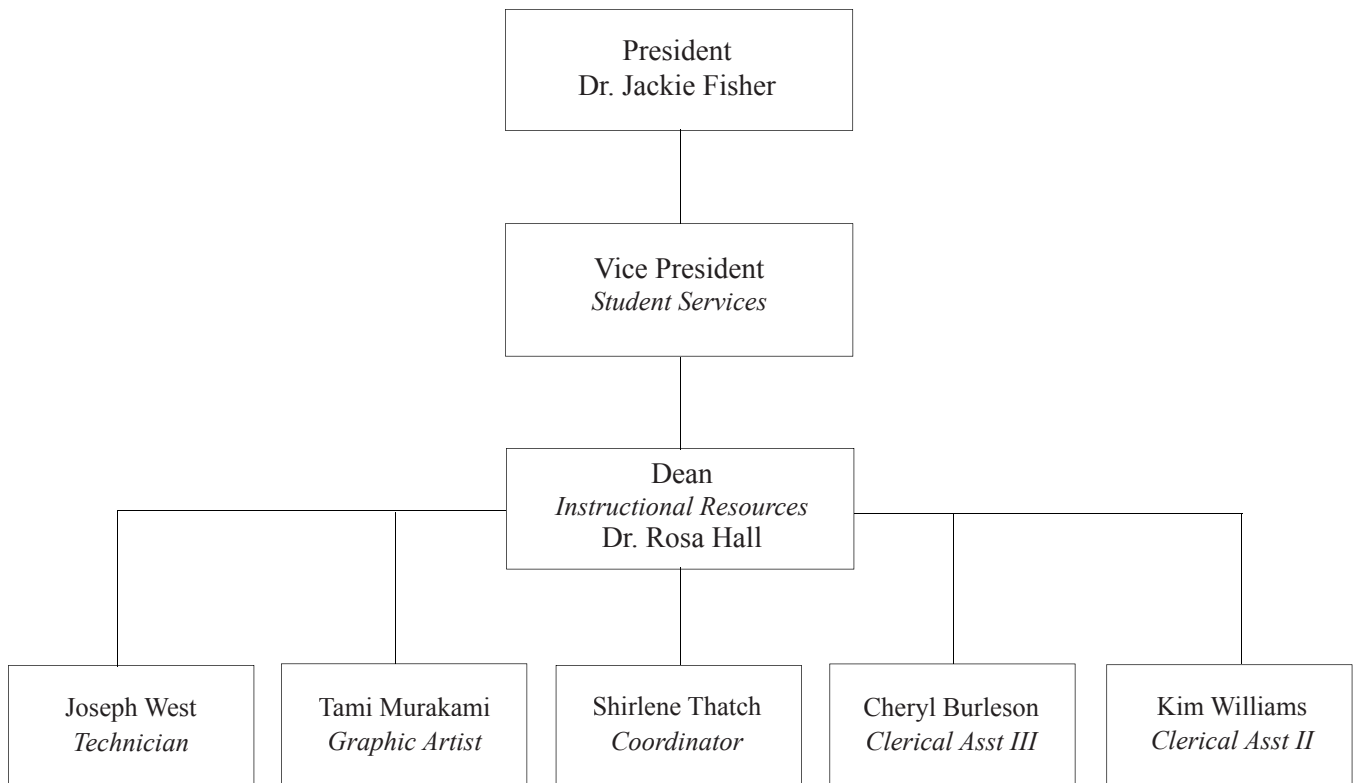
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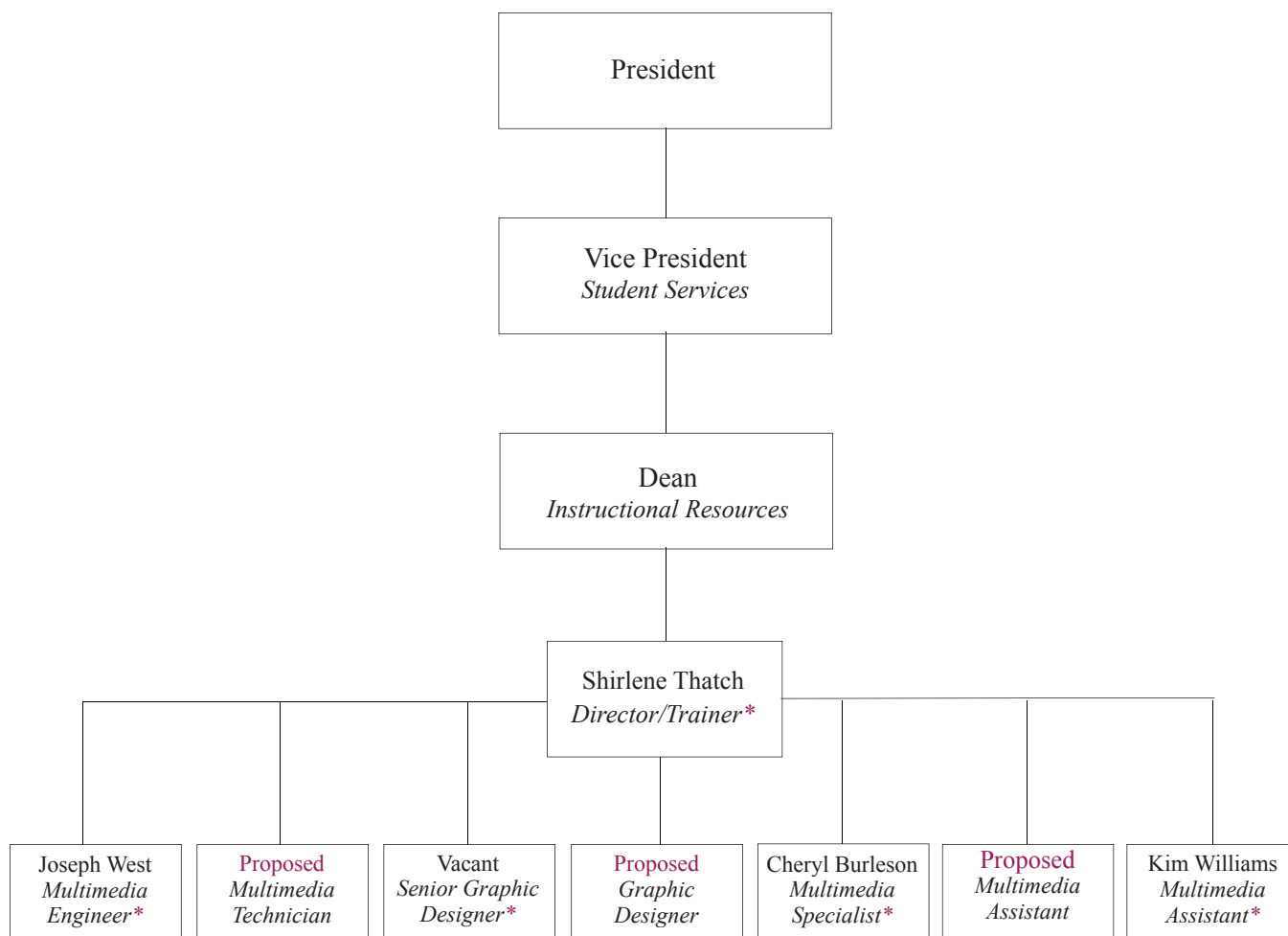
Antelope Valley College/Instructional Multimedia Center



Organization Chart

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Order of Priorities

1. *Reclassification of positions to reflect actual duties and responsibilities of employees.
2. Hire a Graphic Designer.
3. Hire a Multimedia Technician.
4. Hire a Multimedia Assistant.



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MISSION

The mission of the Instructional Multimedia Center is to deliver quality education responsive to the needs of the college community and to facilitate open access and achievement by offering students, staff, faculty, and administrators a personal approach to academic success through independent study, individualized tutoring and alternative modes of instruction, and providing effective solutions to multimedia and communication challenges.





OBJECTIVE

The IMC is dedicated to preparing students to be active, responsible members of a world that is rapidly changing through technology. The objective of the Instructional Multimedia Center is to support and assist the instructional program priorities of teaching, learning and student success in the context of a multicultural environment. We strive to ensure that all persons in AVC's learning community become skilled in the selection and use of multimedia tools and technologies as well as skilled in the exploration of ideas.

The IMC is committed to providing a balanced curriculum and to maintaining an environment that encourages excellence, varied approaches to teaching and learning styles, critical and independent thinking, academic freedom, diversity, and mutual respect for all people and cultures. The IMC further strives to inspire students and staff to become independent researchers and life long multimedia users.



In order to fully utilize modern technology in an academic setting, students, faculty and staff must have access to the tools and training that allow them to step into the future. To be really cutting edge one needs to utilize effective multimedia presentations that stretch technology and creativity to the maximum.

IMC is a center of people and technology that provides the tools necessary to do just that and the knowledge needed to use them. At IMC we can take you to the final frontier of digital expression by providing a variety of services to students, faculty, and staff.

The following information will take you to specifics about our facility and services. You may choose to view the information based on what user group you fall into or by going directly to the information on a specific service/facility.





Staff and Hours of Operation

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IMC STAFF



From left to right: Cheryl Burleson, Clerical Asst. III;
Shirlene Thatch, Coordinator; Joseph West, Technician;
Tami Murakami, Graphic Artist.
Front: Kim Williams, Clerical Asst. II

HOURS OF OPERATION

Normal Hours of Operation

Monday - Thursday	8:00 AM - 8:00 PM
Friday	8:00 AM - 3:00 PM



Services Available to Students





PURPOSE

The IMC contains over 3,000 titles of programs which are available for student viewing. This section outlines the procedure necessary for users to access the multimedia.

DEPARTMENTAL POLICY

- Media are for viewing in the IMC, only.
- Media may not be checked-out of the IMC by students.
- Media cannot be reserved by students.
- Media is available to users on a first-come first-served basis.

SCOPE

The IMC houses multimedia in all disciplines for users to complete research for term papers, as reference material to write a paper, for self-tutoring purposes, or for enjoyment to fill time between classes.

PROCEDURES

1. Sign-in.
___ Sign-in on the white *Student Sign-In Record*, located at the front counter.
2. Request the media.
Complete a white *Check Out Slip*, located next to the *Media Catalog* and on the front counter.
 - a. The media accession number can be located in the *Media Catalog*. There is a hard copy of the *Media Catalog* on the counter and there is a copy of the catalog on all of the IMC computers located in the lobby.
 - b. An IMC assistant will assist you if you have difficulty filling out the slip.
3. Present your identification.
Present your current ASO card or current driver's license to the IMC assistant at the counter with your *Check Out Slip*. Your identification will be held at the counter during your stay in the IMC.
4. Return the media.
When you have completed viewing/listening to the multimedia, return it to the IMC Assistant and your identification will be returned to you.
5. Sign-out.
___ Sign-out on the white *Student Sign-In Record*, located at the front counter.



Audiotape Duplication

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PURPOSE

The duplication of audiotapes is a service provided to students free of charge. The following section will provide directions to student's on the appropriate way to request this service.

DEPARTMENTAL POLICY

- Students must be enrolled in the class to request duplication of foreign language tapes.
- IMC accepts the following audiotape brands: Scotch, Sony, TDK, Maxell, Fuji, BASF, and Memorex.
- Audiotape duplication is done on 60 and 90 minute tapes, only.
- We cannot accept 100 or 120 minute audiotapes.
- Allow 24 hours for duplication.
- There is no limit on the amount of audiotapes that can be left by a student at any given time.
- IMC does not assume responsibility for damaged audiotapes.

SCOPE

Audiotape duplication is a free service to students. Media available for duplication include:

Foreign Languages

Spanish I, II, & III
German I, II, III & IV
French I, II, III & IV
Chinese
Latin

Classroom Lectures

Physiology
Anatomy
Microbiology
Geology
Geography
Physical Geography
Physical Science

Telecourses (audio portion only)

American Adventure
By the Numbers

PROCEDURES

1. Label your audiotape(s).

Write you name, social security number, subject, and tape number or lecture date directly on your tape.

- a. Geology, Geography, Physical Science, and Physical Geography tapes must



include class day and time as well as lecture date on the audiotape label.

2. Place your audiotape(s) in the box.
Place your tape(s) in the box at the front counter labeled *Tapes for Duplication*. Do not leave your tape case(s).
3. Sign-in.
 - a. Sign the blue *Tape Duplication* form at the front counter.
 - b. Leave the “initial and date” columns next to your name blank to be filled in when you pick-up your audio tape(s).
4. Allow 24 hours.
Allow 24 hours for duplication. During peak times of the year, such as the first month of each semester, the duplication time may extend beyond the normal 24 hour processing time.
5. Pick-up your completed audiotape(s).
Tell the IMC Assistant at the counter that you left a tape for duplication, what subject you had recorded, and the name as it appears on the audiotape.
6. Sign out.
Find your name on the blue *Tape Duplication* form. Initial and date next to your name to verify receipt of your completed tape(s).
7. Verify your tapes.
When possible, take the time to check your audiotape(s) before you leave the IMC.
8. Problems?
Although we make every effort to record your media correctly, we sometimes make an error. Should you discover any problems with your completed audiotape(s), return the tape(s) to an IMC Assistant and we will be happy to correct the problem for you.



PURPOSE

The duplication of instructional CD's is a service provided to students at a nominal fee. The following section will provide directions to student's on the appropriate way to request this service.

DEPARTMENTAL POLICY

- Students must be enrolled in the class to request copies of foreign language CD's.
- Allow 24 hours for duplication.
- There is no limit on the amount of CD's that can be requested by a student at any given time.
- CD's must be paid for at the time of request.
- IMC does not "buy back" used CD's
- Student's may *NOT* bring in their own blank CD to have burned.
- CD's will be made in available in CD-ROM, CD audio, and/or MP3 formats.

SCOPE

CD duplication is a service to students of instructional materials provided by instructors. Media currently available for duplication include:

Foreign Languages

Spanish 101

Spanish 201

Allied Health

____Nursing Science 101

Nursing Science 201

Vocational Nursing 103

Classroom Lectures

Astronomy 101

Geography 101

Geology 101

Physical Science 101

PROCEDURES

1. Requesting a CD.

Write you name, social security number, subject, and CD number or lecture date on the *CD Request* form.

2. Pay for the CD.

There is a \$3.00 charge for each CD requested. CD's must be paid for at the time of the request.

3. Pre-recorded CD's

The IMC will make every effort to have CD's pre-recorded and ready for



purchase.

4. Getting a CD burned.

In the event that a pre-recorded CD is not available, a copy will be burned. Allow 24 hours for this process. During peak times of the year, such as the first month of each semester, the burning time may extend beyond the normal 24 hour processing time.

5. Pick-up your completed CD.

Tell the IMC Assistant at the counter that you requested a CD to be burned, what subject you requested, and the name it was requested under.

6. Sign out.

Find your name on the blue *CD Request* form. Initial and fill-in the date next to your name to verify receipt of your CD.

7. Verify your CD

When possible, take the time to check your CD before you the IMC.

8. Problems?

Although we make every effort to burn your media correctly, we sometimes make an error. Should you discover any problems with your completed CD, return it to an IMC Assistant and we will be happy to correct the problem for you.



PURPOSE

Each semester, the IMC hires a number of student assistants. The IMC offers student employees the opportunity to work in a flexible environment while gaining valuable experience. This section explains how a student can pursue employment in the IMC.

DEPARTMENTAL POLICY

Prospective workers are tested and interviewed.

SCOPE

IMC hires students through the Job Placement Center who are eligible for Federal Work Study (FWS) and those who qualify for the Cal Works program. General funds are extremely limited to provide employment for students who do not qualify for FWS or Cal Works. Most of the general funding is extinguished during the summer. Students are scheduled regular hours according to their own schedules and receive customer service, software and multimedia equipment training.

PROCEDURES

1. Enrollment Requirement

In order to qualify for and IMC student assistance position during Fall or Spring Semesters, a student must:

- be enrolled in at least 6 units, and,
- be eligible for FWS and/or the Cal Works program.

In order to be hired in an IMC student assistant position during a summer term, a student must be enrolled in at least 3 units.

2. Hours

- Students employed under FWS are allowed to work no more than 20 hours per week.
- Students employed under the Cal Works program are allowed a combined 32 hours per week between class hours and work hours.

3. Applications

Applications are available in the Job Placement Center. Students must complete a financial aid packet and submit the required paperwork to the Job Placement Center. The IMC files an employment request with JPC and students are referred to us by the JPC.



4. Test and Interview

All prospective Student Assistants are required to take a written test, a typing test, and are interviewed by the IMC Coordinator.



Services Available to Faculty and Staff





PURPOSE

Various types of multimedia equipment are available for classroom or other instructional use. This section outlines the procedure necessary to obtain and use the equipment.

DEPARTMENTAL POLICY

- Equipment is for instructional purposes, only. Materials may be used in the classroom and for other instructional support use.
- Equipment is available on a first come first served basis, but classroom instructional support always takes priority over other uses.
- Equipment is available from the IMC for faculty and staff loan on a daily, weekly, or semester basis. Weekly and semester checkout of equipment is limited, depending on the demand and availability.
- Equipment is not checked out to students. However, if a student needs a piece of equipment for a class presentation, the equipment can be checked out to the instructor of the class and the instructor will be responsible for the materials used.
- Equipment must be reserved as far in advance as possible, although later requests will be accepted subject to equipment, space, personnel availability. Reservations are accepted by faculty or staff, only.
- Failure to return equipment at the time you agree to is likely to deprive other clients of its use and will result in borrowing privileges being revoked after the third late return.
- Although IMC is not sufficiently staffed to provide labor to deliver and operate equipment, we can train the user to operate the equipment.
- Equipment is intended for instructional support and may not be used for student organizations.
- Equipment should never be left in an unlocked room or classroom. Multimedia equipment are prime targets for theft.



SCOPE

The IMC provides a wide variety of multimedia equipment including:

VCRs (VHS)	Television monitors (27" & 35")	LCD projectors
Overhead projectors	35mm slide projectors	Videodisc players
DVD players	16mm film projectors	Laser pointers
Projection screens	Cassette player/recorders	Easels
Record players	Opaque projectors	CD players
Portable PA	Mini Vox	Laptops (PC & Mac)
Smart Carts (LCD/laptop/VCR/DVD)		

PROCEDURES

1. Reserve the equipment.

Requesting multimedia equipment is easy.

- Phone
IMC direct 722-6451
Kim Williams x6072
Cheryl Burleson x6210
- E-mail
kmwilliams@avc.edu
cburleson@avc.edu
- Mailroom
Submit a request in writing stating your name, your department, the desired equipment, and the date and time needed.
- Visit the IMC
Reservations may be made in person at the IMC counter.

Please make your request at least one day before you plan to pick up the item.
This will help us to assign the proper equipment to meet your multimedia needs.

2. Extended use of equipment.

If equipment will be needed overnight, make this request at the time the reservation is made. Completion of an *Request to Extend Use of Equipment* form will be necessary, documenting the anticipated return date and time. The IMC Coordinator must approve all extended use requests.

3. Off-campus use of equipment.

If equipment will be needed off campus, an *Off-Campus Equipment Check-Out Request* must be completed and approved by the Dean of Instructional Resources prior to making the equipment reservation.



4. Equipment use for events.

Complex requests that require professional setup, may be made by submitting an *Events Request* form to the IMC. Event requests should be placed well in advance of the event.

5. Pick up and sign for the equipment.

IMC does not have sufficient staff to deliver and setup equipment. Equipment must be picked up at the IMC by faculty or staff. Users must sign the reservation sheet, acknowledging use of the equipment.

Students may pick up equipment only if the following criteria have been met:

- Faculty/staff reservation was made /or
- Faculty/staff have sent a signed note with the student and make the request -- specifically stating the equipment that is being requested and notating the division.

Our *Classroom Technology Matrix* will show in which rooms equipment have been permanently installed.

6. Returning equipment.

Return the equipment immediately after use to ensure the next client will have the needed equipment. IMC staff will document the equipment return time on the reservation sheet.

7. Extending the use of equipment.

If it is necessary to extend the use of the equipment, call the IMC at x6451.

8. Overdue equipment.

If equipment is not returned, a late notice will be sent to the user. If the equipment is still not returned, a second late notice will be sent with a copy to the respective Dean. Upon the third such offense, all IMC user rights will be revoked.



PURPOSE

This section outlines the procedure necessary to obtain and use the multimedia

DEPARTMENTAL POLICY

- Media are for instructional purposes, only. Media may be used in the classroom and for other instructional support.
- Media are available on a first-come first-served basis, however, classroom instructional support always takes priority over other uses.
- Media are available from the IMC for faculty and staff loan on a daily basis. If the media is needed overnight or for an extended period, an *Extend Media* request must be completed.
- Media must be reserved as far in advance as possible to ensure its availability, although later requests will be accepted, subject to availability. Reservations are accepted by faculty or staff, only.
- Media are not checked out to students. However, if a student needs a piece of media for a class presentation, the media can be checked out to the instructor of the class and the instructor will be responsible for the media used.
- Failure to return media at the agreed time is likely to deprive other patrons of its use and will result in borrowing privileges being revoked after a third late return.
- Users are responsible for the cost of replacing lost or damaged media, in addition to a processing fee.
- The IMC observes the Copyright law as set forth in Title 17, U.S. Code, Sec. 107.

SCOPE

The IMC multimedia library contains over 3,000 titles of programs which are available to faculty for regularly scheduled college courses both on and off campus, as well as other instructional purposes; and for student use to research a subject, self-tutoring, or for enjoyment.



PROCEDURES

1. Reserve the media.

Requesting media is easy.

- Phone

IMC direct 722-6451

Kim Williams x6072

Cheryl Burleson x6210

- Email

kmwilliams@avc.edu

cburleson@avc.edu

- Mailroom

Submit a request in writing stating your name, your department, the desired equipment, and the date and time needed.

- Visit the IMC

Reservations may be made in person at the IMC counter.

Please make your request at least one day before you plan to pick up the item.

This will help us to assign the proper equipment to meet your multimedia needs.

2. Extended use of media.

If media will be needed overnight, make this request at the time the reservation is made. Completion of an *Extend Media* request will be necessary, documenting the anticipated return date and time. The IMC Coordinator must approve all extended use requests.

3. Pick up and sign for the media.

Media must be picked up at the IMC by faculty or staff. Users must sign the reservation sheet, acknowledging use of the media.

Students may pick up media only if the following criteria have been met:

- Faculty/staff reservation was made /or
- Faculty/staff have sent a signed note with the student and make the request -- specifically stating the media that is being requested and notating their division.

4. Returning media.

Return the media immediately after use to ensure the next patron will have the needed media. IMC staff will document the media return time on the reservation sheet.



5. Extending the use of media.

If it is necessary to extend the use of the media, call the IMC at x6451.

6. Overdue media.

If media is not returned, a late notice will be sent to the user. If the media is still not returned, a second late notice will be sent with a copy to the respective Dean. Upon the third such offense, all IMC user rights will be revoked.





PURPOSE

This section is designed to assist faculty and staff in planning and reserving technical assistance for a special event on campus.

DEPARTMENTAL POLICY

- Events must be instructional in nature, such as Flex, Staff Development, and classroom presentations.
- Events must be scheduled a minimum of two (2) weeks on advance.
- The IMC does not provide technical support or equipment for ASO club activities
- Internet access must be verified through the ITS department.
- Technical assistance during an event is available only with specialized set-ups.
- All weekend events, and many evening events require overtime pay for IMC staff.
- Divisions/groups requesting service that requires overtime pay for IMC staff will be responsible for providing the overtime pay.
- User assumes responsibility for damage or unnecessary abuse of school equipment or media growing out of the use of said items.

SCOPE

The IMC provides a wide range of services for events, including public announcement systems, audio taping, video taping, smart-cart and smart classroom systems, as well as a variety of hybrid systems.

PROCEDURES

1. Event Request form.

Requesting technical assistance for an event is a one-step procedure. Pick-up an *Event Request* form from the IMC and fill it out.

2. Overtime pay.

Should the request require overtime pay for IMC staff, appropriate authorization approving the overtime must be submitted -- notating the account covering the overtime pay, in writing, with the event request.



PURPOSE

The following section will provide directions to faculty on the appropriate way to make their lectures and classroom material available for students.

DEPARTMENTAL POLICY

- A master copy of the lecture and/or materials will be housed in the IMC

SCOPE

The IMC can burn CD-ROM, CD audio, and MP3 formats.

PROCEDURES

1. Providing the master material.
There are two ways to provide a master of the lecture or material to the IMC. First, the instructor can simply bring a copy of the completed material to the IMC. Second, lectures can be recorded in a remote site on campus and downloaded through the Internet to an IMC computer. Note: Individuals must consult with the IMC Technician to set-up this service.
2. Once a master is obtained, the IMC will burn copies for student use (see the *CD Duplication* procedure under the *Services to Students* section).



PURPOSE

Media that belong to an individual or a department can be placed on reserve in the IMC for students who may have missed the presentation in class. This section is designed to assist you in placing materials on reserve in the IMC.

DEPARTMENTAL POLICY

- Materials placed in the IMC reserve must be legally acquired in compliance with United States copyright laws.
- The IMC is not responsible for materials damaged during normal use while on reserve.
- Media may be left on reserve for no more than one semester at a time.
- Materials placed on reserve may be released to an instructor and/or their designees needing the item(s) for use in class.

SCOPE

Materials in the following formats may be placed on reserve in the IMC:

Videotape (VHS)

Audiotape

CD-ROM

DVD

CD

PROCEDURES

Placing media on reserve is a simple process:

1. Label media.

Materials submitted to the IMC must be clearly marked with owner's name and the course title. Any special notations or instructions should be placed on the label.

2. Complete a request.

Complete a yellow *Reserve Media* request form.

3. Submit materials to the IMC.

Submit clearly labeled material with a completed *Reserve Media* request form to an IMC assistant at the counter.



4. Retrieving materials.

Return to the IMC and retrieve your materials on or before the date designated on your request. Initial the request form to confirm your retrieval of the materials.



PURPOSE

The IMC will create media brochures to provide a convenient method of displaying available materials for a specific class or program. This section will assist the reader in placing a request for a media brochure.

DEPARTMENTAL POLICY

Allow at least two weeks for completion of brochure.

SCOPE

A media brochure can be prepared for virtually any subject that the IMC supports with media. Currently, the IMC has brochures available for:

African-American Studies	American Indian Studies
Asian Studies	GED Program
Fire Science	Sign Language
TEACH Program	Women's Studies
ESL	

PROCEDURES

1. Contact Coordinator

Contact Shirlene Thatch by phone at ext. 6211, E-mail her at sthatch@avc.edu, or stop by IMC.

2. Identify the media

Identify the area(s) or discipline(s) you would like in a brochure. Brochure may include one or more subject areas.

3. Examples

Examples of brochures are available in the IMC lobby or by asking an IMC



PURPOSE

Recommendations and requests for additions to the IMC media collection are encouraged. This section will guide staff and faculty through the recommendation and request process.

DEPARTMENTAL POLICY

- Materials are not purchased on a first-come first-served basis.
- Emphasis is on materials appropriate for undergraduate level studies mirroring curriculum strengths at AVC.
- Priority is given to materials used in direct connection with classroom instruction.
- The IMC does not purchase materials in obsolete formats.

SCOPE

New materials are selected for the media collection from a number of sources; reviews, articles, film festivals, film markets, contemporary directions in film and video, AVC curriculum, as well as faculty, staff, and student requests. Media are purchased, most commonly, in the following formats:

Videotape (VHS)

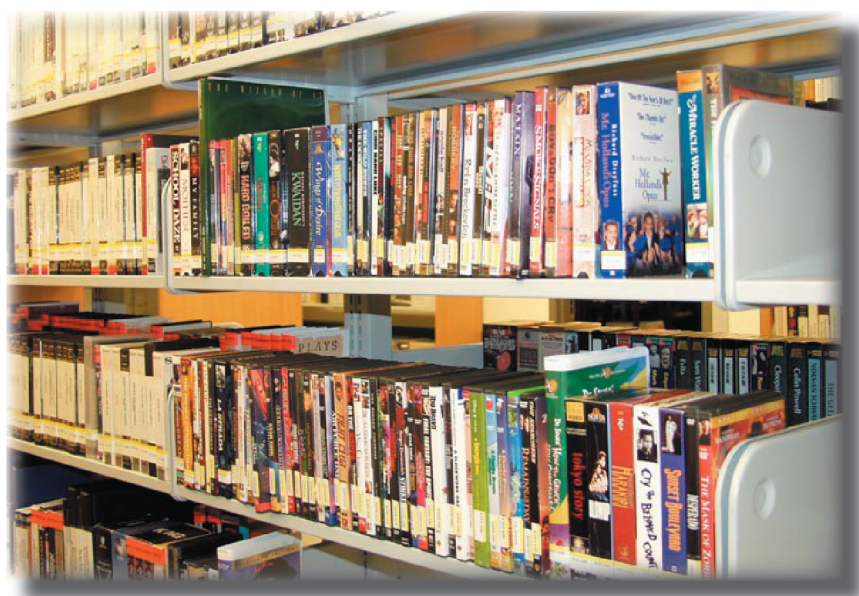
CD

CD-ROM (PC & Mac)

DVD

Audiotapes

Laser disc



**PROCEDURES**

1. Submit a recommendation/request.
 - a. Submit a written recommendation/request to the IMC Coordinator. Include your name, division, title of the media, format preferred, suggested vendor (if known), and the cost (if known).
or
 - b. Submit the catalog or brochure that lists the media with your name and division attached.
 - c. All requests should be submitted to the IMC Coordinator via campus mail,
Email or by delivery to the IMC: Shirlene Thatch x6211
 sthatch@avc.edu
2. Prioritize your list.

If requesting more than one title, be sure to prioritize the titles, with # 1 signifying your highest priority. Although all titles may not be purchased at one time, every effort will be made to purchase the media, as our budget allows.



PURPOSE

Technology is a tool that can enhance education. New hardware and software that facilitates or strengthens the learning process is constantly emerging and changing. The IMC places a high priority on helping faculty and staff integrate technology into their curricula or workspace. This section will guide the reader to the areas where IMC staff can provide consultation assistance.

SCOPE

The IMC staff will be happy to provide current information on the selection and purchase of multimedia equipment, provide the names of vendors, or assist with software, multimedia presentations, and web development.

PROCEDURES 1. Contact the IMC.

For questions regarding the selection and purchase of equipment, contact:

Joseph West x6213	or	Shirlene Thatch x6212
jwest@avc.edu		sthatch@avc.edu

For questions regarding software and multimedia development, contact:

Tami Murakami x6212
tmurakami@avc.edu



PURPOSE

Videoconferencing is a recent development which links meeting rooms and classrooms through digital audio-visual technology. Cameras, microphones, video monitors and state-of-the-art telecommunications technology provide a window to similarly-equipped meeting rooms out of town. The Instructional Multimedia Center handles all videoconference setups for the AVC campus. The following guidelines are intended to streamline the process of requesting videoconference services, and help the IMC to provide a valuable service to the campus community.

DEPARTMENTAL POLICY

- Requests must be made a minimum of **two (2) weeks in advance** to ensure availability of the room, equipment, connectivity and personnel.
- Room reservations, connectivity, equipment support and technical support is coordinated by the IMC staff.

SCOPE

IMC provides a single point of contact for individuals wanting to use videoconferencing. We can connect globally with sites in almost every country in the world. As a member of the 4CNET dedicated system, we have the ability to host and/or connect to all campuses within the Cal State, UC, and California Community College systems, as well as any other system with ISDN384 bonded, 384 kbps capabilities.

Videoconferencing equipment is available for use in rooms BE 118 and BE 132.

PROCEDURES

1. Place your request.
 - a. Requests for videoconferencing should be made a minimum of two (2) weeks prior to transmission.
 - b. Requests must be submitted on IMC *Satellite & Videoconference Request* and a *Training Room Request* forms.
 - c. A videoconference schedule (all written information regarding the program) must also be submitted with the request, including details such as the date and



time of programming, the hosts name, and a contact person and their phone number or email address.

2. Overtime.

The cost of any overtime that is required by IMC staff to complete the videoconference request must be covered by the requestor or their department.

3. Confirmation.

It is always a good idea to confirm your service with the IMC several days prior to the requested videoconference date.



PURPOSE

The Instructional Multimedia Center handles all satellite setups for the AVC campus. The following guidelines are intended to streamline the process of requesting satellite downlinks, and help the IMC to continue to provide a valuable service to the campus community.

DEPARTMENTAL POLICY

- All requests should be made a minimum of **two (2) weeks in advance** to ensure availability of the room, equipment, connectivity and personnel.
- Room reservations, connectivity, equipment support and technical support will be coordinated by the IMC staff.
- Most downlinks permit videotaping of the broadcast for later viewing.
- There are downlink restrictions concerning copyright, duplication, editing and keeping rights and these restrictions vary from program to program. IMC will only operate within the limits of these restrictions.

SCOPE

Requesting this service is a one-stop process for the end user. IMC has the ability to downlink and record satellite transmissions on C and KU band transmissions on two satellite systems: CCCSAT and Steerable. CCCSAT is funded by the California Community Colleges Chancellor's office and has the ability to host and/or connect to all campuses within the CSU, UC, and California Community College systems. The steerable system can be used to select virtually any satellite transmission.

PROCEDURES

1. Place your request.
 - a. Requests for satellite downlinks should be made a minimum of two (2) weeks prior to transmission.
 - b. Requests must be submitted on an IMC *Satellite & Videoconference Request* form.
 - c. A coordinate packet (all written information regarding the program) must also be submitted with the request, including details such as the date and time of the transmission, satellite name and transponder (channel) number., In



most cases, this information is only available to you after you register for the program with the program provider.

2. Selecting a room.

Satellite transmissions will be fed to one of two rooms in the IMC. Room BE 118 is a smaller setting and can comfortably seat 20-25 people — theater style. Room BE 132 is a larger classroom that seats 20-25 people around tables.

3. Fees

There is usually a fee for registration which you or your department must pay the provider in order to register. Coordinates for the downlink will not be provided until the fee is paid.

4. Overtime

The cost of any overtime that is required by IMC staff to complete the downlink request must be covered by the requestor or their department.

5. Confirmation.

It is always a good idea to confirm your service with the IMC several days prior to the requested downlink date.



PURPOSE

The IMC's graphic services provides the campus with a wide variety of graphic design and product services for classroom support, publications, promotional materials for classes, and campus-wide special events. This section outlines the procedure necessary to request graphic services.

DEPARTMENTAL POLICY

- Requestor should allow a minimum of 2 weeks for completion of projects.
- Requestor is responsible for accuracy of information, grammar, and spelling.
- Requestor is responsible for proofing the copy given to graphics.
- The cost of supplies exceeding \$5.00 will be the responsibility of the requestor's department.

SCOPE

The artist can advise, design, and produce your varied projects, including:

Advertisements	Banners	Book layout
Brochures	Certificates	Charts
Diagrams	Film/Flatbed scanning	Fliers
Flow charts	Forms	Invitations/Announcements
Laminating (24" wide max.)	Logo design	Maps
Photography	PowerPoint presentations	Program cover design
Signs	Software support	Tags/Name plates
Transparencies	Window displays	Web page design

PROCEDURES

1. Place your request.

A *Graphic Service Request* form is required for services.

2. Approval of Dean

The *Graphic Service Request* form must be signed by the Dean of Instructional Services until adequate staffing is established in Graphics area.

3. Proof your copy.

The copy should be checked for spelling and grammar prior to submission.



4. Public Relations review.

All copy must be reviewed by the Public Relations Director prior to submission to Graphics.

5. Final approval of Public Relations.

The Public Relations Director must approve the final publication. Graphics will send the publication to the PR Director prior to releasing it to the requestor.



PURPOSE

The IMC provides the campus with a wide variety of training opportunities. This section outlines the necessary procedure to request or take part in the IMC training programs.

DEPARTMENTAL POLICY

- Training is provided for faculty, staff and administrators.
- Training is provided in beginning, intermediate, and advanced sections.
- Training is provided on a first-come, first-served basis.
- Training sessions have limited seating.
- Training will include sessions for PC and Mac formats.

SCOPE

Training is provided through a variety of mediums including: satellite downlinks, videoconferencing, and classroom instruction.

Training sessions will be made available on a variety of multimedia equipment, videoconferencing, and a variety of software applications, such as: PowerPoint, Word, PageMaker, Photoshop, and FileMaker Pro.

Sessions will be presented in a hands-on format.

PROCEDURES

1. Notification of Training.

Notification of upcoming training sessions, satellite downlinks and videoconferences will be set through the Email to all_avc.

2. Make a request.

To request training that has not been advertised, contact Shirlene Thatch, IMC Coordinator, at x6211. To request an unadvertised satellite downlink or videoconference, refer to the *Satellite Downlink/Videoconferencing Procedure* in this section.

3. Sign-Up

Call the IMC to reserve a seat for a training session at x6451, x6211 or Email request to sthatch@avc.edu.



Facilities and Services





PURPOSE

The IMC has four viewing rooms available to students, faculty and staff. This section outlines the procedure for using the rooms.

DEPARTMENTAL POLICY

- The rooms are available on a first-come, first-served basis.
- There is a two-hour time limit on usage.
- Patrons must use the rooms quietly.
- There are no food or drinks allowed in the viewing rooms.
- Patrons are not to put their feet on the walls or furniture.
- Viewing rooms are reserved for viewing videos and DVD's, only. Audiotapes must be used at the carrels in the IMC lobby.
- Students may view multimedia from the IMC library, only. Outside materials may not be used on IMC equipment.
- When the viewing rooms are filled, viewing may be made available in the lobby, on a limited basis.
- Patrons may be asked to leave the IMC for using inappropriate behavior in the viewing rooms. For severe offenses, students may be referred to the Vice President of Student Services.

SCOPE

Viewing rooms are made available for instructional purposes to all individuals. Patrons are not required to be enrolled as AVC students.

PROCEDURES

1. Sign in.
Students must sign in at the counter on the white *Student Sign-in Record*.
2. Identification is required.
Patrons must provide a current student ID or current driver's license to use media in the IMC. The ID will be held at the counter during the patron's visit.



3. Equipment instructions.

Instructions for equipment usage will be provided as necessary.

4. Return media to IMC staff at counter.

When leaving, students must return the media to the counter, if appropriate, and sign out. The IMC staff will return the students identification.

5. Sign-out.

Sign-out on the white *Student Sign-in Record*, located at the front counter.





PURPOSE

The IMC has two training rooms available to faculty, staff, and administrators. This section outlines the procedure for requesting and using the rooms.

DEPARTMENTAL POLICY

- Room request must be made at least two (2) weeks in advance.
- Training rooms are reserved for training purposes, only.
- Meetings may not be scheduled in the training rooms.
- Classes may not be scheduled in the training rooms unless the class requires a satellite downlink or a videoconference.
- Use of the rooms by outside organizations will be considered on a case by case basis and requires the approval of Dr. rosa Hall and Dr. Jackie Fisher.

SCOPE

Two rooms are available for training purposes: BE118 is setup in a mini-theater format, the smaller, more intimate setting of the two rooms with swing-away desk-top chairs. The room seats 20 and is ideal for workshops, satellite downlinks, and videoconferences. BE132 is structured for a classroom atmosphere and allows for computer use at each station. The furniture is modular and allows for a variety of classroom configurations. The seats 24 at tables and an additional 6 chairs without a desk access. Both rooms are equipped with a ceiling mounted LCD.

PROCEDURES

1. Room availability.

Contact Shirlene Thatch at x6211 to verify room availability.

2. Reserve the room.

Fill out a *Training Room Request* form, available in the IMC.

3. Equipment needs.

Make equipment needs known on the room request for, as well as, special furniture configurations.



4. Internet access.

Inform the IMC staff of Internet needs at the time of request or place a notation on the request form.





PURPOSE

The IMC offers an on-campus repair facility to repair, install and maintain instructional multimedia equipment purchased by or through the IMC. This section outlines the procedure necessary to request equipment maintenance and repairs.

DEPARTMENTAL POLICY

- IMC will make every attempt to repair equipment in a timely manner.
- IMC cannot be held responsible for delays caused by difficulty in obtaining parts.
- Repair work performed by the IMC technician will void the equipment warranty. As a result, equipment will be shipped to the vendor if the manufacturers warranty is still in effect.
- IMC provides maintenance and repair for equipment purchased through the IMC, only.
- Equipment purchased by divisions, must be maintained and repair by outside vendors. All arrangements for repair must be made through the division office.
- Bulb replacement is provided for IMC equipment, only.
- IMC will not, under any circumstances, repair equipment owned by individuals, even if used for instructional purposes.
- Permanently installed equipment and equipment that is too large or too fragile to transport easily may be repaired on-site.
- Classroom and lecture hall support equipment normally takes precedence over other repairs.
- IMC does not repair or maintain computer equipment. Computers should be referred to the ITS (Information Technology Services). Laptops circulated by the IMC should be returned to the IMC for repair purposes.

SCOPE

The IMC provides preventative maintenance and repairs all equipment purchased through the Instructional Multimedia Center.

PROCEDURES

1. Equipment picked up from the IMC.
Return the equipment to IMC and fill out a *Repair, Maintenance & Cleaning*



Request form stating, in detail, what the equipment was or was not doing.

2. Replacement equipment.

IMC will make every effort to provide a replacement while the equipment is being repaired.

Glossary



ANTENNA	The device that sends and/or receives signals from the satellite. Also referred to as a satellite dish.
BANDWIDTH	The amount of spectrum a communication channel (analog or digital) uses, measured in hertz (Hz).
BROADBAND	A term used to refer to high-speed communication networks that are designed to handle bandwidth-intensive applications.
C-BAND	Refers to the frequency in the 3.4 GHz to 7 GHz range. Portions of this band are dedicated to satellite communications. Satellite downlinks are 3.7 to 4.2 GHz.
COPYRIGHT	The exclusive right to reproduce, distribute to the public (by sale, rental, or other method), perform, publicly display, revise, or prepare a derivative work from a product of artistic or intellectual effort, or to authorize another to perform any of these actions; also, the procedure by which one legally secures this right.
DBS	Direct Broadcast Satellite. A service that uses satellites to broadcast multiple channels of television programming directly to small dish antennas.
DIGITAL	A quantification scheme that allows the conversion of analog information into bits of data. Digitization allows for signal compression and for maintaining signal integrity.
DOWNLINK	The transmission of radio frequency signals from a satellite to an earth station.
EARTH STATION	A ground-based antenna and associated equipment used to receive and/or transmit telecommunications signals via satellite.
FAIR USE	A use of copyrighted material, for purposes of criticism, comment, news reporting, teaching, scholarship, or research, that is not an infringement of copyright.
FCC	Federal Communications Commission. The U.S. federal regulatory agency responsible for the regulation of interstate and international communications by radio, television, wire, satellite, and cable.
FREQUENCY	<p>The rate at which a signal (e.g. electrical current) alternates. The standard unit of frequency is the hertz, abbreviated Hz. If a signal completes one cycle per second, then the frequency is 1 Hz; 60 cycles per second equals 60 Hz.</p> <ul style="list-style-type: none">• <u>Hz: Hertz</u>. The name of the basic measure of frequency with which an electromagnetic wave completes a full cycle from its positive to its negative pole and back again. Each unit is equal to one cycle per second.



- KHz: Kilohertz. Refers to a unit of frequency equal to 1,000 Hertz.
- MHz: Megahertz. Refers to a frequency equal to one million Hertz.
- GHz: Gigahertz. Refers to a frequency equal to one billion Hertz.

ISDN	Integrated services digital network. A standard for the integrated transmission of voice, video, and data developed by the Consultative Committee on International Telephony and Telegraphy (CCITT)
JPEG	Joint pictures expert group. A subgroup of ISO, which has established international standards for the digital compression of still pictures.
KA-BAND	Primarily used in satellites operating at 30 GHz uplink and 20 GHz downlink and is intended in support of future applications such as mobile voice. A portion of the RF spectrum located between 18 GHz and 31 GHz.
KU-BAND	Refers to the frequency in the 12 GHz to 14 GHz range used in support of such applications as broadcast TV, DBS, and direct-to-home television.
MPEG	Moving Picture Experts Group. Develops standards for digital video and digital audio compression. It operates under the auspices of the International Organization for Standardization., the MPEG standards are evolving, each designed for a different purpose.
PUBLIC DOMAIN	Outside copyright protection; a work is said to be “in the public domain” if it is available for use by anyone at any time without explicit authorization.
STREAMING	Streaming video is a sequence of “moving images” that are sent in compressed form over the Internet and displayed by the viewer as they arrive. Streaming media is streaming video with sound. With streaming video or streaming media, a Web user does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives. The user needs a player, a special program that uncompresses and sends video data to the display and audio data to speakers. A player can be either an integral part of a browser or downloaded from the software maker’s Web site.
T-1	Refers to bit rate of 1.544 million b/s for the United States. The European E-1 transmission bit rate is 2.048 Mb/s.
UPLINK	<p>A radio frequency path through a satellite with a specific bandwidth, uplink/downlink frequency and beam. Transponders can be sold in whole or can be segmented into smaller pieces of bandwidth.</p> <p>The transmission of radio frequency signals to a satellite from an earth station.</p>

Evaluation



The Instructional Multimedia Center is committed to providing quality instructional support to the college community. Please assist us by answering the following questions and returning this page to our office. You may simply clip the page and send it through campus mail. Your assessment will be important to us as we prepare future updates of the manual.

Is there additional information that you would like to see included in future editions of the Instructional Multimedia Center Policy and Procedure Manual?

	Needs Improvement				Excellent
Comprehensiveness of information	1	2	3	4	5
Organization of information	1	2	3	4	5
Usefulness of information	1	2	3	4	5
Legibility of format	1	2	3	4	5
Overall quality of Manual	1	2	3	4	5

Please offer any suggestions for improvement.
