



We're Here For You

Murray State University, 303 Sparks Hall, Murray, KY 42071 (800) 669-7654

ITV FACILITATOR DUTIES AND RESPONSIBILITIES:

Pre-Class:

1. Show up for class at least 15 minutes early. This is especially important if it is the first day of class. REMEMBER! Showing up late or not at all without prior notification could result in immediate TERMINATION.
2. If necessary, power up all the equipment.
3. Check to see if each distant site is turned on and operating properly. Perform an audio and video check with each site by talking to them and verifying that you can see and hear each other. Correct any problems you might encounter, and report them to [Mark Underwood](#).
4. Check the room. If things are not prepared for class, fix it.

Are paper and pens available for the Elmo?
Are chairs, tables, and microphones in neat order?
Do cameras need to be focused or adjusted?
Is there adequate fax paper?

5. When the student arrives, see if there are any special instructions or needs for today's class.
6. For the first day of class, site coordinators are required to provide a brief orientation to the students regarding class operation. Please refer to the [orientation checklist](#) for exact details. You can view this checklist by clicking [here](#).
7. Check the VCR record setting on the codec. Make sure that it is set to Local Site if the teacher is in Murray or Far Site if the teacher is at a remote location. Prepare tape for recording.

During Class:

1. Site Coordinators are required to observe the first 15 minutes of class in order to ensure that everything is working properly and to address any support needs that

the students may have. If you choose to leave the classroom, please leave a phone number and a location where you can be reached in the event of any problems.

2. Make sure the camera is showing what the students need to see - teacher, Elmo, or students.
 3. Audio problems are devastating! This includes feedback, cutting in and out, static, etc. When this problem occurs, inform the remote sites immediately so they can correct the problem.
 4. Be observant of the class. Make sure you record any important information regarding the class. This includes upcoming tests, class cancellations, guest speakers, or any special needs that the instructor may have.
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Post Class:

1. Direct the instructor to the phone in the tech office if distant students need to speak privately, and request the distant students to mute their mikes for further privacy.
 2. Do not let one instructor take time from another instructor, either beginning or ending.
 3. Ask the instructor or the students if there are any special needs for the next class. Make a note if there are and take care of it.
 4. Take recorded tape, label it, and store it with the other tapes.
 5. E-mail or Phone any technical problems to [Mark Underwood](#). Note any special instructions or class changes to all ITN personnel at all sites. Do not assume that others know of upcoming exams or class cancellations.
 6. If it is the last class of the day, turn equipment off, straighten up room, and lock up.
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REMINDERS:

1. THERE ARE NO EXCUSES FOR BEING LATE OR NOT SHOWING UP. DOING SO MAY RESULT IN IMMEDIATE TERMINATION.
2. If a work conflict occurs, contact [Trevor Miller](#) or [Mark Underwood](#) .
3. Always be calm and reassuring to students and faculty when problems arise. Give an approximate time for making adjustments. If a major problem arises, present instructors with the various options for the class.

4. Always be polite to instructors, students, and site facilitators. Report any problems to ITN personnel.

5. Keep track of important dates.