

What about... on-the-ground support issues?

Topic Summary

Although training, workshops, and various resources can be made available to staff who are capturing lectures, there is still a need to support them in more immediate or informal ways. A department's technical services staff may be a familiar point of contact for staff and will likely receive queries regardless of whether they are the primary support point for lecture capture.

This document condenses some common 'on-the-ground' support needs of lecturers and can help staff developers and technical staff prepare for implementing the technology.

Resource Summary

Topic: Staff support

Authors: Imran Ali

Institution: Coventry University

Target audience: Staff developers, support staff, a/v staff

Keywords: technical; editing; training; delivery; issues;

Date produced: 01 October 2010

Comment:

Things to Consider

- Editing capability is a common concern of lecturers and they may request to be shown how or to have someone do it for them
- Failing technology (e.g. visualizer appearing scrambled, cables unplugged) is uncommon but can often ruin a captured lecture
- Although room installations generally do not require any technical knowledge or training, lecturers may want to visit the room, see relevant equipment, or do a test-run
- Some lecturers feel pressured to begin lecturing as soon as 'the light is on' or are otherwise uncertain about other delivery or technical issues

Practical Suggestions

- Editing services will vary by system and institution, however support staff should be ready to advise lecturers on what can be done, how to do it, or where to get support or training.
- Have a technical contact for immediate technology failures, e.g. microphone not working
- Perform periodic checks on cabling and installation
- Information on booking a recording
- If practical, relevant staff should accommodate requests for one-to-one training and 'tours' of a capture room. These help inform a lecturer and increase their confidence about the technology.
- Basic delivery and technical advice such as staying lit, where to stand, and making sure the mic is on.

Resources

ELTAC document: What About... A/V support?

ELTAC document: What About... delivery tips?

ELTAC document: What About... editing your recording?

Author: Imran Ali