

SOP-E-0017	Videoconferencing Services	
SOP Type:	<input type="checkbox"/> Internal SOP - DELTA-level that does not directly affect entities outside of DELTA	
	<input checked="" type="checkbox"/> External SOP - DELTA-level that affects these entities: DELTA classroom users at NC State	
	<input type="checkbox"/> Unit SOP - DELTA individual unit(s) affected:	
Contact:	DELTA Business Office	
Effective Date:	January 1, 2010	Last Revision Date: October 31, 2017

1. Introduction

DELTA's video conferencing facilities are intended primarily for support of the University's teaching and learning efforts by matching instructional needs to appropriate technology and facilities as cost effectively as possible.

2. Academic Use

Through established scheduling procedures and deadlines, video conferencing facilities are first reserved for the direct support of distance education programs (defined by the University of North Carolina General Administration) as DELTA's video conferencing facilities are funded and supported via distance education funding allocated to North Carolina State University (NC State).

When not directly committed to the instructional service of distance education programs, these facilities are made available for educational, administrative, and other events of recognized University organizations as space *and* personnel support allow.

3. Non-Academic Use

Video conferencing facilities may be requested for non-academic use as facility space *and* personnel resources permit. Use of the video conferencing facilities for purposes other than academic classes is restricted to events and meetings sponsored by one or more of the following:

Colleges, Schools, Departments, and functional units of the University

- University recognized organizations
- University allied or affiliated organizations
- Centennial Campus Partners

4. Access Preference

Preference for use of space will be given within defined time periods to the scheduling of academic courses, and then to University events requiring specific facilities. Space available after those requests are met will be assigned according to established preference priority consideration policies. Priority is based on the primary intent for recording the event. In other words, a University-sponsored event with a recording that might also be used in the future in a DE course would be classified as a University-sponsored event and subject to the VCS Rate card billing.

Within the defined time periods established, space will be assigned based on the following categories of preference/priority, in order:

Uses 1-4 can be scheduled, subject to availability, at no cost.

1. Distance education academic courses, which emanate from or are received by NC State.
2. Interactive instructor office hours and problem sessions, in support of distance education courses
3. Academic courses related to academic consortia or collaborations (e.g. The German Consortium) across multiple higher education institutions

4. Teaching and learning with technology (TLT) training and/or support programs, scheduled by DELTA's Instructional Services unit, acting as a program sponsor.
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Uses 5-9 can be scheduled, subject to availability, according to the VCS Rate Card.

5. Academic courses related to joint degree programs (e.g. Biomedical Engineering) between NC State and other accredited higher education institutions, but without DE components
6. Any other Academic courses
7. University-sponsored events/meetings requiring specific technology facilities.
8. University-sponsored events/meetings that are open to the entire University community.
9. University-sponsored events/meetings that are restricted to membership or internal meetings.
10. Centennial Campus Partners requiring classroom space or services
11. Any other use

Once space requested is assigned, the commitment will be honored. However, Video Communications Services reserves the right to refuse or cancel a reservation if it conflicts with an academic priority. The right is also reserved to change the location of an event if comparable facilities can be provided.

5. Non-University Use

Video conferencing facilities and services are not available for use by groups not affiliated with the University.

6. Standard Scheduling Procedure

Request for video conferencing services must be submitted online through the Video Communication Services website <http://delta.ncsu.edu/video/>. You may contact Video Communication Services at 919-515-3683 for reservation information. When your request has been received, a VCS staff member will contact you to confirm the details of your request. The VCS Program Coordinator will be in touch to discuss room setup, equipment needs, and any other special concerns.

Reservation confirmations will indicate the assigned location, available seating, available technology, and a response to any special requests that was made as a part of the scheduling request.

7. Hours of operation

Video Communications Services provides Video Conferencing Services between the hours of 8:30am and 4:30pm Monday – Friday.

At the present time, video conferencing services are not available on weekends.

8. Food and Drinks

Food and drink are not allowed in any video conferencing facility under any circumstances.

9. Rates

VCS remains dedicated to providing quality, convenient, low-cost services to the University community. However, to cover costs of equipment maintenance and stock material, it is necessary to charge service fees to our clients who require non-DE supported services. Services provided to other University departments as well as all Centennial Campus Partners will be based on the 2017-2018 rate card. Charges for additional support, and media will also apply. Requests

for use of facilities or services by state agencies and non-profit organizations must be approved. Additional charges may be assessed to users requesting remote sites for video conferencing and interactive classes.