

IVC Project Affinity Items

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Ease of Use

- Easy to use
- Have rooms up and ready to use
- Simplicity
 - “Forget about” technology
- Easy to understand
- Help dialog on controls
- Control panels
 - User friendly controls
 - Easy to change cameras, inputs, etc.
 - Ease of switching between equipment
 - Flexibility
- Too many remotes
- When I push a button something happens

Quality

- Equipment works
 - Preventative maintenance
 - “Stuff happens”
- Problem free
- Quality of audio and video
- Non-keystoned screen
- Be able to communicate as if in the same room
- Blue screen of death
 - Wrong input
 - CODEC
- IT does stuff that has a negative effect on equipment

Response

- Quick response to problems
- User feedback - survey
- Evening Supervisors – serve as back-up
- Users unafraid to ask for help
- Access to help – who to call
- Self help easily available

Better Scheduling

- Awareness of IVC schedule
 - System that clearly shows room availability
- Cancel reservations when classes/meetings are cancelled

Training – Equipment

- Demo video on website
- Update training for users

- Required training for everyone that uses IVC
- Train all staff in use of IVC
- Frequent training for upgrades
 - Short periods (20-30 min)
- Students should understand IVC
 - Training before classes
- More issues resolved by user
- “IVC for Dummies” quick training
- Clear and easy to understand instructions in each room
- People use presets
- Keep all mics on like real life
- IVC etiquette with use of microphones
- Speed recycle time of projectors – awareness that lamps need to cool

Delivery of Content

- Have backup plan for IVC
- Flexibility of content
- Attitude of presenter
- Engage all IVC classrooms
- All participants engaged
- Communication between sites

Room Design

- Make equipment “tamper proof”
- Inputs not returned to defaults
- Signage for students
- Room design – not all classrooms!
- Ability to rearrange rooms
- Room is the correct size and fits purpose
- What are differences between Meeting IVC and Classroom IVC?
- Make it seem like you are all in the same room
- Lighting issues – too much or too little
- Why are some rooms Projection and others Plasma?
- Microphones
 - Proper location
 - Wireless
- Wireless connections
- Less cable mess