



## Planning System-Wide Videoconferences

### Trans-Texas Videoconference Network (TTVN)

TTVN has been hosting videoconferences for the campuses and agencies of The Texas A&M University System for almost 30 years. Over this time we've used a number of methods to plan videoconferences that involve all of the System campuses and agencies. The following method has been the most successful and reliable.

There are two parts to planning any videoconference:

- **Room Reservation** – Securing room and time commitments from the campus or agency representatives who manage the specific videoconference rooms.
- **TTVN Videoconference Reservation** – Scheduling all videoconference sites to be connected in the videoconference, using the appropriate **TTVN Site Codes**, with **TTVN Scheduling**.

### Room Reservation Process

1. Designate one person from your organization as the meeting planner to handle all communications with videoconference sites and TTVN.
2. Using a spreadsheet or other suitable document, create your participant list with each participant's name and campus or agency location. List each campus and agency facility by name and city.
3. Go to the online TTVN site list on the TTVN web site at <http://ttvn.tamu.edu/sitelist> . Click on the **City** label at the top of the **City** column to sort the site list by city.
4. Scroll down the list to locate the city and campus or agency facility. There may be many listings for the large campuses and agencies. Choose a listing that most closely matches the location of the participant. If you have questions about sites, call **TTVN Scheduling** at (979) 862-2240.
5. Click on the **Site Code /Site Name** to reveal more of the site information.
6. Mouse over the videoconference **Site Contact's** name to reveal their email address. The email address usually appears at the bottom left corner of your browser window. We've found that email works best for this contact as it gives you a record of your inquiry and the **Site Contact's** response.
7. Email the **Site Contact** with the date, start and end time, title, and leader of the meeting. Also, include the name of the meeting participant at their site. Ask the **Site Contact** to reserve their videoconference room (if available) for the meeting. Ask the **Site Contact** to provide you with an emailed confirmation of your room reservation.

## TTVN Videoconference Reservation Process

1. Go to the TTVN web site scheduling page at <http://ttvn.tamus.edu/scheduling> and click on the ***Videoconference Reservation Form***.
2. Complete the ***Videoconference Reservation Form*** by following the directions on the form. Call ***TTVN Scheduling*** if you need assistance with the online form.

### Some Additional Facts

- Undoubtedly, this process can take some time, particularly if there are many videoconference sites involved.
- Each campus and agency may have multiple videoconference rooms. (There are more than 100 videoconference rooms in College Station alone!) It's very important to make sure that a specific room (with a designated ***TTVN Site Code***) is reserved for your videoconference meeting at each of the desired locations.
- Some listed videoconference rooms on campuses or within agencies may be available for use only by the department or agency. Many videoconference sites are only available weekdays between 8:00am and 5:00pm. Special arrangements may be needed for videoconferences that fall outside of normal business hours.
- Videoconferences may be scheduled with TTVN up to a year in advance and to recur on a monthly or weekly basis. We advise scheduling as early as possible to assure that the videoconference rooms are available.
- TTVN cannot accept multi-site videoconference reservations where participants are told to "just call TTVN to schedule your site for this videoconference". Experience has proven that this method of scheduling leads to confusing and haphazard communications, reservation errors, and missing/wrong sites. It is the responsibility of one ***Designated Meeting Planner*** of the sponsoring organization to coordinate ***Room Reservations*** and ***TTVN Reservations***.
- TTVN can schedule large multi-site videoconferences with as little as one hour's notice, if all of the reservation details, including accurate ***TTVN Site Codes***, are provided. However, short notice does not negate the requirement to reserve the individual videoconference rooms with the ***Site Contacts***.
- If a videoconference will also need a ***Live Video Stream*** or a ***Live Video Stream Recording***, please tell TTVN Scheduling at the time that you make the reservation.
- TTVN can set up a special event videoconference system at a site not usually equipped for videoconferencing. However, there is a TTVN charge for this service based upon labor, equipment, and travel.
- If you need to include videoconference sites outside of The Texas A&M University System, please contact TTVN Scheduling at (979) 862-2240 for assistance.

## Do

1. Do explain the System-wide nature and identify the leader (with title) of the meeting in your email to the **Site Contacts**.
2. Do make sure that the **Site Contact** understands that you are scheduling a videoconference and not just a meeting.
3. If the **Site Contact** doesn't have a videoconference room available, do ask them if they know of another videoconference site nearby.
4. Do be sure to specify a start and an end time for the meeting. It's best to overstate the end time by 15-30 minutes to make sure that another meeting doesn't push your videoconference out of the room if it runs long.
5. Do ask the **Site Contacts** to provide an email confirmation that their site is reserved for the meeting. The email provides proof of the room reservation in case you need it months later.
6. Do ask the **Site Contacts** to provide the specific **TTVN Site Code** in addition to the room location. (TTVN uses Site Codes to identify videoconference rooms, rather than room numbers or IP numbers.)
7. Do telephone the **Site Contacts** if they have not responded to your email within one business day.
8. Please call TTVN Scheduling at (979) 862-2240:
  - If you don't receive timely responses from **Site Contacts**.
  - If you cannot find an appropriate site in the online **Site List**.
  - If you have questions about the online TTVN scheduling forms.

## Don't

- Don't rely on the meeting participants to schedule their own videoconference sites. Experience indicates that it's best if the designated meeting planner contacts the **Site Contacts** directly. We've found that meeting participants may neglect to schedule a videoconference room at their campus or facility. This may result in room conflicts or confusion as to the specific videoconference room reserved.
- Don't schedule the videoconference with TTVN until you have at least 90% of the sites confirmed. The incidence of reservations errors increases if sites are added to a reservation piece-meal.
- Don't assume that any videoconference site will be available. Videoconference rooms are frequently used for other non-videoconference meetings and classes.
- Don't rely on last year's videoconference site list. Videoconference sites and **Site Contacts** may change from year to year. However, a previous year's list of **Site Codes** is a good starting place for creating a new site list.

TTVN Scheduling staff will be happy to assist with information about videoconference sites, Live Video Streams, and other aspects of the videoconference reservations process. Contact TTVN Scheduling at (979) 862-2240.

For immediate technical assistance with any TTVN videoconference or live video stream, please call TTVN Operations at (979) 862-2241.