TTVN Standard Operating Procedures

TTVN staff strive to provide a highly responsive and user friendly interactive communications environment. The following Standard Operating Procedures have been initiated to assure the quality of TTVN videoconference and live video stream events and provide equitable access to TTVN resources.

Questions about TTVN General Operating Procedures should be directed to the TTVN Video Technology Manager or the Associate Director of Texas A&M University Information Technology Telecommunications Division.

A - TTVN Reservations – General

REQUESTOR RESPONSIBILITY - It is the responsibility of the requestor of any TTVN videoconference reservation to schedule the actual videoconference rooms with the appropriate site contacts before submitting the TTVN reservation.

TTVN videoconference and live video stream reservations are accepted via the TTVN online reservation forms at https://ttvn.tamus.edu/scheduling/reservations.php . TTVN staff may decline reservations that do not furnish sufficient details, lack accuracy, or attempt to circumvent other TTVN Standard Operating Procedures.

TTVN staff cannot accept complex email threads as the basis for videoconference reservations.

TTVN staff cannot schedule videoconferences where individual participants or site contacts are directed to call TTVN Scheduling with their site codes. Videoconference reservation site data must be aggregated by a responsible party with the organization requesting the videoconference.

TTVN reservation names must be descriptive of the nature of the event and the organization responsible for the videoconference or live video stream. TTVN staff reserves the right to modify submitted event names to meet TTVN standards or to clarify the nature of events.

All TTVN events must be scheduled in advance and include videoconference sites that have been registered and tested in advance by TTVN.

All TTVN videoconference and live video stream events are published on the TTVN web site Video Schedule page at https://ttvn.tamus.edu/live/schedule.html .

B - TTVN Reservations – Cancellations and Modifications

TTVN reservations may only be canceled or modified by the requestor of the reservation or the designated event leader or course faculty. In no case may a third party cancel or make date or time modifications to a reservation.

Videoconference cancellations or modifications must be submitted by Contact TTVN web form or email ttvn-schedule@tamu.edu and include the TTVN Event ID number of the videoconference.

C - TTVN Resources

Only the TTVN staff may specify the TTVN bridge (MCU) or other technical resources to be used for a videoconference or live video stream.

Bridge operators and individuals responsible for dialing from sites to the TTVN bridges should monitor the TTVN Video Schedule at https://ttvn.tamus.edu/scheduling/ for current TTVN bridge information. TTVN staff may change bridge assignments to meet ongoing capacity or technical requirements after an event is scheduled.

D - TTVN Standard Videoconference Setup and Overrun Periods

As a quality control measure, virtually all TTVN videoconferences include a standard 30 minute setup and test period to provide ample time to connect videoconference sites, test audio/video/content transmission, and resolve any technical or user issues related to the videoconference. Reductions in the 30 minute setup time must be approved in advance by the TTVN Video Technology Manager. Reductions in setup time will only be granted in advance for the following exceptions:

- Back to back or short turnaround use of the same videoconference site(s)
- Standard setup time will interfere with another non-videoconference class meeting in progress
- Standard setup time will interfere with another non-videoconference meeting in progress

Reduced setup time will be applied to all sites in the videoconference. No automated offset entry time is currently available.

Videoconference sites or bridges that must dial into a TTVN bridge due to local technical configurations are expected to meet the standard 30 minute setup period. Bridge sites should also provide a test site to check audio/video/content transmission if they are unable to connect to their actual sites at the time of the setup.

TTVN staff typically schedule a videoconference connection to end ten minutes after the requested end of the event. This practice accommodates differences in clock time at the videoconference sites and reduces the possibility that presentations or conversations will be cut off if the event runs long.

E - Responsibility for Videoconference Room Operation

The TTVN site contact or their local technical support staff is responsible for the setup and operation of their videoconference room(s) for every videoconference.

Quality control at each videoconference site is the responsibility of the local site contact and support staff. Videoconference technical or user issues should be reported immediately by phone to TTVN Operations at 979-862-2241. Recurring issues should be reported by email to the TTVN Video Technology Manager at Contact TTVN.

The TTVN staff maintains a database of site contacts and technical support staff for each videoconference room. Changes to site contact or support staff information should be emailed to Contact TTVN as soon as the change is known.

F - Bridge Operators

Sites that choose to route videoconference connections through a local bridge before their connection to TTVN must provide a bridge operator who is available by telephone during the entire videoconference. Bridge operators must have control of their bridge, either directly or remotely, during the entire videoconference.

G - Telecourses

Telecourse reservations may only be initiated by the course faculty, their designated staff, or campus distance education staff. At no time may a student initiate a telecourse reservation. TTVN staff will refer students to the faculty member or department responsible for the course.

Telecourse reservations must contain the course number, full course title (from catalog), and the course faculty name, telephone, and email address.

H - Videoconference Tests

Tests for existing TTVN videoconference sites must be requested by email or telephone to TTVN Scheduling (979-862-2241 or Contact TTVN) at least one hour prior to the desired test time.

New videoconference sites must complete the online TTVN Site Test Form prior to testing.

Videoconference tests will be scheduled only between 8:00am and 3:30pm Central Time.

Videoconference tests will be scheduled at times mutually agreed by the site contact and TTVN staff.

Videoconference tests will not be scheduled during times of high demand for TTVN resources or Operations staff.

New site videoconference tests will not be scheduled during the first week of the fall and spring semesters.

I - Inactive Sites

A TTVN site that has been inactive for more than six months must schedule and complete a successful test prior to any videoconference.

A TTVN site that has been inactive for more than one year must complete a TTVN Site Test Form and schedule and complete a successful test prior to any videoconference.

J – Live Video Streams and Recordings

Live video streams and recordings should be scheduled at the same time as the initial videoconference reservation. Late requests for live video streams and recordings in conjunction with an established videoconference reservation must be submitted at least one hour prior to the start of the event.

TTVN live video stream and recording capabilities are limited to available resources. Live video stream and recording resources are scheduled on a first come, first served basis. TTVN staff reserve the right to place a live video stream on a specific TTVN channel to meet TTVN operational requirements. TTVN staff reserve the right to change live video stream channels as needed to meet TTVN operational requirements.

All TTVN live video streams are publically available on a specific TTVN live video stream channel on the TTVN Live Video Streams web page . There is currently no provision for private live video streams.

K – Live Video Stream Recordings

Live video stream recordings are customarily trimmed at the head and tail to remove dead air or obvious extraneous noise or conversation before the recordings are released to the client. Additional minor trimming/editing of recordings at user request will only be performed for the following reasons:

- Conversation or visuals contained in the recording would present a FERPA violation
- Conversation or visuals contained in the recording would present a breach of confidentiality or divulge proprietary information

All TTVN recording files are delivered to the client via the Texas A&M Filex system due to the large file size. Long term storage or posting to course management systems or websites of the recording files is the responsibility of the client. TTVN staff do not retain copies of recording files once they have been released to the client.

These Standard Operating Procedures are not all-encompassing due to the complexity of TTVN services. Discretion may be exercised by TTVN staff to achieve quality service and optimal utilization of TTVN resources.

Last Updated February 20, 2020