

## Student Guide for Desktop Video Conferencing (DVC)

### **What is a Desktop Video Conference (DVC) Course?**

On ground courses with live streaming capabilities (web synchronous) allow students at distant locations to participate in real time class meetings without the need to be at a physical campus location for every class. Web conferencing software connects the student with the instructor and classmates virtually. This technology provides the capability for two-way audio and video and chat for interaction with the instructor and other students. Students use computers equipped with a camera and microphone and must have high-speed internet service (no dialup or satellite). Campus computers at all campus locations can be used, but students are limited to camera, if available, and chat functions only (no microphones). To assure adequate computers at all campus sites, students who will rely on campus computers must reserve a seat at the campus location (Lawrenceburg, Lewisburg and Clifton). Students at the Columbia and Franklin campuses may use open computer labs or computers in the library to access their DVC courses. Students with their own technology may use it in campus libraries or anywhere they choose on our campuses, at home or a public site with internet access, or from their workplace. There may be occasions when an instructor will require students to come to an originating campus location or to the nearest campus to take an exam.

### **What Web Conferencing Software is used?**

Columbia State has chosen Vidyo as the platform for DVC. "The VidyoDesktop™ app extends high-quality video conferencing to Windows, Mac, and Linux computers. Students are expected to be self-sufficient when using the technology necessary for a DVC.

### **What will you need?**

1. Access to a computer and the Internet (no dial up or satellite)
2. Web camera
3. Microphone (unless otherwise directed by instructor). Communication may mainly take place in Vidyo's chat feature.
4. Ear buds or headphones to listen. External speakers can be used if in an office or other private area.

### **Steps to Participate in a DVC Course**

1. Go to <http://dvc.columbiastate.edu> and click on the Guides button at the top of page.
2. Click on the *VidyoDesktop Participant Quick Guide (PDF)* link and read the guide.
3. Click on the How to Install Vidyo link, enter your Columbia State user name and password, and watch the video *How to Install Vidyo*.
4. Prior to the first day of class, check your Columbia State e-mail account for a message from your instructor. The e-mail message will have the instructor's link to their virtual classroom and other important information. It is your responsibility to e-mail the instructor if you did not receive the initial e-mail at least 24 hours before the first class session.

**IMPORTANT:** Remember that this is a real time online course and you must "show up" onsite or online via Vidyo at the appointed time. It's best to be in your instructor's virtual classroom 5 minutes before the class begins.

## **Frequently Asked Questions**

### **Q: What type of computer do I need to take a Desktop Video Conference course?**

**A:** Any desktop computer or laptop with the following supported operating system may be used.

*Windows 7 32-bit and 64-bit*

*Windows 8 32-bit and 64-bit*

*Windows 8.1 32-bit and 64-bit*

*Windows 10 32-bit and 64-bit*

*Mac OS X 10.8.5*

*Mac OS X 10.9.5*

*Mac OS X 10.10.5*

*Mac OS X 10.11-10.11.5*

*Mac OS Sierra*

### **Q: Can a tablet or phone be used to take a Desktop Video Conference Course?**

**A:** Not at the present time because the chat feature is not supported on these devices. The chat feature is used to communicate with the class and is a necessary tool for the student to use in a Desktop Video Conference course.

### **Q: Will I need a web camera and a microphone?**

**A:** Minimum requirement is to have a camera so the instructor can see you if necessary. A microphone is recommended in case you need to talk with the instructor or give an oral presentation. Most web cameras have integrated microphones. The chat feature will be the primary method of communication.

### **Q: What if I don't have equipment needed at home to access a Desktop Video Conference course?**

**A:** All Columbia State campuses have computer labs and resource centers with open lab hours where the courses may be accessed. You must bring your own headphones or earbuds. A computer with a camera might not be available, and a microphone cannot be used in these rooms, so the chat tool will be used at all times for communication with the class.

### **Q: How do I attend my Desktop Video Conference course?**

**A:** The instructor of the course will provide you with a link to enter their virtual classroom. Clicking on the link for the first time will prompt you to install the Vidyo software. Follow the instructions on the screen to download the software. To enter the virtual classroom, you click on the link and a "Join" box will appear. Type your name in the participant box and click Join. You will then be connected to the class.

### **Q: Who do I contact if I need technical assistance with my Desktop Video Conference course?**

**A:** For course-related issues, you should contact your course instructor. For all other issues, you can email [helpdesk@columbiastate.edu](mailto:helpdesk@columbiastate.edu)

- To provide the best services possible, please provide the information outlined below when contacting technical support:
  - First and last name
  - Course name and number for which you require assistance
  - A complete description of the problem for which you require assistance

### **Q: Will there be any on-campus meetings?**

**A:** Desktop Video Conference course work is outlined in the course syllabus. While Desktop Video Conference provides flexibility to take a course off campus, there are occasions when an instructor may require students to come to the originating campus location or to the nearest campus to take an exam.

### **Q: I'm having issues with hearing the instructor and other participants (no audio). What do I do?**

**A:** 1) Check to make sure that your computer speaker is not muted. 2) Check to make sure that the speaker icon on the Vidyo tool bar is not muted. 3) Check the Vidyo settings to make sure a speaker is selected. Click on the cog on the tool bar to access the settings. 4) It may be necessary to re-start the computer to clear the issue. Restart the computer and then rejoin the conference.