

Utah Education Network
**3.9 - 48 Hour Scheduling Change Policy
for Regularly Scheduled Distance Classes**

3.9.1 Purpose

UEN strives for a level of reliability so scheduled instructional events proceed without disruptive technical problems. Therefore, UEN requires a 48 hour notice to add, change or cancel regularly scheduled distance education classes.

3.9.2 References

UEN Policy 3.6 “Site Administrator, Counselor, Coordinator, and Facilitator Responsibilities”

UEN policy 3.7 “Room Certification Process and Policy”

UEN Policy 3.8 “Codian IP-VCR Service Policy”

3.9.3 Definitions

Codian IP-VCR – An IP Video Conference Recorder that can record video and slides from standard video conferencing equipment. The content can be streamed live or played back on demand at multiple speeds to a PC or to video conferencing endpoint equipment.

Interactive Video Conferencing (IVC) - Videoconferencing is when two or more people communicate with each other using a camera, microphone, monitor, and a videoconference codec (coder - decoder) at each location to participate in live, interactive communication with other sites with similar equipment.

3.9.4 Policy

Utah Education Network requires 48 hour notification to add, change or cancel a scheduled IVC event. This much notice is necessary to contact involved sites and people, notify the Video Operations Centers of changes, and adjust scheduling and billing software programs.

Last minute requests to be added to a distance education class are no longer an option. UEN will not compromise the quality of the entire event simply to accommodate a site which is late or is not a registered and certified UEN IVC end site.

Notification: Call UEN Scheduling at 801 585-3731 or 581-5214 to request a change. Or email uen-scheduling@lists.uen.org.

In an emergency, there are ways to participate in the distance education event – although not in an interactive mode. UEN is able to record pre-scheduled and on-demand Interactive Video Conferencing (IVC) events with a central network device called the Codian IP-VCR. To request AD-Hoc or Emergency recording of the event, call the UEN Video Operation Center 801 581-4134 or UEN Scheduling at least 24 hours in advance of the event. The recording service must be pre-arranged to ensure proper resource allocation and device availability. Sites making these requests must be registered and certified as UEN IVC end sites.