

Utah Education Network

3.6 Site Administrator, Counselor, Coordinator, and Facilitator Responsibilities

3.6.1 Purpose

The Utah Education Network recognizes that technologically delivered instruction plays a critical role in our public and higher education institutions. Education opportunities will continue to expand as instructional courses and programs are brought to previously underserved areas of the state. The purpose of the policy is to ensure that appropriately trained personnel are present at all distance education events to help guarantee that students have highest quality educational experiences.

3.6.2 Definitions

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.

Site Administrator - a district or school-level administrator who is authorized to oversee distance education classroom site selection and is responsible for distance education budgets, school support personnel and UEN equipment at distance learning sites.

Site Counselor – a high school counselor or advisor who is responsible for schedules, promotion, enrollment, and registration procedures for distance education courses.

Site Coordinator – supervises and approves schedules for programs to be received by the site.

Site Facilitator - the primary site contact for UEN. Responsible for room configuration (furniture, equipment, etc.), sees that all equipment is turned on and is operating properly, is responsible for resolving minor technical issues, operates the cameras and audio equipment, assists the course instructor, collects materials from students and maintains appropriate classroom discipline.

Site Instructor – public or higher education teachers, instructors, trainers or faculty who have been schooled in distance education teaching methodologies.

3.6.3 Policy

To help guarantee the highest quality educational experiences for students across the state, administrators, approved sites and appropriate personnel must be provided for all events to be successful. This policy outlines the duties and responsibilities of those assigned to assist in the delivery of distance education courses.

3.6.3.1 Site Administrator

During site selection, the Site Administrator will:

- A. Select the physical site (room) that will permanently house the UEN equipment.
- B. Select a site coordinator and make resources (budget, facilities, etc.) available for proper site operation.
- C. Meet with the designated UEN Distance Education Specialist to discuss and review the facility requirement document that will be used as an outline for the future selection and certification process. The UEN representative will coordinate an on-site evaluation with the UEN technical field operations manager and others as necessary to define facility requirements.

Before installation of UEN equipment, the Site Administrator will ensure that the physical site (room) has the following:

- A. A phone line for fax/phone communications.
- B. Tables, chairs, and other furnishings.
- C. Additional modifications, defined in facility requirement document, may include acoustical modifications (such as disabling intercom and bell systems), lighting modifications (such as window treatments or additional lighting), and power modifications (including isolation of circuits supplying the designated classroom).

Following installation, the Site Administrator will:

- A. Sign the letter of agreement certifying that he or she will abide by UEN policies.
- B. Accept responsibility for the UEN equipment.
- C. Maintain an inventory of UEN equipment.
- D. Support site coordinators by establishing site policies compatible with UEN operation requirements and provide adequate resources to ensure that appropriate operational support is available for all distance education events.
- E. Establish and administer site policies in alignment with district or institutional policies regarding facilities, students, and instructors.
- F. Oversee observance of UEN agreements and policies.
- G. Disburse “receive-site” fees to site coordinator and/or authorize disbursement of fees.
- H. Notify the designated UEN Distance Education Specialist whenever a new site coordinator is hired for the site.

3.6.3.2 Site Counselor

Before installation of UEN equipment, the Site Counselor will:

- A. Meet with the designated UEN distance education specialist or a distance education scheduling representative to go over promotion, enrollment, and registration procedures for distance learning courses.
- B. Learn how to access the online UEN Distance Learning course catalog.

Following installation, the Site Counselor will:

- A. Promote distance learning courses to students.

- B. Work with site coordinator to determine which courses will be offered. List desired distance education courses in the school catalog.
- C. Return enrollment request forms for each course to UEN Scheduling to ensure that system resources will allow the course to be carried at the site.
- D. Contact the program provider's (university, college or school district) registrar and follow appropriate procedures for registering students for each course.
- E. Ensure that appropriate credit is awarded to students successfully completing distance education courses.

3.6.3.3 SITE COORDINATOR [Responsibilities may also be combined with Site Facilitator duties, depending on school needs.]

Before installation of UEN equipment, the site coordinator will:

- A. Help the site administrator make room modifications, acquire telephone service for classroom phone/fax lines, complete line connection to UEN.
- B. Complete training to operate the UEN equipment.
- C. Agree to observe and participate in site installation.

During installation, the Site Coordinator will:

- A. Be present during equipment installation.
- B. Act as the main site contact for UEN technical services staff during installation.
- C. Receive the site inventory from the UEN installation team on behalf of the Site Administrator (if requested).

Following installation, the Site Coordinator will:

- A. Implement site-specific policies.
- B. Coordinate confirmation/approval of scheduling for programs to be received by the site.
- C. Check iVIEW and CME Event Schedules on a weekly basis to confirm event schedules are correct and to verify ad hoc distance education events scheduled at the site. (NOTE: During the IVC conversion from legacy EDNET sites to IP sites, confirmation of classes and ad hoc events will require a call to UEN Scheduling (800-716-0529 or 801-581-5214) for converted IP sites. CME may not contain all event listings for IP sites due to incompatibility of CME software and newly implemented iView scheduling software.)
- D. Initiate scheduling of programs originating from the site.
- E. Attend regular UEN Hub meetings to review scheduled and proposed programming, review/resolve technical operation problems, receive miscellaneous training, and review other items as necessary.
- F. Provide school district enrollment figures bi-annually (July and February) to the UEN Scheduling Representative.
- G. Assume responsibility for technical operation of the site after training.
- H. Communicate operational, technical, and facilitation problems to UEN.
- I. Assist the Site Administrator in maintaining an inventory of UEN-supplied equipment.
- J. Coordinate technical support for classes originating at a site.

- K. Notify the designated UEN distance education specialists when new site facilitators are hired.
- L. Coordinate training sessions for site personnel with the designated UEN distance education specialist.
- M. Ensure that all site facilitators attend UEN Facilitator training.
- N. Schedule a site facilitator to support all distance education events.
- O. Oversee facilitation of all distance education events at the site.
- P. Ensure performance of site facilitators based on standards established by UEN and the site administrator.
- Q. Serve as a site facilitator when necessary.

3.6.3.4 SITE FACILITATOR [Instructor’s “Right Arm” for Origination/Receive Classes; Technical Support for Class Delivery]

A Site Facilitator works under the direction of a site coordinator. Before acting as facilitator, this individual should complete training provided by the UEN distance education specialist and know how to operate all equipment at the site.

ORIGINATION SITE FACILITATOR: Test time requires origination sites to connect to each participating receive site and perform valid video/audio/network checks to avoid class interruption due to technical problems. Any problems will be reported to the Local Hub or Video Operations Center for resolution.

RECEIVE SITE FACILITATOR: Must be present in room at beginning of each test time to perform video and individual microphone checks. Punctuality is imperative, as origination site has limited time to connect with each site prior to class start. If receive site facilitator is not present, origination site has the option of sending video and one-way audio. The receive site facilitator will have to contact origination facilitator to have their site added into the event to receive two-way audio. **This will change with IP.**

Before each event, the Site Facilitator will:

- A. Arrive early. Check in with the site coordinator.
- B. Arrange the room (furniture, equipment, etc.) for the event.
- C. Confirm that all equipment is turned on and operating properly using the newly provided Facilitator Site Checklist.
- D. Participate in the class event test period (usually one-half hour prior to event), scheduled prior to each class start time, with each origination site responsible for the delivered class.

During each distance education event, the Site Facilitator will:

- A. Remain in the room, or be available via cell phone, (if facilitating in more than one room simultaneously).
- B. Quickly resolve any technical issues. Call UEN technical support immediately if unable to resolve the issue.
- C. Explain to participants where cameras are located, how they will be used, and how to operate microphones.

- D. Operate cameras and audio equipment as needed to support students at the site.
- E. Assist the course instructor with classroom instruction as directed by the instructor.
- F. Distribute materials and collect materials from students as directed by the course instructor and return all materials to the instructor and/or site coordinator to be processed.
- G. Maintain appropriate classroom discipline and ensure a positive learning environment.
- H. Work with participants and the event facilitator/course instructor to maintain the quality of the event.
- I. Obey all site-specific policies, including district and school guidelines for working with students.

Following each event, the site facilitator will:

- A. Notify the course instructor/course facilitator that the site is signing off.
- B. Notify the Site Coordinator that the event has ended.
- C. Check the electronic equipment to make sure that it is functioning properly, left in the appropriate configuration, and shut down correctly.
- D. Give all materials collected during the event to the Site Coordinator.
- E. Report any equipment malfunctions to the appropriate technical support personnel utilizing the Facilitator Site Checklist as a guide. Facilitators should keep a record of each checklist as follow-up tool.
- F. Report inappropriate activity (including suspected cheating) to the Site Coordinator and/or course instructor.
- G. Rearrange the room if requested by the site coordinator.
- H. Follow site guidelines for securing the distance education classroom facility before you leave (Do not leave the room unlocked and unattended).

3.6.3.5 SITE INSTRUCTOR

Before scheduled course delivery, the public education site instructor should:

- A. Receive training provided by Utah State Office of Education (USOE) Distance Education Training Specialist to understand and demonstrate operational use of classroom delivery system.
- B. Receive training supplied by USOE Distance Education Training Specialist to understand and demonstrate pedagogical practices for IVC course delivery.
- C. Understand, practice, and adhere to copyright guidelines.
- D. Meet with Origination Site Facilitator to provide course syllabus, discuss specific class and operational requirements, and outline expectations.
- E. Consider utilizing and integrating online tools (i.e.: course management system software) to post syllabus, quizzes, tests, office hours, contact options, etc.

During each distance education event, the Site Instructor should:

- A. Communicate to facilitators how class rolls will be reported and determine how classroom management issues will be handled.

- B. Work effectively with the onsite facilitator, as well as the end site facilitators, to effectively communicate expectations for the day's lessons, equipment needs, and support requirements.