Distance Teaching Guide - Faculty

Department of Distance Learning
Northern College of Applied Arts & Technology
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CONTACTING THE DISTANCE LEARNING TEAM

If you experience technical difficulties while class is in progress, contact the Distance Learning Office at your campus. If a team member is not available or is unable to assist, please call ext. 2226 for further assistance any time that a class is scheduled through the video conferencing system. This number is also used for general questions or issues needing urgent assistance. In the event a “live” person is not accessible, leave a message, or try calling again in 30 seconds.

For in-class emergencies please call ext. 7000.

Porcupine & Kirkland Lake Campus Contact Information: Ext. 3673
Please email kldisted@northern.on.ca any course materials/tests that need to be printed and sent out for programs based out of Timmins and Kirkland Lake: (SSW – CN, DSW-CN, ECE, CYW, BScN) (SSW – KL/HL/JBEC, Business (all years)- CK/CN, GAS – CK, Office Administration & Executive – CK, Police Foundations – CK, PN – KL/ HL, PSW – KL/ HL)

Haileybury Campus Contact Information: Ext. 3671
Please email hldisted@northern.on.ca any course materials/tests that you need to have printed and sent out for programs based out of Haileybury (Law Clerk – CH, Mining, Building Inspection Technician)

If there are any concerns, complaints, or suggestions for improvement within Distance Learning, please send an email to distance-ed@northern.on.ca.
TEACHING AT NORTHERN COLLEGE WITH DISTANCE TECHNOLOGY

Northern Colleges uses five different modes of delivery for classroom instruction:

- **Face-to-face**
- **Video Conferencing**
- **Blackboard Collaborate**
- **Contact North – Saba Centra**
- **Contact North – Video Conferencing**

**Face-to-face Delivery**
This is the traditional mode of delivery that most people are familiar with and have experienced in their educational careers. This involves a physical classroom with a professor or instructor present in that classroom. While we do have several programs that are delivered entirely in a face-to-face format, many of our programs engage face-to-face delivery along with one or more of the other modes.

**Video Conferencing**
Northern has a high-definition video conferencing system on each of its four campuses. This mode of delivery involves a professor or instructor present on one campus location, with video connections to other campus locations. Depending on the course you are teaching you may have one or more video connections at any time. These sessions start and stop automatically and are monitored to ensure the technology is performing as expected.

If you are teaching in a program that is part of the Contact North network, you may also have video endpoint connections to other sites within Ontario that Contact North supports. (See [How Does Contact North Work?](#))

**Blackboard Collaborate**
Blackboard Collaborate is the college’s live, real-time, e-classroom software used to deliver classes by web conferencing. This software has a whiteboard area that allows professors and instructors to share content, and electronically draw or write. Students may or may not participate with a webcam. Blackboard Collaborate classes may be taught alone or in a combination delivery with video conferencing and/or face-to-face classes.
Contact North – Saba Centra
Saba Centra, or more commonly referred simply as Centra, is Contact North’s live, real-time, e-classroom software used to deliver classes by web conferencing. Much like Blackboard Collaborate, this software also has a whiteboard area that allows professors and instructors to share content, and electronically draw or write. Students may or may not participate with a webcam. Centra classes may be taught alone or in a combination delivery with video conferencing, and/or face-to-face classes.

How Does Contact North Work?
Contact North supports a network of 112 centres across Ontario. Many of these centres are equipped with video conferencing equipment and web conferencing technology. Northern College offers programming in Business, and Community and Social Services through the Contact North network. Students wishing to study at a distance through Contact North have the option of attending classes at one of the community centres or from home if their course is offered through Centra (but not videoconferencing). See www.contactnorth.ca for more information.

Important Notes about Centra Web Conferencing
When students attend a class delivered through Centra at a Contact North Centre, it is important to know that they do not each have access to a computer. In the Contact North centres, a site coordinator logs the students in that class onto a main classroom computer and the professor will see that group of students as a site name (i.e: Fort Frances, Red River etc.) There may be multiple students located at one Contact North site. Usually one student will volunteer to sit at the main computer and control the interface on behalf of the other students. Understanding this configuration is important as a professor because it will inform how you can engage your class activities and work. For example, if you use the Centra polling feature, not all students will be able to respond individually to your question.

Some students prefer to access a Contact North Centra class from home or work. If so, they can work directly with the program’s assigned Distance Learning Officer who will make a special request to Contact North for individual access credentials. When a student logs in this way, the professor will see them as their name rather than a site location. If a student experiences technical difficulties, they have access to a technical support hotline that can assist them in resolving the problem.

Centra Web Conferencing and Recording Functions
The Centra software has the ability to record sessions in part or in full. Your classes may be set to automatically record if it is part of a program that provides anytime access to lectures for students. If your class is not set to manually record, you can choose to record at any time during the session. Students can access the playback file from their Contact North profile login credentials.
Contact North Training Requirements
Before you receive your faculty access credentials to the Contact North Centra platform, you must complete two training sessions through Contact North. Once you attend both Part A and Part B Instructor Training sessions, you will be provided your secure login information that will allow you to see your ongoing sessions. Please register for your sessions as soon as possible at the following link:

http://contactnorth.ca/training-opportunities/contact-north-learning-platforms-training-schedule

Multimode Delivery and Best Practices
One of the more challenging skills to learn is the ability to effectively lead a class in a multimode delivery environment. You may find yourself teaching to on-site students, Centra web conferencing students, and video conferencing students. This means you need to coordinate and manage three different types of interactions in one session.

It is easy to “forget” about your web- or videoconferencing students and just focus on those people in front of you, but it vitally important that you make the effort to engage all students no matter the mode of delivery by which they participate.

Take the time before your classes to think about how your students can interact with you and each other. Collaborative techniques such as round robin sharing, and flipped classroom approaches to content discovery can really make the difference between an interactive and engaging environment or one that is monotonous and boring.

Sometimes it takes students time to become comfortable with talking and participating in a class with a camera or webcam. After a couple of weeks most people tend to forget about the technology and are just looking to have a positive learning experience. Provide encouragement from the beginning with lots of opportunities for participation.

Resources:

Contact North provides a robust training portal with resources to assist you with improving your teaching practice for both video and web conferencing:

http://contactnorth.ca/training-opportunities/contact-north-videoconferencing-training-resources

http://contactnorth.ca/training-opportunities/contact-north-web-conferencing-training-resources

Contact North Videoconferencing Training Resources

Videos

<table>
<thead>
<tr>
<th>Prepare Before Class</th>
<th>Prepare Your Students</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Prepare Before Class" /></td>
<td><img src="image2" alt="Prepare Your Students" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Encourage Participation</th>
<th>Engage Your Student</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3" alt="Encourage Participation" /></td>
<td><img src="image4" alt="Engage Your Student" /></td>
</tr>
</tbody>
</table>

PDF Resources

- Instructional Design Considerations
- Planning and Preparing Your Visual Materials
- Tips for a Successful Videoconference
- Videoconference Communication Tips
- Videoconferencing Teaching Activities
UNDERSTANDING THE MAILING SYSTEM

The Contact North network has centres in 112 locations across Ontario. In some of the more remote areas it can take up to two or more weeks for mail to be delivered. Even though we use a priority post service, holidays, inclement weather, and other unforeseen circumstances can delay mail.

In order to ensure that our students studying through Contact North receive fair and equitable treatment, it is necessary for the Distance Learning department to adhere to an advance mailing system in order to get materials out in a timely fashion.

As a professor, this means you will need to have any documents you wish to be sent out by mail to your Contact North students to the Distance Learning offices two weeks in advance.

We understand that this requires significant advance planning and encourage you to share and post materials through the college’s learning management system (LMS), Blackboard. This will allow students to download and print resources immediately. Many professors find this is the most efficient method of getting materials out to students and only use the mailing service for tests and exams.

Any documents to be sent to students must be given to the Distance Learning office no later than 10:00 a.m. Monday of the week they are to be sent out.1

At all campuses, the mail will go out to Contact North/Contact Nord centres once per week.

Mail going to other Northern College campuses (JBEC/PC/KL/HL) is sent on a daily basis.

ASSIGNMENTS, TESTS, AND HANDOUTS

Sending Out Documents and Other Materials

Graded assignments and/or handouts can be mailed through the Distance Learning Office to students at other Northern College locations and Contact North/Contact Nord centres. Please consider the option of returning assignments and/or tests via Blackboard, or by scanning and emailing marked copies to students.

1 Tests/exams for third-year business courses only may be sent electronically. Please contact the Distance Learning Officer for more information about this option.
Approved course outlines must be posted on Blackboard in advance of the first class. Please contact your program assistant if you need assistance locating or editing your course outline. Please note, the distance learning offices do not edit course outlines or photocopy them.

Where possible, you should post assignments in Blackboard. Not only does Blackboard provide you with the ultimate control in access and availability, it can even mark questions such as true/false and multiple choice – saving you valuable time!

**Scheduling Tests**

Tests, accompanied by a completed [Test Booking Form](#), should be emailed to the Distance Learning Offices (see page 2 for contact information). A copy of the front cover for handouts and assignments, as well as the Test Booking Form, is available to provide Centre coordinators and students more information.

Submitted tests/exams will be photocopied and mailed to all applicable Contact North locations. The distance learning team does not provide editing services for tests.

**Any documents to be sent to students must be given to the Distance Learning office no later than 10:00 a.m. Monday of the week they are to be sent out.**

When planning to schedule a test, please follow the steps listed below:

1. Advise the Distance Learning office (by phone, in person, or via e-mail) of the preferred date and time for the test. It is recommended that professors check with the Distance Learning office regarding any other tests which may be scheduled on that day before booking and notifying students. Northern College only allows students to write a maximum of two tests per day.

2. Ensure that sufficient time has been allowed for the test to be mailed to the Contact North/Contact Nord centres. During times of extreme or inclement weather, or for statutory holidays, the mail may take longer than usual.

   a) For instructors with centres that are non-Northern College campuses, tests must be submitted electronically by the Monday that is 10 days prior to your test. For example, if a test is to be scheduled on Tuesday February 15th, the test must be emailed to the Distance Learning Team by Monday, February 5th.

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2 Tests/exams for **third-year business courses only** may be sent electronically. Please contact the Distance Learning Officer for more information about this option.
b) For instructors with sites that are only Northern College (i.e. video between our campuses), tests must be submitted at least one week prior to the test. Tests that are only between campuses can be emailed to the Distance Learning office at each campus (See page 2). Tests going to Moosonee should be emailed to jbecdisted@northern.on.ca.

This ensures that all invigilation can be arranged and that the tests are made available at both Northern College and Contact North sites. Tests are not faxed to Contact North centres except under extenuating circumstances.

PLEASE NOTE: ANY TEST THAT IS SUBMITTED AFTER THE DEADLINE WILL BE POSTPONED AND RESCHEDULED FOR A FUTURE DATE

The test must be emailed to the Distance Learning office with the designated Test Cover Page and the Test Booking Form. Please ensure you carefully fill out these documents as they are used to set the details of your test or exam accordingly.

Booking Tests During Class Time
A test is to be scheduled within the allotted time of a class. The instructor will notify the Distance Learning office by submitting the test with the Test Booking Form.

If a test is scheduled for one hour within a two-hour or longer class, the instructor will notify the Distance Learning office if he/she will be having a class either before or after the test. This information will be provided on the test request form. The electronic request for informal and formal invigilation will notify Contact North/Contact Nord with appropriate scheduling details.

It is helpful if it can be determined how much time it might take for the students to comfortably write the test, (ie not booking a test for three hours if the test can be done in less time). The College pays Contact North/Contact Nord for formal invigilation, and this practice could decrease costs significantly.

Test bookings for students requiring special support services will have different testing arrangements. Refer to page 15 for more details.

Students Who Miss Scheduled Tests
All students are provided with a Student Manual which outlines valid reasons for missing tests. In the event a student needs to write a test before or after the designated date, written permission is required from the instructor, and this must be received by the Distance Learning office to book the test accordingly. It is important to note that these revised invigilation requests must be made at the Centre Coordinator’s convenience, and five working days must be allowed in order to not incur invigilation costs. The Request to Write at a Different Time form is available in the Student Manual.
GUIDE FOR FACULTY TEACHING AT A DISTANCE

SUPPORT SERVICES AND ACCOMMODATIONS
Some students have been identified by the advisor of the Accessibility Services as requiring physical or learning accommodations.

Once the student has been identified, the Accessibility Services department will provide the instructor with an Accommodation Form advising of the accommodations that must be made available to the student.

The Distance Learning office will book the test(s) according to the Accommodation Form.

If the Accommodation Form states that a student will be given additional time to write a test, the student will be given an additional half hour, per hour of the test. For instance, if the test is booked for one hour, the student will have 1.5 hours to write the same test; if the test is two hours, the student will have three hours, etc. The Distance Learning Team will also make arrangements for other accommodations (such as a separate room, scribe etc.)

Support Services and Accommodations for Students at Contact North Centres
The appropriate paperwork will be submitted to Contact North/Contact Nord staff by the Accessibilities Services department.

A copy of the Accommodation Form will be forwarded with the necessary information to the appropriate centres. Contact North/Contact Nord can accommodate students with additional time for tests. They will do their best to provide a separate space for students to write their tests, but may not always be able to do so with the space restrictions they may have in some centres.

If the support service required by the student includes the installation of software on the Contact North/Contact Nord computer, Northern College will provide a licensed copy of the software which must be vetted by Contact North/Contact Nord’s technicians to ensure compatibility with their equipment before it can be installed.

The use of scribes by centre staff is permitted only if the staff is willing to act as a scribe. There may be a fee for this service. If a scribe is not available, Northern College will be responsible for locating one.

Assignments Submitted by Students and Mailed to the College
Students are required to ask the Contact North staff for a Northern College pre-paid envelope in which to place their assignment, address it to the appropriate campus of the College, and place the envelope in a mailbox to be mailed. In order to reduce the cost and time associated with the mailing process please consider asking students to submit assignments electronically through Blackboard.
Assignments sent or received are not date-stamped by Contact North/Contact Nord staff.

Instructors should advise students to place the following information on all assignments submitted for mailing:

Student name and course name and number
Contact North/Contact Nord centre (i.e. Hearst)

Again, instructors are strongly encouraged to post assignments, and receive submissions in Blackboard. Other than in exceptional circumstances, students are not permitted to fax assignments. An example of an exceptional circumstance might be if there were no envelopes available at the site, in which case the Contact North/Contact Nord coordinator should be contacting the Distance Learning Team for more envelopes.

Once received by the Distance Learning team, all materials coming in and out, are logged in the event that an item needs to be tracked. Once mail is logged and date-stamped, it is placed in the proper mailboxes for the faculty. In Porcupine, for instructors teaching in the evenings, mail will be given to Contact North/Contact Nord. In HL and KL, the mail will be put in the instructors’ mailboxes.

**Mining Engineering Technician Program**

If you are teaching a course in which Mining Engineering Technician students are enrolled, there are modified testing procedures that must be followed.

Northern’s MET program is unique in that it is designed to be very flexible in order to accommodate individuals who are currently working in mining environments. Because many of these individuals work in remote locations with limited access to reliable internet services, deadlines and testing arrangements must be accommodating.

Many students use the college’s virtual proctoring system, B. Virtual. This third-party service provides secure, proctored assessment environments through the use of browser technology and high-definition web cameras. Assessments that need to be handwritten (i.e.: math tests, graphing requirements), are physically mailed to students in key-locked bags. A complete tracking system is used to ensure test integrity is maintained both before and after the assessment is completed.

Because of the long distances and lead times needed by Canada Post to ship packages to remote locations, it is very important you provide ample time to both the Distance Learning offices to package and prepare the assessments, as well as time for students to books, write, and mail back their test(s). In order to avoid this additional time requirement, consider designing your test/exam to be delivered through Blackboard. The B. Virtual service can ensure students are not engaging in any other activity while they are writing the test, including additional web surfing etc.
Many professors find it easiest to allow for a “window” of time when students can write an assessment. For example, it is not uncommon to have a test/exam writing period to be 2 or 3 weeks. This ensures students who are on work rotation schedules usually have enough time to complete the task. In some circumstances, students may request additional time if they are unable to meet a deadline. Faculty are encouraged to be mindful of individual circumstances and make allowances were feasible.

While we assume students will act with integrity and ethically when writing an assessment before or after other students, students are reminded that any instance of cheating or information sharing will be treated according to the appropriate academic policy as outline in the student handbook. Violations of this policy may include the assignment of a “zero” mark through to complete expulsion. Some professors prefer to have multiple versions of tests and/or assessments they can issue to students needing to write earlier or later than the group at large.

If you are unsure of how or when to set a test/exam for students in the MET program, please contact the Distance Learning Office in the Haileybury campus at (705) 672-3376 ext.8813 or hldisted@northern.on.ca.
CLASS CANCELLATION DUE TO ILLNESS OR EMERGENCY

In case of illness or emergency, the Distance Learning offices need to be notified as soon as possible either verbally or by emailing videobooking@northern.on.ca.

It is the responsibility of the instructor to notify students (preferably by Blackboard) of any class cancellations. The instructor should notify students of what needs to be completed in the absence. The Distance Learning offices will post a notice of the class cancellation on the classroom door.

Cancellation of a class, when not as a result of illness or emergency, must be done at least 48 hours in advance. The instructor sends an email to his/her academic supervisor, who will then forward the email to videobooking@northern.on.ca. The class cancellation must come from the supervisor of the faculty. When a Contact North/Contact Nord course is cancelled with less than 48 hours, and it is not an emergency, the College is billed $20/hr. per centre, and this will in turn be billed to the department.

When the Distance Learning office receives the cancellation request, an online Request for Schedule Change is submitted to cancel the class with Contact North/Contact Nord or to cancel the video class internally. Each campus affected by the cancellation will then be notified. The Distance Learning offices at each campus will ensure that a sign is posted on the classroom door indicating that the course, (including instructor and time,) is cancelled.

If an instructor finds that he/she has missed too many classes and has fallen behind in course material, arrangements can usually be made with Contact North/Contact Nord to reschedule missed classes. Prior to booking the missed classes, the instructor should discuss possible dates and times with students to ensure the time(s) are mutually agreeable.
NOTICE OF LATENESS

If an instructor is late for the class, he or she needs to call the Distance Learning offices at 705-235-3211, ext. 2226.

The Distance Learning office will notify the other campuses involved and Contact North/Contact Nord scheduling staff.

PLEASE NOTE: According to Contact North/Contact Nord policy, the classes are kept connected for the first 15 minutes. Failure to notify Contact North/Contact Nord in a timely manner will result in extensive charges, calculated at $20.00 per hour per centre.

It is also advised that the instructor post the absence on his/her Blackboard course page in order to communicate with students as early as possible. The Distance Learning office will not post/advise students as to what needs to be done in terms of assignments, readings, etc.

COMPUTERS AT CONTACT NORTH/CONTACT NORD CENTRES

Computers at Contact North/Contact Nord centres are for the use of their staff only.

Computers which are used for programs taught via Centra can be used only during the time period the course is taught and only as related to the course.

Students may bring in USB memory sticks or CDs for class work. Materials can be saved to the sticks/CDs as well. There are no printing services available for students at Contact North/Contact Nord locations.

Please be sure to read the section entitled Important Notes About Teaching By Centra.
Faxing to Contact North/Contact Nord Centres

Faxing information to Contact North/Contact Nord should only be used as a last resort. For example, if a Contact North/Contact Nord centre did not receive a test by the date that the test is to be written, the test will be faxed when a centre coordinator is available to receive the fax.

Should a situation occur that requires faxing, keep in mind that many Contact North/Contact Nord centres do not have access to photocopiers; therefore, if there is more than one student at a centre, the fax must also be sent for each student.
TEST/EXAM INVIGILATION PROTOCOL

Invigilation if there are Students in the Class with the Instructor

Instructors who are teaching a course and have students in front of them are expected to invigilate their own tests at the centre where they are located. Any other arrangements must be coordinated with the Distance Learning offices.

When a test is being completed during class time at another campus, invigilation will be provided. Students may find that having the centres connected via video creates a disruption to the testing environment. Instructors can choose to have the connection cancelled and should submit a request to cancel the video session. If class resumes after the test, instructors can call ext. 2226 to connect when ready. Alternatively, faculty can choose to have sites muted during testing.

Invigilation for Students at Contact North/Contact Nord Centres

Arrangements for invigilation will be made by the Distance Learning offices. Remember that the College pays formal invigilation fees of $20.00 per hour for centres with more than one student; therefore please schedule your tests for the amount of time required. For centres with only one student, the student may or may not have the invigilator in the room with him/her. This is referred to as an informal invigilation, in which the centre coordinator periodically checks on the individual. For any centres with more than one student, a request for a formal invigilation is submitted. With a formal invigilation, an invigilator stays in the room with the student(s) for the duration of the test.
STUDENT TRANSFERRING BETWEEN CENTRES

Because the programs are taught at Contact North/Contact Nord centres, a student can easily transfer between locations.

The following is the process for a student who wishes to transfer to another location. If at all possible, this request should be made at least two weeks in advance to allow for transition and communication requirements.

1. The student must advise the appropriate Distance Learning Officer of his/her intention to take the program at another location.

2. The Distance Learning Officer will contact the Scheduling Department to determine if there is space available for the student at the new location.

3. If it is possible to make the transfer, the Distance Learning Officer will submit the appropriate booking(s) to Contact North/Contact Nord and cancel the old location if the student is the only one in that program at that location.

4. The Distance Learning Officer will notify the program coordinators, and the DL Clerks of the transfer.

A student has the option of taking his/her classes from home where circumstances permit.
APPENDIX A: TEST COVER PAGE (double click to open)

Date: 
Time: 
Course: 

Professor: 
Student name: ____________________________
Student Location: __________________________
Student ID#: _____________________________

Please ensure you write your name on this test paper.

Good Luck!

The testing booklet (test questions) is the property of Northern College. The test questions may not be removed from the testing room and must be returned to the course professor.
## APPENDIX B: TEST BOOKING FORM (double click to open)

<table>
<thead>
<tr>
<th>TEST BOOKING FORM</th>
<th>Internal</th>
<th>Contact North</th>
</tr>
</thead>
<tbody>
<tr>
<td>COURSE NAME:</td>
<td>COURSE CODE:</td>
<td></td>
</tr>
<tr>
<td>INSTRUCTOR'S NAME:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DATE:</td>
<td>TIME:</td>
<td>DURATION:</td>
</tr>
<tr>
<td>Is the test during regular class time:</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Will the class resume following the test:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Should video be cancelled:</td>
<td></td>
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<tr>
<td>Will instructor invigilate on site students:</td>
<td></td>
<td></td>
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<tr>
<td>Will instructor be available on line during test:</td>
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<tr>
<td>Will instructor be available by phone during test:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will instructor be printing the tests for on site students:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### REQUIREMENTS

- Foolscap
- Scantron
- Dictionary
- Speller/Thesaurus
- Calculator
- Open Book

**Additional Materials - PLEASE SPECIFY:** (i.e.: If a page of notes is permitted, specify size, one or double sided; words permitted; invigilator to verify notes; notes to be remitted, etc.):

**Return test to Instructor**

**Via Email?**

**At which campus:**

**If yes, address:**

**Special Instructions for students:**

**Special Instructions for invigilator:**

Faculty: Please email this form to the Distance Learning Team where your program originates

- Haileybury: hdlisted@northern.on.ca
  (705) 672-3376 ext. 8813
- Kirkland Lake: kdlisted@northern.on.ca
  (705) 567-9291 ext. 3673
- Porcupine Campus: pclisted@northern.on.ca
  (705) 335-3211 ext. 2226
- Moosonee Campus: jodclisted@northern.oe.ca
  (705) 336-2913 ext. 5604
APPENDIX C: TANDBERG VIDEO CHAMPION GUIDE - EFFECTIVE VIDEO MEETINGS

POLISHED PRESENTATION SKILLS WILL MAKE YOU A VIDEO STAR

A video meeting is just like a live meeting — almost. If you’re used to conducting live presentations, you are already well on your way to becoming an effective video communicator. The techniques that ensure powerful live presentations and dynamic meetings also work for video communication.

However, video meetings and presentations do require some minor adjustments. Here are a few tips to keep in mind.

1. **Be more than a talking head.** Your video system gives you the ability to share multimedia source materials such as video clips, Web sites, spreadsheets and other presentations. Taking advantage of this ability to communicate visual information will make your video meetings more engaging and effective.

2. **Look ‘em in the eye.** Eye contact is important in any presentation. In a video environment, eye contact comes from looking toward the camera — not the display. Make certain that your camera is positioned as close as possible to the top center of your video display. This will give the impression of strong eye contact, and help to build trust and understanding among your participants.

3. **Speak up.** If you mumble and cannot be heard by the person seated next to you, the people on the other end will also have a problem hearing you.

4. **You’re in the spotlight.** Cameras and video displays tend to make everything “bigger.” Nervous habits or little nervous gestures will be magnified and a distraction to participants on the other end. Try not to rock, sway or fidget with paper or pens. Remember to relax. A video meeting is like any other meeting, except it includes people who are not physically present in your room.

5. **The camera is always paying attention.** When you are connected in a video call, the camera and microphone will faithfully pick up all images and words. Smart remarks, quips and asides, or demeaning gestures such as rolling eyes, will be greatly amplified at the far end. You should assume that the other meeting participants can hear and see everything, even when the camera is not pointed in your direction.
CLASSROOM MANAGEMENT

Class Start and End Times

Whenever possible, be in your class at least five minutes before you are scheduled to start. That way, you can make sure you’re ready to go on time. In addition, end your class on time. Since classes are so closely scheduled, the next professor and group of students using the classroom need to get in and get ready five minutes before the start of their class.

When videoconferencing, your class will automatically be disconnected on the video bridge five minutes after your class is scheduled to end. The next class will then start on the half-hour.

Effective Video Conferences

To have an effective classroom experience with your students, use this checklist prior to starting a class or while a class is in progress.

- Turn on the lights in the room.
- Turn on the screens.
- Test out connections (including use of DVDs, etc.) and laptop.
- Look at the camera, NOT the projection screen or monitor, when speaking to the remote centres.
- Mute the microphones during breaks or when not speaking for a long period of time.
- Make sure all participants at all sites can be seen. If possible, ask students to sit closer together in large rooms so the camera can be positioned to view everyone.
- Assign one student to the task of controlling the communication with the faculty at a distance centre.
- Check with each centre for feedback on the audio and video quality at the start of each class and attend to any necessary adjustments or troubleshooting.
- Adjust the volume so on site students in all areas of the room can hear the remote centres.
- Use large enough writing on the boards or in presentations so that remote centres are able to see what is written.
- Engage conversation and acknowledge all centres often.
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- Address the centres directly for occasional feedback, e.g., “KL, any questions or comments?”
- Have the video camera on “Professor Camera” when teaching to students. Zoom in to enhance the classroom experience for those learning at a distance. Let them see who you are.
- If the professor is walking around, zoom the “Professor Camera” out to see a larger area of the room.
- Switch back to the “Professor Camera”, when doing a presentation, and not going through the presentation.
- When a student is speaking or doing a presentation, put the video camera on “Student Camera”.
- Ask other centres/students if they can hear properly, the first time a student speaks.
- Remember to notice your participants’ body language. Look for signs that may indicate they have a question or are having trouble hearing.
- Take time at the end of the class to speak with off-site students first, before on-site students.
- Remember off-site students have limited time with instructors. Please call x2226 at any time for assistance with video conference questions or issues.
- Be aware of the effect of multiple side conversations – it will be difficult for the remote centre to understand who is speaking.
- Stay within the range of the cameras.
- Face the camera.
- Remember to connect with the remote centres at least every 2 – 3 minutes.
- Remember that background noise such as shuffling papers or tapping on the desk can be heard at remote centres, and may be distracting.
- The video system automatically switches to the image of the person who is speaking. Be careful not to interrupt while others are speaking to avoid unnecessary camera shifts.

For more information, refer to Appendix C: Tandberg Video Champion Guide – Effective Video Meeting
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Notes