FEEDBACK REPORT RE THE IMPLEMENTATION OF THE SENATE DECISION 2 JUNE REGARDING SATELLITE BROADCASTING AND VIDEO CONFERENCING

1   BACKGROUND

At the Senate meeting of 2 June it was decided to record all Satellite Broadcasts and Video Conferencing sessions and to send these recordings free of charge to all students registered for the module in question.

Several meetings were held between different stakeholders and this report is the culmination of their efforts. I would like to thank

Mr Wessie van der Westhuizen   Sound and Video

Ms Theresa Mihalik   Sound and Video

Mr Zayed Bagus   Despatch

Ms Irene Chadibe   ICT

Mr Jonas Hlongwane   Video conferencing

Mr Kingsley Mokomane   Satellite Broadcasting

Mr Jason Ming Sun   ICT

2   COST AND DISTRIBUTION

Table 1: An overview of two options regarding type of envelope and cost:

Scenario 1		Scenario 2	
The current process: small envelope, covered by carton in a bubble envelope		**Using DVD covers and Jiffy Lite no.2 Bubble Envelopes**	
Envelope size	175mm x 158mm	267mm X 242mm	
Cost/1,000 incl. VAT	R236-22	R487-56	
Unit cost incl. Vat	R0-24	R0-49	
Expected issues	140,000	140,000	
Total cost of	R33,600	R68,600	

Envelopes		
Postage unit cost	R4-70	R5-88
Expected issues	140,000	140,000
Total Postage cost	R658,000	R832,000
Total combined cost	**R691,600**	**R900,600**

During 2009 a total of 213 646 CDs and DVDs were posted using the option indicated in 'Scenario 1' and only 289 of the posted articles were returned. It will therefore be proposed to the STLSC that 'Scenario 1' will be the option for 2011. Based on the estimates of the first months of 2010, between 130 000-140 000 DVDs will be duplicated and sent to students in 2011. Within the parameters of these estimates there will be no need for extra equipment, extra appointments and expansion of current budgets.

After the recordings have been made by current staff in ICT, the master copies will be handed to Sound, Photography and Video who will duplicate the DVDs and send to Despatch for distribution within a week after the recording.

Recommendation 1

Scenario 1 is accepted as the modus operandi for 2010. The ODL Coordinator is tasked to provide the STLSC of June 2011 with an update on the costs and efficiency of the process.

Recommendation 2

Colleges and academic departments are requested to communicate this to students. Students will no longer have to order these recordings but will receive them free of charge in approximately one week after the transmission/recording.

3   QUALITY OF THE RECORDINGS

Due to the fact that all VC and SB will be broadcasted, it necessitates a relook at the format of VC and SB sessions. To enhance the quality of these recordings as well as the ease of use by students it is necessary to ensure that all staff using these facilities

- Are trained or their training is updated
- The sessions are planned based on sound pedagogical principles and accordingly structured
- The quality of PowerPoint presentations used in these sessions are of a high quality and integrated into the sessions
- The planning of the sessions allows for the minimum of post-event editing

Recommendation 3

ICT advises HR in order to secure a training provider for the training of trainers before the end of 2011.

Recommendation 4

All staff that used VC and SB facilities in the past have take note of the implications of the new guidelines and where necessary, have their skills updated *before* they do future recordings. Staff that make use of these facilities for the first time should undergo training *before* they do future recordings.

Recommendation 5

When a session is booked, a check-list (**Appendix 1**) must be completed by the person requesting the session.

Recommendation 6

All VC and SB sessions are carefully planned and structured according to the prescribed guidelines (**Appendix 2**). All existing and new bookings for 2011 will be required to be done according to the guidelines.

4   BOOKINGS

The current electronic booking system is working well and will continue to be used for future bookings.

5   BRANDING

All branding elements in the recordings will adhere to the official guidelines on branding as prescribed by the *Internet, Electronic Communication and Web Management Policy.* Each DVD will be titled as follows:

Satellite Title:

Discussion class: Unisa TV Broadcast date

Video Conference Title:

Discussion class: Video Conference date

Recommendation 7

It is approved that this proposal with its recommendations will be implemented as from 1 January 2011.

Recommendation 8

College Tuition and Learner Support committees undertake to communicate the processes and guidelines with all lectures before the end of 2010.

Recommendation 9

The ODL Coordinator in consultation with the DCLD, colleges and ICT set up a small task team by May 2011 to audit a sample of recordings and report back to the STLSC of June 2011. This task team will report on

- The quality of the sessions
- The effectiveness of process
- Student, lecturer and stakeholder feedback

Appendix 1

Please give us information about your situation by indicating answers to the statements below.

I need training on the booking system   VC   Yes [_] / No [_] SB   Yes [_] / No [_]

I have used VC/SB before: VC   Yes [_] / No [_]   SB   Yes [_] / No [_]

I need training in: VC   Yes [_] / No [_]   SB   Yes [_] / No [_]

I need support (with my PowerPoint, Hand-Out, etc.   Yes [_] / No [_]

The student portfolio indicates blind or deaf students might be involved in the session

                                                                               Yes [_] / No [_]

I do plan to use the recorded and edited sessions in my teaching environment   Yes [_] / No [_]

I understand and agree that the quality of the recordings will be audited   Yes [_] / No [_]

Appendix 2

GUIDELINES FOR THE USE OF VIDEO-CONFERENCING (VC) AND SATELLITE BROADCASTING (SB)

A. Basic principles

1) The quality of the sessions will be ensured and audited.

2) All media should be planned for and used as part of curriculum and module design and delivery.

B. Preparation process

1) Environmental overview and training in SB and VC.

2) Bookings (Guidelines; Within specified time frames)

3) Planning sessions for structure to improve recordings (with DCLD, with integration into Teaching and Learning and myUnisa, SMS-Event Reminder 7-days in advance of event to students)

4) Test session (with supportive reviews)

5) Session, with recordings

6) Master files (edit recordings)

7) Prepare file formats for delivery (via podcast/video streaming and/or disks, like DVD/CD)

8) Design delivery master formats (via myUnisa, DVD, CD)

9) Develop delivery environment (via myUnisa, DVD), CD, Sign-up development for student bookings, development of SMS responsibility and detail of wording)

10) Duplication and/or delivery of recordings (with SMS/email remainders from department; completed branding)

C. Process for a Session

- Introduction to the teaching session

- Chunked topics

- *For example:*

   o Chapter 6 topic – Introduction; Activities/Questions for student groups with feedback; Reply/Discussion

- Chapter 7 topic – Introduction; Activities/Questions for student groups with feedback; Reply/Discussion

- Chapter 8 topic – Introduction; Activities/Questions for student groups with feedback; Reply/Discussion

- Assignment 02 – Overview and Focus (Ch 4, 5, 6); Structure; Examples

- Examination preparation - Overview and Focus (Ch 3, 4, 5, 6, 7, 8); Structure; Examples; Discussion

- Conclusion/Closing

C. Booking system process

NOTES:

1) The current SB process is under development to include the VC requirements by ICT.

2) A questionnaire (Appendix 1) on the VC/SB booking system shall be used by staff.

Questionnaire:

Please give us information about your situation by indicating answers to the statements below.

1. I understand the environment of: VC   Yes [_] / No [_]   iTV   Yes [_] / No [_]
2. I need training in: VC usage   Yes [_] / No [_]   iTV   Yes [_] / No [_]
3. I do not understand how the Booking process works and want training   Yes [_] / No [_]
4. My planning is complete and my media is finished, therefore, I am confident that I do not need any support (with my PowerPoint, Hand-Out, etc.)   Yes [_] / No [_]
5. I have experience to include photos, videos, graphics, real examples, and demonstration equipment in the presentation.   Yes [_] / No [_]
6. A session of mine was recorded previously   Yes [_] / No [_]
7. The student portfolio indicates blind or deaf students might be involved in the session
    Yes [_] / No [_]
8. The session was advertised in the Tutorial Letter and on the myUnisa discipline site
    Yes [_] / No [_]
9. I do plan to use the recorded and edited sessions in my teaching environment
    Yes [_] / No [_]