

© **2013 User Services**
IT Services
University of Malta
Msida, MSD 2080
Malta

May only be reproduced with permission.

Email: videoconf.itservices@um.edu.mt
<http://www.um.edu.mt/itservices/videoconf>
Tel. +356 2340 4112

Videoconferencing Etiquette

The following tips are meant for tutors using videoconferencing facilities. These will help ensure good user experience during the videoconferencing session.

Note: It is important that no-one tampers with the videoconferencing equipment once the room is set up for the videoconferencing session.

Surroundings and deliverables

- Be aware of the image which is being projected

The videoconferencing codecs in the videoconferencing suites support the Picture-in-Picture facility, whereby the Near end is shown in the corner of the screens projecting the Far end. Take a brief look at the screen periodically to see how the Near end is being projected to the Far end.

- Ensure good audio experience to the Far end participants

Make other presenters and local participants aware that during interactive periods they should speak in a loud, clear voice.

To ensure good audio projection, an omnidirectional microphone is used in the videoconferencing suites. A conference discussion system is also available upon request for videoconferences held in VC Hall 101.

- If illustrating a slide, remember to use the mouse pointer to point out objects. Do not point at the display with your finger or a laser pointer, as the remote audience will not be able to see it.

- Data collaboration and sharing

Data collaboration and sharing is very important during such sessions. Because of the physical distance separating the people involved and because of cultural differences, it could be difficult for the participants to follow-up on the points discussed during a particular session. Sharing of information amongst peers helps overcome this problem. Use of Study-unit areas in the UM VLE is encouraged for Study-unit related videoconferencing sessions.

- Keeping order during videoconferencing sessions

Participants should not talk out of turn. If such a rule is not observed, a cacophony of illogical noises is projected at the far end instead of a clear output. Participants should either wait their turn or else signal discreetly to the tutor that they would like to contribute to the session.

Appearance

- Use appropriate clothes in front of the camera
 - a) Natural or pastel coloured clothes work best.
 - b) Reds or other intense colours should be avoided. Stark white shirts might also cause some form of visual disturbance.
 - c) Do not wear striped or intricately patterned clothes.
 - d) If a lapel microphone is used, the presenter should ensure that his/her hair is pulled back if it is lengthy. Hair brushing against the microphone might cause audio disturbance.

- Make use of body language and eye contact with participants at the Far end.

Both the tutor and local participants should try to make as much eye contact with the camera as possible so that the participants at the Far end feel like they are actually present in the room. Body language and facial expressions have a large impact on the educational experience.

- Try to avoid moving around the room. It makes following the session from the remote end much more difficult.

- Behave naturally.

If a technical problem arises, do not lose patience or become over-anxious. IT Services staff are there to rectify any problems which may arise.



**© 2013 User Services
IT Services
University of Malta
Msida MSD 2080
MALTA**

May only be reproduced with permission.

Email: videoconf.itservices@um.edu.mt
<http://www.um.edu.mt/itservices/videoconf>
Tel. +356 2340 4112