



SCS VIDEO SCHEDULING AND USE POLICY

Source:	Network Services	Policy #:	POL-002
Origination Date:	09/01/2002	Supersedes:	v 1.1 Dated 2/12/2008
Reviewed Date:	07/28/2013	Revision Date:	08/01/2014
Version #:	1.2		

1.0 Purpose

This document is designed to quantify the roles and responsibilities under which video conference service is provided by the Nevada System of Higher Education (NSHE).

2.0 Scope

This policy applies to all authorized users, of the Nevada System of Higher Education (NSHE) video conference service provided by NSHE's operating entity System Computing Services (SCS).

3.0 Policy

3.1 Use

Use of the NevadaNet video conferencing system is limited to those NSHE institutions or NSHE affiliated entities directly supporting the instructional, telemedicine, research and administrative objectives of the NSHE and the K-12 community.

Federal, State, and local governmental agencies may be allowed to utilize NSHE video conferencing services if such use is determined to be in the overall best interest of NSHE and the State of Nevada. This determination will be made on a case by case basis. Use of the NSHE video service by all other entities is prohibited.

Use of the NSHE video service must be compliant with all applicable NSHE use policies and any additional specific local site conditions that may apply.

3.2 Scheduling Priority

All videoconferences will be scheduled according to the following priority:

1. NSHE sponsored Academic Classes
2. Medical/Telemedicine clinical and administrative support
3. Board of Regents/NSHE System Administration Office Conferences
4. Other NSHE and K-12 Administrative Conferences
5. Officially authorized, NSHE affiliated, State/Federal/Local government Administrative Conferences
6. Other State/Federal/Local government administrative video conference sessions scheduled on an ad hoc, "as available" basis

All sites or rooms reserved for SCS scheduled video conference sessions are subject to preemption based on the prioritization outlined above.

3.3 Scheduling of Academic Courses or Instruction

Institutional academic coordinators facilitate scheduling of all of their respective NSHE academic classes conducted via NSHE video facilities. The scheduling process is organized on a semester basis and a calendar of conference due dates is provided to the respective NSHE institutions by SCS Network Services approximately eight (8) weeks prior to the start of the Fall/Spring semesters. All academic scheduling into the online system is performed by SCS and validated by the local site/campus schedulers.

3.4 Scheduling an Interactive Video Conference Session

- **NSHE Member Institutions and Affiliated Entities** - NSHE affiliation with an outside agency is considered “official” if a contractual agreement to provide video conferencing service has been executed between NSHE and the affiliate outlining the terms, conditions and fees, if any, associated with provision of video service. If affiliated status becomes an issue, validation of the existence of the contractual agreement may be requested.

To schedule a videoconference session, any NSHE member institution or officially affiliated entity should refer to the NSHE Interactive Videoconference Scheduler contact list to locate the appropriate local site/campus scheduler for the desired location. The local site/campus scheduler will check availability of the requested rooms associated with a specific conference session request on the interactive video system, and arrange for the scheduling and local validation of room availability of the appropriate sites.

- **Non-NSHE ad hoc Users** – Video conferencing service is available to non-NSHE governmental agencies on an ad hoc “as available” basis and is subject to prioritization and “bumping” should there be a scheduling conflict with an NSHE member or affiliate entity session request. Scheduling of ad hoc video sessions is limited to no more than 30 days in advance of the desired conference date.

State and local government agencies not directly affiliated with NSHE i.e. ad hoc users must schedule directly with the SCS Service Desk, either via telephone or via the SCS web site. Local toll free phone scheduling is available as listed below:

Reno	(775) 784-1200 (option 2)
Las Vegas	(702) 720-3300 (option 2)
Non- Metro	(800) 815-9462 (option 2)

Web site scheduling support is available at www.scs.nevada.edu.

- **Site Facilitation** - Special room/equipment set-ups, facilitation or clerical support, food/refreshment services, etc. are not normally available. These services may be made available at the discretion of the specific institutional site facilities

coordinator, but any costs incurred to provide these services by individual institutional facilities are the responsibility of the scheduling party.

- Altering or changing NSHE institutional standard room configurations is strictly prohibited unless prior approval has been obtained by the respective local institutional facilities administrator(s).
- While video site owners are allowed to recover the costs of room facilitation from outside entities, **charging for video service itself by individual institutions is strictly prohibited.** There is no charge for approved ad hoc video conferencing sessions. All ongoing costs associated with provision of video service to NSHE affiliated users will be addressed in a separate facilities and services agreement between the affiliated agency and NSHE System Computing Services.
- Making video service available to non-NSHE affiliated entities with or without a fee is strictly forbidden. Outside or non-affiliated entities are allowed to participate in video conferences established by an NSHE affiliated entity, but at least one NSHE entity or affiliate must be a participant in the conference and is responsible for scheduling and sponsoring the conference.

Video conference sessions are regularly scheduled to begin between the hours of 7:00 a.m. and 7:00 p.m. Monday through Friday. In special cases, video conference sessions at times other than regular hours can be arranged subject to resource availability.

While conferences can, and will, be scheduled to automatically start and stop at the designated times, live technical support for scheduled video sessions is only available from 7:00 a.m. until 7:30 p.m. Monday through Friday. An additional fee may be incurred if live technical support for a conference is required outside the standard hours of availability.

Any video conference scheduled after 1:00 P.M. of the day before the scheduled conference start time should be coordinated with the SCS scheduler to insure that the conference is included in the schedule for the next day. Requests to schedule standing (repeating) meetings for NSHE or NSHE affiliated entities are subject to a one-year limitation and renewal is the responsibility of the person(s) requesting the meeting. Non-NSHE affiliated entities are limited to scheduling no more than 30 days in advance of the desired conference date.

All standing meetings are subject to site relocation or complete cancellation due to priority scheduling of academic classes. Local site/campus schedulers will be notified of changes due to academic classes and are responsible for rescheduling.

Note: Certain video conferences may be subject to Open Meeting Law requirements. Insuring compliance with Nevada's Open Meeting Law is the responsibility of the entity requesting the conference.

3.5 Dial-up Interactive Video Conference Sessions

Dial-up videoconference sessions involving sites outside of the NSHE video network require a test conference prior to the requested meeting date to ensure video network compatibility. Dial-up conferences are not confirmed until a successful test has been completed. All testing should be coordinated via the SCS Service Desk.

All long distance phone charges, if any, incurred during tests and the conference are the responsibility of the scheduling party. When arranging for a dial-up conference the scheduling entity must provide a technical contact name and phone number for the site being tested. SCS video support personnel will coordinate the test and a test time.

IP dialup bridging services will only be provided to support video sessions in which at least one of the session participants is a NSHE or NSHE affiliated entity. The NSHE video network does not provide video bridging services to conferences in which none of the participants is an NSHE or NSHE affiliated entity.

3.6 Equipment Review/Conference Facilitators

In order to provide for the smooth operation of academic class sessions, SCS strongly recommends that NSHE institution IT technical staff train and have available conference facilitator staff that is familiar with the basic use of the site specific video equipment in case there is a problem. Conference facilitators ensure equipment is turned on and provide access to buildings. Facilitators normally do not run the conference or operate video equipment during the conference, but are there to handle access and minor equipment related issues. More serious issues should be directed immediately to the SCS Service Desk for timely resolution by SCS technical support staff.

3.7 Recording of Video Conference Sessions

Recording of scheduled video sessions is available only to NSHE entities or authorized NSHE affiliates and is limited to administrative sessions where recording is required to satisfy legal or regulatory mandates such as Open Meeting Law requirements, or scheduled classroom sessions at the request of the class instructor

Requests for video session recording should be made at the time of initial scheduling

3.8 Institutional and User Responsibilities

Securing Technical Support – In the event that technical difficulties arise during a scheduled video conference session the conference participant should immediately notify SCS technical support personnel for problem resolution. The contact information for video conference technical support is:

Reno (775) 784-1200 (option 1)
Las Vegas (702) 720-3300 (option 1)

Non- Metro (800) 815-9462 (option 1)

Site Equipment Maintenance and Upgrades – Video equipment, like all network equipment requires periodic maintenance and upgrade. The maintenance and upgrades are critical in order to maintain ongoing compatibility with the backbone network as the network migrates to newer technologies. Failure to maintain equipment at current equipment software and hardware levels can lead to incompatibility with new system level video standards and protocols which can in turn mean an inability to provide adequate video service utilizing older equipment.

SCS owns and maintains the backbone network equipment necessary to deliver video service to a large number of specific site locations throughout Nevada. The end user video equipment however is purchased, and ultimately replaced or upgraded by the end user. Consequently it is the end users' responsibility to keep their equipment upgraded and/or maintained in order to insure continued compatibility with the NSHE video network.

SCS is not responsible for video system incompatibilities resulting from a lack of end equipment maintenance or upgrades on the part of the end user.

3.9 Video Site/Scheduler Responsibilities

- Each NSHE video network site/campus location is responsible for supplying a primary local video scheduler(s). SCS provides a system wide scheduler that serves as the primary scheduler for the Board of Regents, NSHE System Administration, System Computing Services, and external non-NSHE conferences. The SCS scheduler also acts as a backup to the primary institutional scheduler(s) in the event that they are unavailable on a short term basis i.e. annual leave, furloughs, etc.

In the event that institutional site/campus scheduling support becomes unavailable on a projected long term basis i.e. the scheduler terminates employment or is reassigned, SCS will provide backup support for up to 30 days to allow for the site/campus to identify a replacement and to get that replacement trained by SCS to the required level of proficiency. Due to resource limitations, SCS cannot provide ongoing primary institutional scheduling support beyond the 30-day window.

- Local site/campus schedulers are responsible for coordinating video requests from their respective site/campus and entering the appropriate data into the online video scheduling system. The local scheduler is also responsible for scheduling and validating all video room usage, both video and non-video, within their unit/institution.

- Local site/campus schedulers are urged to print daily schedules for their sites to verify usage schedules involving their sites and to communicate site usage and scheduling information to the appropriate levels of responsibility within their respective institutions.
- SCS will provide ongoing training to the local site/campus schedulers and assist in resolving technical issues or problems that arise with the use of the scheduling system. Each site/campus is responsible for providing the necessary local hardware required to run the scheduling software at the scheduler's location. SCS will provide the minimum specifications for this hardware upon request.
- Local site/campus schedulers are responsible for ensuring that their institutions develop and widely publicize local policies regarding the permitted use(s) of the rooms they manage. These policies should be consistent with the NSHE Computing Resources Policy, the NevadaNet Appropriate Use Policy, and this Interactive Video Scheduling and Usage Policy and include additional specific local conditions and restrictions.
- On a quarterly basis, SCS facilitates meetings of the NSHE Video Schedulers Users' Group in order to provide information on new releases of scheduling software, bugs or other issues related to scheduling policies or procedures, and for the schedulers to share "best practices" associated with the video scheduling process. Schedulers, as well as others who just want to know more about the scheduling process are encouraged to attend. The meeting schedules are posted on the SCS web site.

4.0 Enforcement

SCS will make every attempt to work with NSHE video service constituents when it becomes known that a failure to abide by this policy has occurred. Once a non-conformance situation has been identified, failure to take action to address and mitigate the situation by the end user will result in escalating corrective action by SCS that could ultimately result in the discontinued access to video conference service.

5.0 Related Policies and Documents

NSHE Computer Use Policy
SCS Service Catalog
NevadaNet Interconnection Policy
NevadaNet Appropriate Use Policy

Copies of these policies and documents are posted on the SCS Website
www.scs.nevada.edu

6.0 Additional Information

Questions related to NSHE video conferencing service policies should be directed to the SCS Service Desk at **(800) 815-9462 (option 2)** or the SCS web site at:

www.scs.nevada.edu

7.0 Glossary

NSHE – Nevada System of Higher Education

NSHE Institutions – The member institutions of the Nevada System of Higher Education which include the University of Nevada, Reno (UNR), the University of Nevada, Las Vegas (UNLV), the College of Southern Nevada (CSN), Nevada State College (NSC), Great Basin College (GBC), Western Nevada College (WNC), Truckee Meadows Community College (TMCC), and the Desert Research Institute (DRI)

NSHE Affiliate - Any Federal, State, or local governmental entity that enters into a cooperative agreement with NSHE and/or its operating entity System Computing Services that defines the terms and conditions under which video conferencing services will be provided.

SCS – System Computing Services; the operating division of NSHE responsible to the operation and maintenance of NSHE's video conferencing service.

8.0 Approvals

All signature approvals are maintained under separate cover and are filed according to document classification.