



## Connect@NWU Venues (Adobe Connect video conference venues)

### Key roles and responsibilities

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|-------------------------|--|--------------|--|
| <b>ROLE</b>             | <b>Venue Coordinator</b>   | <b>FOCUS</b> | Coordinate meeting room venues and infrastructure and services associated with it. |
| <b>RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>Oversee the scheduling of a venue for Connect@NWU sessions through GroupWise booking (as a resource that users can book themselves) or other existing booking mechanisms.</li> <li>Resolve any scheduling conflicts.</li> <li>Supply users with the venue's dedicated Connect@NWU URL (preferably this URL should also be included in the GroupWise auto-reply when a venue is booked by a user).</li> <li>Provide users with information and advice to plan and prepare for the session.</li> <li>Report venue infrastructure problems (incl. electrical, air-conditioning, projection, sound, computer, network, etc.) to the relevant support departments.</li> <li>Refer queries regarding Connect@NWU to the applicable <i>Meeting Facilitator</i>.</li> </ul> |              |  |
| <b>TRAINING</b>         | General user programme   |              |  |

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| <b>ROLE</b>             | <b>Meeting Facilitator</b>  | <b>FOCUS</b> | Assist and support Connect@NWU sessions before, during and after meetings. |
| <b>RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>Assist with preparations for the Connect@NWU session, keeping in mind the number of participants, their locations, the chair of the meeting, electronic content to be shared, layouts required, etc.</li> <li>Test the session with external participants a few days before the actual meeting.</li> <li>Initiate the Connect@NWU session before the start of the meeting.</li> <li>Perform the necessary tests to ensure optimal sound quality.</li> <li>Ensure the optimal camera shot for the attendees in the venue.</li> <li>Assist incoming participants with activation of microphones and cameras.</li> <li>Troubleshoot sound, video and connectivity problems.</li> <li>Ensure that the chairperson establishes the protocol/rules of engagement for the session at the start of the meeting.</li> <li>Empower venue users to: <ul style="list-style-type: none"> <li>Act as host, manage transitions between layouts and share content as required.</li> <li>Record the session if required.</li> <li>End the session when the meeting finishes.</li> <li>Share transcripts of chats and/or links to recordings if required.</li> </ul> </li> <li>Report venue infrastructure problems to the <i>Venue Coordinator</i>.</li> <li>Report problems with the Connect@NWU service to <i>Tier 1 Support</i> by logging a ticket on IT-Help.</li> </ul> |              |  |
| <b>TRAINING</b>         | Meeting facilitator programme   |              |  |

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| <b>ROLE</b>             | <b>Tier 1 Support</b>  | <b>FOCUS</b> | Offer first line technical assistance to Connect@NWU users |
| <b>RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>Assist users with all Connect@NWU service related problems: <ul style="list-style-type: none"> <li>Accessing the service through a web browser.</li> <li>Logging in.</li> <li>Creating and starting a meeting.</li> <li>Enabling speaker, microphone and webcam.</li> <li>Adjusting speaker and microphone levels and running the Audio Setup Wizard.</li> <li>Installing the Adobe Connect Add-in.</li> <li>Sharing content.</li> <li>Working with layouts and customising it.</li> <li>Recording a session and accessing it afterwards.</li> </ul> </li> <li>Assist with equipment related problems: <ul style="list-style-type: none"> <li>Installing USB audio and video devices.</li> <li>Setting default playback and recording devices.</li> <li>Adjusting Windows speaker and microphone levels.</li> <li>Troubleshoot speaker, microphone and webcam issues (incl. Logitech CC3000e ConferenceCams).</li> </ul> </li> <li>Attend to IT-Help tickets logged by <i>Meeting Facilitators</i> and users.</li> <li>Escalate IT-Help tickets to <i>Tier 2 Support</i> in cases where specialist support is required.</li> <li>Refer non-IT problems to the appropriate service department.</li> <li>Refer users to IT Training &amp; Empowerment in cases where users need to acquire Connect@NWU knowledge and skills.</li> </ul> |              |  |
| <b>TRAINING</b>         | Technical (1st level) support programme  |              |  |

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| <b>ROLE</b>             | <b>Tier 2 Support</b>  | <b>FOCUS</b> | Offer specialist support and expert advice on the Connect@NWU service and related technologies |
| <b>RESPONSIBILITIES</b> | <ul style="list-style-type: none"> <li>Attend to IT-Help tickets logged by <i>Tier 1 Support</i>.</li> <li>Offer training to <i>Tier 1 Support</i> staff across campuses.</li> <li>Ensure continued availability of the Connect@NWU service to all NWU users.</li> <li>Promote Connect@NWU as the preferred video conference service of the NWU.</li> <li>Document all procedures and processes associated with Connect@NWU and related technologies.</li> <li>Support IT Training &amp; Empowerment with the creation of training programmes and material.</li> <li>Execute projects in collaboration with other support partners to improve the quality and availability of the service to users.</li> <li>Research and implement new technologies that can enhance the service.</li> <li>Report on the usage of the service.</li> </ul> |              |  |
| <b>TRAINING</b>         | TBD  |              |  |

**Notes:**

- The roles of **Venue Coordinator** and **Meeting Facilitator** can be fulfilled by the same person or it can be allocated to separate individuals. It will remain the applicable line manager's prerogative to indicate who will do what.
- It is foreseen that the responsibilities associated with the role of **Meeting Facilitator** will decrease over time as venue users become more familiar with the Connect@NWU service and associated technology.
- The role of **Tier 1 Support** needs to be fulfilled by IT Service Desk staff on the different campuses.
- The role of **Tier 2 Support** resides with a dedicated ITC resource in the CMCAS (Content Management, Collaboration & Academic Support) Office.