Media Services Overview
Spring 2024 TA Training

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Hello from the Media Services team!

Broadcast Studio & Production Suite L340 (Froi, Rob)
Media Control Center L350 (Abraham Sr., Donny, Enoc, Jess)
3rd Floor South (AJ, Bill, Mike & Contractors Catie & Zach)
Diversified Floating Technician (Lee)
Broadcast Studio & Production Suite L340 (Froi, Rob)
Media Control Center L350 (Abraham Sr., Donny, Enoc, Jess)
3rd Floor South (AJ, Mike & Contractors Catie & Zach)
Diversified Floating Technician (Lee)
Media Services

Supports technology throughout Evans Hall including 16 classrooms, 3 event spaces, breakout rooms and conference rooms, café video wall, and Beinecke video walls

Our Service Offerings:

FOR MGTs & Other Events:

• Classroom/Podium Support
• Lecture Capture (+Panopto Media Library Support)
• Zoom Video Conferencing Support

Other:

• Dedicated Tech Support (Zhang)
• Zoom Webinar Setup and Support
• YouTube Livestream Setup* and Support
• Event Overflow
• Distributed Audio in Evans Hall
• Translation Technology
• Broadcast Studio

https://confluence.som.yale.edu/display/SC/Media+Services
Podium/Lectern Training

Your TA Training page in Canvas has videos for learning the classroom technology.

We are also happy to provide 1:1 or small group in-person trainings if you need additional assistance.

1. Book a classroom within business hours (M-F 8am-5pm)

2. Add Media Services on your room reservation, or email somit@yale.edu with the date/time/location and any available additional info such as who will be trained (smaller groups are best)

3. Someone will confirm and let you know a member of our team will meet you.
Spring 2024
MGT/MGMT Class Media Support

Kick & Go: Someone is scheduled to arrive 5-10 minutes before the class or event to ensure technology is working properly and you are all set. Also called a tech-assist

* All classes *(MGTs, MGMTs)* have a tech assist/kick & go scheduled. Our team will ask the faculty if they would like them to continue.

Lecture Capture: Our standard recording captures camera with white/black boards, content on 3 projectors, any audio that is unmuted. IMPORTANT: The recording coincides with the EMS Reservation time.

* All classes *(MGTs, MGMTs)* booked by the registrar’s office are scheduled to record

Media Library: This tab on Canvas is where your course recordings live (ran by Panopto)

*All class recordings* in the course’s Media Library on Canvas will populate in an unpublished state* If you do not see any of your scheduled recordings OR if faculty would like their recordings published or shared with individual students, please send us an email to somit@valc.edu so we can assist.

*Except for EMBA classes – these will all publish*
Media Support for Other Events

You can request any of our Media Services offerings through your EMS booking with the events team, or after a room is booked you can always follow up with an email to somit@yale.edu.

**Lecture Capture**

Please be sure to receive confirmation that your event has been “flagged” and that the room recorders are scheduled to kick off.

*2nd Reminder! Classroom recordings match the EMS Room Reservation time.*

**Media Library**

If you also want the recording to be directed into a specific Media Library, please also let us know.

**Zoom**

Please let us know in advance if your event is using Zoom. You can create the meeting using your own Zoom account and we can arrive to assist in your setup, but if you just request a kick & go we may not leave as much time for teaching or troubleshooting vs. knowing your event will have Zoom and you may have additional questions.
Video Conferencing Support

NOTE: The standard sent out to all faculty for students with excused absences is to watch the recording.

If it comes to your attention that a GUEST speaker will be virtually joining a class, you have two options:

**Zoom from Classroom PC**
- This approach will be connected by either you logging into the Zoom App on the Classroom computer, or by the technician during the class kickoff.
- Provides the guest with a single camera angle unless camera enabled switching is engaged on the podium (not 4200, 2210, 4210).
- Best Use Practice: If a faculty needs to teach remotely, the guest will be providing a lecture-style appearance, review sessions and other club events.

**Video Teleconferencing (“VC” or “VTC”)**
- The Zoom call is connected by the Media Control Center.
- The far end guest(s) are provided with a “manned” camera experience with zoom-in, etc.
- Best Use Practice: For interactive sessions with the audience, if the guest is a surprise or if guest is scheduled to join mid-class.
Media 911

Phone
Our direct phone number - (203) 436-4435 – is on a placard at all classroom lecterns and can be called for immediate dispatch of a technician or quick troubleshooting over the phone. Also the best practice for same-day requests.

Slack
A new TA-MS channel has been created. This channel should be used for classroom technology issues and immediate non-verbal communication with media services. (please be sure to specify classroom and issue). If for some reason you are not on it yet, please email somit@yale.edu asking to be added.

#ta-and-media-services-classroom-support

Help Button
Will send an alert to the Media Services team and someone will be dispatched to your classroom (During business hours only – M-F 8am-5pm).
Breakout/Conference Rooms

- These are self-serve Zoom Rooms
- However, we do support the technology so if you discover something not working properly please report to somit@yale.edu or (203) 436-4435 for immediate assistance
- If you need additional training we can schedule a quick tutorial

https://confluence.som.yale.edu/display/SC/Breakout+Room+Technology
Questions?