

Video Encoding Service Level Agreement (SLA)

Distance Learning (DL) courses can be digitally encoded as a one-time (an ad-hoc recording) or an ongoing event (semester-long class recordings). Classes can be recorded ad-hoc by asking the operator to record the session at the beginning of the class.

The first priority for distance learning operators is to ensure that the live interactive class is operating smoothly. We will do our best to meet encoding requests, however, the Educational Technology Services will not be held responsible for missed encodings.

It will be the responsibility of each faculty member to request encoding of distance learning courses. To request a class encoding, the instructor should talk to a Distance Learning employee, and then fill out the ITRC's online Encoding Request Form. The DL full time staff list can be found at: http://www.isu.edu/media/faculty_guide.shtml#Contacts_and_Telephone. The online Encoding Request Form can be found at: http://www.isu.edu/itrc/Moodle/video_posting_request.shtml The encoded classes will be linked in your Moodle ISU course as requested. Students must request class encodings with their instructor, not Distance Learning employees. Distance Learning employees are only allowed to encode classes with the instructor's approval.

Requesting encoded videos to be posted to your MoodleISU course:

- There will be several video links with dates corresponding to days the class meets placed in your Moodle course. The links will be created in advance as part of the automated process for posting videos.
- Three things need to happen for a video to be posted to Moodle and available to students:
 1. You will need to complete the Video Projects and Posting Request Form located online at http://www.isu.edu/itrc/Moodle/video_posting_request.shtml
 2. You will need to tell the video operator to encode the lecture. Once you have requested a class session to be encoded, you can check the following day to see if the link on Moodle works.
 3. You will need to make the course available to students. (See handout: <http://www.isu.edu/itrc/resources/CourseAvailability.pdf>)

System requirements to view encoded video linked in Moodle

- PC or Mac system with sound capabilities
- **High speed Internet connection (DSL or higher)**
- Use Mozilla Firefox browser instead of Internet Explorer or Safari (Free to download from <http://www.mozilla.com/en-US/firefox/>)
- Have the latest Flash Player plug-in installed (Free download from Adobe: <http://get.adobe.com/flashplayer/>)
- If accessing from a site with a firewall, make sure that the Flash video protocols are not blocked. Certain sites (i.e., hospitals) may block access to the streamed video protocols, in which case, we recommend viewing the videos from a different location.
- Speakers or headphones to listen to audio