

Audio-Visual Strategy 2019 – 2020

(Learning and Teaching)

Context

This strategy sets out the Information Services vision for the provision of audio-visual services to facilitate University learning and teaching requirements for the next year.

Audio-visual services are provided and supported by the Campus Support Team on the Canterbury and Medway campuses as part of the overall IT /AV provision in collaboration with IS and University colleagues and external specialists. Advice is provided to the University's European study centres for specifying Audio Visual provision in teaching spaces. The main aim of the service is to support the learning and teaching objectives of the University.

There are 29 lecture theatres and 131 seminar/ PC teaching rooms with audio-visual provision on the Canterbury campus and 39 rooms on the Medway /Tonbridge Campuses. The Templeman Library has multimedia resources¹ available for short term loan and use within the Library, these are subject to Collection Management policies and are excluded from this audio-visual strategy.

Links to Information Services Strategy

This audio-visual strategy supports the following Information Services strategic aims² :

Environment - We offer modern, technology rich and inspiring study environments that stimulate creativity and enhance learning.

Empowerment - We encourage and enable a community of users who can confidently exploit electronic and physical resources, navigate a complex information landscape and use technology to fulfil their potential for learning, working and living in a digital society.

Technology - We support academic and business achievements, foster innovation and promote collaboration through enabling and adopting well integrated, fit-for-purpose and cost effective technologies.

This strategy supports and takes full account of the Information Services Equality, Diversity and Inclusion Support Strategy³ mission statement. Information Services aims to embed equality into the management of all aspects of its library and IT provision, including the physical environment, resource provision and support services.

¹ <http://www.kent.ac.uk/library/resources/multimedia/index.html?tab=dvds-and-videos>

² The Information Services Strategy is available on our website <http://www.kent.ac.uk/is/strategy/index.html>

³ The EDI strategy is available on our website <http://www.kent.ac.uk/is/strategy/index.html?tab=equalitydiversity-and-inclusion>

Strategic Aims

We aim to promote the use of innovative teaching technologies to help shape the use of AV in learning and teaching.

To achieve this we will:

1. Ensure that audio-visual provision meets the needs of learning and teaching
2. Promote the use of innovative technologies in teaching and learning spaces
3. Keep up to date with technology developments.
4. Provide audio-visual support to University staff when using University teaching spaces.
5. Ensure audio-visual equipment in lecture theatres and seminar rooms are well maintained.
6. Collaborate with Schools, Departments and University committees to develop services which meet their requirements.
7. Provide advice and guidance on new installations making use of external specialists where appropriate.
8. Ensure that Campus Support Team staff have the necessary knowledge and skills to support users and deliver effective audio-visual services.
9. Monitor and review the audio-visual service to ensure it is meeting requirements and identify where improvements can be made.

Objectives

1. Audio-Visual provision

- a) Create spaces that are intuitive to use – listening to feedback to improve where required.
- b) Maintain a template for new rooms being commissioned or being refurbished.
- c) Provide and monitor equipment for KentPlayer in lecture theatres and seminar rooms to facilitate recording of lectures and seminars.
- d) Ensure appropriate audio-visual facilities are available for those requiring additional assistance in accordance with the Equality Act 2010 and other legislation.
- e) Increase remote monitoring and analysis of equipment use through expansion of Extron GVE
- f) Security mark and maintain records of audio-visual equipment.

2. Innovation

- a) Work collaboratively with UELT to pioneer innovative AV systems based on user feedback and business need.
- b) Undertake projects to install new AV technologies which enable innovation in learning and teaching.
- c) Consult and work closely with individual academic staff who have an interest in the use of innovative technology in their teaching.
- d) Keep abreast of the development and use of teaching technologies across the HE sector.

3. Up to date technology

- a) Replace legacy technologies such as VHS, and VGA with suitable modern alternatives.
- b) Develop and implement an annual Audio Visual action plan.
- c) Attend supplier demonstration days, conferences and exhibitions.

- d) Participate in the Standing Conference Heads of Media Services (SCHOMS) network and events.

4. Audio-Visual Support

- a) Respond to audio-visual support requests logged on the Topdesk system in a timely manner, keeping customers informed of progress and outcomes.
- b) Carry out teaching room checks according to schedule to ensure equipment is working.
- c) Proactively monitor equipment using remote management tools where possible.
- d) Provide training for University staff on the use of audio-visual equipment.

5. Maintenance

- a) Carry out or arrange the preventative maintenance of audio-visual equipment as per manufacturers' recommendations.

6. Collaboration

- a) Liaise with Timetabling Office and Estates Department to ensure the provision of best value audio-visual solutions for lecture theatres and seminar rooms.
- b) Collaborate with UELT, Timetabling office and other University committees and groups to provision innovative solutions to help shape learning and teaching spaces.
- c) Liaise with external suppliers and specialists to seek value-for-money solutions, advice and guidance.

7. Advice and Guidance (New Installations)

- a) Engage with project managers for new buildings and teaching space refurbishments to advise and assist with the specification of audio-visual requirements to ensure installations are supportable (by Campus Support Team) or if not supportable in-house that proper account and provision is made for fully-costed external support.

8. Staff Development

- a) Ensure Campus Support Team staff have the relevant training, including Health and Safety training, to safely provide excellent audio-visual service delivery.
- b) Send staff to appropriate conferences, seminars, supplier days etc. to enable them to keep abreast of new developments in audio-visual technology.

9. Monitoring and Improvements

- a) Work closely with Group for the Enhancement and Management of Space (GEMS), who is responsible for developing, communicating and implementing policies and strategies to ensure the optimal use, allocation, configuration and equipping of teaching spaces across the University, in line with the Institutional Plan, the Education and Student Experience Strategy, the Medway Strategy, and the Estates Strategy and Masterplan.
- b) Consult with users on their requirements.
- c) Monitor and respond to feedback from staff and students on Audio Visual facilities including feedback generated by the Topdesk ticket survey data.

This strategy will be reviewed by the Campus Support Team Manager in line with the new Information services Strategy to ensure that the strategic aims and objectives are aligned.