



UVU

Distance Education Facilitator Training Manual



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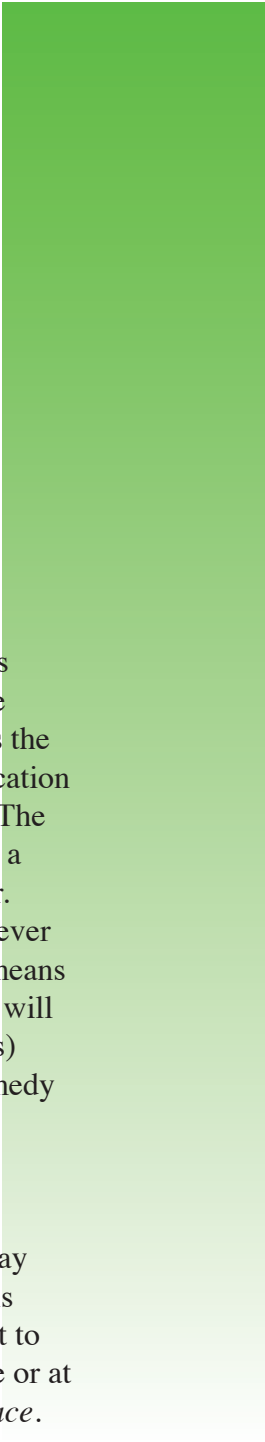
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Welcome to the wonderful world of Distance Education at UVU. Distance Education is a department which brings college level classes and experiences to external sites throughout Utah. These sites include high schools throughout the region as well as other buildings, such as the National Guard building located west of UVU. UVU's Distance Education department is part of the Utah Education Network or UEN for short. The part you will play in this vast network of education is a small one but a very important and necessary one. You are what is called a Facilitator. Facilitators are responsible for the setup and smooth running of whatever distance education class you have been assigned to work with. This means that if a problem(s) arises, through your training and experience, you will know how to cope with the problem(s) and either solve the problem(s) yourself or know exactly who to call in case your attempts do not remedy the problem(s).

The scope of this manual is try and give you, the Facilitator, as much information as possible in a concise and easy to access manner. This manual will not provide any and all solutions to problems that you may face but will be a help and guide to assist you should you feel that it is needed. In other words, the system is complex enough that an attempt to explain or resolve all possible adverse situations would be impossible or at the very least this manual would be the size of Tolstoy's *War and Peace*.

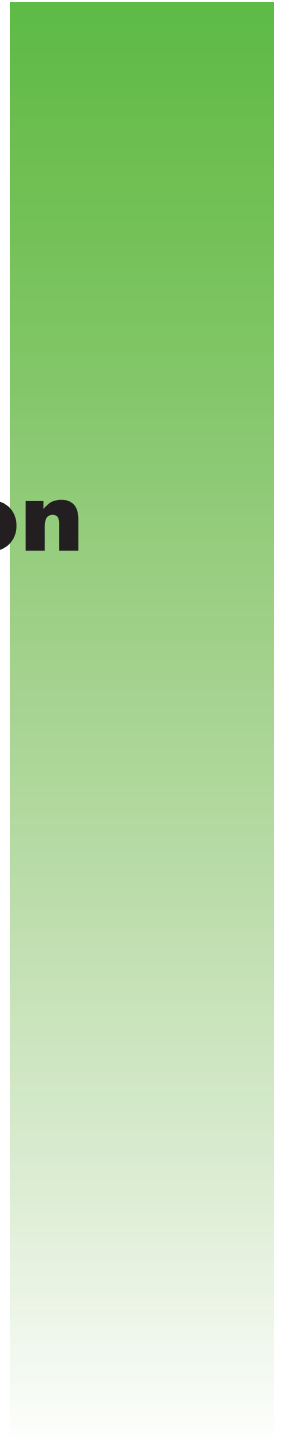
Section 1

Equipment

The equipment that you will be using in your everyday routine is both complex and easy to use, in most cases. In the Distance Education Department there are two main classrooms that you will be assigned to work in. Both rooms have similar setups but do not necessarily use the exact same equipment. The Crestron, Tandberg and Marantz, which will be explained in detail. Each of these pieces of equipment are the exact same for each room. The setup for the Crestron, however, is slightly different between the rooms. The reason for this difference is still unknown to many of us Distance Education employees but is mainly due to programming issues.

Chapter 1

The Crestron

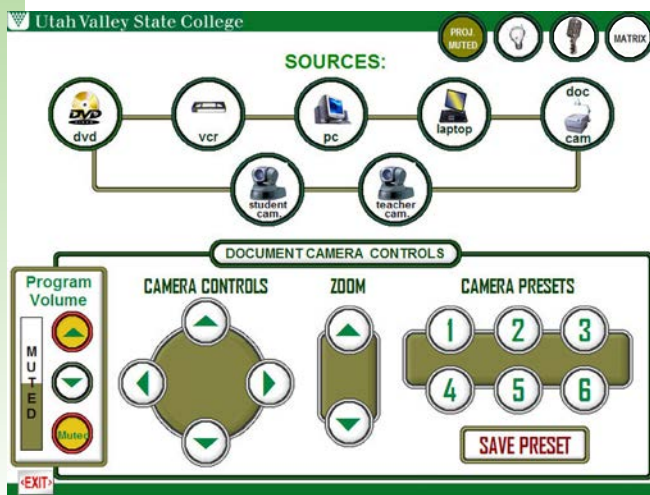


The Crestron basically can be called the “brains” of the whole classroom setup. All of the output sources to be shown to the onsite classroom and all the distant sites. The Crestron uses a touchscreen to select the various available options. In each of the classrooms, there will be two Crestron touchscreen panels, one to be used by you and one for the instructor.

Lets run through an example. Say that you want the course instructor to be shown to all the sites. On the Crestron’s main page there is a selection called “teacher cam.” By selecting the “teacher cam” the instructor will then be projected to all the sites in the class.

Note: The Crestron is programmed to put the display to sleep after a few minutes of inactivity. When this happens the screen will be totally black. To wake the system simply tap the screen with your finger. Please remember that you need to solidly tap or press your finger on the screen to wake it up. If you lightly tap it with your fingernail or the tip of your finger the system may or may not wake up. The touchscreen will only recognize a solid tap or push of the finger.

The Crestron Menu



DVD: This is the selection for the DVD player in the classroom.

VCR: This selection brings up the VCR to be shown during class.

PC: This is the computer selection. (This selection will be described more in detail in the following section.)

Laptop: This selection is not used. In theory, this selection is used to bring up the alternate computer setup if an instructor has a laptop that he or she brings with them.

Doc Cam: This selection shows the overhead camera above the instructor so that he or she can write down information for the class to see.

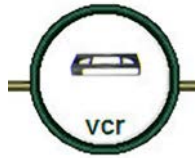
Student Cam: This selection brings up the camera that displays the students in the UVSC classroom.

Teacher Cam: This brings up the camera that shows the class instructor.

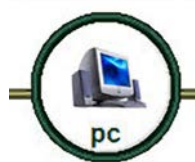
So what do all these selections do and why do we have them? Some of them you will recognize and others may be unfamiliar. Lets explain what it is you are looking at and how it functions.



The DVD selection is very straightforward. It brings up the DVD player so that the instructor can show a DVD.



The VCR button is similar to the DVD button in that it brings up the VCR so that an instructor can show a VHS tape in class.



The PC selection is a bit tricky and requires another change to the system in addition to selecting the PC button on the Crestron. In order to describe what needs to be done when selecting the PC, the overall operation of the video signal used by the system needs to be explained.

When you have a source selected such as the Teacher camera, that camera is sending a video signal to the system. This video signal is what is called NTSC. An NTSC signal is roughly the same video signal that you would see on a standard TV at home. When you play a VHS tape or regular DVD, not an HD-DVD or Blu-Ray, the VCR or DVD player produce an NTSC signal. This signal is usually a little fuzzy and not extremely crisp or clear but it functions well enough for our purposes. However, a computer does not normally produce an NTSC video signal. A computer uses a VGA signal which is a much clearer and cleaner signal. The Tandberg (the equipment that processes the video and audio signals) uses the VGA signal to broadcast the computer to the various sites.



The Laptop selection in theory is to be used to place the instructor's laptop on the system to make it available to be shown. This function has not been programmed into the Crestron to function properly. If you or the instructor accidentally select the Laptop choice do not worry, it will only shutdown the entire system. Just kidding. The Laptop button does not do anything to the setup, at least not that is known. Simply make the correct selection and move on.



The Doc Cam button selects the camera that is directly above the podium where the instructor sits. The term Doc Cam is short for document camera. The Doc Cam is used by instructors to write information for the class to see. It is similar to the chalkboard that a teacher uses to write information for the entire class. Since distance education classes do not use chalkboards or whiteboards, the teacher uses pen a paper to write information down and the Doc Cam sends video of the paper to the students in the classroom and the sites.



The Student Cam button activates the camera that is aimed at the students and displays the students in the UVSC classroom to the sites.



The Teacher Cam button is similar to the Student Cam button. The Teacher Cam button shows the teacher to the sites but not to the UVSC classroom. Note: Sometimes the teacher wishes to be shown to the class. This situation is possible but requires more information than what this manual covers.

The Crestron also has other features that allow more control over the class. Lets take a look at the other functions that are found on the Crestron display.



In the top right corner of the display there are four round buttons. The functions found in these buttons is not to be played with as they can severally change the course's smooth running. The buttons are labeled as:

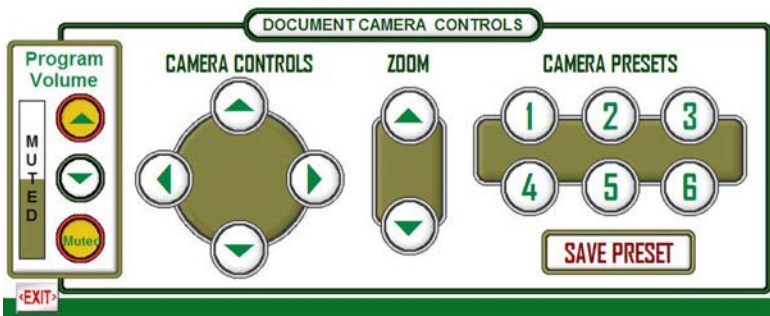
Proj. Muted
Light Bulb
Microphone
Matrix

Each of these buttons has an important function but only two will be explained. The Lightbulb button and the Matrix button are the only selections that concern the running of a course. The Proj. Muted button is always selected, that has been observed thus far, and the Microphone button should not me touched under any circumstances.

The Lightbulb button allows the Crestron to turn on and off the classroom lights. For example, if an instructor is playing a DVD in class and he or she wants the light turned off so the class can see the movie. The instructor and/or the facilitator has two options. First, the lights can be physically turned off by pushing the light switch. Second, the lights can be turned off remotely by pushing the Lightbulb button and pushing the button to turn the lights off. Either way will work. It is simply a matter of how much effort one wants to put into turning on and off the lights.

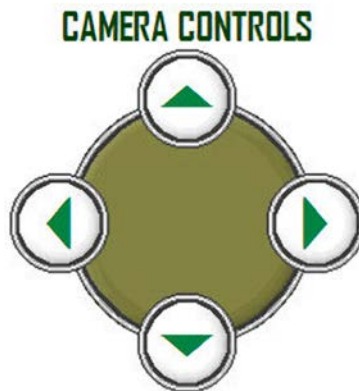
The Matrix button should only be used by those that have a good grasp on what is happening with the system. The Matrix has access to all the input and outputs for the video that can be used in a class. It also selects what the monitors in the control room will see.

The bottom of the Crestron display changes with respect to which button is chosen. Each of the buttons has a combination of one or more of the functions.





Program Volume: The Program Volume controls the sound that is heard in the classroom. The up arrow increases the volume while the down arrow decreases the volume. Mute turns off the volume while leaving the audio level where you left it.



Camera Controls: The Camera Controls panel is only available when the Student Cam or the Teacher Cam buttons are selected. Each of the buttons moves the camera in that button's direction. If you select the Up button, the camera will move up. If the Right button is selected the camera will move to the right.

ZOOM



Zoom: The Zoom Control panel zooms the camera in and out. The Zoom panel appears when the Student Cam, Teacher Cam and Doc Cam are selected. When Student Cam and Teacher Cam are selected both the facilitator in the control room and the instructor can use the Zoom Control panel. The Doc Cam Zoom Control panel can only be used by the instructor in the classroom.

CAMERA PRESETS



Camera Presets: The Camera Presets Panel is made up of a set of six (6) buttons that allow the facilitator to set specific zones or spots for the cameras. For example, let's say the Teacher Cam has a spot that has been set to show the instructor and the podium. This view is set to preset number one. During a class you need to move the camera to another section of the classroom to show an experiment. The camera has been moved from the podium and

is now showing the experiment that is on a table on the other side of the classroom. The instructor finishes his or her experiment and then moves back to the podium to continue their lecture. You, as the facilitator, have two options to move the camera back. One, you can use the directional Camera Controls and move the camera back to the instructor and the podium or you can select the number one (1) Camera Preset, which was programmed earlier to show the instructor at the podium, and have the camera move to the preprogrammed spot and once again show the podium.

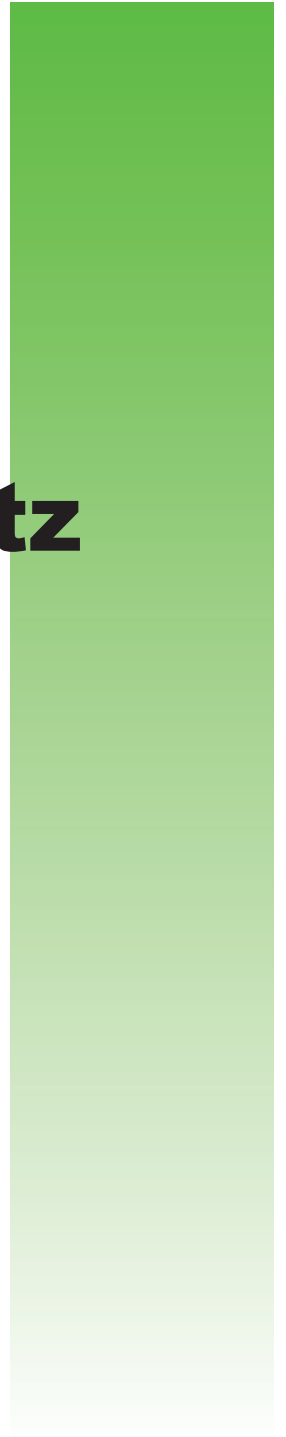
You can also set the camera's zoom in the preset in addition to its position.

Active Source: The Active Source button only appears when the Teacher and the Student Cams are selected. When you select the Teacher or the Student Cams on the Crestron, neither one of the cameras are actually selected to be shown to the sites. When you select the Teacher or the Student Cams at first is to allow you the ability to setup the camera's positioning before showing the camera to the sites. For example, the instructor has been using the Doc Cam to write some information for all to see. The instructor also wants to show a demonstration that is taking place on a table on the other side of the room. You need to use the Teacher Cam to show the demonstration but the Teacher Cam is focused on the instructor and the podium. If you select the Teacher Cam button then hit the Active Source button the sites will only see the instructor and the podium and watch as you move the camera to the demonstration area.

The Crestron is one of the most complex piece of electronics involved in the process of running the control room.

Chapter 2

The Marantz



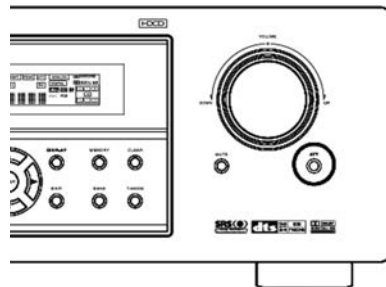
The Marantz is responsible for all the audio that is used in the classroom. The Marantz is a typical surround sound system that you would find in any home theater system. There are only a few functions that you will use.

The main power for the Marantz is tied into the main power for the room. When the room's power is off the Marantz is off.

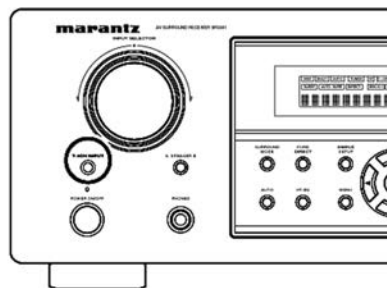
Note: There are times when the Marantz will not turn on when the room's power is turned on.

Front Panel

Volume Control: The Volume control knob is the knob on the right hand side of the Marantz. It functions the same as any other volume control. Nothing particularly exciting about this one.

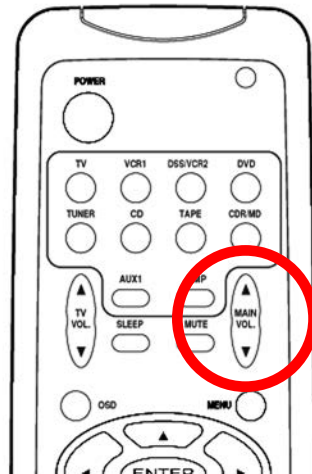


Source Selection: The Source Selection knob allows you to change which source is being broadcast to the classroom. When the Marantz is first turned on the DSS is the default source. The order of the source are as follows: TUNER > DVD > TV > VCR1 > DSS > AUX1 > AUX2 > TAPE > CDR > CD.

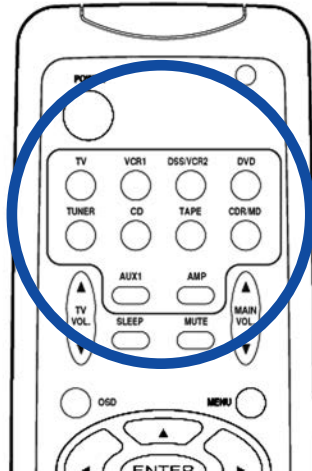


Remote Control

Volume Control: The Main volume control is the button with the red circle around it. The other volume button is only used to control a television's volume. The TV volume control is not used.



Source Selection: To choose a specific source on the remote simply find the source you want and push the button. The source selection buttons are circled in blue. The button should select that source and the source's name should appear in the digital display on the Front Panel.



All other functions on the remote control or on the front panel are to be left as is. They either are not used for the class or have been set at a setting by the technicians that have set-up the control room. Please do not touch the other buttons.



Chapter 3

The Tandberg

The Tandberg is the piece of equipment responsible for processing and actually sending the audio and video signal out to the various systems throughout the UEN system. These signals are then passed along to the outer sites. The Tandberg also receives the signals from Salt Lake City to start a class. If that was not enough, the Tandberg also receives the video and audio signals from all the outer sites so that you and the instructor can see what is happening at the outer sites. Next to the Crestron, the Tandberg is one piece of complex electronics.

All of the functions of the Tandberg are controlled by its remote control. There are no other interfaces for the Tandberg so do not lose the Tandberg's remote or abuse it anyway so that it does not function anymore. This would cause a problem that would not be easy to fix. So, please take good care of the Tandberg remote control. Like all the other pieces of equipment only a few of the functions on the remote will be needed and therefore explained.

The Tandberg Remote Control



The Tandberg Remote Control is used in conjunction with a menu system that appears on a specific monitor set to show what the Tandberg is broadcasting. It is similar to the menu system on your TV at home. When you want to adjust a specific aspect of you TV, typically, you would press the Menu button on your remote or the television itself then make your adjustments. The Tandberg's remote brings up a menu for the Tandberg in a similar fashion. The remote control's buttons and functions that will be used for class will be explained first followed by the menu that will appear on the monitor.

Presentation Button: The Presentation button is sort of a short cut to bring up the menu. Specifically the Presentation menu. The Presentation Menu will be explained in the Tandberg Menu section.



Four-Way Directional Arrow Buttons: The directional arrows (circled in yellow) help you to navigate your way around the Tandberg's menu. If you want to go up, down, left or right the arrow buttons are what you want.



OK Button: The OK button (circled in green) is in the middle of the Directional Arrow buttons. The OK button functions like an enter button on your computer or standard remote control. When you want to actually make the selection you press the OK button.



Cancel Button: The Cancel button (circled in orange) essentially backs you out of the menu. If you have selected a menu within the menu then pressing the Cancel button will pull you back to the previous menu. If you are on the Tandberg's Main Menu then pressing the Cancel button will remove the menu from the screen.

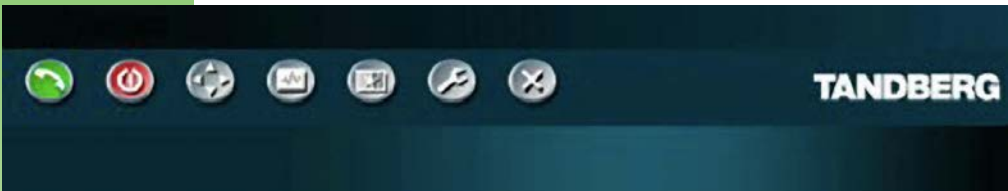


The Tandberg's remote has many other functions that will not be discussed in this manual. Many of them are on a need to know basis. If the functions are not used properly or are being played with the system can have problems. The last thing that you as the Facilitator would want is to have the Tandberg go on the fritz in the middle of a class and not be able to gain control again. So, it is simply better to leave the other buttons alone until one of the technicians can explain the functions to you.

The Tandberg Menu

The menu for the Tandberg, at first glance, might seem a bit daunting but once you understand what each of the symbols mean and how to navigate around it will become second nature.

Before a call comes in, the menu will display these symbols. This is the default menu setup that is used by the classroom.



Add Call Button: This button allows the facilitator to dial up and connect to the UEN network or to another Tandberg. This is not to be used unless specifically instructed to.



End Call Button: The End Call button disconnects you from the network. This button should only be used unless instructed to otherwise do not select this button.



Camera Control: In most circumstances this selection brings up the Camera Control menu which gives the Facilitator the ability to control cameras. At UVU this menu does not serve the same function and should only be used if instructed.



Presentation Button: The Presentation button opens the Presentation Menu. The Presentation Menu will be explained in the next section.



Services Button: The Services button gives access to additional functions of the Tanberg. This button should not ever be selected as it is only to be used by the technicians.



Control Panels Button: The Control Panels button gives the user access to the internal preferences and settings of the Tandberg. Again, this should never be used by the facilitator only by the technicians.



Close Button: The Close button simply closes the menu and returns the screen to what is being projected.

Of all the selections on the Main menu, the only selection that will be discussed any further will be the Presentation button because this button and its menu are significant in your abilities to run the class smoothly.

As you navigate around the menu with the Directional Arrow buttons on the remote, a yellow box will highlight each button as you move through them. When the Presentation Button is highlighted and you have pressed the OK Button to select it, the Main menu is replaced with one of the following menus.



This is the other menu that can appear. Which menu you get all depends on how the system is setup. The only difference between the two menus are the tabs that are above the buttons. In the previous figure, the menu only has the Main Video tab. The menu below has Main Video, Duo Video and Snapshot tabs.



For this manual we will only focus on the Main Video and Duo Video menu tabs. Each of these menus have roughly the same set of buttons. Each of the buttons selects either a different output or will change the video signal being sent by the Tandberg.



Cam: This is the standard camera setting. The output will go through this port. It does not do anything in the UVU system.



PC: The PC setting, when selected, sends a VGA signal to the sites. This selection I used with the PC setting on the Crestron.



Doc Cam: This is the default setting for the Main Video Menu.



VCR: This setting send the same signal as the Cam and Doc Cam settings. It is just another output for the Tandberg.



VNC: This is an unknown setting and is not used by UVU facilitators. Just ignore this one.



Close: Choosing this selection will take you back to the Main menu.

For the UVU control rooms that use the Tandberg the only functions that you will ever use will be the PC and possibly the Doc Cam. The steps to use the PC and Doc Cam selections and whether to be in the Main Video or Duo Video tab will be explained in Section two.



Chapter 4

LCD Projector Controls

The LCD projectors in each of the rooms are fixed and only need to be operated by the remote if needed. The power is tied into the rest of the system and the projectors will be turned on and off by the Crestron. If the projectors need to be turned off while the system is on, simply hit the power button on the remote.

Like all the other remotes we have looked at, this one has only a few functions that we will be looking at. Specifically, we want to look at the Input Selections on the remote. Sometimes when the system is turned on the projector(s) will be looking for another type of signal that it is supposed to. All of these projectors can accept VGA, S-Video or RGB signals.

The Computer button in the Input Select of the remote switches between the VGA signals only. The projectors each have two Computer VGA signals that need to be checked for a signal.



The Video button switches the signal between the S-Video and RGB video signals.



These pieces of equipment are the more complex that needed to be explained in more detail, but by learning about the Crestron and the Tandberg you as the facilitator can better help the instructor, other facilitators and students of the various classes that you will deal with.

The better you become with the equipment the better you will be as a facilitator. In many instances the more you know about the equipment you are using and how that equipment works the many small problems that creep into the classroom can be worked out by you.

Section 2

Startup and Shutdown

The startup and shutdown sequences are what most of the information in the previous chapter will help you to perform properly. Both of these sequences are crucial and can cause or solve problems during the day. There are only two rooms that are used as Distance Educaiton classrooms, LC 222 and LC 308. The sequences for each room are fairly similar but they do have subtle differences that need to have attention paid to. Please read through this section carefully.



Chapter 5

LC 222

The startup sequence is fairly straight forward and easy to follow. I have provided a step-by-step sequence for you to follow.

LC 222 Startup

Step 1: Have the door to LC222 and the control room opened.

Step 2: Walk to the podium, locate the Crestron and press the screen once. The Crestron will be in its sleep mode and you will need to wake it up. After the Crestron is up and ready you will see this graphic on the Crestron.



Step 3: Press the screen again. All the lights, cameras, LCD Panels, and the projector will turn themselves on. The Crestron will display the Main menu graphic and is now ready to be used.

Step 4: Turn on the computer, which is located in the cabinet under the podium near the wall. The computer is an Apple Mac Mini running Windows software. The power button is located on the back of the computer.

Step 5: Turn on all the small LCD panels on the podium itself. These are used to show the instructor the various video signals used in the class.

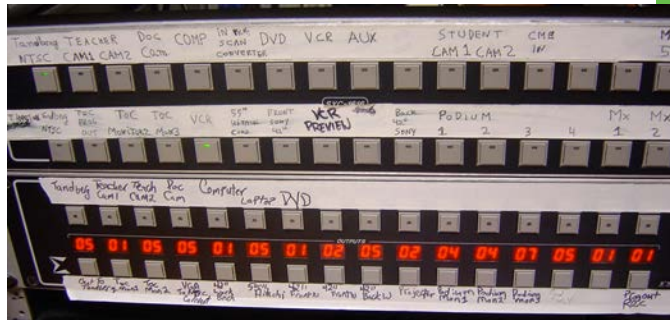
Step 6: Ok, you are done with the classroom, now enter the control room. Get a pair of rechargeable batteries from the recharger and place them into the wireless microphone. The microphone should be on the podium in the classroom. Once the batteries are in the microphone, place the microphone back in the classroom.



Step 7: In the control room, turn on the three monitors that are in the equipment racks. The Marantz, the Tandberg and all the other equipment should be powered up already.

Step 8: Now is the time to get the videotapes ready for the day, provided that they have not been done already. If you need to get the tapes setup, grab the amount of videotapes that you will need for each of the classes during the day. Then grab a package of dot stickers. On the stickers you only need to write the class's subject (English, Psychology, Meteorology etc.) and the date. Place the sticker on each tape.

Step 9: If you are preparing for a class, then insert the class's videotape into the VCR and get it ready for taping.



Step 10: Since starting the system, none of the video is being routed to where it needs to go. In this classroom, the matrix is actually a set of panels next to the Crestron. This graphic shows the matrix. The matrix is divided into two sets of inputs and outputs. Many of the selections are repeated on both rows. The Tandberg's signal is split into both the top and bottom rows. The top row is what you will use the most. The bottom row has only one setting that needs to be made. To present the Tandberg's signal to the class in LC222 you will need to hit the Tandberg button then the Projector button. This will send the Tandberg's signal to the LCD projector in the classroom.

The top two rows allow you to select any of the video signals and send them to any monitor or out to the sites. The top row is all the video output signals and the second row has the inputs. For the initial set up, you will want to make some specific selections. First, you will want to see the Tandberg's signal in case you need to use the Tandberg's menu. Press the Tandberg NTSC button and then the TOC Monitor 3 button. The Tandberg's signal is not being sent to monitor 3. You will also need to send the Teacher Camera out to the sites as well. To do this select Teacher Cam1 and the TOC Prog Out. You are now sending the instructor's video out to the sites.

Step 11: Sit back, mentally psyche yourself up and get ready for class. That is pretty much all that is required to set LC222 up for class. Once you get the routine down it is a simple matter of walking through the steps and preparing for anything that could happen during class.

LC 222 Shutdown

The shutdown sequence is much much easier than the startup sequence. All you are doing is shutting down the equipment. Again a step-by-step description is the easiest to follow.

Step 1: Stop the videotape and rewind it.

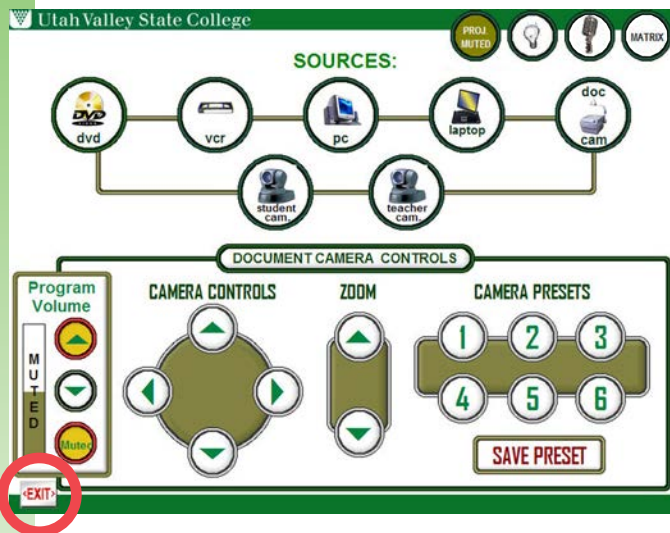
Step 2: Turn off all the monitors in the control room.

Step 3: Turn off the speakers.

Step 4: Turn off all the monitors on the podium.

Step 5: Shutdown the classroom computer.

Step 6: Open the wireless microphone and remove the batteries.



Step 7: Enter the classroom and go to the Crestron. On the Crestron's screen there should be a button named "Exit" (circled in red) in the bottom left corner. Press the Exit button. The screen will change to a graphic that has two circles on it. One is red that says Shutdown and one that is green that says Cancel. The red Shutdown circle will shutdown the entire system. The green circle cancels the option to shutdown and returns you back to the Crestron's main screen. Press the red Shutdown circle. This will shutdown all the equipment that needs to be in the classroom and in the control room.

Step 8: Remove the videotape and place it on the shelf with the other videotapes.

Step 9: Put the batteries from the microphone into the charger.

Step 10: Turn off the lights in the control room.

Step 11: Close the door from the control room to the office area. Do not close the door that is between the control room and the classroom. Leave that door open. Make sure the door is locked. If the door is not locked go to Distance Ed counter and ask for a key to lock the door.

Step 12: Close and lock the door to the classroom itself.



Chapter 6

LC 308

The startup and shutdown steps are very similar to those of LC222. There are a few subtle differences, please read through these carefully.

LC 308 Startup



Step 1: The control room for LC308 is separated from the classroom and requires a special code to get in. Use your code to open the door and turn the lights on in the room. Walk to the control room and turn on its lights.

Step 2: The wireless microphone for this classroom should be sitting on the counter in front of the keyboard for the control room computer. Get a pair of rechargeable batteries from the recharger and place them into the wireless microphone. Once the batteries are in the microphone, take the microphone with you as you go to the classroom.

Step 3: Get the key for the classroom and open LC308.

Step 4: The lights for LC308 are not controlled by the Crestron. You will need to turn on the lights for the room manually.

Step 5: Walk to the podium and put the microphone on it. Locate the Crestron and press the screen once. The Crestron will be in its sleep mode and you will need to wake it up. After the Crestron is up and ready you will see this graphic on the Crestron.

Step 6: Press the screen again. All the cameras, LCD Panels, and the projector will turn themselves on. The Crestron will display the Main menu graphic and is now ready to be used.

Step 7: Turn on the computer, which is located in the cabinet under the

podium near the wall. The computer is an Apple Mac Mini running Windows software. The power button is located on the back of the computer.

Step 8: Turn on the small LCD panels on the podium itself. This is used to show the instructor the various video signals used in the class.

Step 9: In the control room, turn on the three monitors that are in the equipment racks. The Marantz, the Tandberg and all the other equipment should be powered up already.

Step 10: Check the Marantz to see if it is on VCR1. If it is not, turn the knob or use the remote to select VCR1. All the audio for the classroom goes through the VCR1 selection.

Step 11: Now is the time to get the videotapes ready for the day, provided that they have not been done already. If you need to get the tapes setup, grab the amount of videotapes that you will need for each of the classes during the day. Then grab a package of dot stickers. On the stickers you only need to write the class's subject (English, Psychology, Meteorology etc.) and the date. Place the sticker on each tape.

Step 12: If you are preparing for a class, insert the class's videotape into the VCR and get it ready for taping.

Step 13: In this classroom, the matrix is located in the Crestron, see chapter 1 for details on the Matrix button. The Crestron has been programmed to send the correct signals to their respective locations. Selection of where things need to go is not necessary in this room.

Step 14: Sit back, mentally psyche yourself up and get ready for class. That is pretty much all that is required to set LC222 up for class. Once you get the routine down it is a simple matter of walking through the steps and preparing for anything that could happen during class.

LC 308 Shutdown

Step 1: Stop the videotape and rewind it.

Step 2: Turn off all the monitors in the control room.

Step 3: Turn off the speakers.

Step 4: Enter the classroom and go to the Crestron. On the Crestron's screen

there should be a button named “Exit” in the bottom left corner. Press the Exit button. The screen will change to a graphic that has two circles on it. One is red that says Shutdown and one that is green that says Cancel. The red Shutdown circle will shutdown the entire system. The green circle cancels the option to shutdown and returns you back to the Crestron’s main screen. Press the red Shutdown circle. This will shutdown all the equipment that needs to be in the classroom and in the control room.

Step 5: Turn off all the monitors on the podium.

Step 6: Shutdown the classroom computer.

Step 7: Pick up the wireless microphone. The microphone is taken back to the control room so that it will be one less trip back to the control room to get batteries for the microphone.

Step 8: Turn off the lights and close the door. The door to the classroom is always locked so just make sure the door closes all the way.

Step 9: Remove the videotape and place it on the shelf with the other videotapes.

Step 10: Remove the batteries from the microphone. Leave the microphone on the counter.

Step 11: Put the batteries from the microphone into the charger.

Step 12: Turn off the lights in the control room and as you leave the lights in the outer room.

Step 13: Enjoy! Another day of work finished.

Hopefully this short manual has been some help as you have begun your training as a UVU Distance Education Facilitator and will provide help in the future. The more you become familiar and come to understand the information in this manual the more independent you will become as a facilitator. However, nothing is as important as asking questions. Questions can be the best source of learning that you can have in this position. Please do not hesitate to ask questions if something is not clear or you need to know more about a particular aspect of the job.

Welcome to the future of education.