

Videoconferencing & Audio Visual Services

<http://www.jcu.edu.au/Videoconferencing/>



Current Situation

- 60 Common Teaching rooms
- 17 Videoconferencing venues
- 48 projectors under 3 years old
- 3 year replacement program for all Common Teaching & VC venues
- 5.3 Technical-support staff
- 1 Administration/Bookings staff
- Commercial videoconferencing operation

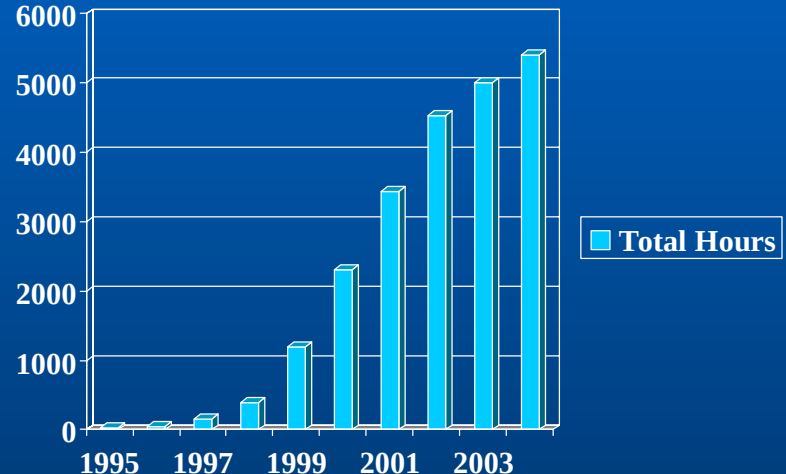
Videoconferencing History

- 1995 - 1 system at each campus using 128kbps ISDN
- 1998 - 4 systems at each campus using 128kbps ISDN –Picturetel 4000 & Swiftsites
- 2000 - Replacement of systems with Tandberg 800 & 2500 codecs
- 2001 - Migration to H323 (768kbps) using ATM between Cairns & Townsville
- 2004 – 17 codecs including Thursday Is

Videoconferencing Growth

Total usage in hours

- 1995 - 30 hours
- 1996 - 50 hours
- 1997 - 159 hours
- 1998 - 398 hours
- 1999 - 1200 hours
- 2000 - 2307 hours
- 2001 - 3439 hours
- 2002 - 4533 hours
- 2003 - 5012 hours
- 2004 - Predicting 5400 hours



Breakdown of 2003 videoconferencing usage

- Lectures, tutorials, presentations and seminars - 2667 hours
- Meetings and Admin - 1773 hours
- External and Commercial - 572 hours
- 98% of connections are point to point
- Strong uptake in the use of “Duo Video” feature for teaching

Training

- Technical training is conducted by AV support staff for room familiarisation and hands on experience.
- Educational theory training outsourced to external providers such as Learntel to promote higher acceptance and uptake by academic staff.

Problems along the way

- Lack of suitable “Real Estate” to accommodate systems
- Supporting and booking multi site and multi purpose venues
- Independent Time tabling systems
- Managing unrealistic expectations

Trends

- Multiple monitors, projectors or flat panel displays in all venues
- Networked devices and management tools for enhanced monitoring and remote control
- Increases in bandwidth usage – currently using 1.1mbps between all venues.
- Links to R&D sections of equipment suppliers to influence technology development
- Automation of call connections & bookings (Tandberg Management Suite & Scheduler)

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Future challenges

- IP based connections to emerging JCU “Micro Campuses” such as Mt Isa & Thursday Island.
- Dealing with varying teaching models



QoS