

# AUDIO CONFERENCING TIPS

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## 1. SITES - Where I should call from

While we realize that part of the appeal of a distance course is the ability to take the course from home, it is not financially feasible for multiple students in one location to place individual calls. For this reason, **there can only be one call placed from each community**. The location chosen for students to gather is the designated site (local campus, school or home) that is accessible within a reasonable distance and/or time by the students. For example, students in Anchor Point and in Homer (22 miles apart by road) are expected to attend classes together, usually at the local Kachemak Bay Campus in Homer.

As we are allowed only so many sites per class, the addition of an unauthorized site may make it impossible for scheduled sites to call in. This cannot be allowed. Only those sites pre-authorized with the local campus audio provider can call in for class. Your local campus can advise you on the logistics of this problem on an individual basis.

## 2. TRAVELING

While we would like to be able to accommodate those students who are traveling for work or pleasure, it is not financially or technically feasible. If being on vacation means that you are adding a site, you **may not call in from the new location**. Exceptions to this are:

- A. If there is an existing site in the place you are visiting, you may join the students at that site and take the class from there. You may not call in on your own from the new location as you will be adding a site and the bridge cannot handle the extra load.
- B. If you are the only person at your home site and you are somewhere else for class that week, you may be allowed to call in from another location as you are not adding a site. You must, however, make pre-arrangements at least one day prior to class with your local campus, and if toll charges from your new location are significantly higher, we will be unable to approve the call.

## 3. TIPS

You should be ready to dial into your conference about 5 minutes before the designated start time (check your syllabus).

For the class to run as smoothly as possible, it is strongly suggested that you use a phone that has a mute button. A speakerphone with a mute button is the best. Normally you should have the phone on mute at all times, other than when actually speaking.

Always state your name and location when asking or answering a question or making a comment (i.e., "this in Carol in Dillingham..."). This will help your instructor and your classmates recognize your voice sooner. It will also help your experience with audio-conferencing feel more personal and less technical.

You don't need to wait until being called on to speak. If a comment or question is made, speaking at a time you can respond immediately. Because there can only be one person wait until you are sure the person speaking has completely finished.

Take notes during each audio conference. Taking notes will keep you focused on the information being presented. You can also tape your audio-conference for later review.

Remember the instructor is there to assist you and your fellow students. If you are having trouble, contact the instructor outside of class (most instructors list office hours, e-mail address, and a telephone number on the syllabus).

Be sure you have all necessary materials and supplies before class.

Come to the audio conference prepared to ask questions about anything you do not understand.

## 4. TROUBLESHOOTING PROBLEMS

There are squeals and static on the line:

**Possible causes:**

cordless telephone, cordless telephone too close to other equipment, bridge connection, equipment not on mute.

**Solutions:**

switch phones, mute your phone when not speaking, hang up and redial the bridge.

You sound broken up to distance listeners:

**Possible causes:**

you may be too far from the telephone/microphone (shouldn't be more than 8 inches away), you have a noisy telephone line, noise may be originating from another site.

**Solutions:**

check to ensure you are speaking directly into the telephone/microphone, ask the bridge operator to reconnect you.

You cannot hear the party on the other end:

**Possible causes:**

you may be getting feedback noise through the phone, a second telephone may be off the hook, a distance site may have additional conversations going on in the background.

**Solutions:**

adjust volume, check for a secondary noise source, ask the bridge operator to be reconnected.

A loud squawking feedback noise is heard:

**Possible causes:**

microphone is too close to the power source, a telephone is off the hook.

**Solutions:**

move microphone away from power, check secondary noise source.