UNIVERSITY OF EDINBURGH / NHS SCOTLAND
CLINICAL PSYCHOLOGY TRAINING PROGRAMME

12th October 2012

Guide to Video Teaching / Video Conferencing on the DClinPsychol Programme

To: All Stakeholders

Background

Video teaching (VT) represents a potentially important solution to some of the problems associated with our programme being spread over such a large geographical area, in the context of budgetary cuts. It is our intention over the coming years to use VT as one element in a strategy of enhancing distance participation, with other elements being the development of more online interactive materials. VT does pose challenges to presenters and learners and this guide provides orientation, guidance and suggestions for making best use of this format of training. The direct challenges are of three main types: technological issues, adapting your style of teaching to work with the remote sites and maintaining interest and engagement. The solutions to these challenges need to come from both presenters and learners in order to be effective.

An instructional video that shows all the information in this guide can be viewed on our website:
http://www.ed.ac.uk/schools-departments/health/clinical-psychology/studying/resources/video-teaching-guide-clinpsych

Overview

Presenters in Edinburgh will deliver their teaching from room 1.9, School of Health in Social Science. In the room they can either present from their own laptop or use the inbuilt PC to display PowerPoint presentations or show DVD's. We can no longer support VHS video, if you have material in that format that you would like to convert to digital or DVD, you must contact the Programme team well in advance of any session. In addition, there is a document camera, which presenters can use as a flip chart to write down key points that emerge in discussions, as well as show pictures, book chapters etc. that are in hard copy rather than digital material.

The presenter will have a classroom of trainees in Edinburgh and also have trainees in up to 5 remote locations: Tayside, Highland, Aberdeen, Elgin and Dumfries. Trainees in the remote sites will be able to see the presenter on screen and the presentation or DVD at the same time. They will be able to hear the presenter speak and will be able to ask questions.

The videoconference call is hosted by a dedicated service called the Joint Video Conferencing Service (JVCS), which is part of the Joint Academic Network; an electronic network of academic institutions. The administrators for the School of Health in Social Science centrally book all conference calls, well in advance. Turning on the equipment in room 1.9 will automatically connect 1.9 to the conference call. Due to problems with NHS firewalls, the remote sites will need to dial in to the call on each day of teaching. The IP address that they use to dial in will be put on the online timetable for each session. This IP address will change each day so the trainees in remote sites must check the timetable for each session.

In our technical trials this dialling in has been the main source of glitches. Trainees in the remote sites have suggested arriving at 09:15 to establish the link, rather than waiting until the session starts at 09:30 and we will be doing that. There is a trouble-shooting page, including support numbers at the end of this manual, which will also be placed in the teaching room. To get started, use the touch screen and press 'videoconferencing'.

Presentation Mode
The default mode for teaching is presenting mode and is much as described above, with trainees seeing the video feed of the media being presented and the video and audio feed of the presenter. The lectern microphones will pick up normal volume of the lecturers speech.

Question and Answer Mode
By switching from presenting mode to Question and Answer Mode (Q&A), the video feed to the remote sites changes. The media that was being presented is no longer on screen, instead the remote sites will see the video feed of the class in 1.9, as well as the other remote sites all at once. The microphones in 1.9 will pick up conversations in the room, allowing trainees in 1.9 and in remote sites to have a class discussion. There is also a hand held roving microphone that can be used if the remote sites are having difficulty hearing any of the conversation / questions in 1.9.

Small Group Work
Presenters often wish to do small group work, or small discussions and this can be facilitated by the technology. In room 1.9, the class can be divided up into small groups as normal. In some of the remote sites there will be 3 or 4 trainees, and so they can simply be a group in the discussion. In some sites however there may be only 1 trainee (Dumfries and Elgin being examples). Trainees in these boards can be put together for a small group discussion, or put together with Aberdeen. To do this, the presenter needs to switch to Q&A mode and ask the remote sites not involved in that small group to mute their microphone and turn their speakers down. The remaining remote sites leave their microphones and speakers on and they will be able to talk to each other. The presenter in 1.9 will also need to mute the microphone and speakers in 1.9. The presenter in 1.9 will need to agree before hand a time period for the discussion so that the remote sites know when to turn their microphones and speakers back on. There will also be laminated cards on the desk with the names of health board areas printed in large letters, so that the speaker can attract the attention of any remote sites that have their mic and speakers turned off.

Headset mode

During the small group work mode, the presenter in 1.9 can take part in a discussion in the remote sites, without the class in 1.9 hearing, by using the headset. This would be the equivalent of the presenter coming around the small groups in the room. If some remote sites have muted their mic and speakers, the presenter will need to agree with them a time that they will check in with their discussion in advance, or attract their attention using the video and signs. If trainees in remote sites are doing role-plays together, the headset mode can be used to listen in, see the role-play and give guidance and encouragement. Remote trainees may need to zoom their camera in to allow the presenter to see them well. We will try to identify any sessions using role-play and on those occasions, have the trainees who are on their own in remote sites travel to either Aberdeen or Edinburgh to be with other trainees. Whilst the VT technology can handle small group discussion, at the present time we don't think that it can fully allow the nuances of role-play between 2 remote sites.

How it will look

There are two screens in room 1.9 and in Dumfries and Galloway. In Tayside and Aberdeen they have elected for a single screen set up. On one screen appears the slides or the DVD that is being presented. The other screen is divided into sections, with a large scene on the top left and then 5 smaller screens around the outside. In the large screen appears the presenter and each of the remote sites is shown in the smaller screens around it. Something like Figure 1: The Remote Sites Screen

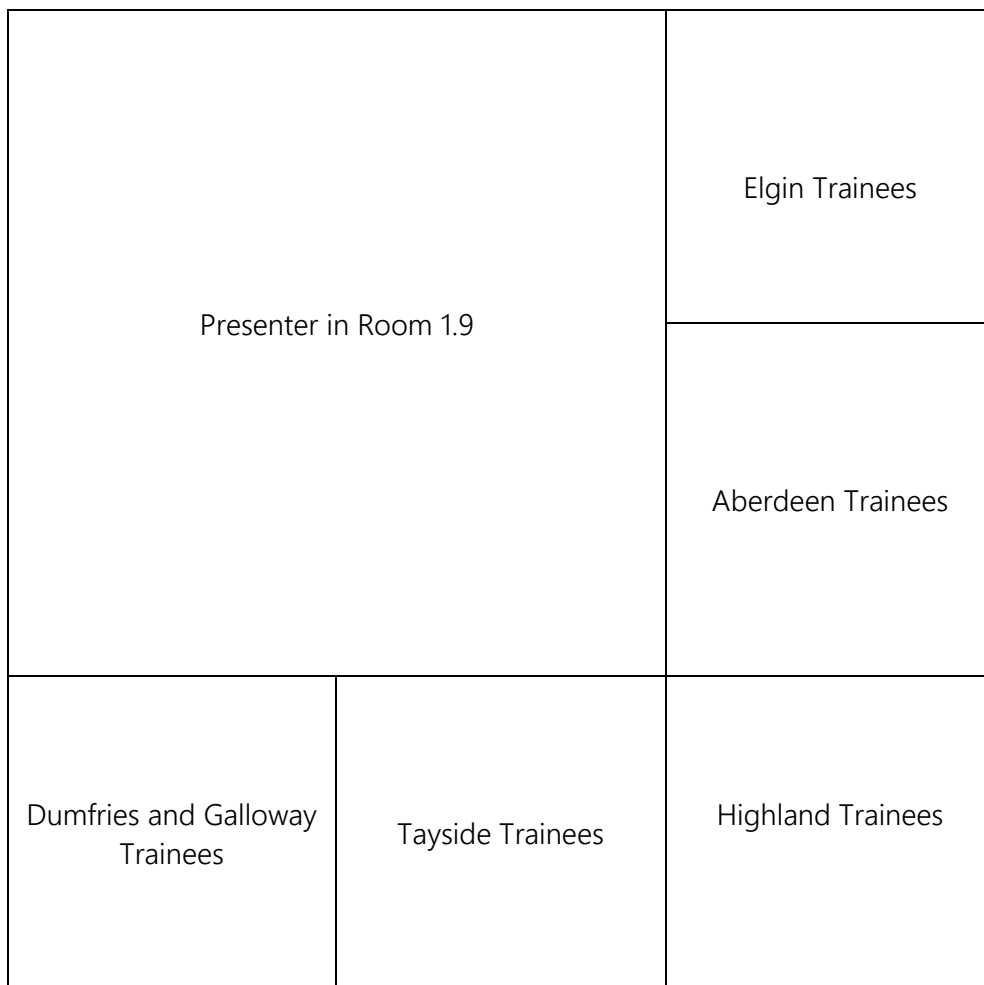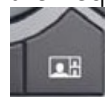| Presenter in Room 1.9 | Elgin Trainees |
| | Aberdeen Trainees |
| Dumfries and Galloway Trainees | Tayside Trainees | Highland Trainees |

Figure 1: The remote sites screen

In sites with a two-screen set up, the other screen will show the slides or DVD in presentation mode. In Q&A mode, the part of the screen that usually shows the presenter will show the camera feed of the classroom in room 1.9, so the remote sites will see the classroom of trainees they are talking to.

In sites with a one screen set up, trainees can alter the size of the parts of the screen showing the slides or the other sites. On the remote control for their equip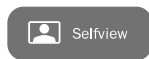ment there will be a button th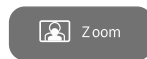at looks something like this: [Layout] or this [image]. That button will cycle through different arrangements of screens to get the preferred balance of size between the presentation and the camera feed. Trainees can also check their own camera feed by pressing this button: [Selfview] and can zoom in and out using [Zoom], as well as pan left and right using the direction arrows. This will allow those trainees to give the other sites the best feed for them, depending on the activity. Trainees should seek local guidance on their own equipment.

Operating the Equipment

The equipment in Room 1.9 is very easy to use, relying entirely on a touch screen to move between different presentation modes, control the volume or the speakers, mute and unmute the microphones and switch between Presentation, Q&A and Headset modes. The touch screen is also used to switch between presenting from a laptop, the inbuilt PC, and the document camera / flipchart.

A brief user guide to the equipment is in the appendix of this document and this will be laminated and placed on the desk in room 1.9.

The most frequent action that presenters will do is to switch between presentation and Q&A mode. This only takes a second to switch and so presenters should get in the habit of switching immediately if a question is asked.

 Adapting your teaching style to Video teaching

It is fair to say that working with VT requires some adaptation to normal teaching delivery. Firstly, the lecturer will likely need to spend much of their time at the lectern. It is possible to deliver teaching away from the lectern, but the presenter will need to adjust the camera view using the camera control buttons on the touch screen, there will be limits to what it can see because of its position and the presenter will need to use the tie microphone or hand held microphone to be heard.

If a presenter wanted to do a demonstration of therapy, it would be best switching to Q&A mode, sitting in the front of the class so the camera is on them (potentially zooming the camera in on the two role play participants) and using the tie mic and hand held mic to be heard.

Top Tips for VT Presenters

Do:

1. Make sure your slides are sparse rather than text heavy. We suggest a minimum font size of 20 and have fewer words on each slide.

2. Send your slides to Evelyn well in advance so that trainees can download them and follow on a hand out.

3. Regularly deliver your talk to the camera. You may be tempted to look at the screen to the right of the camera that shows the remote sites, but to actually make eye contact and engage with the remote trainees you need to deliver to the camera from time to time. This feels awkward because you can't see the trainees responses but it does increase their feeling of being talked to, helping engagement.

4. Get used to switching rapidly between presentation and Q&A mode if someone in any location wants to ask a question. This only takes a second but allows all trainees to be part of the conversation.

5. Get trainees in room 1.9 to use the handheld microphone to ask questions, it is easier for them to be heard by the remote sites. We are working on the room mic sensitivity and it may be in future that these work well enough to not need the hand held mic.

6. Remember to switch back to presentation mode if you are going back to PowerPoint after a conversation / discussion.

7. If a question is asked in 1.9 and you are not in Q&A mode and you want to deal with the question quickly rather than go into Q&A mode, repeat the question so that those in the remote sites can hear what it was.

8. Similarly, if small groups are feeding back, get them to use the hand held microphone so that those in remote sites can hear the feedback.

9. Use the camera controls to zoom into you speaking; the trainees will see more detail of your expression. You can see your own camera feed on screen so check in from time to time to see how you look. In particular the light fitting can light the top of the speakers head well, leaving the face in shadow. Stepping a little back from the lectern will allow the light to show your face better.

10. Slow down and only have one person in the room speaking at once. If a trainee in 1.9 begins speaking and another chips in, it is difficult for the remote sites to follow. Although it will slow things down, the presenter may have to back up and ask for a repeat of what has been said, or 'chair' the conversation a little more than they normally would.

11. Take some time to prepare your presentation and think through this guidance for adapting your talk. Consider what elements may need to be adjusted to make them work well for VT.

12. Use the document camera in exactly the way you would use a flip chart to generate a list of points from a class discussion.

Don't:

1. Directly ask the remote sites a question, e.g. "Grampian trainees what do you think of what was just presented?" The trainees in remote sites feel put on the spot in such situations and unless you are also singling out individuals in room 1.9 to answer direct questions then this strategy should be avoided or at the very least thought through carefully.

2. Assume a talk you have given many times over will simply transfer well to VT. Do spend a bit of time considering whether any adaptations may need to be made.

3. Avoid doing small group work or role-plays because of VT. We think that the technology can support most teaching activities, with a little planning and awareness.

For Trainees in Edinburgh

Do:

1. Use the hand held microphone to ask questions. Even if it is a little awkward don't let that put you off asking a question or commenting as you normally would. We are working on the room mic sensitivity and it may be in future that these work well enough to not need the hand held mic.

2. Familiarise yourself with the equipment in 1.9 and offer help to contributors.

Don't:

1. All talk at once; try to have one person talking at a time. Although it will slow things down it will allow your peers in remote sites to be part of the session more fully.

For Trainees in Remote Sites

Do:

1. Give the speaker specific feedback in the moment, about what is working or not working. Don't wait until the end of the session, let them know early so they can adapt.

2. Experiment with screen size and layout to find what works best for the equipment you have. If you need to, seek local guidance about getting the best out of your equipment, adjusting layout etc.

3. Experiment with whether it works best to have your mic open or closed. The mics in remote areas are very sensitive so it may be they provide too much background noise to be left open. If that means another obstacle to getting involved, you need to be very proactive about turning the mic on and interrupting.

4. Make a fuss if your peers in Edinburgh are not using the microphone. Although you feel self conscious, you must let them know if they are inadvertently leaving you out.

5. Arrive early to dial in and trouble-shoot any connection problems (hopefully these will be ironed out early on).

6. Try to stay engaged as best you can, rather than giving up getting involved.

Appendix 1: Useful Contact Numbers

Site	Admin name / email / tel	Local psychology dept contact name(s)	IP address	E164 address	ISDN address	Phone in room (or nearby)
Edinburgh	Martina Dankova health@ed.ac.uk 0131 6513969 or internal 513969 Evelyn Kelly Evelyn.a.kelly@ed.ac.uk 0131 6513972 or internal 513972	Neil Millar Neil.millar@ed.ac.uk 0131 6513950 or internal 513950 David Gillanders David.gillanders@ed.ac.uk 0131 6513946 or internal 513946	129.215.203.240* *NB These will NOT be the numbers to dial into for the teaching	0044011491086* *NB Numbers will be provided to the Boards to dial in to for the teaching		0131 6511120 (in room)
Aberdeen	Fiona Christie Fiona.christie@nhs.net 01224 552234	Susan Dutch sdutch@nhs.net	10.247.64.143 ?	004405511667705	01224667705	01224 553189 (in room)
Dundee	Linda Scott Linda.scott3@nhs.net 01382 306150	Ailie Castle Ailie.castle@nhs.net 01382 306150	10.247.126.162	004405512881901		Not in room. Call secretaries on 01382 306150 and ask to be put through to "Trainee/Assistants room" (next door)
Dumfries	Rachael Graham r.graham1@nhs.net 01387 244126	Frances Groves Frances.groves@nhs.net 01387 244495	10.247.77.153	004405515007600		01387246246 switchboard – ask for extension 34829 (in room)
Elgin	Lisa Cotton lisacotton@nhs.net 01343 553025	Chris Wiles Chris.wiles@nhs.net	10.247.64.167	004405511667703	01224667703	? - Unit moves between 3 rooms, no numbers yet
Inverness		Sheelagh Rodgers Sheelagh.rodgers@nhs.net Andy MacDougall				

		Andrew.macdougall@nhs.net			
Janet Video Conferencing Service (JVCS)	0131 6504933 Or internal 504933	Contact JVCS if you lose connection with one of the remote sites or there is a difficulty with any connection. They will ask you for a reference number, explain that you don't have it. You will need to tell them that you are on a conference called "Clinical Psychology Teaching" in Room 1.9 Medical School. If you are unsure about how to use the equipment in the room, contact Martina or Evelyn			

Appendix 2: Troubleshooting

One or more remote sites does not appear	Likely a connection problem contact JVCS on 0131 6504933 (Or internal 504933) They will ask you for a reference number, explain that you don't have it. You will need to tell them that you are on a conference called "Clinical Psychology Teaching" in Room 1.9 Medical School.
Remote sites are not getting the presentation	Check you are in presentation mode Check that the right device is being sent (PC, laptop or document camera) If using your own laptop check it is plugged in and sending. On many laptops the function keys are labelled F1 through F12 and have small icons on them. Find the function key with a picture of a monitor or the words "CRT/LCD" or "DISPLAY" on it. This key switches the display between the laptop's screen and the external monitor. You may need to press the function key at the same time. On many laptops it is FNCTN + F4. If those are all OK its likely a channel problem: Get a description of what is present and what is missing from each of the remote sites, then contact JVCS as above and explain the problem.
Remote sites are not getting the presenter's camera feed	Check you are in presentation mode Check your camera feed is showing on the 'camera transmission' screen Find out which remote sites have and have not got your camera feed Call JVCS and explain
Equipment in 1.9 doesn't seem to be working	Follow the user guide (Appendix 3 below) to turn off and on again, this takes a few minutes to exit and then reboot. Remote sites *may* have to dial in again, though may not. Ask one of the trainees to ask Martina (School of Health receptionist) to come through and check. If nothing seems obvious call: Learning and Teaching Spaces Technology (LTST) Tel: 650 4100

Appendix 3: Brief Technical User Guide

PC   Laptop   DVD   Doc Cam

Teaching without Videoconferencing

Volume
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▼
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Exit

Videoconferencing Mode   Call Status: Disconnected   Call ID: No Connection   11:42

Camera   PC   Laptop   Doc Cam

Mic Mute   Headset Control

Call Control
Camera Control
Q&A Mode

▲
◄ ►
▼

Zoom In
Zoom Out

Presenter Camera
Audience Camera

Centre   Centre Wide   Left Wide   Right Wide

Volume
▲
▼
🔊

Exit