

VCC Videoconference Policies & Procedures

NSU utilizes digital interactive technology to transmit video and audio between two or more locations over the Internet using IP technology. Conferences can be distributed campus-wide and externally as well as other locations worldwide using this technology.

Service Priority

Requests are accepted on a first-come-first-served basis. Priority is given to NSU faculty and staff or to contracted vendors under established contract, consortia, or network arrangements in which NSU holds membership and as IT facilities and personnel are available. Consumable supplies will be billed at full cost. Equipment is not available for personal use.

OIT Services

OIT will assist videoconference users in obtaining viewing room arrangements, technical engineering provisions, supporting audiovisual equipment and telephone access. OIT staff will advise clients of the most suitable facilities in which to carry the conference. OIT will serve as technical liaison with videoconference distributors to assure compatibility with NSU videoconference equipment.

Hours, Locations, and Phone

The VCC videoconference support will be available Monday through Friday, during the hours of 8:30 a.m. to 4:30 p.m. The VCC facility is located on the fourth floor of the *Marie V. McDemmond Center for Applied Research* suite 407. The telephone number is 823-2657.

OIT Responsibility

Office of Information Technology (OIT) will provide an accurate estimate for IT services contracted for videoconferencing prior to the program, assist the site coordinator with details and arrangements for the program, and negotiate contracts.

Client Responsibility

Absolutely no eating and drinking will be allowed in the VCC. (*Light refreshments can be set-up and consumed in the reception area only*) Clients are responsible for enforcing this rule. Videoconference clients are responsible for providing a site coordinator to be present at the videoconference to oversee registration, provide official greetings, and other administrative details.

Required Information

When making reservations for videoconferencing services, please provide the following information:

- Subject/Title and date of the videoconference
- Program time (*noted in Eastern Time*)

- All other compressed videoconference locations that will attend
- Name of contact person, phone, and department requesting service
- Complete billing address (*including a telephone number*)

Payment Procedures

OIT will invoice clients within 30 days of the videoconference. Internal University payments to OIT should be made according to the established NSU requisition process. State agencies will be billed through the inter-agency billing procedure. Please call or email **Mark Eulo** for specific room rental rates: 757-823-2657 meulo@nsu.edu

Regulation of Use

OIT reserves the right to refuse any and all videoconference service requests.

Limits of Liability – Videoconferencing

The client shall agree that the NSU shall not be liable for failure to perform any of its duties under the teleconferencing agreement for reasons beyond its control, including but not limited to: (a) inability to acquire or transmit, and/or record network signals; (b) strikes, boycotts, lockouts, or other labor trouble; (c) any storm, fire, earthquake, flood, or other Act of God; (d) any riot, civil disturbance, or any act of war; (e) any shortage, unavailability or disruption in the supply of labor, materials, fuels, or disruption of postal, electrical, telephone, or other utility service; (f) any present or future governmental law or ordinance, order, rule, or regulation or other cause or contingency beyond NSU's control.

Clients agree to indemnify, defend, and hold harmless NSU and its officers, agents, employees, and students from liability for any claim by any third party ensuing out of the performance by clients or NSU of the terms of videoconference agreements. Claims covered by the aforementioned indemnification shall include, but not be limited to, claims by third parties of defamation or of violations of property rights, copyrights, or rights of privacy arising out of publication, translation, reproduction, delivery, performance, uses or disposition of the taped program co-produced by the parties under the agreement.

Agreements shall be construed under the laws of the Commonwealth of Virginia.
