



UCD Estate Services
Seirbhísí Eastáit UCD

AV Support

Lecture Capture For the
George Moore Auditorium
(Direct record to USB)



**I'm here to help...
For AV Support
Please phone 01 716 7300**

Contents

1.0 AV Support	2
1.6 Contact Us	3
2.0 Lecture Capture.....	4
2.1 George Moore Auditorium	4

1.0 AV Support

UCD Estate Services are responsible for the installation and upkeep of audio-visual equipment within shared teaching spaces on the Belfield and Blackrock Campuses. There are over 200 rooms available within this ever growing portfolio ranging from lecture theatres, alternative learning environment rooms, classrooms, seminar rooms to other bespoke rooms. Estate Services have strived to provide the highest standard of audio-visual equipment as well as standardising the equipment within each style of room in order to provide a familiar user experience, for both lecturers and students, no matter the room.

Audio visual equipment plays a pivotal role in the delivery of teaching, both on campus and online. This is crucial to enhance the teaching and learning experience within UCD and enable flexible and creative ways of using shared teaching spaces. Through high quality and innovative AV installations students can be engaged with teaching, whether in the classroom or online. Estate Services have strived to ensure that all AV equipment within shared teaching spaces is of a high standard and usability. Shared teaching spaces are constantly evaluated in order to assess the condition and quality of the equipment provided which determines where upgrades are required.

Throughout the year Estate Service provide AV support in many different forms which all increase the end user experience. These forms of support include the following:

1.1 Planned Preventative Maintenance

Our team of AV technicians are on site throughout the year conducting routine servicing of all AV equipment. These constant inspections and maintenance ensures that equipment is in peak performance for the end user. During this routine service any faulty or unreliable equipment is identified and replaced as required.

1.2 Reactive Maintenance

As with any electronic equipment, AV equipment can experience faults or cease working from time to time. Once reported, our AV technicians will begin working to resolve the issue and try to minimise any such disruption to classes. Estate Service's team of AV technicians are very familiar with all equipment within the shared teaching spaces and have many years of experience working within UCD, resolving these sorts of technical issues.

1.3 Ongoing Support

Estate Services are committed to assisting shared teaching space users and providing a positive experience while using AV equipment. If you require AV support you can contact us via email or by using the AV Support phone within the rooms. A member of the AV Support team can respond to any issues you are experiencing and are more than willing to give assistance and guidance on how to use any of the equipment within the classroom.

1.4 Pre-Term Checks

In order to ensure the beginning of term commences without an issue Estate Services conduct pre-term checks of all shared teaching spaces before the Autumn and Spring terms. Our AV technicians will ensure that all of the equipment within the room is in full working order and in place. Any issues that are highlighted during these checks are rectified before the commencement of term to avoid disruptions to teaching.

1.5 Teaching Support Requests

Estate Services aim to ensure that teaching staff are confident while using shared teaching spaces and are familiar with the AV equipment within them. In order to improve and facilitate use of the AV equipment Estate Services have introduced additional supports in the form of teaching support requests. This is a one-to-one session with one of our AV technicians who will demonstrate the use of the AV equipment in a given room. By booking a teaching support request this allows you to select a time and date that suits you in a specific building or room which you will be using during the term. These sessions are normally 50 minutes in duration and can be booked from Monday to Friday, 8am-4pm

1.6 Contact Us

Estate Services try to engage with teaching staff with regard to the AV equipment in shared teaching spaces. If you have any feedback or comments on your experience within shared teaching space please let us know. Likewise, if you have any questions or would like to learn more about AV equipment within UCD's Shared Teaching Spaces you can contact us via phone or email.

Email: estates@ucd.ie

Phone: 01 716 7300

Opening Hours

Monday – Thursday, 08:00-17:30

Friday, 08:00-16:30

Saturday – Sunday, closed



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2.0 Lecture Capture

Many lecture theatres and classrooms are now equipped with lecture capture capabilities in order to allow lectures to be recorded if required. This will allow for content to be available to students who may be unable to attend campus as well as for the content to be uploaded to Brightspace if required.

2.1 George Moore Auditorium

To use the Lecture Recording Equipment in George Moore, you must bring a USB stick.

To Start:

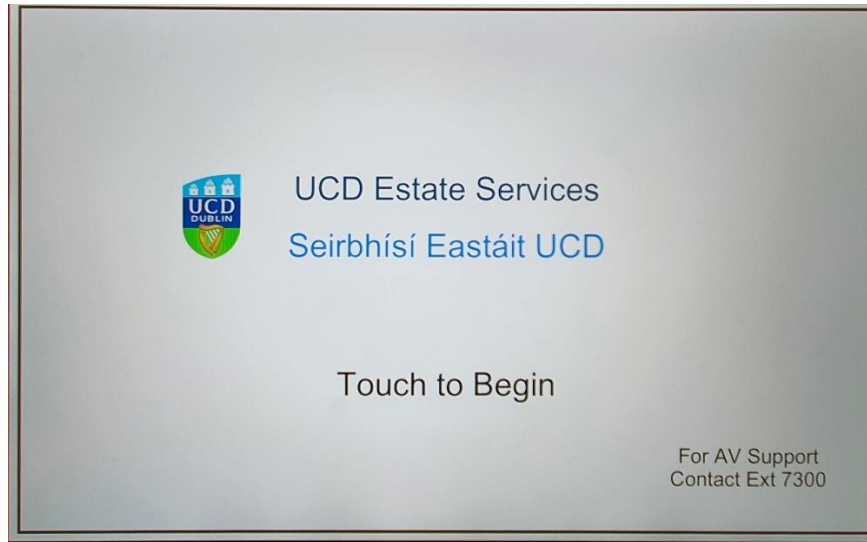
- 1) Please ensure that the Microphones have been switched on (if on a green light will be illuminated)



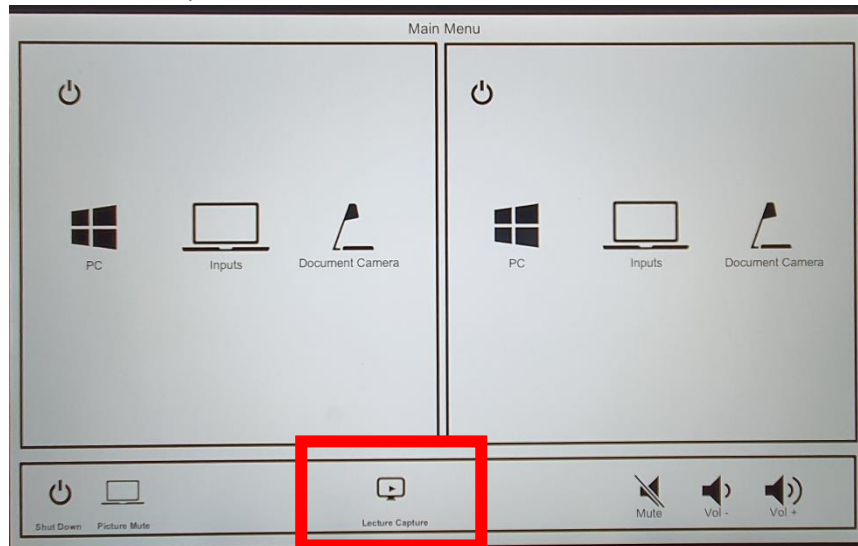
- 2) Your USB stick needs to be connected into the USB Hub located on the teaching desk.



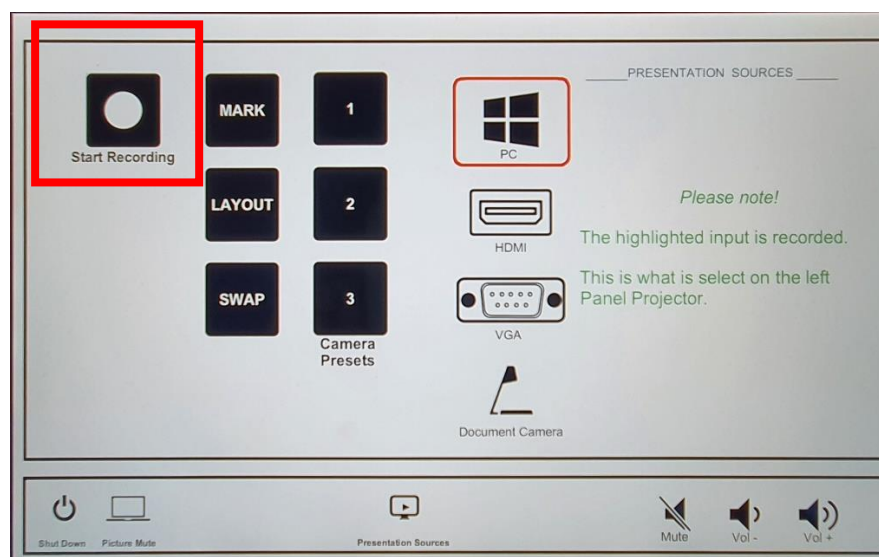
- 3) Turn system on



4) Select the Lecture Capture feature, on the bottom of the screen.



5) To Begin recording, press the 'Start Recording' button



6) To finish recording, please press the 'finish record' button. Allow 30 seconds for file to transfer before removing your USB stick.

