

# The Node Service Guide

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## 'The Node'

*CSBS Tele-Learning Space in SB107*  
*A point where technology, collaboration, and learning connect.*

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### Introduction:

The Node at CSUSB College of College of Social and Behavioral Sciences is a space designed from the ground up to handle a myriad of college needs that share a common technology link of presentation broadcast and capture. These needs include widely broadcasted webinars, recorded seminars, classroom overflow, guest lecturers located off-campus, and faculty/student engagement activities. College faculty, staff, and students now have a space dedicated to addressing these needs and support staff no longer have to poorly retrofit other spaces to meet this need.

The Node has been designed to take advantage of the characteristics of its physical location. Namely, because the room has raised flooring and dropped ceilings, placement of technology is virtually unencumbered. Additionally, its proximity to Einstein's Bagels and ground floor location makes it an excellent space for college events. With adequate planning, this space can serve many types of presentations for a virtually unlimited audience size.

This guide serves to outline and build better understanding of the services and capabilities available to faculty, staff, and students interesting in hosting an event or class at 'The Node'. This space offers many capabilities, not all of which are compatible with every event. For this reason it is important to have answers to several questions prior to reaching out to event support staff.

Additionally, this guide attempts to brief individuals completely unfamiliar with presentation internet streaming and recording with the necessary terminology and considerations necessary to communicate the needs of an event to support staff. Applicable services depend primarily on the location of the presenter(s) and the audience. Additionally, the interactivity needs, location, and size of the audience greatly influence the services and options available to meet the event needs.

## Glossary of terms:

The same technology can be used for multiple purposes, and terms of perspective can be used interchangeably. For the sake of consistency for this guide, we'll stick to one term and denote the alternative terms that can be used to describe the same actors that can be interchanged.

**Presenter** (lecturer, guest lecturer, speaker) : The individual(s) speaking or presenting to the audience.

**Coordinator** (Event organizer) : May or may not be the presenter themselves. This is the person providing event details and requirements to Support.

**CSBS Scheduling Coordinator** : The CSBS Staff/Faculty member tasked with scheduling of college academic spaces. As with other college learning spaces, all courses considering using The Node need to start by contacting this individual.

**Support** (staff>?, CSBS IT) : Usually a technician from the CSBS IT office tasked with support, maintenance, and usage training for The Node. Depending on the event scope and priority, the support team is tasked with any necessary customizations or configurations required for event success.

**Broadcast** (streaming) : The overall concept of using cameras, microphones, and video capture devices to distribute events, in real-time, to a defined audience.

**Capture** (recording) : May or may not coincide with live broadcasting. One or more video files are produced for later distribution.

**Audience** (class, guests, remote participants, far side) : This individual(s) who are viewing and interacting with the events taking place at the node. This can be either live or after the event through recorded video files.

**Audience Interactivity Requirements** (asynchronous/synchronous lecture, chat) : Usually either passive, active, or semi-active. A passive audience need not interact with the presenter in any way. They may be viewing the presentation live or a recording later. An active audience may be vital to the presentation, or may be able to interrupt the presentation as necessary. A semi-active audience is usually not visible to the presenter but can provide feedback or questions as needed via instant messenger or presentation chat.

**Director** (producer, presenter aid) : One or more persons tasked with helping facilitate the presenter's presentation reach the audience. Additionally, they can aid in audience interactivity requirements.

## Typical Use Cases for 'The Node'

Use cases for The Node can be lumped into a few distinct room modes. From these core room modes, dozens of variations can be employed to meet the event needs.

The Node is best utilized for a presenter that is physically located on-site. It has been designed to maximize the audience's experience when they are off-site. As an educational institution, we want to provide our typical audience, students, with the best possible experience. With that said, The Node is also capable of handling remote presenters with a physically on-site audience. However an off-site presenter and an off-site audience is not a compatible use of The Node.

### Remote/Guest Lecturer

Within the college these are often referred to as 'Guest Lecturers' or events where the instructor is required to teach a class or present at an event but is off campus. This mode requires more planning and considerations than others but can be accommodated to provide a good experience for on and off-site audience alike.

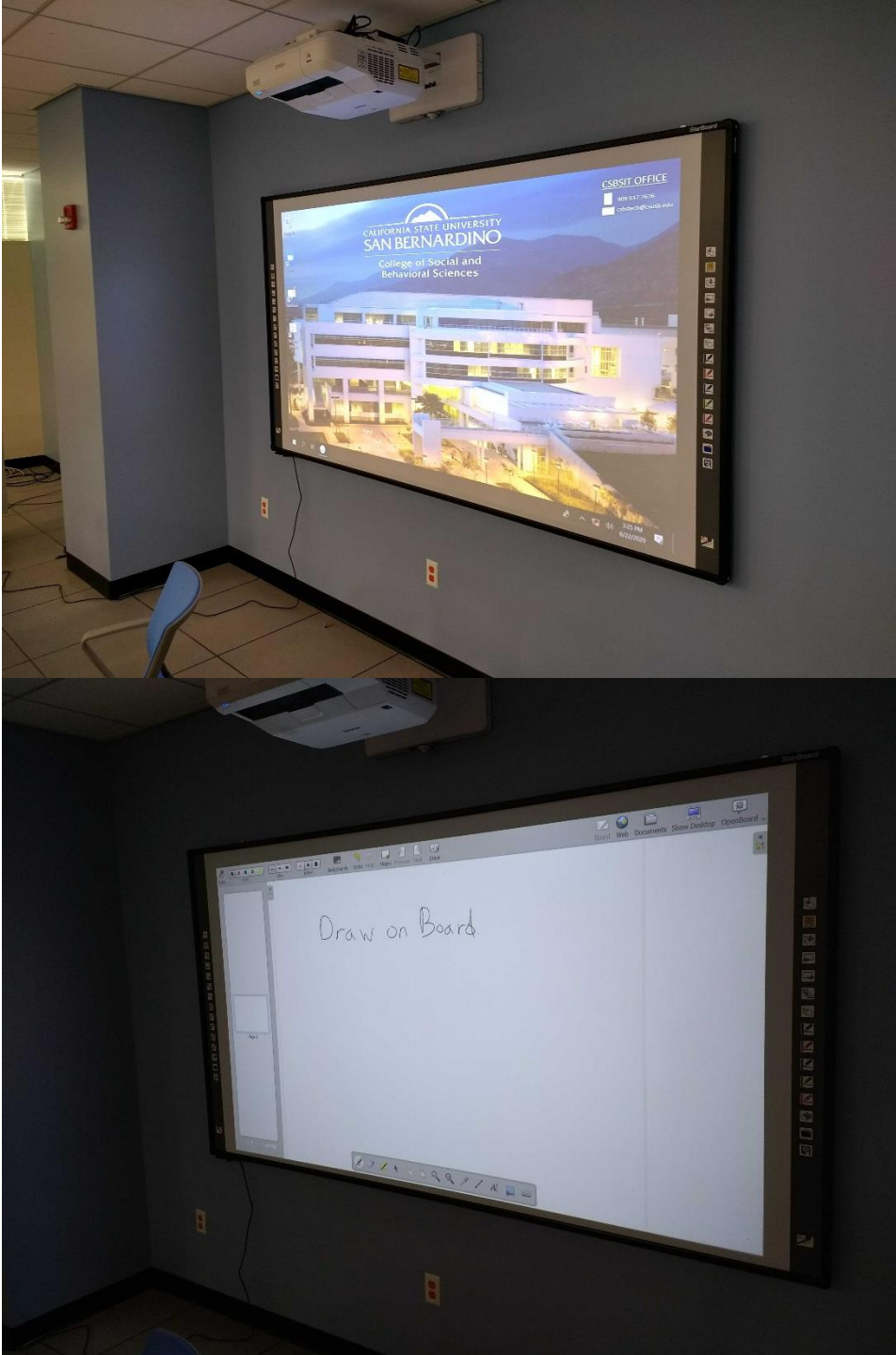
### Webinar/Remote Audience

Sometimes referred to as 'Job Talks' where a presenter is physically located at The Node and is broadcasting out of the room. Use of The Node benefits this situation by allowing an audience both on-premises and off-site simultaneously. This is the primary use case for The Node and can maximize its technology offerings.

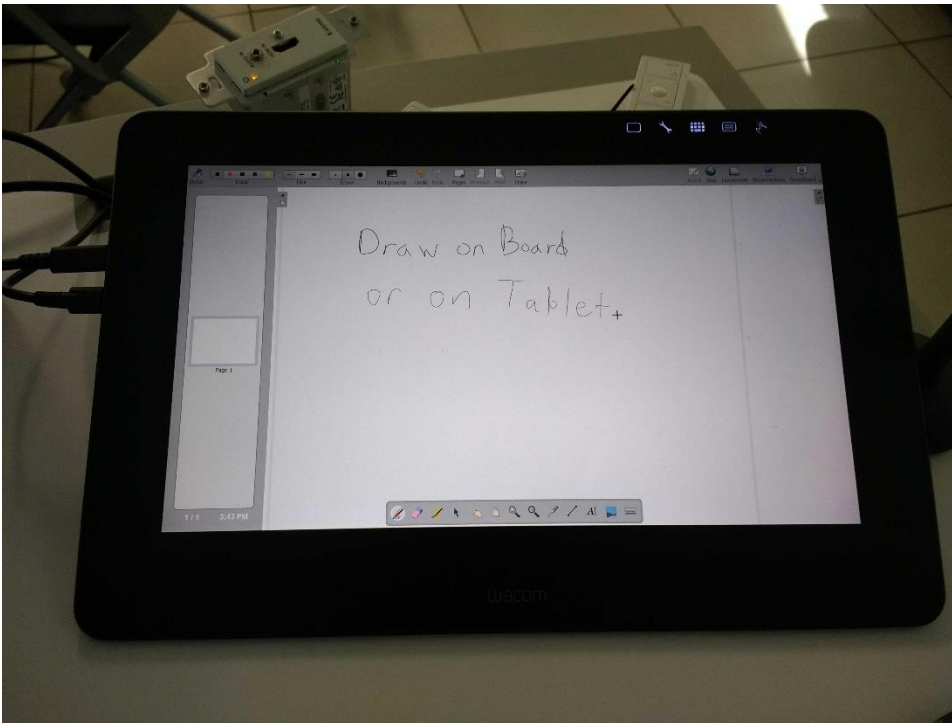
### Asynchronous Lecture Capture and Video Production

Whether for one-off lecture captures or for a greater video production project, the HD PTZ cameras installed at The Node are well suited to capturing many kinds of lecture formats. The video capture device employed is capable of simultaneous AV signal recording, allowing 'one-take' to produce multiple angles and video streams to work with in post-processing.

'The Node' photo gallery of features:  
**Advanced touch capable projection system**



A 104" touch and dry erase compatible board with a short-throw laser projection system has been installed to ensure that both on-site and remote audience members do not miss physically written board notes. No erasing necessary, board notes can be saved to the connected lectern computer and distributed to audience members after the presentation.



An additional touch capable presentation monitor has also been setup on the lectern computer.

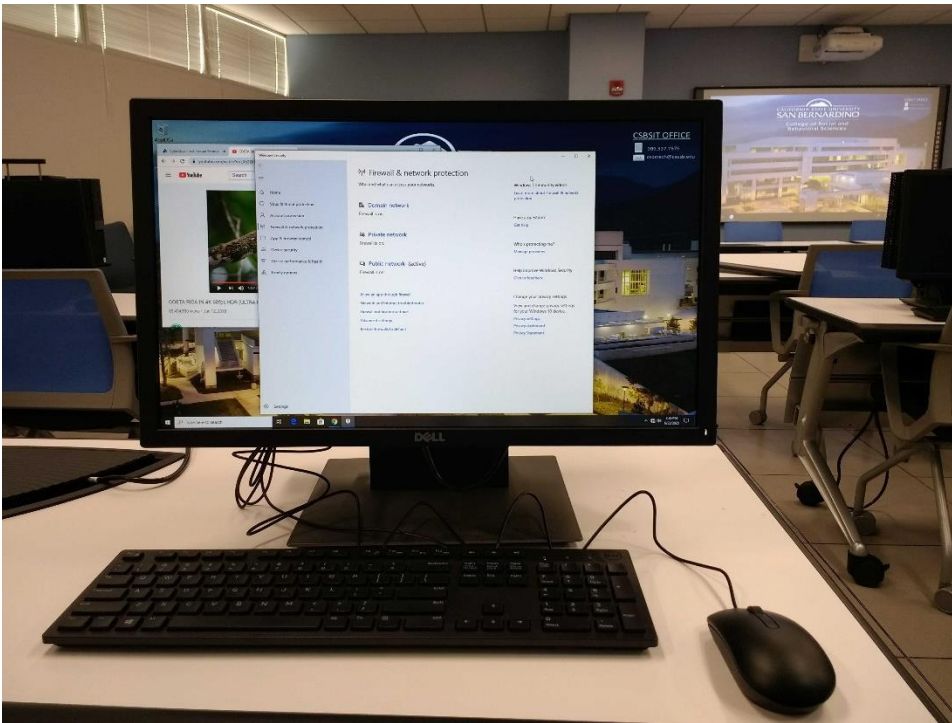
#### **Modular Tables and Lab Stations:**





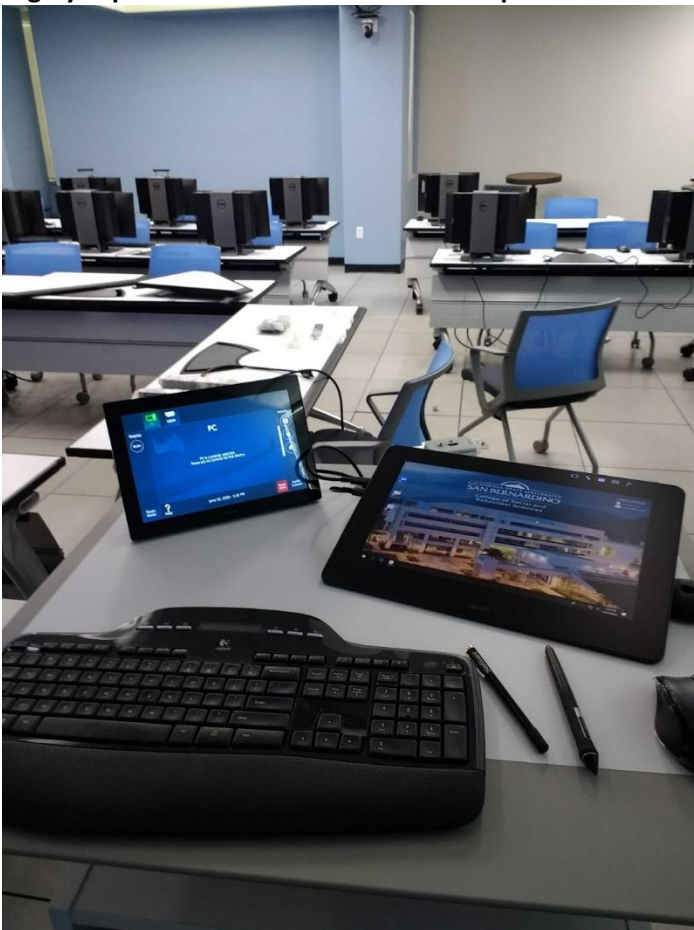


Tables and chairs have been specifically chosen for flexibility. They can interlock and be arranged in configurations that would support a variety of presentation needs. They can also be folded and stored away relatively easy for open presentation formats and to provide additional seating space.



Need lab machines? Or would rather not have the distraction? Lab stations can also be stored away. If needed, these stations are small enough to be stored away yet powerful enough to handle all of our educational software needs.

### Highly capable and customizable control platform



Our sophisticated Extron control system is highly customizable to be as robust or user friendly as needed.

## Enhanced Broadcast and Capture capabilities



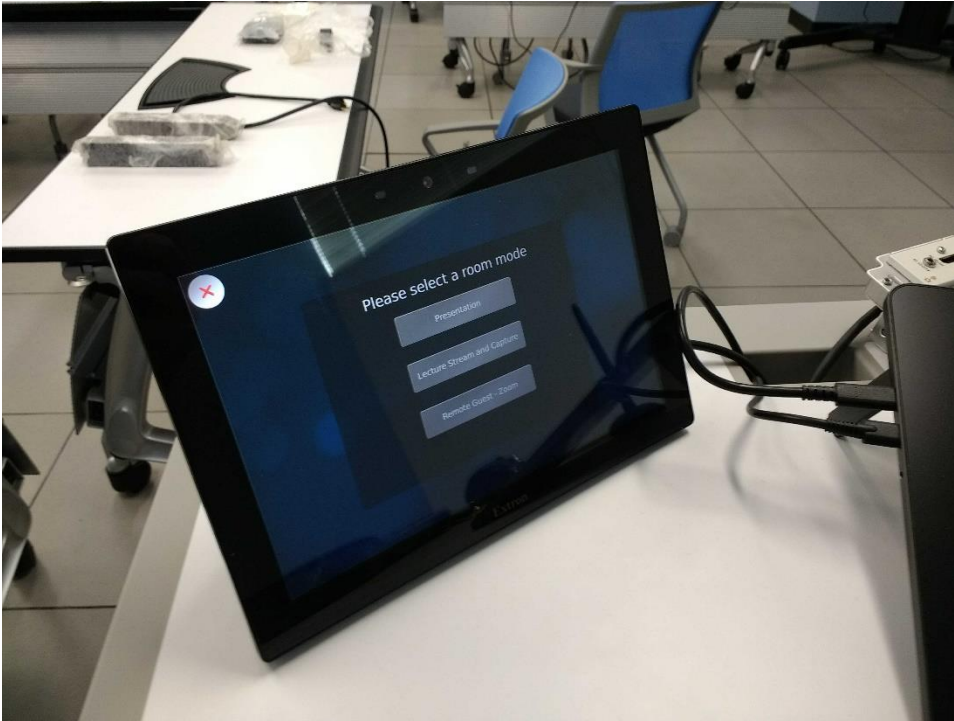
Three separate HD cameras with full Pan-Tilt-Zoom support have been installed so remote audiences need not feel 'stuck' in the corner. They are positioned in the room at key vantage points to maximize presenter as well as audience views.



Professional looking overlays and graphics can be embedded in your presentation. Multiple viewpoints of both presenter and presentation assures that the audience does not miss any aspect of the presentation. All of these capabilities easily streamed live to Youtube or other web video services on demand.



## Flexible Lecturer Computer Options



Though the dedicated lecturer computer will provide the most integrated experience, presenters can bring their own equipment as well. HDMI devices connected to the convenient port are automatically given presenter view priority.



Enhanced presenter helper screen can be moved to several optimal locations in the room or allow it to be used for the remote presenter camera view. Additionally, camera and presenter views can be mixed and matched for a really high-end production impression.

### **Separated Director Booth**



An isolated 'Social distancing compatible' booth has been installed to allow a staff of presentation assistance to ensure a smooth presentation experience without distracting a remote or on-site audience.

### **Additional Audience Lounge seating.**



Attractive additional seating has been provided to allow additional audience seating or aid longer presentation formats.

### Presenter 'Dugout'



Additional seating on the presenter side can serve as a comfortable place for stand-by presenters.

## Event Considerations

Before scheduling and setting up a class or event at The Node, the support staff will need answers to some basic questions. Based on these responses some additional considerations may be necessary. Considering the flexibility of the space, the myriad of options can seem daunting. The support team is here to help make sure everything is ready for an event to be successful. The key takeaway is that planning is key, and additional time may be necessary to assure that the technology and furnishings are prepared for the event. This is especially true if two events that have drastically different needs are scheduled close to each other.

### **When is the event?**

First, the event time will need to be established. It's best if the exact date hasn't been determined yet but an approximate schedule is understood. Additionally we must determine if the event is a class/lecture or a recurring event.

### **Presenter considerations. (Who is the presenter? Will the Presenter be on-site? What equipment does the presenter need?)**

We must next consider the presenter. If the presenter is a campus affiliate or will be expected to be on-site for the presentation, fewer preparations will be necessary than if the presenter will be off-site or a guest lecture. If the presenter will be off-site, adequate time should be given for connection tests and remote troubleshooting of software and equipment.

### **Audience considerations. (Where will the audience be? Do they need to interact with the presenter?)**

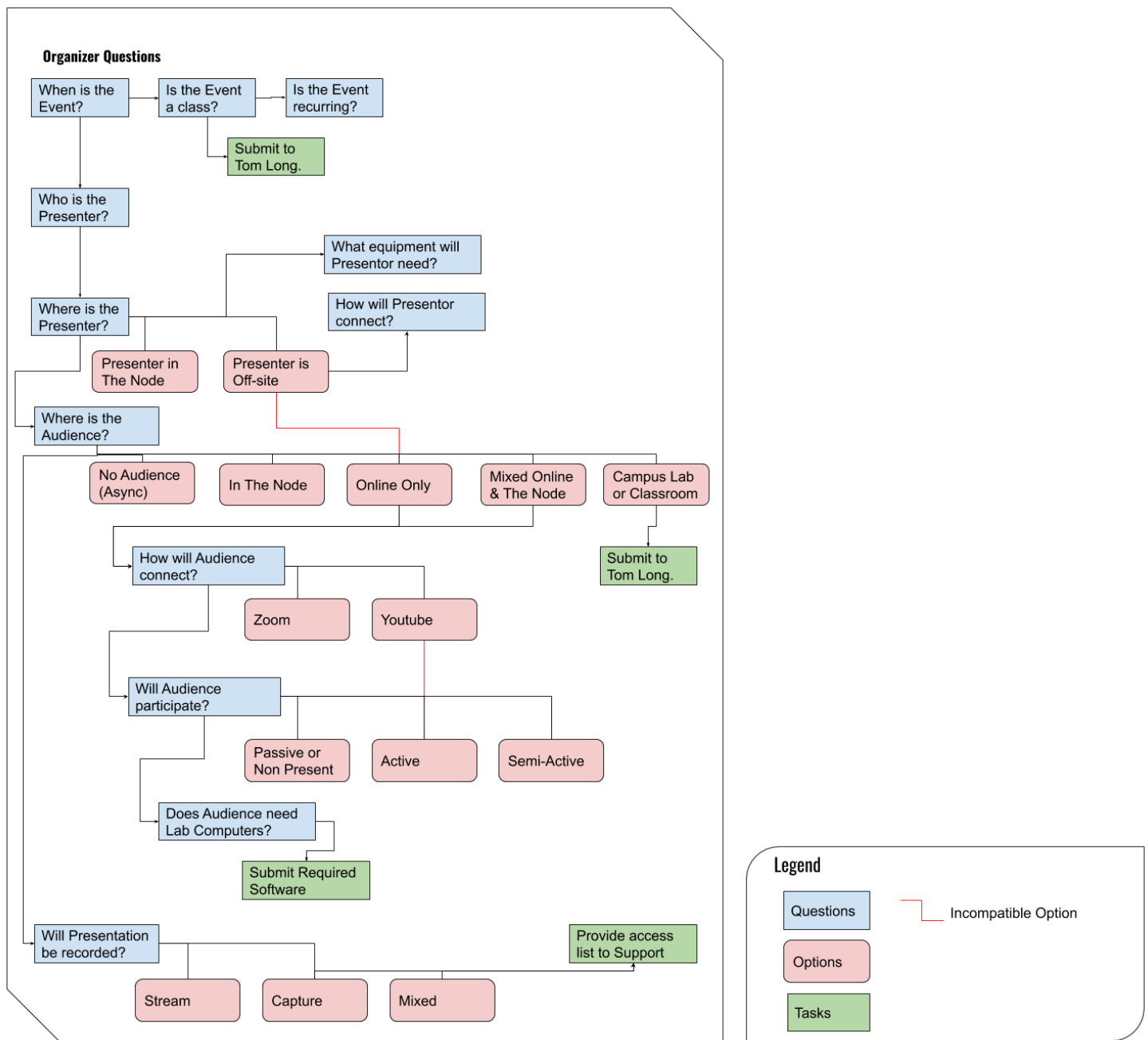
The audience of the presentation must be considered next. Audience involvement with the presentation can greatly influence camera requirements if audience is on-site and presenter views if the audience is off-site. With larger audience broadcasts, the audience may be more passively interactive. For instance, they can type questions in a chat window over YouTube with the presenter occasionally checking as needed.

### **Capture and streaming considerations.**

Though likely already determined at the start, additional considerations need to be taken pertaining to presentation capture and streaming. The Node's stream and capture system is very sophisticated. If the event is live streamed over the internet, should it be available after the event is over? Should different camera feeds be recorded separately. If the event is not broadcasted, should video files be privately distributed. Having answers to these questions must be determined prior to the event. \*\*\* Without a documented plan, support makes no guarantees on the availability of recordings after the event! \*\*\*



Here is a flow chart guide to the questions and considerations to hosting an event at The Node:



### Prioritization of events.

In the event that multiple events request use of The Node at the same time, a prioritization plan is in place. Additionally, certain event requirements must take into account the work schedule and availability of Support staff. All requests for use of The Node for regular academic courses should start with contacting the CSBS Scheduling Coordinator. Consult the Policies and Procedures for SB107 - The Node of CSBS document for more information on course and event prioritization.