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<b>Q-Review Code of Practice 1.6</b>		
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Summary: This document describes the Code of Practice for the Q-Review lecture capture system at QMUL. This version has been approved by the Learning Teaching Assessment Committee (LTAC).		

Introduction.....	1
Scope of this document.....	1
Scope of the Project.....	1
Departments involved.....	1
Lines of Support and Responsibilities.....	1
First Principles.....	2
Definitions .....	2
Policy and Procedure .....	2
Permission.....	2
Data Protection & Confidentiality .....	3
Intellectual Property and Copyright .....	3
Adhoc recordings .....	3
Booking a capture.....	4
Controlling a capture.....	4
Distribution of Captures.....	4
Archival of captures.....	5
Revision History .....	5

## 1. Introduction

Q-Review is a 'lecture capture' service we, Educational and Staff Development (ESD), are trialling in QM. This is an initiative which is being brought into pilot stage for the academic year 2009/10. The system is an educational technology that is made available on request to members of QM as a tool to aid teaching and learning. We are developing this service in response to staff and student demand, particularly the requests

of staff who are increasingly interested in using lecture capture to provide their students with rich-media online resources, for example as revision materials.

'Lecture capture' refers to the recording of an educational event using a combination of digital media. Lecture capture has been taken up successfully by the OU, Imperial, Birkbeck, Heriot Watt, Coventry, Newcastle, LSE and many other UK institutions.

More information on the project can be found here: <http://www.esddelu.org.uk/qreview/>

Specific questions should be addressed to the project manager: Eoin McDonnell at [e.mcdonnell@qmul.ac.uk](mailto:e.mcdonnell@qmul.ac.uk)

### Scope of this document

This document will serve as a set of guiding principles in the operation of Q-Review across QM. It assumes the reader is already familiar with the project. It does not detail technical processes. Where necessary these are detailed elsewhere. It will serve as the first reference point for any queries regarding the management of the system from the system administrators or any member of QM.

### Scope of the Project

As part of the Teaching Room Refurbishment project, new systems will go into two lecture theatres this summer. There are provisional plans for a third installation in the Whitechapel campus. If the trial is successful there may be five more installations in 2010. There are currently two installations in ESD (one installed in a room, the second a portable installation), and three in postgraduate areas of the School of Medicine and Dentistry (SMD).

## 2. Departments involved

- Educational and Staff Development
- Teaching Room Facilities: AV and Room Bookings
- Academic departments and individuals
- IT Services

### Lines of Support and Responsibilities

#### Training

Training to staff will be delivered by the DELU. This will not be devolved out to departments. Requests for support and training materials for students or staff are to be directed to the DELU so that they can be provided centrally.

#### Local hardware and application support

This will be delivered by Teaching Room Facilities. The device should be considered to effectively be an AV device, much like a video projector. If necessary the issue will be passed onto IT Services by Teaching Room Facilities. IT Services do not offer any direct support to users for this application.

## Server-side application support

Server-side application support for staff will be delivered by the DELU

## Booking a recording and scheduling

Scheduling will be delivered by Teaching Room Facilities

## Distribution of recordings to student / viewers

Users of the system (i.e. presenters and departments) will be responsible for making recordings available to students through a means provided by DELU (i.e. RSS, automatic link a VLE course area calendar, manually creating HTML links)

## 3. First Principles

1. Q-Review is opt-in service for staff to use when they want to record their own lectures for educational purposes
2. Recordings will be accessible for no more than twelve months unless through prior agreement between the presenter and the DELU
3. It aims to encourage innovative teaching methods by producing flexible learning resources for students
4. It aims to encourage excellence in learning and teaching in line with the College mission and is not a tool to monitor staff

## 4. Definitions

Capture - a recording made using this system (note that this might refer to different media types)

Schedule - the system will automatically capture according a predefined schedule

Adhoc - an adhoc capture is an unscheduled recording

Power-user - a power-user is a member of QM who has received training from ESD and has been recognised as having sufficient knowledge of the system to access more features

Available / Unavailable - captures can be rendered 'unavailable' meaning that they are still saved on the system but cannot be viewed

DELU - the Distance and E-Learning Unit

Presenter - this refers to both the actual presenter of the face-to-face event and the meta-data that must be included for a capture

## 5. Policy and Procedure

### Permission

It should be noted that recorded permission must be obtained from all presenters, both internal staff and guest presenters, before a capture is scheduled. The process for recording permission is detailed in the procedures documents. After a capture that presenter can ask system administrators for access to the system to edit, make unavailable or delete their captures at any time (see Controlling a Capture for details of this access). DELU will provide pro-forma documents to record permission. An email sent directly from the presenter is also acceptable.

At present we envisage two likely scenarios for scheduling captures:

1. Q-Review will be booked directly by a presenter. The presenter will receive an email to confirm this recording.

2. A member of staff will be tasked with organising captures on behalf of presenters for a department. In this case written permission must be secured and archived for all presenters. This must be obtained from all presenters, both internal staff and guest presenters, before a recording is scheduled. This will be required from all departments. A copy of this permission must be received by DELU before recordings are scheduled. In the case that this evidence cannot be quickly produced by a department, DELU reserve the right to delete recordings without further discussion or backup.

In the case of all recordings:

All recordings must be scheduled with the name of a member of QMUL staff even if they are booking a guest presenter. This member of staff will also be listed as a presenter. This individual may be given access to the server to log in and edit, make unavailable or delete recordings made using their name (see Controlling a Capture for details). Any disputes as to the ownership of the performance of a lecture or lecture materials will be considered internal to the department.

Forms should also be given out and signed by anyone present (including students) where they have been directly or deliberately recorded (i.e. where they are formally presenting to the audience - not speaking as part of the audience). Essentially where a student has taken the role of a presenter, they will be considered a Presenter as defined by this document and will have the same rights over content as a lecturer.

Presenters are obliged to inform the audience (typically students) that a lecture is recorded and that this may capture their voice (audio) asking questions or making comments. The method of notification must also be recorded so that it can be produced as evidence if required (e.g. part of the first recording in a series might be the lecturer informing the audience that this series will be recorded). In the case of a department or lecturer choosing to make a long series of recordings, it is advised that, as best practice, all students sign a form before the lecture or at the beginning of the year. This might form part of a learning contract as part of enrolling with a department. The department is responsible for carrying out this work. In the case that this evidence cannot be quickly produced by a department when requested by DELU, DELU reserve the right to delete recordings without further discussion.

## **Data Protection & Confidentiality**

In the case of a breach of either Data Protection or Confidentiality (e.g. where a patient's name is revealed), the DELU can be contacted to make the recording immediately unavailable and then to work with the presenter to edit the recording to remove the breach. A request to edit a recording for such an emergency will only be accepted within 5 working days of the date of recording.

Also read the section above on Permission for more detail.

## **Intellectual Property and Copyright**

College policies and procedures are extant in this area. Queen Mary holds the intellectual property rights, expressed as copyright of all lecture materials delivered by Queen Mary staff who hold terms and conditions of service that make reference to the Code of Practice on the Exploitation of Intellectual Property. [http://www.qmul.ac.uk/corp\\_docs/research/CoPintellectualProperty.html](http://www.qmul.ac.uk/corp_docs/research/CoPintellectualProperty.html).

If a presenter makes use of third party content in their presentation, they are responsible for the recording and distribution of these materials. Presenters must adhere to proper use under IPR and copyright legislation. We would advise consulting the subject librarian if this is a concern.

In the case of a department bringing in a guest presenter - it is entirely the responsibility of that department to make a formal agreement on ownership of content and the 'performance' of the lecture itself.

## **Adhoc recordings**

The system includes a one-touch recording feature. While there is merit in the ease of recording this allows the system cannot be filled with untitled recordings. Therefore captures with no meta data will be regularly deleted with no attempt made to locate the recordings owner.

Power-users will be able to run adhoc captures in selected lecture theatres.

## Booking a capture

Users should schedule captures through Teaching Room Facilities as they would any AV or IT equipment.

There are two types of captures that can be scheduled via Teaching Room Facilities:

1. A repeated capture. A booking for a repeated capture will need: the name of the primary presenter, the email of the primary presenter, the department, the module code, the preferred means of distribution (note that, at the time of booking, this can be a request for more information about distribution).
2. A once-off capture. A booking for an once-off capture will need: the name of the primary presenter, the email of the primary presenter, the department, the module code, the title of the presentation, the preferred means of distribution (note that, at the time of booking, this can be a request for more information about distribution).

In both cases:

Teaching Room Facilities will require a minimum of five working days notice to schedule a recording.

When a booking is made, an email confirming the booking will be sent to the primary presenter. No reply is needed; this email is purely informative.

## Controlling a capture

A presenter in QM may request a higher level of control over their captures. This will involve the presenter having an account created for them on the Echo Streaming Server (ESS) and having received training from DELU. A presenter who has not received this training will not have access to any advanced features. They will only be able to schedule captures via Room Bookings and agree a method to distribute these captures.

The features include:

- Editing captures: Editing facilities are not available by default. Power-users who have received training will have this feature released to them.
- Deleting captures: Captures will be deleted automatically after a set period as detailed elsewhere in this document. Power-users who have received training will have the ability to remove captures released to them.
- Downloading captures: power users may also download a local copy of their presentation at any time

Note that an editing service is not available. An edit can be carried out on request to Q-Review management in the event of a serious incident (e.g. the revelation of a patient's name during a medical lecture). This will not be a routine service.

Note also that the editing feature is only possible when master-copy files still exist. As these are of a very high file size, they will be automatically deleted two weeks after the capture.

## Distribution of Captures

The system, by default, produces an audio podcast, an enhanced podcast and an echo (the full browser-based presentation) of each capture. Each of these can be distributed to students by any combination of the following:

- RSS feed (e.g. iTunes or any RSS aggregator)
- Automatic upload into the Calender of a VLE course area
- Manually placing the link in any HTML page

The simplest method of distribution is to use the automatic link to the Calender tool in VLE and this will be the default for the system. The Q-Review application will automatically add a link to the recording into the student view of the calender tool.

Power-users will have direct access to URL's of individual captures and the RSS feeds of different media types. If a presenter is interested in distributing their media via RSS, for example through iTunes, to their students, DELU can arrange for this RSS feed to be made available to the presenter.

### Archival of captures

Q-Review will not provide an archive beyond the academic year by default. If there is a sound educational reason why a capture should be kept active; arrangements can be made with the DELU.

All recordings from the past academic year will be made unavailable by default at the end of each academic year (end of August). Unavailable recordings may be 'released' in the event of a emergency (e.g. college closure due to bad weather or staff sickness). At the end of a second academic year, unavailable recordings will be deleted. As stated exceptions for sound educational reasons may be made to this on a case-by-case basis with prior arrangement with the DELU. In this case however, a longer period (e.g. the recording will be deleted after five years) will be put in place rather than the recording having an agreed infinite life-span.

### Revision History

Version	Date	Author	Comments
1.0	08/05/2009	Eoin McDonnell	First draft is released for comment by staff involved
1.0	05/09/2009	Eoin McDonnell	Comments are taken into account
1.6	15/11/2009	Eoin McDonnell	Comments from LTAC are taken into account