

# STAN Fact Sheet 1 - Coordinator Responsibilities

## Video Teleconferencing Planning and Coordination

Welcome to the State of Hawaii Telehealth Access Network (STAN)/PEACESAT Video TeleConference (VTC) Bridging Service. We provide the basic service to connect all your conference sites together. Since you are the coordinator, and we are the connection center, we both have jobs we must do to assure a successful video teleconference. Please be advised that there may be last minute changes to the availability of sites and sometimes we cannot connect to a site for one reason or another, this is unavoidable but it does not happen often.

### STEPS

- 1 At least 3 weeks before your conference....you call STAN/PEACESAT at (808) 956-6668 to see if the bridge is open for the day you would like to hold a VTC and whether there is enough open "ports" or connections for all your sites. (E-mail and/or fax can be sent as well.)
- 2 We check out control log and tell you the current status of our 14 bridge ports (connection points) at that time. If the bridge is open, we let you know this and then ask you to fill out the STAN form.
- 3 You fill out the State Telehealth Access Network (STAN) form with as much information as possible about the conference and the sites you want to use. Include contact names for each site and any special requests -- keep a copy of this so you can bring your contact log. You fax it to us at: (808) 956-8019. The name and number of a technical contact MUST be provided.
- 4 We call you to acknowledge that we got your form by phone or email.
- 5 You call ALL of the site coordinators to confirm that you can use their VTC equipment and their conference room for the day and hours requested. Keep track of the contacts on the attached log form. Understand that it is not their job to help you run your conference or the equipment, you must take that responsibility.
- 6 You call/fax/email STAN/PEACESAT with verification of sites. Our phone is (808) 956-6668 or fax (808) 956-8019.
- 7 STAN/PEACESAT confirms the receipt of the list and checks to make sure the day and time is open. PEACESAT lets you know if there are any last minute issues by phone or email. Our phone is (808) 956-6668 or fax (808) 956-8019.
- 8 You now begin inviting people to your conference and get their phone numbers because things may change up to day of the VTC.
- 9 You call each site two days before your VTC to reconfirm that the site is still open and that you are cleared to use it. Unfortunately, some changes can occur and so you must consider what back up plans you will need. Again, write down the name and phone number of a person who will be at the site, not necessarily there to run the VTC, but someone you can call on the day of the conference in case there are any complications. Occasionally, the person who originally set up the room for you will be out during the actual day of your VTC.
- 10 You sit down the day before your conference and discuss with your support people a "crash and recovery" program - i.e. how to deal with any problems, such as sites not being able to be connected, and how you will deal with them so that the coordinator does not have to be consulted during the live broadcast. The back-up plan might include sending out video tapes or transcripts of the program in a timely manner or a setting up a quick voice connection via phone if the VTC does not work. (The phone connection works quite well.)
- 11 STAN/PEACESAT will make trial connections as necessary to make sure technologies are compatible.
- 12 You provide your conference partners/colleagues with your log/contact sheet so that they can take care of problems on the morning of the VTC.
- 13 STAN/PEACESAT will connect to each site about 20-30 minutes before the VTC.
- 14 At the beginning of the VTC, it is wise to show how to use the equipment, such as all sites should be on "mute" unless someone is talking, and that microphones do not need to be touched throughout the VTC.
- 15 After meeting it is important to debrief with your staff and STAN/PEACESAT to find out what worked well and what needed to be improved.

**STAN/PEACESAT Contact Numbers: Phone: (808) 956-6668; Fax: (808) 956-8019;**  
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