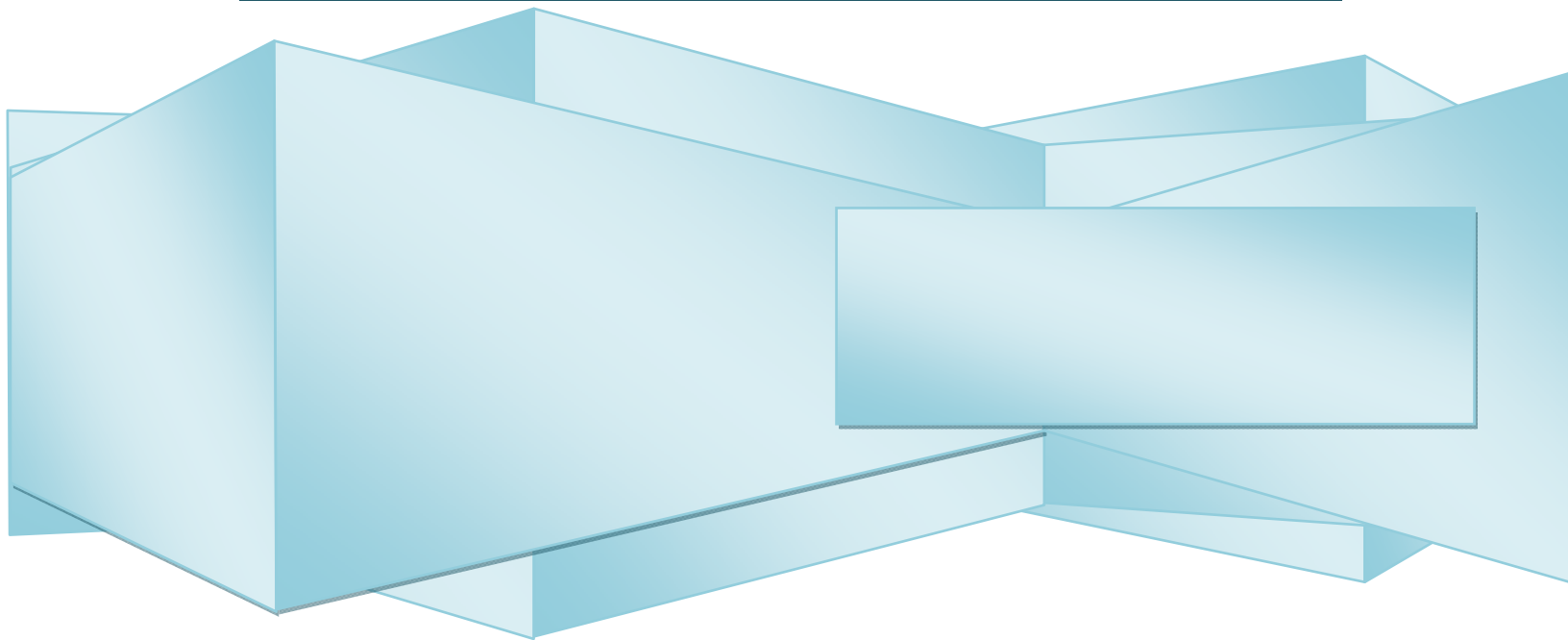**U.S. Department of Justice**

National Institute of Corrections

A Guide to Coordinating NIC's Live Satellite/Internet Broadcasts

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U.S. Department of Justice

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WELCOME

Dear Site Coordinator,

Welcome to NIC's Satellite/Internet Broadcast programs. NIC would like to thank you for assuming the very important role of Site Coordinator. The program is intended to focus on practitioners' perspectives and examine the critical issues faced by all confinement institutions - public and private - and community corrections settings. This Site Coordinator's Guide will give you all the information you need to conduct an effective local program.

Your responsibilities for hosting the broadcast—before, during, and after the event—are detailed in the following pages. We have also provided checklists for you to review your preparations and to close out the program.

NIC encourages all Site Coordinators and facilitators to:

- **Invite as many participants** as your training space will allow, including staff from other area agencies and correctional disciplines, if possible, for the broadest exchange of views and ideas.
- **Conduct wrap-around discussions**, exercises, or other activities with your local viewing group to enhance the training value of the program, and invite an expert with knowledge of the topic to help present the information to your local viewing group.
- **Help your local viewers participate** in the live broadcast by phoning , faxing or emailing their questions and comments to the panel.
- **Make your participants aware** of the readings and web sites that have been selected as supplemental resources for this program.
- **Bookmark and monitor the webpage** for the program so that you are aware of any changes to the program.
- **Record the live broadcast** for later use by your agency for training and reference.
- **Prepare a complete participant roster** for your host site, so your participants can obtain CEU credits for participating in this program.
- **Complete a program evaluation**.

Each of these responsibilities is discussed in more detail in the pages that follow. Please contact the NIC Satellite/Internet Broadcast/distance learning team if you have questions about preparing for the program. Thank you for your work to make this program a reality for your viewing group.

Sincerely,

Leslie LeMaster
Distance Learning Administrator
National Institute of Corrections Academy
Aurora, Colorado

OVERVIEW OF NIC SATELLITE/INTERNET BROADCASTS

Broadcasts are typically delivered in one of two formats:

1. A live, **3-hour broadcast,** plus 1 hour or more for wrap-around discussions and activities at local viewing sites or,

2. Live, **two-part training sessions**. Part 1 is typically usually a webinar session that prepares the agency trainer/facilitator teams (you) to deliver the longer Part 2 training program to agency participants. Part 1 takes place 2 to 3 months before the full, 3- to 4-day Part 2 training broadcast.

☞ **Stay informed @ http://nicic.gov/BroadcastNews**

BEFORE THE BROADCAST

A web page for each program gives facilitators and participants quick access to supporting information and resources, including lists of registered downlink sites, satellite coordinates, viewing instructions, the program agenda, handouts, and recommended reading materials, if applicable. If resources are mentioned during the broadcast that will be made available to sites—such as questions and answers, graphics, etc.—they will posted on this page within a few days of the program. Locate your training program's web page in the online training calendar:

☞ **Locate Upcoming Broadcasts @ http://nicic.gov/Broadcasts**

VIEWING THE BROADCAST

Satellite downlink is the preferred method for participating in the broadcasts. Internet viewing is also possible on computers with suitable software, but NIC recommends that viewers take part in a group downlink setting if possible. NIC covers all costs for uplinking to the satellite and provides toll-free telephone numbers for technical support and questions to presenters during the program.

Participating sites must provide a downlink-equipped room to receive the broadcast and accommodate all participants, a telephone to communicate questions to the presenters, and copies of participant materials. NIC uses KU-band downlinks. Agencies that do not have their own downlink can usually use a downlink-equipped meeting room at an area community college, hotel, or government agency.

AFTER THE BROADCAST

NIC will edit and finalize the program materials (videotape, manuals, and/or any other supplemental items) for later availability to correctional staff. These materials will be available from the NIC Information Center. Downlink sites are encouraged to tape the programs during the live broadcast and to save the tapes along with supporting participant materials for later use.

☞ **Locate Past Broadcasts @ http://nicic.gov/Videos**

YOUR ROLE AS A SITE COORDINATOR

As the Site Coordinator, you will serve in the same role as a coordinator of a meeting, conference, or training session. The most important difference is that the speakers or trainers will not be physically present but will appear on a TV monitor or large-screen TV via satellite transmission. You will make arrangements for a downlinked room, whether in your facility, borrowed, or rented from another organization. You also will need to plan for the same things you would in planning for any group meeting or training, such as inviting participants and duplicating handouts. In addition, you may want to include wraparound activities, provide refreshments, and record the broadcast. A critical point to be aware of is the time zone you are in, so you can schedule local activities around the correct broadcast time for your site.

SETUP YOUR PROGRAM TEAM

NIC recommends that each downlink viewing site ("host site") provide a team with a minimum of three staff to conduct the program for their on-site viewers. Teams will ideally include:

1. **The "Site Coordinator,"** a training specialist with experience facilitating group training events and with lead responsibility for coordinating the classroom space, the participant invitation process, etc.;
2. **A technical person** who is knowledgeable about the satellite feed and will handle the satellite downlink, computers and equipment, etc.; and
3. **A topic specialist** with content expertise in the issues and material to be covered during the program, who will co-facilitate the program.

Programs can be successfully delivered using a two-person team, depending on the topic, your staff's expertise, the site location, and the size of the audience. For example, one person may be both the Site Coordinator/trainer and the content expert, so an agency can have a two-person team—that person and the technical person. NIC cautions against using only one person for all three roles, because there will be too much work for one person to manage effectively and ensure a high-quality experience for the participants.

An additional trainer/facilitator is recommended for every 25 additional participants expected at your site. For example, if you have a group of 45 participants, you will need at least two staff who perform the function of "facilitator," for a recommended total of four staff supporting the program.

PRE-PROGRAM RESPONSIBILITIES

Your preparations for the broadcast should begin several weeks ahead of time. See the checklist of pre-program preparations for a snapshot of required duties.

REGISTER FOR THE PROGRAM

Complete registration instructions can be found on the web page for the broadcast. By registering, your agency with receive program materials, help other potential viewers in your area find a viewing site, and you will be supporting future NIC programming. Registration is free and only takes a few minutes. All sites that register are accepted immediately.

Only registered sites will receive program material and additional information about the broadcast so it is important that you register as soon as possible for broadcasts.

If you will be hosting the broadcast in multiple sites, register each site separately.

☞ **Locate Upcoming Broadcasts and Register @ http://nicic.gov/Broadcasts**

Once you have registered for a broadcast you bookmark web page for the broadcast and check this page frequently. **All related information for the broadcast will be posted to this page as it becomes available.**

SECURE YOUR SITE AND EQUIPMENT

Reserve a meeting space with sufficient space for your expected audience size. You may also wish to reserve a second, larger space for backup in case you have more participants than initially estimated. Ensure the meeting space will have sufficient seating, materials display space, and space for refreshments to accommodate your group.

An ideal room for a Satellite/Internet Broadcast is large enough for comfortable seating and viewing of one or more TV monitors or a large screen. Tables may be desirable to help participants take notes. If possible, select a room that is carpeted and has drapes to reduce noise. It should be away from the traffic flow and other external or internal distractions such as computers and other office machinery that are in operation. For calling in live questions during the broadcast, please use a telephone in a different room from where the broadcast is being viewed or turn the broadcast volume down to prevent feedback. Use of cell phones is not recommended.

Ensure the meeting space has adequate equipment and connectivity for the satellite downlink, at least one Internet-linked computer, and at least one nearby, reserved telephone line.

Technical information about hardware configuration, satellite coordinates, etc., is provided in this guide and on the program's web page. This information should be reviewed well in advance of the program in case your site will need additional hardware or configuration work.

ARRANGE FOR SUPPORTING MATERIALS AND AMENITIES

Material for trainers and participants should include standing easels for facilitator/group note-taking (2 are recommended), markers, paper, pens, index cards for questions, tape, tacks, staplers, and a 3-hole punch. Plan to use name tags and/or name tents, because not all participants will know each other. The program will provide an excellent opportunity for participants to network and exchange fresh perspectives.

Refreshments are always welcomed by participants. If possible, provide water, coffee, and other beverages such as juice, tea, or soda. Napkins, sugar, cream, etc., will also be appreciated. If the program includes or is close to lunchtime in your time zone, you may want to provide food or ask participants to bring carry-out/sack lunches.

INVITE PARTICIPANTS

Invite a diverse group of participants. Make an effort to include in your local viewing group people outside your immediate agency and discipline. For example, if you are coordinating a viewing group at your local jail, invite staff from area state and/or federal probation, parole, and prison facilities. This can help make for dynamic and informative group discussion after the broadcast.

Your invitation should include information on the date and place, the time when your local activities will begin, and logistics (such as parking and lunch). Include the agenda for the broadcast and wrap-around activities. Provide a map and good directions to invited participants from outside your own agency. A flyer is posted on the broadcast's web page for use in marketing the program. You can edit this flyer online to add information about your location and room number, your phone number, and similar information.

Ask for an "RSVP" with your invitation so you will know how many participants to expect and what size a training space you will need.

If appropriate, include in your invitation a request for participants to bring relevant resource materials with them to the program site. A display of local agencies' resource materials, such as training curricula, can be very valuable for participants.

PREPARE PARTICIPANT MATERIALS

As the Site Coordinator, you will duplicate materials for the participants at your site. This should be completed before the program date. Provide one copy of the Participant's Guide for each participant. The Participant's Guide includes the program agenda, NIC-provided handouts if applicable, a list of recommended resources if applicable, and information about the presenters. It may also include CEU information, if applicable.

> 🖫 *Download the Participant's Guide when it is posted on the broadcasts web page.*
> *If you have already registered for the program, you should get an email notification when it is available for download.*

Site Coordinators are also asked to duplicate any supplemental program handouts for participants. These may be materials specific to your local activities, or materials provided by NIC. Materials pertaining to your agency, local area, or state are especially useful if they complement the information provided during the broadcast. As the program date approaches, you may be instructed to download added or updated material from the broadcasts web page.

If the cost of duplicating the materials is a concern, consider the following possibilities:

1. Contact your state prison system to see if the agency has printing capabilities available in your area.
2. Contact one or more of the agencies that are sending participants to your site to request assistance in duplicating the materials.
3. Contact agencies that are sending participants and ask for help with the costs of duplication.

PREPARE FOR WRAP-AROUND ACTIVITIES

To add to the value and impact of the program for participants, Site Coordinators are strongly encouraged to convene their viewing audiences at least ½ hour before broadcast time and to continue discussions after the program for at least 1 hour. Even a half-day Satellite/Internet Broadcast provides participants with the opportunity to network and to make arrangements to share information in the future. Discussions may be supplemented by NIC-provided or locally planned exercises or activities.

By adding wraparound activities before and/or after the broadcast, you can extend and enhance its usefulness for the participants at your site. Depending on your time zone, the broadcast will take place at different hours of the day. By planning your local session around the broadcast time, you make your session more productive for participants. Be sure to include any wrap-around activities on the agenda and schedules that participants receive for planning.

Local activities before or after the broadcast can include:

- ➤ A review of the objectives of the Satellite/Internet Program;
- ➤ Presentations by area experts on the topic addressed;
- ➤ Structured or open-ended discussions;
- ➤ Viewing and discussion of videotapes;
- ➤ Panel discussions that add local relevance to the information presented by the national experts.
- ➤ Small-group discussions that explore the implications of the information for area agencies.
- ➤ Review and sharing of resource materials brought to your broadcast site by site participants.
- ➤ Individual or group exercises such as personal or team action planning.

An Action Plan Worksheet is included in the Participant's Guide and is also provided in this guide.

ARRANGE TO RECORD THE PROGRAM

As with any other training or curriculum provided by NIC, there is no copyright restriction on recording a broadcast. In fact, we encourage it! Agencies are free to record the broadcast for future use, using a VCR or DVR connected to your television. If you do record it for those who cannot attend or for your training library, be sure to save, along with the copy of the broadcast, a copy of the Participant's Guide as well as any additional resources and handouts.

CHECKLIST: PRE-PROGRAM PREPARATIONS

PARTICIPANTS

- ❑ Determine the appropriate target participants
- ❑ Determine closing date for applications to participate
- ❑ Finalize a flyer, letter, and detailed agenda with local information to be sent to invitees
- ❑ Send invitations to potential participants and key administrators in your agency and other relevant area agencies and organizations
- ❑ Make name tags/tents or have blank ones available

MATERIALS AND REFRESHMENTS

- ❑ Download and duplicate the Participant Guide, Facilitator Guide and any other materials for distribution at the program. Require materials can be downloaded from the broadcast's web page and is often times directly mailed in hardcopy to registered sites.
- ❑ Develop and duplicate handouts for the wraparound activities, if needed
- ❑ Collect materials for display on the resource table, if appropriate
- ❑ Order/make arrangements for refreshments

MEETING SPACE AND EQUIPMENT

- ❑ Reserve a meeting space with sufficient space for your expected audience size
- ❑ Reserve additional rooms, if needed, for wrap-around activities
- ❑ Ensure the meeting space will have a sign-in area as well as sufficient tables, chairs,
- ❑ materials display space, and space for refreshments
- ❑ Ensure the meeting space has adequate equipment and connectivity for the satellite
- ❑ downlink, at least one Internet-linked computer, a fax machine if possible, and at least one
- ❑ nearby, reserved voice telephone line
- ❑ Make arrangements for satellite-knowledgeable technicians or other staff to be available
- ❑ prior to and during the Satellite/Internet Broadcast
- ❑ Ensure you have standing writing easels/pads and markers or chalkboards/whiteboards for
- ❑ group note-taking and discussion
- ❑ Ensure you have basic supplies (paper, pens, index cards tape, stapler, etc.)
- ❑ Ensure you are prepared to videotape the broadcast for later use (optional)
- ❑ Test all equipment and connections before the day of the program

PROGRAM SCHEDULE

- ❑ Plan wrap-around activities
- ❑ Invite local speakers/presenters (optional)
- ❑ Prepare a complete agenda that includes your site's off-air activities, arrival time, etc.
- ❑ Assign specific duties and roles to your program team members

DAY OF PROGRAM RESPONSIBILITIES

This is when your preparations and those of the NIC broadcast team come together. Your participants will join hundreds or even thousands of other viewers nationwide as one live audience.

WELCOME YOUR PARTICIPANTS

Site Coordinators are strongly encouraged to convene their viewing audiences at least 1 hour before broadcast time for opening discussions or exercises and to continue discussions after the program. A minimum of 30 minutes is recommended for sign-in and orientation if you are not conducting pre-broadcast activities. Before the broadcast begins, ask the participants to sign in on the Participant Roster and make any necessary corrections.

Place participant name tags/tents on the registration or display table for participants to pick up as they enter the training area. Have materials such as pens and paper available for people who need them.

Pass out the Participant Guide and any additional materials. Be sure participants are aware of the downloadable supplemental reading materials featured on the broadcasts web page, if applicable.

FACILITATE THE LIVE PROGRAM AND LOCAL ACTIVITIES

Test your downlink system for reception 30 minutes before the broadcast begins. For all technical guidelines, see information in this guide. An NIC title page and sound will be broadcast for tuning in. Check the room for sound/sight lines. Enable the closed captioning feature if it will assist members of your audience. If you are planning any additional pre-program discussions or exercises, allow sufficient time for them before the broadcast begins.

Open the program. At least 15 minutes before the broadcast begins, or as appropriate given your local agenda, ask your participants to be seated and introduce the program:

- ➢ Introduce local speakers or panel members, if applicable.
- ➢ Review the need to sign in on the Participant Roster and the process for obtaining CEU credits.
- ➢ Emphasize the importance of completing the participant's evaluation form, provided in the Participant's Guide.
- ➢ Review the broadcast agenda and any participant handouts. (Provided in the Participant Guide).
- ➢ Review the supplemental resources identified in the Participant Guide and on the web page for this program.
- ➢ Review the ways participants can ask questions of the presenters during the broadcast.
- ➢ Have the participants introduce themselves.

View the broadcast and conduct local activities as designated on your time zone schedule. Breaks, information-sharing, and question-and-answer periods will be observed as indicated on the schedule. A schedule of upcoming NIC broadcasts will be displayed during breaks in the program.

KEEP YOUR LOCAL VIEWERS ON TRACK.

During the live broadcast, it is important that Site Coordinators remain in the room as participants in the training. You must ensure that your participants stay focused on the content being shared on-screen. Because the speaker is miles away, rather than present in the room and making eye contact with your participants, there can be a tendency for participants to "ignore" the speaker and interact with each other instead.

Participants should not be allowed to engage in conversations during the live broadcast. This will distract your other viewers and cause everyone to miss the content being broadcast. Talking about the ideas presented in the program is encouraged, but it should follow the live broadcast segments.

LOCAL TECHNICAL SUPPORT

Have a technical support person available at all times throughout the program, so the facilitators can remain with the training participants in the event there is a problem.

PARTICIPATING IN THE QUESTION-AND-ANSWER SESSIONS

One or more question-and-answer sessions will be included in the program schedule. Designated times for call-in questions are identified on the agenda. Encourage participants to submit questions to the presenters at the broadcast studio, either by telephone, fax, or e-mail. As many questions as possible will be included in the broadcast, but it may not be possible to answer all calls live, on the air. For programs in which there is not enough time to answer all the participants' questions, the questions and answers will be posted on the NIC broadcast blog within a few weeks of the program.

During the Broadcast:
① *On-air live call-in line: (800) 278-4315 (For live calls during the program only)*
① ***Fax****: (509) 354-7714 (For faxes during the live program only)*
✉ ***E-mail address****: NIC@KSPS.org*

MAKING PHONE CALLS

The toll-free number will be shown on the screen when it is time for questions from the viewers. Calls should be made from a telephone outside the viewing room to reduce feedback and other noise, or the broadcast volume should be turned down. Use of cell phones is not advised.

Facilitators should manage how questions are asked. Instruct participants to write down their questions for clarity when the phone is answered at the studio. Questions should be short and to the point, and should not have two or three parts. They should not be so specific that only your site is interested in the answer—good questions should be helpful to other participants across the nation. Participants should have back-up questions ready in case someone else asks the same question first.

The call will be answered by an operator, who will ask the participant to state the question clearly and succinctly. The call will be placed on hold as the participant awaits his/her turn to pose the question to the presenters. The wait can take several minutes. When it is his/her turn to speak, the caller should briefly identify his/her name, agency, city, and state, then ask the question—

> *"Hi, I'm . .[name]. . from the Department of . . . . . in . . . . . . My question is . . . . . ."*

After the call is complete, please hang up to end the connection.

USING FAX/E-MAIL

Participants can write their questions on index cards and pass them to the front (or back) of the room as the broadcast proceeds. These can then be sent by fax or e-mail.

CONDUCT POST-PROGRAM DISCUSSIONS/ACTIVITIES

After the broadcast ends, follow the program with group discussions, action planning, and/or other activities as scheduled locally.

SHARE CEU INFORMATION

Before your group disperses, remind participants that CEU credits are available and ask them to be sure they are listed correctly on, and have signed, the Participant Roster. CEUs will be available only to persons listed on the site roster.

- ➢ See details about Continuing Education Units in this guide.
- ➢ Participant Roster is also in this guide.
- ➢ You do not need to send in the roster unless you are requesting CEUs.

COLLECT PROGRAM EVALUATIONS

Encourage participants to evaluate the program using the form provided in this guide (see page 32). Collect as many completed evaluations as possible from participants on-site and forward them to NIC. An evaluation form for Site Coordinators is provided in this guide on page 30. This separate evaluation relates to your functions and duties as well as your perspectives on the training. This evaluation needs to be forwarded to NIC.

CHECKLIST: DAY OF PROGRAM

PARTICIPANTS

- ❑ Have the Participant Roster form ready for completion by participants as they arrive; be sure each participant signs in to verify attendance for CEU eligibility
- ❑ Set out prepared name tags/tents or have blank ones available

MATERIALS AND REFRESHMENTS

- ❑ Have sufficient copies ready of the Participant's Guide and any other materials for each attendee.
- ❑ Have available review copies of the recommended reading items listed in the Participant's Guide and NIC web site (optional).
- ❑ Have available basic supplies for facilitators and participants.
- ❑ Place the following at each participant seat (optional):
  - ➢ Participant's Guide
  - ➢ paper for notes
  - ➢ index cards for questions
- ❑ Have refreshments available in an area separate from the technical equipment.

EQUIPMENT AND MEETING SPACE

- ❑ Organize the meeting space so that the tables and chairs provide adequate sight lines toward the viewing screen.
- ❑ Ensure you have standing easels (recommend two) and markers for group note-taking.
- ❑ Conduct a last-minute systems test of the satellite equipment, telephone, television, receiver, fax, videocassette recorder, etc.
- ❑ Tune to the satellite coordinates provided by NIC. The test signal (graphic and sound) should be present at least 30 minutes before the start of the training.
- ❑ Have the technical support and presenter phone numbers on hand.
- ❑ Know who will provide backup on your team so someone can remain with the training participants if there is a problem.

OFF-AIR ACTIVITIES

- ❑ Welcome participants, make announcements and introductions, and review the agenda
- ❑ Follow your local activity schedule

END OF PROGRAM

- ❑ Collect participant evaluations
- ❑ Collect final Participant Roster

POST-PROGRAM WRAP-UP

Congratulations on a job well done! Your remaining essential tasks are to:

➢ Submit the completed participant roster to the address listed on the roster, **ONLY** if you need CEUs.

➢ Submit completed participant evaluations and your Site Coordinator evaluation form to the NIC Academy within 2 weeks of the broadcast. Be sure to include any recommendations for improving the procedures. If you don't mind being identified, please add your name and phone number so we may follow up on any of your comments.

Send these materials to:

National Institute of Corrections Academy
11900 East Cornell Avenue, Unit C
Aurora, CO 80014
Fax: 303-338-6601

Remember also, at your option, to save a DVD of the program with complete participant materials for later use by your agency. NIC will usually make the DVDs available from the NIC Information Center within a few weeks of the program. Repeat broadcasts of the program may be provided

☞ **Contact the Information Center @ http://nicic.gov/HelpDesk**

CHECKLIST: PROGRAM COMPLETION

❑ Complete the Site Coordinator's evaluation form. Be sure to include any recommendations for improving the procedures.
❑ Submit Participant Roster to address on the roster, **ONLY** if CEUs needed.
❑ Submit the following completed documents to NIC:
    ➢ Participant evaluations
    ➢ Site Coordinator evaluation

TECHNICAL INFORMATION

Site Coordinators who are new to videoconferencing may be concerned that they do not understand satellite technology or how to operate the equipment. Much of the equipment—such as a TV set—is not that new, and none of it is difficult to use. If you have ever used a VCR to watch a videotape, you will find that the broadcast set-up procedures are very similar. By following the step-by-step instructions you'll find that coordinating a broadcast is about the same as coordinating other types of meetings or training sessions.

Technical support information is provided and a glossary on the terminology of videoconferencing is provided in this guide. If you still have questions after reviewing the information in this guide, call Leslie LeMaster, Distance Learning Administrator at the NIC Academy in Aurora, Colorado, at 1-800-995-6429, ext. 6620.

Site Coordinators who are familiar with satellite technology can turn straight to the satellite uplink information provided in this guide.

ABOUT SATELLITE/INTERNET BROADCAST TECHNOLOGY

A Satellite/Internet Broadcast is usually broadcast from a video studio. At the studio, there are video cameras, a production set and crew, a panel of experts, telephones for incoming calls, and an uplink satellite dish. The video and audio signal is sent from the studio to a satellite dish and is beamed up (uplinked) on a KU-band frequency to a satellite 22,000 miles above the earth's surface.

The satellite receives the signal from the uplink site on a predetermined channel called a transponder. The signal is then broadcast over a wide area by the satellite. The satellite dish at your location must be pointed at the correct satellite. Your satellite dish receives the signal and sends it to your receiver, which forwards the signal to the television screen(s) in your meeting room.

KNOW YOUR TIME ZONE

Satellite/Internet Broadcasts are scheduled so that everyone in the continental United States can participate during daytime business hours, between 9:00 a.m. and 5:00 p.m. NIC will announce the scheduled time for most time zones in the continental USA, but be sure to check it for your specific location. A time zone map is included in most telephone directories. Broadcasts are typically 2 to 3 hours in length.

SATELLITE/INTERNET BROADCAST EQUIPMENT

You will need the following equipment to view the Satellite/Internet Broadcast:

- ❑ **Satellite dish** — Located outside the host site building to receive the transmission signal from the satellite (downlink).
- ❑ **Color television set(s), large-screen TV, or video projector** — Viewing method, screen size, and number needed depend on the size of your viewing audience.
- ❑ **Receiver** — Satellite receiver to receive the satellite signal. KU digital is recommended, but KU-band with required decoder is also acceptable.
- ❑ **Videocassette or DVR recorder** — Recorder and blank media needed to record the program (optional).

> *Note: Enable the closed captioning feature if it will assist members of your audience. This option must be selected on your television set or other viewing system.*

Review the Frequently Asked Question section of this guide for addition help with setting up your equipment.

EQUIPMENT SET-UP

Steps in setting up the satellite downlink are easy to follow. NIC recommends that novice staff practice setting up before the broadcast date, using the following instructions, to make sure you can tune in the broadcast.

When your satellite dish was installed, it should have been connected to your receiver, and the receiver should have been connected to your television set. Also, your receiver should have been aligned and programmed with existing satellites. If you don't know whether this was done, just continue with the following steps. However, if you are certain this wasn't done, contact your local satellite installer to complete your installation.

TELEVISION SETUP

- ❑ Turn on your TV set.
- ❑ Determine whether the micro switch on your satellite receiver is set to 3 or 4. This switch is usually located on the back of your receiver.
- ❑ Set your television channel to the same number as the micro switch on your receiver (either channel 3 or 4). *For example, if your receiver micro switch is set on 3, then set your television to channel 3.*

After your television is set up, set up your satellite receiver.

SATELLITE RECEIVER SETUP

- ❑ Turn on the receiver power.
- ❑ Push the satellite button on your receiver. A list of all satellites will appear on your television screen.
- ❑ Scroll through the list using the up and down buttons.
- ❑ Push the **"Enter"** key when the satellite you need for the broadcast is highlighted or marked. This will automatically move your satellite dish to the desired location.

TUNING THE RECEIVER TO THE TRANSPONDER

- ❑ KU-band satellites generally have 1 to 32 transponders. The main problem you might run into is that not all satellite receivers' channels are the same. If a broadcast is on transponder 4, and you set your receiver for channel 4, you still might not receive the program. If you don't see the program and you know you are on the right satellite, try all the channels before asking for help.

Satellite coordinate and transponder information will be posted on the web page for the broadcast when they become available. It is not uncommon for this information to change before the broadcast starts so be sure to check this information right before the start of the broadcast.

TESTING 1, 2, 3 . . .

- ❑ Test the equipment before the scheduled time of the broadcast if possible. Don't assume you can just turn the TV monitors on and everything will work. NIC will transmit a video and audio signal beginning at least 30 minutes before the scheduled start time. Tune in to the coordinates and make sure you have both video and audio. If you don't, move the dials slightly (also known as jiggling the dials) to tune it in.

IF IT STILL DOESN'T TUNE IN, check to see if you have the right coordinates for this broadcast and are tuning to the right satellite. Satellite settings can be found on the web page for the broadcast.

FREQUENTLY ASKED QUESTIONS: SATELLITE DOWNLINK

Q. WHAT WILL I SEE WHEN I TUNE INTO THE TEST SIGNAL ½ HOUR PRIOR TO THE PROGRAM?

A. A full screen will read:

Coming Up Next

National Institute of Corrections

Presents
[Program Title]

Q. WHAT SHOULD I DO IF I CAN'T FIND THE TEST SIGNAL AT THAT TIME?

A. You should:

1. Call 509-354-7701 for assistance, if necessary.
2. Call the local company that installed your dish and receiver. They should be able to help you with installation issues.

Q: I KNOW I AM ON THE RIGHT SATELLITE AND CHANNEL — WHY CAN'T I RECEIVE THE PROGRAM?

A: Try all of the channels on that satellite. Sometimes the channel on your receiver is different than the transponder number.

Q: THE SATELLITE DESIGNATED FOR THE BROADCAST IS NOT PROGRAMMED INTO MY RECEIVER.

A: You will have to hire a professional satellite installer to program in that satellite.

Q. WHAT SHOULD I DO IF I WAIT UNTIL THE DAY OF THE BROADCAST TO FIND THE SIGNAL AND HAVE TROUBLE GETTING THE PROGRAM?

A. From past experience, NIC has found that sites waiting until the day of the broadcast may not get the signal, unless they have someone on site who knows how to use the equipment. We strongly suggest you plan ahead and have a qualified individual program the satellite into your receiver.

INTERNET VIEWING

Though NIC recommends accessing the satellite downlink, viewing the Internet videostream can be a useful option for individuals or small groups and may provide a backup option if your site encounters problems with the satellite feed. For larger groups, the screen image can be run through an In-Focus projector against a screen or blank wall.

Internet broadcasts can be viewed on any correctly configured computer with high-speed Internet Access.

The computer's Web browser must be configured to launch the correct multimedia helper application. Links to the recommended multimedia players will be available on the web page for this broadcast.

If viewers encounter problems receiving either of these signals, switching to an alternate format or viewer may help. Having a member from your agency's IT/MIS department available to help you is recommended.

TECHNICAL SUPPORT

Technical support is available for broadcasts but it is important that you use the correct support method to get fastest and most accurate assistance.

URGENT SUPPORT OPTIONS

If you require immediate technical assistance, please use the following contact information. **Please be aware that this support may be limited during the broadcast.**

DAYS LEADING UP TO BROADCAST DAY

Leslie LeMaster, NIC Academy
(800) 995-6429 ext. 6620
llemaster@bop.gov

DURING THE BROADCAST

SATELLITE SUPPORT

➢ 509-354-7701for help with satellite coordinate questions, tuning your satellite, etc.

➢ On-air live call-in line: 800-278-4315 (For live calls during the program only)
➢ Fax: (509) 509-354-7714 (For faxes during the live program only)
➢ E-mail address: NIC@KSPS.org

INTERNET VIEWING

Live Webcast Tech Support via **Limelight Networks**

Dial-in Number: **1-888-672-4483**

Please have the name of the Broadcast handy when you call in to report streaming issues.

GLOSSARY

Keyword	Description
Coordinates	The tuning instructions for a specific Satellite/Internet Broadcast. The coordinates are different for the KU-band and C-band satellites.
Dish	Also called satellite dish or earth station. This dish-shaped device sends or receives satellite signals. It is linked by cables to a nearby studio to broadcast programs or to a nearby room/auditorium to receive programs.
Downlink	A radio circuit from satellite to earth station. (Commonly refers to the satellite dish that receives a signal from a satellite.)
Downlink Site	A room(s) or auditorium connected to a nearby dish that receives satellite signals. The room/auditorium is equipped with a satellite receiver, one or more TV monitors or a large screen TV, and seating for participants.
Facilitator Guide	This guide contains information and materials specifically for the person delivering or facilitating the program. When available, this document can be downloaded from the broadcast's web page.
KU-Band	A portion of the radio frequency spectrum used in satellite transmission. Communication satellites are allocated KU-band frequencies from 14.0 to 14.5 MHz for uplinks and 12.2 to 12.7 GHz for downlinks.
Participant Guide	This guide contains copies of all related material to be used by those participating in the training broadcast. These are different for every broadcast. When available, this document can be downloaded from the broadcast's web page.
Program Guide	The program guide contains material and information specific to each broadcast. When available, this document can be downloaded from the broadcast's web page.
Satellite Receiver	A piece of equipment that looks something like a VCR that is used to select a satellite and tune to the specified transponder (channel).
Site Coordinator Guide	This document is the site coordinator guide and is designed to help local training coordinators host broadcast program. This document may occasionally be revised but does not contain information about specific broadcasts.
Transponder	Something like a channel selector, an electronic component of the satellite that shifts the radio frequency of the uplink signal and amplifies it to transmit it back to earth. Each satellite has between 1 to 32 transponders.
Uplink	A radio circuit from earth station to satellite. (Commonly refers to the

CONTINUING EDUCATION UNITS

CEUs record hours of attendance in a course, workshop or training. You will be awarded 0.1 CEU per hour attended (10 hours = 1 CEU). No academic grade or credit is earned. The site facilitator *must return* the Participant Roster in order to verify your attendance at the workshop or training.

Upon receipt of your completed registration form and payment, EWU will mail you a Certificate of Completion. The form can be found in the "Site Coordinator Forms" section.

Important CEU Information

Cost:	$22.00 per CEU / workshop or part thereof
Payment Options:	Check / Money Order / Visa / MasterCard
Deadline:	Please see Participant Manual or Program Guide.
Mail or Fax to:	**Office of Professional Development** 300 Senior Hall Eastern Washington University Cheney WA 99004-2442 FAX: 509.359.2220

The following is the process for receiving CEU's for participants at your downlink site:

1.   Site Coordinator for NIC prints out the registration forms, sign in/out sheets and evaluations.

2.   At each site, the participants sign in, fill out the registration form, watch the broadcast, share in the discussion, fill out an evaluation of the broadcast and sign out. The sign-in/out sheets & evaluations are required by the IACET which is the board who approves CEUs. We (Eastern Washington University) maintain all records for auditing purposes.

3.   When broadcast is done, the site coordinator is responsible for sending to EWU all of the forms listed about with the CEU fees which are $22.00 per CEU or any part of. 1 CEU = 10 hours. Since most of NIC broadcasts are 3 hours, the fee would be $22.00 per person.

4.   Once EWU has received and processed registrations from a given site, they will mail participants a CEU form, which details the information regarding the course along with the individuals information.

SITE COORDINATOR FORMS

The following forms are to be completed or distributed by the Site Coordinator for the broadcast.

- ❏ Continuing Education Units (CEU's) Participant Form
- ❏ Participant Roster – Sign In for CEU's
- ❏ Participant Roster – Sign Out for CEU's
- ❏ Workshop Evaluation for Use with CEU's
- ❏ Site Coordinator Program Evaluation
- ❏ Participant Broadcast Evaluation

E-Learning and Off Campus Programs
CEU
REGISTRATION
300 Senior Hall
Cheney, WA 99004-2442
Phone: 509- 359-7380   1-800- 331-9959   FAX: 509-359-2220
http://ewu.edu/ce

EASTERN
WASHINGTON UNIVERSITY
start something **big**

Today's Date: _____   Registering for: ☐ Fall ☐ Winter ☐ Spring ☐ Summer Year: _____

Last Name	First Name	Middle Name	Previous Name

Current Mailing Address	Street and Number	City	State	Zip Code

Email Address	8-5 Phone Number – Including Area Code	Home Phone Number - Including Area Code

Student EWU ID Number
(Will be assigned by EWU, if not known)   Social Security Number
(Required)   Date of Birth

Directory Information: ☐ Please restrict my personal information

Do you have any Special Needs? Please specify: _____

Gender: ☐ Male ☐ Female   Washington Resident: ☐ No ☐ Yes   Have you previously earned credit through EWU?
From _____ / _____ To _____ /_____   ☐ No   ☐ Yes – Qtr _____ Year_____

Classification Category (Based on completed credits):
☐ High School   ☐ Sophomore (45-89 cr)   ☐ Bachelors Degree   ☐ Master's Degree
☐ GED   ☐ Junior (90-134 cr)   ☐ Graduate (Admitted to EWU Masters)
☐ Certificate   ☐ Senior (135 or more cr) ☐ Completed Doctoral Degree
☐ Freshman (1-44 cr) ☐ Associate Degree   ☐ Non-Credit / Professional Development

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Optional:

What race do you consider yourself? (Check all that apply)
☐ White/Caucasian (800)   ☐ Black/African American (870)   ☐ Chinese (605)
☐ Eskimo (935)   ☐ Aleut (941)   ☐ American Indian (597) Name of Principal or enrolled tribe: _____
☐ Korean (612)   ☐ Filipino (608)   ☐ Vietnamese (619)
☐ Asian Indian (600)   ☐ Guamanian (660)   ☐ Samoan (655)
☐ Hawaiian (653)   ☐ Japanese (611)   ☐ Other Asian or Pacific Islander: _____
                                                              Specify one group, for example Thai, Cambodian, etc.

Are you of Spanish/Hispanic origin? (Check all that apply)
☐ No. Not Spanish/Hispanic (999)   ☐ Yes. Mexican/Mexican American (722)
☐ Yes. Chicano/Chicana (705)   ☐ Yes. Puerto Rican (727)   ☐ Yes. Cuban (709)   ☐ Yes. Other Spanish/Hispanic:_____
☐ Other Race: _____   Specify one group, for example Columbian, Spaniard, etc

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Course Information:

Subject Code: (Please leave blank)	Course Title:	Event Date(s):	Location:	CEU
			Satellite Broadcast	**.3**

Submit Registration and Tuition to:
Eastern Washington University
Continuing Education and Professional Advancement
300 Senior Hall, Cheney, WA 99004-2442   **or Fax 509.359.2220**

Course Fee
$22.00 per CEU
(All or any part of)

_____

☐ Check
(Payable to EWU)   ☐ Money Order

Amount:

PARTICIPANT ROSTER – SIGN IN FORM FOR CEU'S

Sign –In Sheet for CEU Certificate

Satellite Broadcast Title:

Date: Time:

Print Name	Signature
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	

PARTICIPANT ROSTER – SIGN OUT FORM FOR CEU'S

Sign –Out Sheet for CEU Certificate

Satellite Broadcast Title:

Date: Time:

Print Name	Signature
1	
2	
3	
4	
5	
6	
7	
8	
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10	
11	
12	
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17	
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19	
20	

Office of Continuing Education & Professional Advancement
Workshop Evaluation

Satellite Broadcast

Title:_____

Location: Satellite Broadcast _____ **CEU:** ____.3_____
Date(s): _____ **Time(s): 12:00 p.m -3:00 pm EST**
Facilitator: National Institute of Corrections / Leslie LeMaster

Your feedback is important. It is the basis of our continuous improvement to ensure that programs meet or exceed your expectations. Thank you for taking the time to complete this evaluation.

Response Code

5–Excellent	4–Good	3–Adequate	2–Poor	1-Desire changes

Instructor Effectiveness

Knowledge of subject	5	4	3	2	1
Ability to teach according to the student's level	5	4	3	2	1
Organization of class meeting	5	4	3	2	1
Ability to answer questions	5	4	3	2	1
Ability to encourage participation	5	4	3	2	1

Course Information

Written course objectives met expectations	5	4	3	2	1
Course written materials contributed to learning	5	4	3	2	1

Facilities and General

Comfort of classroom for learning	5	4	3	2	1

Overall

Overall, I rate the learning experience	5	4	3	2	1
I would recommend this course to others		Yes		No	

Comments: Suggestions for improvement

SITE COORDINATOR - PROGRAM EVALUATION FORM

NIC values your feedback on its broadcast programs. By completing this evaluation, you will assist NIC in its commitment to high-quality and productive broadcast training programs. Please complete this form and mail or fax it to NIC at the address or fax number below. Please type or print the information requested.

Program Name: _____

Program Date: _____

In what type of organizational setting did you view the program? (Check one.)

- ❑ Prison/state corrections agency
- ❑ Jail/local corrections
- ❑ Community-based corrections
- ❑ Other (describe)

How did you learn about this program?

- ❑ NIC website
- ❑ NIC e-mail discussion list (listserv)
- ❑ NIC flyer
- ❑ Magazine/journal article
- ❑ Colleagues/personal contacts
- ❑ Other (describe)

How could NIC improve this type of learning experience for our viewers?

Describe local activities conducted before or after this program (e.g, group discussions, invited speakers):

Please provide any additional comments:

Do you have any suggestions for topics for broadcast programs?

Overall Evaluation (Check one response):

- ❑ Program was good
- ❑ Program was fair
- ❑ Program was disappointing

May we contact you to follow up on your feedback? If so, please print:

Name: _____

Agency: _____

Mailing Address: _____

Telephone (include Area Code): _____

Fax: _____

E-Mail Address:_____

Mail or fax this evaluation to:

National Institute of Corrections Academy
11900 East Cornell Avenue, Unit C
Aurora, CO 80014
Fax: 303-338-6601

PARTICIPANT - PROGRAM EVALUATION FORM

NIC values your feedback on its broadcast programs. By completing this evaluation, you will assist NIC in its commitment to high-quality and productive broadcast training programs. Please complete this form and mail or fax it to NIC at the address or fax number below. Please type or print the information requested.

Program Name:

Program Date:

In what type of organizational setting did you view the program? (Check one.)

- ❑ Prison/state corrections agency
- ❑ Jail/local corrections
- ❑ Community-based corrections
- ❑ Other (describe)

What did you learn during today's broadcast?

What delivery strategies (video clips, graphics, presentation strategies, etc.) were most effective for you? Why were they effective for you?

What delivery strategies (video clips, graphics, presentation strategies, etc.) were *NOT effective* for you? Why were they *NOT effective* for you?

Describe local activities conducted before or after this program (e.g, group discussions, invited speakers):

Please provide any additional comments:

Do you have any suggestions for topics for broadcast programs?

Overall Evaluation (Check one response):

- ❑ Program was excellent
- ❑ Program was good
- ❑ Program was fair
- ❑ Program was disappointing

May we contact you to follow up on your feedback? If so, please print:

Name: _____

Agency: _____

Mailing Address: _____

Telephone (include Area Code): _____

Fax: _____

E-Mail Address:_____

<div align="center">

Mail or fax this evaluation to:

National Institute of Corrections Academy
11900 East Cornell Avenue, Unit C
Aurora, CO 80014
Fax: 303-338-6601

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