VCI Courses help

The Media Service Department of the College of Continuing Studies, Academic Outreach serves as the technical support for ACCESS schools regarding video conferencing instruction (VCI).

Toll free number to call if you experience problems: 1-800-591-9999.

Brett Holland, technician: brett@vccs.ua.edu, 205-348-6497
Jeff Herin, chief technician: jherin@vccs.ua.edu, 205-348-8485
Jim Johnson, Manager for Media Services: jjohnson@vccs.ua.edu, 205-348-2105

Tips for success based on our experience with videoconferencing across the country and worldwide:

1. When possible, try to connect before class is scheduled to begin in order to discover any technical problems ahead of time.
2. Be sure that you know how to conduct a complete and partial reboot. Your vendor should explain rebooting during equipment training at your location.