



TANDBERG CUSTOMER PROFILE

University
of
Glasgow



TANDBERG video systems help lecturers instruct large classes

- **CLIENT:** One of the largest universities in Scotland, with 20,000 students, over 5,500 staff and a satellite campus that it serves exclusively by video
- **ACTION:** Installed eight TANDBERG 6000 codecs in a network of richly appointed video lecture halls on two campuses, with three additional TANDBERG 6000 systems for administration and outreach; also installed the TANDBERG Management Suite and the TANDBERG Media Processing System
- **RESULT:** Lecturers can address up to 800 students at once in multiple locations instead of delivering the same lecture several times at greater expense and effort; students in a remote corner of Scotland have gained access to university-level teaching

“ Dr. J is brilliant in wide screen! ”

STUDENT EVALUATION OF VIDEO
INSTRUCTION, UNIVERSITY OF GLASGOW

MAJOR UNIVERSITY IN UK EMBRACES VIDEO EDUCATION

Founded more than 500 years ago, the University of Glasgow is one of Britain's largest educational institutions, with 20,000 students from around the world. To meet the demand for popular courses the university has embraced TANDBERG video communication solutions.

No brick-and-mortar lecture hall on campus can accommodate the university's first-year English, history or philosophy courses. Each course draws 700 to 800 enrollees -- twice as many as can fit in any one hall. Until recently, the solution was often for the lecturing staff to divide the students into groups and deliver the same lecture two or even three times a week.

"It was a waste of resources and the lecturers didn't like it," recalls Videoconferencing Manager Steven Jack. "As you can imagine, their enthusiasm for the material tended to wane by the third run-through. And they had scheduling problems."

NO MORE OVERSPILL

Multimedia video instruction has proved a more elegant solution. Since the late 1990s, when the Scottish Higher Education Funding Council helped every university in Scotland deploy a high-capacity data network and one or two video communication endpoints, the University of Glasgow has set itself apart. On the main Gilmorehill campus it has created six state-of-the-art lecture halls, each centered on a high-bandwidth TANDBERG 6000 video communication codec.

History 1E, a typical large-enrollment course, is now presented simultaneously in two halls on the main campus and one hall on the satellite Crichton campus in the southwest of Scotland. Twenty to 25 lectures a week are now carried by video in a wide variety of subjects, including history, English literature and languages.



The TANDBERG 6000 codec

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"Teaching in two or three halls at once frees the lecturers to do other things, like preparing new lecture material or conducting research," says Mr. Jack. "Student response is positive, too. The Crichton students in particular realize they are receiving high-quality teaching that they could not otherwise get without moving south."

IMPRESSIVE LECTURE HALLS

A major factor in the University of Glasgow's success is lecture hall design. Each hall has four cameras to capture views of the audience and the lecturer. DVD players, PC inputs, slide-to-video converters and document cameras all enhance the message as students follow the action on two large data projectors. An additional monitor lets the lecturer see the remote audiences for more natural interaction.



The lecturer's point of view

Some lecturers go to great lengths to enrich the multimedia experience; others are conservative. But according to Mr. Jack, anyone can master the technology. "Everything is controlled from a simple touch panel in the lectern area," he says. "When you press the power button, it dims the lights, closes the blinds, brings down the projection screens, turns on the projectors and powers up the video equipment."

"EXTREMELY RELIABLE"

With thousands of students dependent on the equipment, the pressure is on Mr. Jack -- and TANDBERG -- to make sure it all works smoothly. He and his staff remotely monitor and administer all video links using the centralized TANDBERG Management Suite. "We find the TANDBERG codecs to be extremely reliable," Mr. Jack says. "Since they're appliance based, it's very quick to get back up if you have to restart it for some reason. Other universities around Scotland are also running TANDBERG systems and the consensus is that they are robust."

FULL CAPACITY: 3 MBPS

Each TANDBERG 6000 can bridge up to four video sites. With an eye to the future, the university has also invested in the TANDBERG Media Processing System 200, which can join up to 32 video and 32 audio sites. The university is about to expand its network capacity. That will let lecturers boost the transmission speed through each TANDBERG 6000 codec from 768 Kbps to 3 Mbps, providing maximum visual clarity. Already, tech-savvy students have remarked on the picture quality.

"Dr. J is brilliant in wide screen!" one student wrote in an end-of-term review. Another wrote: "Watching a lecturer on screen is comparable to seeing him/her 'in the flesh' -- it doesn't really matter."

ABOUT TANDBERG

TANDBERG is a leading global provider of visual communication products and services. The Company has dual headquarters in New York and Norway. TANDBERG designs, develops and markets systems and software for video, voice and data. The Company provides sales, support and value-added services in more than 90 countries worldwide. TANDBERG trades publicly on the Oslo Stock Exchange under the ticker TAA.OL. Please visit www.tandberg.net for more information.

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