

## INTERVIEW SNAPSHOT

# Arvind Sundaram

"I needed to use a studio for the teleprompting feature. The first studio I went to didn't have one. Once I did find a room with one, I had an issue getting a file to the teleprompter, so I had to get assistance. They helped me adjust the controls."

## Arvind's Experience



Student



One-time User



Teleprompter

## Insights

Had a problem finding a room with the feature he needed

Needed assistance to help set up teleprompter

## Opportunities

I want to have more accessible instructions for using the teleprompting feature.

I want to know what studio will have the features I need.

I wish I had known how teleprompting worked before I went to the studio.

## INTERVIEW SNAPSHOT

# Brandi Jittjumnongk

"I requested help, and help was there. I took a few takes while he was standing there, and then sent him away because I was nervous recording with someone else in the room. The help did seem willing to stay as long as needed, though.

## Jennifer's Experience



Faculty



Frequent User



Recent User



Lectures

## Insights

- Watched the takes on her laptop
- Didn't use profile options
- Used written notecards
- No interest in using the teleprompting feature

## Opportunities

- I want to be able to cut to miro in a video.
- I am excited about the interview mode!
- I want to know about the customization options.
- I want more control over my video placement.

## INTERVIEW SNAPSHOT

# Brett Creech

"I didn't know you could do that. There's not a lot of documentation online on how to use it. It's critical to have documentation because people use it when helpers aren't available."

## Brett's Experience



Staff/Faculty



Super User



Recent User



Lectures



Trains others

## Insights

Frequently uses the studios, is a veteran user

Finds documentation to be a critical feature of the studios

Unaware of many features, even being a veteran user

Wishes he could use the closed captioning

## Opportunities

I want the studios to have better documentation, both online and on the walls.

I want to know the differences between different studios.  
I want to be made aware of all the customization options.

"I want to write a script in word and just drop it in for teleprompting."

## INTERVIEW SNAPSHOT

# Bridget Arnold

"The green screen and lighting was nice, it feels like a professional place to go and present something, but I don't know anyone else that has used it."

## Bridget's Experience



Student



Frequent User



Recent User



Podcast- Audio Only



Interview



Used 1 room

## Insights

Likes the keypad entry instead of needing a key

Unaware that each of the rooms are slightly different

Accesses recorded videos from other devices

## Opportunities

I want to see available time slots visually.

I want to see room inventories when I reserve a room.

I want more immediate feedback on whether the room is working properly.

I want the help guides in the room to be more streamlined.

I want to know I have the option to turn off customization options.

## INTERVIEW SNAPSHOT

# Christina Munson

"I'm really very pleased with the process and the rooms, as well as the video quality. I like that I can just go there without meeting anyone, it's pretty intuitive."

## Jennifer's Experience



Faculty



Recent User



Lectures

## Insights

Process is simple

Likes that it doesn't require meeting someone

Uses notes written on a personal laptop

Didn't know lightboard existed but seemed like it would have been useful

## Opportunities

I want to be able to see a live schedule of room availability.

I want to be able to seamlessly use the wacom tablet and pen.

I want to be able to recover from errors either on my own or in a timely fashion.

## INTERVIEW SNAPSHOT

# Dilip Chhajed

"Psychology you need to feel more cheerful and enthusiastic. I go in and I know I'm going to produce something great because this is technologically advanced."

## Jennifer's Experience



Faculty



Frequent User



Recent User



Lectures

## Insights

Studios are useful for synchronous for interactive sessions and office hours

Benchmark other institutions

Newscasting in broadcast

Uses Kaltura editing to snip off ends

Easy to reserve a room

Enjoys having multiple studio locations to choose from

## Opportunities

I want the room to be more attractive and fun to be in.

## INTERVIEW SNAPSHOT

# Hal Owens

"Some of the rooms are fine- it is just very inconsistent and there should be a better way to report these issues. Also, it would be nice to have more softwares on the big computer as people have different ideas when coming in to record."

## Hal's Experience



Student



Frequent User



Recent User



Annotations + Separate Audio



## Insights

Uses annotations frequently

Doesn't always reserve a room as the PIN is the same

Found the help guides on the walls useful

Uses teleprompting even though the controls are difficult to work with

## Opportunities

I want there to be more software options.

I want to manage my recorded videos in less time.

I wish I knew about it sooner.

I want to be able to report issues effortlessly.

I want to have more control over the teleprompter.

I want the pen to have more flexibility of color, size, etc.

## INTERVIEW SNAPSHOT

# Heather Howard

"The teleprompter starts as soon as you hit record, so the first two lines of text get cut off before you get a chance to look at it. Being able to control it more directly would be nice."

## Heather's Experience



Faculty



Frequent User



Recent User



Lectures



Teleprompter

## Insights

Reserving the rooms is easy

Appreciates email notifications

Uses room for good audio quality

## Opportunities

I want to have more controller over the teleprompting text.

I want to be able to know which recording is which when sorting through videos.

I want to know the options I have for adjusting the camera.

## INTERVIEW SNAPSHOT

# Jennifer Dobbs-Oates

"Video Express is a lot of trial and error. Start the process, realize there's a problem, fix it and start over again. It takes a while to get it all to do what you need it to do."

## Jennifer's Experience



Faculty



Frequent User



Recent User



Lectures



Teleprompter

## Insights

No issues with jumpy teleprompter

Forgot about the lack of breaks in text when pasted

Sets teleprompter speed and doesn't change it

Uses Kaltura editing to snip off ends

Easy to reserve a room

Enjoys having multiple studio locations to choose from

## Opportunities

I don't want to have to rewrite my script while in the studio.

I want to have a professional way to adjust the speed of the teleprompter at will.

I want there to be more elaborate guidance on how the teleprompter will work.

## INTERVIEW SNAPSHOT

# Louis Dierckman

"We use the studio to supplement our recordings. We learn from Instructional Designers that faculty need videos, then come up with a general media plan. Video Express studios are conveniently located across campus."

## Louis's Experience



Video Producer



Super User



Uses Studio Environment... but not the Equipment



## Insights

Scheduling appointments happens outside of the website

Dislikes the teleprompting interface

Likes that the studio provides a back-up audio and video just in case his equipment fails

## Opportunities

I want to be able to record in 4K.

I want to be able to control the teleprompting script from elsewhere in the room.

I want the teleprompter to have more precise controls.

I want the teleprompter to accept text better than it does.

## INTERVIEW SNAPSHOT

# Riley Parhsal

"Your first time, it's pretty cool - you waste a lot of time playing around and making sure you've got everything right. It makes my assignments and projects look very professional."

## Riley's Experience



Student



Frequent User



Various Video Types

## Insights

Believes more people should know of it

Regards the service very highly

Enjoys that there are tons of available time slots

Relied on self exploration to learn about the studio, and had no complaints about the time it took to do so

Brings a USB for presentations

## Opportunities

I wish I had known about the teleprompting feature.

I want more people to know about it!

## INTERVIEW SNAPSHOT

# Stephanie Van Dellen

"I can't start and stop the video, once I stop it I have to create a whole new video."

## Jennifer's Experience



Faculty



Frequent User



Recent User



Lectures



Super User

## Insights

- Restarts the video when mistakes are made
- Enjoys being able to see herself in the video
- Likes being able to toggle between modes
- Doesn't use teleprompter
- Professional quality videos
- Encounters cable issues in some rooms

## Opportunities

- I want to be able to stop and restart the video from a certain place.
- I want to be able to know how to fix cable errors.

## INTERVIEW SNAPSHOT

# Tushar Sonvani

"I don't have my own video equipment. Using the high quality Video Express equipment probably played a part in us winning the competition."

## Tushar's Experience



Student



Frequent User



Recent User



Slides & Video



Multiple Presenters

## Insights

Enjoys having various background options

Uses teleprompting often even though the controls are not handy

Thought the service was outsourced

Exported one video which meant a lot of takes

## Opportunities

I want the room to have better lighting positioning.

I want to be able to seamlessly switch between presenters.

## INTERVIEW SNAPSHOT

# Josh Clark

"Video Express is easy to use. I'm not super techy but I don't have a problem going in and figuring out how to use everything."

## Josh's Experience



Faculty



Frequent User



Recent User



Lectures



Receives help

## Insights

Frequently uses the studios, is a veteran user

Mentioned discrepancy of mics across rooms

Uses a helper sometimes

Wishes he could see the notes view on PowerPoint while presenting

Brings presentation on a flashdrive

## Opportunities

I want to be familiar with my helper.

I want to have access to Kaltura captioning if I need to edit my video.

I want to have access to the notes in my PowerPoint while recording.