

## DISTANCE LEARNING CLASSROOM POLICY

15 October 2010

Our policies and guidelines are intended to insure consistent and effective operation of our entire Distributive Training Technology Project (DTTP) Network and all of our Distance Learning Classroom sites (DLC).

One of the keys to success of the DTTP is the Shared Usage concept. This allows military and civilian users to share in the utilization of classroom technologies and services at designated sites. However, some DL Military services and Training are only available to verified Military users. Standard users (civilian) may only access services and training available to the general public.

Scheduling of Services Submit requests for Classroom use, VTC, or Audio Bridging to the DL Manager or Site Administrator.

Military Submit an online request located at <http://www.me.ngb.army.mil/resources/dlc/>.

Civilian A request in writing must be submitted to the DL Manger or Site Administrator with pertinent information required for securing the reservation. That would be a valid request and an approved form of payment; cash, check, credit card, pre-approved government or company purchase order, or a pre-approved site charge account.

Payment of Services All classroom activities and services must be paid for at the end of each session. Payments may be made in the form of cash, check, credit card, pre-approved government or company purchase order, or a pre-approved site charge account.

Approved Software Only It is unauthorized to install or run any software programs on classroom workstations without prior approval from the Distant Learning Manager or authorized representative. **This is absolutely forbidden.** This requirement protects the DTTP Network and Classroom systems against any potential viruses, unauthorized access or system configuration changes.

Approved Media The use of thumb drives is strictly prohibited. DVD/CD's are the only authorized media storage data transport devices that are authorized in advance by the Distant Learning Manager or authorized representative.

Visitors or Users All personnel that enter the classroom must sign in with the Site Administrator upon arriving at the DL Classroom. You may be required to present a

signature or picture ID to confirm your identification. Signatures assist in the reporting of all activity and usage to NGB for the purpose of equipment replacement and upgrades.

Unlawful Usage NO unlawful or unauthorized usage is allowed in conjunction with any DTTP services, equipment, or resources that are governed by national, state and local laws and regulations. Unlawful use includes making copies of the sites software, inappropriate use of the internet, removing any equipment from the classroom and general misuse of site resources.

Eats and Drinks It is asked that you refrain from eating while inside the classroom. **Covered** beverages are authorized with caution. Accidents happen and we want to minimize equipment downtime to better serve you and to keep operating cost to a minimum.

Quiet Time All our customers are entitled to utilize our services in an environment that is relatively quiet and free of unnecessary distractions. It's asked that you do your part to ensure that the expectations of others are met by providing them with a virtually sterile workspace. Headsets are provided for all audio programming.

Customer Satisfaction As a valued customer, we welcome your comments regarding our facilities, operation, services, equipment, and personnel. To help us identify ways to better serve your needs please provide us with your comments.