

TANDBERG CUSTOMER PROFILE

University of
New England
Armidale, Australia



Boooloominbah – the old-fashioned heart of a high-tech university

- **GOAL:** Expand the learning experience at Australia's leading distance-education university
- **SOLUTION:** TANDBERG 6000, 2500, 1000 and 880 visual communication systems on campus and across Australia
- **RESULT:** Heightened collaboration among far-flung students and teachers, more efficient faculty recruitment, reduced travel

"It's great to see what the other students and the lecturers look like."

ANDREW HARTLEY
UNE DISTANCE-LEARNING STUDENT
ADELAIDE, AUSTRALIA

FACE-TO-FACE LEARNING

Australia's University of New England is no typical university. Seventy-five percent of the school's 19,000 students rarely if ever set foot on the campus in Armidale, New South Wales. Instead, they are enrolled in the university's distance-learning program. But even though many students live thousands of kilometers away, the professors are determined to give everyone the same quality of education.

UNE has provided distance learning for decades, and now offers more than 300 courses online. The program is so rigorous that students can earn a law degree without attending classes in Armidale. But the university is continually expanding its academic profile. Recently, it boosted its appeal to prospective students and teachers around the world by adding videoconferencing to its repertoire of flexible teaching techniques.

"We had been watching as the technology continued to improve," recalls Ian Truswell, UNE's Manager of Videoconferencing. "We had a fairly good idea of what the university could gain from it."

Using an array of new TANDBERG visual communications systems, UNE students now collaborate in real time with one another and with their instructors. University administrators use the system to help recruit staff members. And beautiful Armidale, midway between Sydney and Brisbane, has never seemed less remote.

17 VIDEOCONFERENCING SYSTEMS

"We want to provide our students as many opportunities as possible to interact -- and not only with the faculty, but with their classmates as well," says Professor Denise Kirkpatrick, Director of UNE's Teaching and Learning Centre.

Mr. Truswell investigated the market thoroughly and checked with other universities before choosing a videoconferencing equipment vendor. "In the end," he recalls, "we chose TANDBERG due to the fact that its systems supported a dual video stream, which we knew would be key during lectures and tutorials. But we were also influenced by TANDBERG's system security and by positive reports from other users."

UNE installed a TANDBERG 6000 videoconferencing unit as well as a TANDBERG 2500, two TANDBERG 880s, thirteen TANDBERG 1000s and a 16-port Multipoint Control Unit to handle up to 16 participating video sites and 16 audio sites at

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the same time. The TANDBERG 6000, with its twin 33-inch monitors and transmission speeds of up to 2 Mbps on ISDN and 3 Mbps on IP, is used to conduct interviews, to supervise post-graduate students (some of whom are studying abroad) and to collaborate with other universities. Plans are in the works to add a TANDBERG 6000 to each of the university's main lecture halls.

Ten of the university's remote "access centers," where distance-learning students have long met to take proctored exams, are now outfitted with visual communications equipment. Their roles have expanded accordingly.

"Distance-learning students now have the opportunity to collaborate on projects with their fellow classmates," says Prof. Kirkpatrick. "It's an experience that campus-based students have always taken for granted."

HEARING THE MUSIC

Appliance-based videoconferencing has improved life for many UNE students. Andrew Hartley of Adelaide, for one, had been working from home for two years to obtain a UNE degree in arts and law when the TANDBERG equipment was installed in 2003. Until then, he had not seen a single teacher or fellow student. Now he participates in live workshops and discussions from a lecture room at the University of Adelaide. He and his classmates in Armidale -- some 1,800 km away -- interact as if they were in the same room.

"It's great to see what the other students and the lecturers look like," he says, echoing the sentiment of thousands of students who use UNE's video-equipped remote access centers.

The university's investment in videoconferencing also expands the horizons of students based at the Armidale campus. Musicians there, for example, now take performance lessons by video link with teachers at the Sydney Conservatorium.

Prof. Kirkpatrick says the response of students, faculty and staff has been uniformly positive. And while Mr. Truswell and others did have an accurate idea of how visual communications could benefit the university, there have been enough unexpected benefits to make the future seem rich with promise.

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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