Desktop Video FAQ

Q: What type of computer do I need to take a Desktop Video Conference course?
A: Any desktop computer or laptop with the following supported operating system may be used.
Windows 7 32-bit and 64-bit
Windows 8 32-bit and 64-bit
Windows 8.1 32-bit and 64-bit
Windows 10 32-bit and 64-bit
Mac OS X 10.8.5
Mac OS X 10.9.5
Mac OS X 10.10.5
Mac OS X 10.11-10.11.5
Mac OS Sierra

Q: Can a tablet or phone be used to take a Desktop Video Conference Course?
A: Not at the present time because the chat feature is not supported on these devices. The chat feature is used to communicate with the class and is a necessary tool for the student to use in a Desktop Video Conference course.

Q: Will I need a web camera and a microphone?
A: Minimum requirement is to have a camera so the instructor can see you if necessary. A microphone is recommended in case you need to talk with the instructor or give an oral presentation. Most web cameras have integrated microphones. The chat feature will be the primary method of communication.

Q: What if I don't have equipment needed at home to access a Desktop Video Conference course?
A: All Columbia State campuses have computer labs and resource centers with open lab hours where the courses may be accessed. You must bring your own headphones or earbuds. Microphones cannot be used in these rooms, so the chat tool will be used at all times for communication with the class.

Q: How do I attend my Desktop Video Conference course?
A: The instructor of the course will provide you with a link to enter their virtual classroom. Clicking on the link for the first time will prompt you to install the Vidyo software. Follow the instructions on the screen to download the software. To enter the virtual classroom, you click on the link and a "Join" box will appear. Type your name in the participant box and click Join. You will then be connected to the class.

Q: Who do I contact if I need technical assistance with my Desktop Video Conference course?
A: For course-related issues, you should contact your course instructor. For all other issues, you can email helpdesk@columbiastate.edu
- To provide the best services possible, please provide the information outlined below when contacting technical support:
    - First and last name
    - Course name and number for which you require assistance
    - A complete description of the problem for which you require assistance

Q: Will there be any on-campus meetings?
A: Desktop Video Conference course work is outlined in the course syllabus. While Desktop Video Conference provides flexibility to take a course off campus, there are occasions when an instructor may require students to come to the originating campus location or to the nearest campus to take online proctored midterm and final exams.