

## eMedia Services

# FAQ's about Digital Media

### What special equipment do I need to watch streaming audio or video?

You will need a recent model computer and a good Internet connection. Dial up connections do not generally support streaming media.

### How can I tell if I have everything I need?

If you are able to view or hear a media file without interruption, you have everything you need.

### How can I put video on the web so my students can see it?

After you have determined that your use of the video falls within Fair Use Guidelines, complete the online request form and deliver the video to our studio. We will encode and upload the clip to our streaming server, then e-mail the URL to you for posting into your Blackboard course site.

### How do I submit job requests?

Go to our online form by pointing your browser to [digitalmedia.fsu.edu](http://digitalmedia.fsu.edu) and selecting Online Digital Media Request Form.

### Why are there so many questions about how the video will be used?

Our media resources are dedicated to assisting faculty with media to meet learning outcomes for their academic courses, as our E&G funding requires. We must be assured that requests for our services are for FSU academic courses bearing academic course numbers and that the media will be used for recurring courses serving as many students as possible.

### What kinds of streaming audio and video are there?

Four basic formats are:

- **Windows Media** - most widely used since it comes with Windows OS.
- **Real** - one of the first media formats, but it must be installed on most computers.
- **QuickTime** - ready to play on Mac OS, but it must be downloaded for PCs.
- **Flash video** - latest and most popular format. It must be installed, but installation is fast and painless.

All of these formats can look and sound good (depending on the viewer's computer and Internet connection). Deciding which one to use depends on personal choice. We deliver streaming media primarily in Windows Media and Flash video.

### With Windows Media, will students be able to download the video to their computer?

Not usually. Windows Media video/audio files are streamed; therefore the files are buffered on the student's computer but not completely downloaded to it.

### How are eMedia services different from those services offered at Strozier media lab?

We specialize in services that require expertise and equipment beyond what is usually available at Strozier or within most academic departments.

