University Of Technology
Multimedia Language Laboratory

Iraq - Baghdad
**Multimedia Language Lab**

**Introduction**

The Multimedia language lab was provided by KOICA as a part of grant provided to Iraqi universities to enhance higher education in Iraq and to maximize the benefits of language education to the students of higher education.
It has many features and characteristics that have a lot of advantages to students & employees of the University of Technology through technologies provided with this lab. so that it can be considered as one step forward for activating e-learning inside our university instead of traditional learning being used nowadays.
Installation Process

At 19th August 2010, the University of Technology received all the equipment’s and materials of the Multimedia Language lab and started the installation process and sending reports about the installation progress to KOICA.
Steps of Installation

Installation process was in the following steps:

• Access Floor Installation
• Network hardware installation & cabling:
Which include the following:
- Rack and KVM installation
- HP server installation which include (hardware, software installation).
- Switch 48 ports installation.
- Network cabling and trunk installation and providing internet connection to all PC’s.
• Electric power installation & Cabling:

Which include the following:

- Electric board installation.
- 3 phase cable installation.
- APC UPS 20 KVA (3 phase in – 3 phase out).
- Single phase cable installation and providing all computers with electricity power.
- Electric socket installation on the access floor.
• Nurinet system installation & Cabling:
Which include the following:
- Main controller installation.
- Student Nurinet station installation.
- Video, Audio and power cabling for Nurinet system for all PC’s.
- Software installation in Tutor PC and all students PC’s.
• Sound system installation:
  Which include the following:
  - Speaker’s installation and cabling.
  - Wired microphone amplifier, wired microphone installation.
  - Wireless microphone amplifier, wireless microphone installation.
  - Tape recorder installation.
• Desks, bookshelf’s, white board installation:
  Which include the following:
  - Tutor desk installation.
  - Student’s desk installation (40 desks).
  - Bookshelves installations.
  - White board installation
• PC’s and peripherals installation:

Which include the following:

- Teacher PC installation (hardware, software).
- Students PC installation (hardware, software) 40 PC’s.
- Tutor scanner installation (hardware, software).
- Tutor laser printer installation (hardware, software).
- Photo copier device installation.
- Video presenter device installation.
- Projector, bracket and electromotive screen installation.
- LCD screen 42” installation.
- Interactive touch screen 85” installation.
- Video splitter installation.
• **Server software installation, configurations:**

Which include the following:

- Microsoft Windows server 2008 installation
- Oracle data base installation.
- SQL + data base installation.
- LMS software installation.
• LG Air-conditioning installation:
Which include
- 4 tons Split unit (2 Pieces).

• Security system installation:
Which include the following:
- Indoor Surveillance cameras, DVR installation

Opening Ceremony
After finalizing the installation process, university of technology made an opening ceremony for the multimedia language lab and they invited representatives from KOICA and ministry of higher education and scientific research in Iraq and they attended seminar about the lab latest technologies and benefits of the lab in the future of Iraq.
Multimedia Language lab benefits

Since the opening ceremony date the students started to attend the multimedia language lab as a part of English language center in the University of Technology and they started to use the e-learning technologies provided with the lab to maximize the level of understanding for the students and improve their abilities in Pronunciation and grammars as well as supporting the tutors to increase their interaction with their students using the technologies available with the lab and language training courses that can provide for the students which make a great improvement and increasing skills in English language.
Multimedia language lab attendance summary

University of technology used the multimedia language lab in variety of aspects since it is establishment and used as lectures class, Seminar room, examination room, etc. So that the multimedia language lab helped us a lot by using its high quality devices and peripheral to maintain effective interaction between students and latest technologies used in the lab.

- The lab is essential for making TOEFL training courses and TOEFL exams for students, employee, and higher education applicants for people outside and inside the University of Technology. **Approximate attendance number is about 2000 since establishment**
- The lab also used for attending IC3 training courses and IC3 exam for students and employee from inside and outside of the University of Technology. **Approximate attendance number is about 1000 students since establishment**
- Used for attending different types of seminars & training courses for students and employee inside and outside the university of technology. **Approximate attendance number is about 500 students since establishment**
Technical problem & troubleshooting

Since establishment we had some technical problem in some software installations and we already ask KOICA about the solution several times but we didn’t get the proper solution till now. Here is an briefing for technical problems we have in the lab.

Tell me More software:

- the client computers cant access the learning software which is already saved in the storage server and it is keep asking about the CD of the software. while it should be accessed directly from the storage server without a need for the CD.
- On new user creation an error will appear and it is as follows *(the user options file cannot be found)*
- We didn’t been provided with tutor tools administrator username & password which make it inaccessible.
VOD (Video On Demand):

- The VOD server software is already installed in the storage server and provided with correct IP address and it can be accessed by the teacher’s computer and create categories and upload files.
- While in the student side the computers can’t connect to the VOD server even though we already assigned the correct IP address for VOD server. An error message appear which says (failed to connect to the database)
LMS (Language Management System):

the LMS was already configured in Korea before sending the server to Iraq the problem is that KOICA didn’t provide us with administrator username and password. We already asked KOICA several time but we didn’t get the correct password till now.
Here in university of technology we would like to suggest the following aspect to increase the cooperation between our university & KOICA.

- Providing us with direct contact with technical experts in all aspects of the lab through either e-mail or video teleconferencing to help us fix any future technical problem and fix all the current problems we already have in LMS. Tell me more application.

- Our technical team is well trained by KOICA in republic of South Korea for installing and maintaining Multimedia language labs. Our university can cooperate with KOICA for any future installation for multimedia language labs using our technical team and that can utilize KOICA human resource through depending on our technical team.

- We are in desperate need of more sophisticated laboratories like the multimedia language lab to increase the number of student’s beneficiaries in different fields in our university.

- We are in desperate need of advanced e-learning based labs to cover our future aspiration to start using e-learning technologies for teaching instead of traditional learning. We will be happy to provide you with more details of our needs in this field if you are interested in helping us to improve e-learning in our university.
Finally

On behalf of all university’s students, employees and instructors I would like to express my gratitude for your continuous cooperation with our university. Thank you very much for continuous help and support to improve our university in many aspects.

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