Educational practices in 2014 are often thought of by some as being vastly different from what they were just two decades ago. But are they really? To what extent are changes in the classroom driven by evidenced-based practices as opposed to conversations about modern technological tools, learning management systems or Internet services that provide access and connectivity? Further, how is the use of any technology adding value to teaching and learning while at the same time helping to place students at the center of the learning experience?

The problem with educational practices today is not a lack of tools per se. Some educators come to the classroom with overfilled toolboxes of excellent high priced tools but how are these tools impacting teaching and learning while allowing students to demonstrate what they understand and can do as a result of what they have learned? There simply is no substitute for understanding the fundamentals of teaching and learning and the appropriate use of technological tools! Yes, students do appear to be having a problem with an ever shortening attention span—think 9 minutes and 30 seconds according to molecular biologists John Medina. And, yes technologies—invited or uninvited—can be both attention getters and distractors among those who think they can multitask. However, technology by itself cannot fully address all that ails educational practices because technology is an imperfect panacea.

Technology when appropriately used in purposeful ways can positively impact deep learning and aid the shift from a teacher centric model to one that places students at the center of the learning experience. A carefully crafted ePedagogical approach that requires more from students than simply looking and listening, and one where students become active participants in helping to create the optimum educational experience can go a long way to improving educational practices. Here are some ePedagogical approaches worth considering:

- Educators can create vodcasts/podcast for pre-class consumption that both introduce content to students and asks them to think about and respond to well-designed questions about a given construct before students come to class. This will result in the classroom being used as a place for discussions about course content rather than a place to introduce content.
- Students can be assigned to work on current controversial issues of a political, social, economical, or technical nature;

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Welcome to fall semester at UND. There are many students, faculty and staff joining us at UND for the first time. I am looking forward to meeting you and helping make your introduction to our campus a very positive experience. Our staff worked with many students this summer during student orientation and we also had a great day meeting with faculty at their orientation workshop. It will be fun to visit with returning students and faculty over the next few weeks.

Our staff are ready to help you connected to all of the instructional technology services available at UND. This month’s CILT Connection newsletter includes information on the August Blackboard upgrade and new features, completely redesigned UND Tech Support website, mobile chat, and Service Desk move to ground floor in the Memorial Union, and introduces a few of our staff.

Dr. Dave Yearwood has raised some challenging issues in his article on ePedagogical approaches to teaching and learning. We have heard much about the return to active learning in higher education, especially with the success of our first SCALE-UP classroom in O’Kelly Hall. UND has a plan for the design and construction of many more active learning classrooms over the next several years. In Provost DiLorenzo’s blog last March, People + Pedagogy + Place = Possibilities, he shares plans for learning space changes. Technology is only a tool in the learning process. As Yearwood states, “technology when appropriately used in purposeful ways can positively impact deep learning”

There have been many classroom upgrades over the summer including Gamble, Nursing, Hughes Fine Arts and Merrifield. Stop by and take a look at our special project in Merrifield 312. We started with a very old classroom that had chalkboards, old-style tablet arm chairs and a TV on a cart, and have shaken it up a bit. Progress picture, on page 4 of August 21st – hope we are done by August 26th. Our classroom Services team will be working all weekend.

ePedagogical Approaches continued

authentic problems to work on; alternative solutions to develop that starts outside of the classroom and are completed in class where what is learned can be shared using any available technology: Facebook, Twitter, blogs, e-mail, etc.

- Assignments can be created that ask students to generate one paragraph or one page bulleted summaries on a given topic that can be shared with peers. The produced document could then be used to develop succinct pieces that can be posted to a wiki for the entire class—give points for student fact checkers using a different student each week. It might help if students have some flexibility in the types of summaries they produce—they need not be all text based but could be diagrammed (concept mapped) or audio visual in nature; Youtube like snippets.

- Ask students to use their portable devices to create audio/video documentaries in the classroom that explains a phenomenon, argues or advocate for a cause they believe in or even one that they disagree with. The completed piece could be placed in BB for analysis and critique.

- Have students keep a weekly blog that documents deep learning, what questions they have, and how they can apply what is learned— postings need to be more than cursory comments, repeats of what is in the text or simple content summaries. You might consider providing examples of good blog posts.

- If you use PowerPoint (PP), think about the value being added by your use of PP slides. Avoid writing out complete thoughts or sentences about any part of your topic and consider stripping away labels to projected diagrams. Give your students something to think about and do so that their role involves more than looking and listening. PP slides could be used to provoke emotional responses that stimulate discussions, results in some action or reaction, or lead to the development of solutions. Consider how students could use their smart devices in reaction to what is on a PP slide to provide supportive information or encourage students to create summaries about what they see and hear.

The environment around the university has changed as evidenced by the technological infrastructure which caters to educational needs, our desire to be entertained, and technologies that support commerce, work, and health. However, the way education is sometimes conducted in university classrooms remains routed in a pre or post-Gutenberg era that is out of touch with the information age where access is unparalleled. Under this scenario, universities run the risk of losing their purpose because of a misplaced focus on knowledge as a commodity of scarcity—an economic model—as opposed to one of engagement, analysis, and synthesis. CILT and OID at UND are helping to change the educational paradigm every semester and during their summer workshops. Sign up for one of their sessions—think learner centered sessions—or visit the classroom of someone who employs a variety of instructional approaches to learn how to create student centered learning experiences for your students and I bet you will walk away with ideas about ePedagogical approaches that can make you a better educator.
Overview of NEW Blackboard Features by Elizabeth Becker

On August 16, 2014, Blackboard was upgraded to provide several enhancements. Some of the new features include:

Student Preview allows instructors to view their course(s) exactly as a student does, by using a student account the system generates for them.

SafeAssign Integration allows instructors to check any assignment for plagiarism by making it a SafeAssignment.

Once the student has submitted the SafeAssignment the instructor can grade it using In-line Grading and view the newly updated SafeAssign Originality Reports.

New grading options for Assignments includes Anonymous Grading which allows instructors to hide student names while grading and Delegated Grading which allows instructors to assign grading to specific teaching assistants and/or graders.

The Blackboard Collaborate Launcher is a utility for Windows and Mac. It provides a convenient and reliable way for you to launch your Blackboard Collaborate web conferencing sessions and recordings.

Users of Campus Pack Blogs, Wikis, and Journals will notice a whole new look this fall. The right side bar was removed, the text box editor has been updated, and more.

For more information on the new features, visit http://und.edu/tech-support/faculty-staff/bb-resources-facultycfm, or contact CILT to set up an appointment with an instructional designer to learn how to incorporate these new features into your courses.

Workshops regarding these Blackboard enhancements are scheduled for August and September, please visit http://und.edu/academics/cilt/workshops/workshops.cfm for dates, times, and locations.

New UND Tech Support Website for a New Semester by Ted Storkson

As many incoming freshman can attest, fall semester is a time for new beginnings. In that spirit, CILT has released a new tech support web site to better serve our UND community. This redesign has been in the works for the past few months with input from UND students, faculty, and staff. The new and improved site is available at http://techsupport.und.edu. You may also access our new site at the bottom of any UND page under the heading “Resources.” The more streamlined design should help students, faculty, staff, and campus visitors find the support information they need. We revamped the grid layout in favor of a tiered category view so you can find similar products and pages easily. We have also reworked how we divide student support pages from faculty/staff support pages to make it easier to find information for each audience. For those who like to see a master list of all of our pages, we have also created an A-Z feature on the site. What’s more, our previous text-heavy contact information panel has been replaced with a streamlined menu listing all of the ways you can contact our team.

Also, we have changed vendors on both our support chat service and knowledgebase. We are very excited with the switch, as both of the new products are much more stable and robust than their predecessors. Our chat service will make it much easier to use advanced support techniques such as screen sharing and file transfers. This new chat service is also mobile friendly so you can chat with us from anywhere! Our knowledgebase has expanded to include articles on many more products and services that you use, such as Microsoft Office, web browsers, and operating system support.

With these changes, we hope your experiences with support will continue to improve and your feedback is always welcome.
ProctorU Offers Anywhere Anytime Proctoring  by Dara Faul & Kelly Laux

Under the direction of Provost Thomas DiLorenzo, CILT formed a committee during the summer of 2013 consisting of UND faculty, staff, and students to review electronic proctoring solutions. The committee selected the top vendors and held open forums with demonstrations from each vendor for the campus community. Attendees of the demonstrations provided feedback by completing a survey. The committee reviewed the results of the survey and used the results to make a recommendation for selecting a vendor. The selected vendor, ProctorU, is now available for use by UND students, faculty, and staff.

ProctorU is a live online proctoring service that allows exam takers to complete their assessment at home while still ensuring the integrity of the exam. The student connects to a live proctor (provided by ProctorU) throughout the exam. The proctor monitors the student’s environment and computer via a web cam, microphone and by connecting to the student’s computer to view their screen. The student’s identity is verified with a government-approved photo ID and through a series of challenge questions which are generated from a public records database. More information on ProctorU and how it works can be found at: http://proctoru.com/howitworks.php.

Faculty, staff, and students who are interested in using ProctorU should contact UND Tech Support or visit the web pages found at: http://UND.edu/tech-support/faculty-staff/proctoru-instructor and http://UND.edu/tech-support/students/proctoru-students.

Service Desk Has a NEW Location Starting Fall 2014  by Christopher Remme

During the summer, the UND Tech Support Service Desk moved in with uCard in the lower level of the Memorial Union. Now that the Service Desk is next door to the Memorial Union Computer Lab, they will be able to provide immediate support for the students using the lab. The Tech Support Service Desk also provides support for all UND students by helping with "how to" questions, hardware repair, troubleshooting software, and other technical questions.

Merrifield 312 upgrade in progress (photo taken 8/21/14)
Meet Our Staff

Garett Masloski
I recently joined CILT in August as an Instructional Support Technologist, and I am extremely excited to be working full time. I started at CILT as a student worker my freshman year, and also worked as a Desktop Support Assistant for almost three years at the College of Engineering & Mines at UND. I graduated from the University of North Dakota with a Bachelor's degree in Industrial Technology, and am looking forward to pursuing a Master’s degree while working full time. I like to travel when I am not working, and usually take vacations during the winter.

Chad Bushy
I have worked at UND for 10 years and am currently the Assistant Director for Collaboration Services at CILT. Collaboration Services provides video and collaboration related systems and services in support of education and research. This includes technical support, planning and consulting that facilitate collaboration. Another part of my job at CILT is system administration for systems like Blackboard, SharePoint, Qualtrics, Lynda.com and Atomic Learning. My passion is to help faculty, students and staff use technology in an effective and efficient way. I look forward to continue working with all the great people at UND.

Chadd Damm
I have worked at UND for the past four years, first as a Help Desk Representative and currently as a Desktop Support Specialist. I am also an Apple Certified Mac Technician, so I am able to do warranty work on Apple computers and products. I began managing the labs for our area around campus in March 2014.

Dave Bell
When I started working at UND 17 years ago for the Center for Instructional & Learning Technologies, Classroom Services, I had a trusted team of 10 students. We literally ran from Robertson-Sayre Hall to various buildings on campus, delivering TVs on carts, slide projectors and 16mm projectors to classrooms. Now I have 2 ½ staff and 11 student employees assisting faculty with technology in classrooms and delivering laptop computers and LCD projectors. From 2007 to present, I have worked closely with Facilities and outside vendors to create classrooms with up-to-date, seamless audiovisual technology. We now have the capability to install audiovisual equipment and program the AV control systems. As Assistant Director, Classroom Services, I ensure my staff and student employees do their best to support faculty in their quest for teaching with technology.

I graduated from Embry-Riddle Aeronautical University with a Bachelor of Science in Professional Aeronautics and a Master of Aeronautical Science.

Tech Tid-bitz: Warranty Certified

Did you know that the UND Tech Support Service Desk in the Memorial Union has Dell and Apple certified service technicians, making them an authorized service provider for both product? This allows the staff to provide warranty work and next day delivery on all parts that are in stock with Dell or Apple.

All students employed with the Tech Support Service Desk are required to obtain certification on Dell desktops and laptops. A few students even go a step further and obtain their Apple certification. Currently, the UND Tech Support Service Desk supports Dell desktops and laptops, and most Apple products. Currently they do not support iPhone or iPod repairs.

CILT’s Desktop Team mentors the Service Desk students as they perform the repairs on student devices while all faculty/staff devices are serviced by CILT’s Desktop Team.

The Tech Support Service Desk has a NEW location. It is now located on the lower level of the Memorial Union, next to the computer lab.