Several years ago, the medical laboratory science program at UND was faced with identifying ways in which our students could fulfill the requirements for both the capstone and advanced communication requirements for Essential Studies. Our program had a unique challenge to meet, as our traditional undergraduate students complete a two-semester required internship during their last year of academic study at more than 70 different clinical sites across the country. In addition to our traditional students, we have several online programs that need to have a course available for students to meet degree requirements. After curriculum review, our faculty decided to validate a single three credit course from our professional curriculum to meet both Essential Studies requirements.

Since its approval to be a part of UND’s Essential Studies course offerings, MLS 490: Financial and Quality Management for the Clinical Laboratory, has been offered online to over 100 students annually. As the faculty member who teaches this course, I was faced with the challenge of creating a writing-intensive course that meets university, program, and national accreditation standards. In addition to the curricular requirements, I had the goal of creating online lectures and assignments that challenged our final semester students to be prepared to be future leaders in medical laboratories.
Director’s Corner
~ A Note from the Director

Happy Holidays to you and your families. As we close out our fall semester we are looking forward to some time to prepare for the spring semester. Elizabeth had a new idea for our Holiday card this year. To share a little about how many people we support, she put together a “discover our exceptional numbers for 2013″ card. We know we are busy providing services and support to the UND community, but were amazed to find out we responded to more than 38,000 different calls for help. What a year! Those numbers don’t even include all of the services we work on every day making sure instructional technology meets the needs of our students, faculty and staff.

Dr. Janna Schill’s Faculty Spotlight article is a perfect example of how CILT staff listen to what faculty and students want and work with vendors to provide the enhancement, service or tool to make it happen. The majority of our faculty use UND’s Blackboard for their courses. One of the most common issues has been how many clicks it takes for an instructor to view assignments from students and provide timely feedback. We passed this on and Blackboard developed the in-line grading feature described by Dr. Schill. There are many examples of how student, faculty, and staff comments on services does affect change and improvement; student printing kiosks in more locations, UND mobile app listing parking availability, improved wireless access in buildings, active learning classroom (Starcher 121), and . coming soon - free Microsoft Office software for students! We love to hear from all of you, please keep the feedback coming, because it works.

We have many exciting events scheduled for spring semester. A Teaching with Technology (TwT) Reunion and reception is being scheduled for February. Requests for proposals for this summer’s TwT seminars will be coming out soon. Watch for our emails and check out the CILT website for more details http://cilt.und.edu. Hope you enjoy reading articles from our staff and faculty about all of the other exciting projects we were involved in during the year.

~ Happy Holidays, Lori

Faculty Spotlight continued

Currently, we have six different writing assignments that are focused around different laboratory aspects. Each student completes each assignment and as course instructor, I give individual feedback for each assignment. At the conclusion of the semester, each student assembles a final portfolio of work products that have incorporated faculty revisions and comments that have the goal of demonstrating an individuals’ readiness as a new entry-level medical laboratory scientist.

Prior to Fall 2013, the feedback process was rigorous as our UND’s Blackboard LMS did not have a way to give real-time feedback on submitted documents. In August 2013, UND’s Blackboard LMS was updated to incorporate inline grading of assignments. The addition of this feature allows for easy and quick feedback students assignments. Faculty are able to make comments and revisions (similar to Microsoft Word comments) quickly and directly to a student’s submitted assignment in Blackboard. This new feature has shortened the turn-around of feedback to students in my writing intensive courses dramatically compared to the previous terms as additional downloading and uploading of instructor comments has been eliminated.

I am so grateful that CILT listens and considers faculty and student needs and prioritizes and incorporates Blackboard updates that strive to enhance student learning. Last but not least, the addition of this new feature has helped to decrease the “grading stress” many faculty feel throughout the entire academic semester.

Blackboard was on campus!

There are many tools available to assist in teaching our students. How we use them can make our work easier and more effective. David Gibson from Blackboard was here on Monday, November 4, 2013 to listen to you and your colleagues, and to offer sessions on various topics that can assist with the integration of technology into your courses.

If you were unable to attend one of these sessions you can view the recordings by clicking the links below.

- The Rewards of Rubrics
- Authentic Assessment
- Faculty Listening Session: Ask Questions & Share Ideas
- Flipped Classroom

~ Happy Holidays, Lori
Happy Holidays
from the Center for Instructional & Learning Technologies

Discover our Exceptional Numbers for 2013

Total Website Visits

20 classroom upgrades
64 live event streams
490 workshop & forum participants
790 software orders

94% of students, faculty, & staff respondents reported they were VERY SATISFIED with our support & services.

Support Provided

22,894 Phone Calls
5,251 Chats
4,067 E-mails Received
3,386 Knowledgebase Searches
690 Walk-ins

237% service desk computer repairs
During the winter break, Blackboard will be upgraded to provide enhancements and improvements. Some of the new features include:

**Full-Screen Inline Assignment Grading** allowing you to comment, edit, and review assignments directly within your web browser. The newly added full-frame view gives you more space to work.

**Inline Assignment Grading for Interactive Tools** allows instructors to apply the same inline grading experience used for assignments to blogs, wikis, journals, and discussions.

Instructors can now shift previously developed course content and tools from one semester to the next, simply by changing the dates using the new Date Management feature.

The new Group Management feature makes it easier to create and manage groups in your courses and organizations, even large number of groups with hundreds of students. Instructors can now set up Smart Views at the time groups are created.

For more information on the new features, visit [http://und.edu/tech-support/faculty-staff/bb-resources-faculty.cfm](http://und.edu/tech-support/faculty-staff/bb-resources-faculty.cfm), or contact CILT to set up an appointment with an instructional designer to learn how to incorporate these new features into your courses. Workshops and department visits regarding these Blackboard Enhancements are scheduled for January, please visit [http://und.edu/academics/cilt/workshops/workshops.cfm](http://und.edu/academics/cilt/workshops/workshops.cfm) for dates, times, and locations.

**CILT Hosted Student Tech Expo** by Shae Samuelson

On Wednesday, September 10th the Center for Instructional & Learning Technologies (CILT) held their first Student Technology Expo. The purpose of this expo was to provide students with knowledge about the technology and software available to them on campus. For students attending, they were entered into a drawing for a door prize. The Provost's Office donated an iPad 2 and there were other prizes provided by CILT.

We had a great turn out of over 60 students. Some of the vendors that attended this year were Apple, Atomic Learning, TurningPoint, Campus Libraries, UND IT Security, and Read & Write Gold. CILT staff members were also available to answer questions about mobile apps, software, Blackboard, and more.

**Blackboard Collaborate** by Kristi Swartz

During winter break Blackboard Collaborate will also be upgraded. New features include two different rooms that are automatically generated when the Blackboard course is created. Course Rooms are available for the duration of the course and do not need to be scheduled. My Rooms are created for instructors and can be used for office hours, meetings, or practice. For more information visit [http://und.edu/tech-support/faculty-staff/bb-resources-faculty.cfm](http://und.edu/tech-support/faculty-staff/bb-resources-faculty.cfm). Wimba Classroom is being phased out Fall 2014. Please contact an Instructional Designer for information about other options including Blackboard Collaborate, Tegrity, or Adobe Connect.
Support Report: Introducing a few more CILT Staff

Diane Lundeen
I have worked for UND for over 15 years and am currently the Associate Director at CILT. Prior to working at CILT, I worked at the UND Family Practice Center for seven years. Working at CILT is very rewarding because I get to provide technology support to UND students, faculty and staff to enhance their teaching and learning.

I graduated from Thief River Falls Technical College with an Associate’s degree in Accounting. My husband works for the Grand Forks Public Schools as a Para-Professional assisting special needs children. We have two sons who are now attending UND. In my spare time, I enjoy camping, traveling, going out with friends and spending time with my family.

Elizabeth Becker
In January 2014, I will have worked at CILT for eight years as the Instructional Multimedia Designer. I graduated from UND with a bachelor’s degree in Communications and a master’s degree in Industrial Technology. I am currently working on my Ph.D. in Teaching and Learning Higher Education. I hope to graduate in 2015.

I teach graphic design courses for the Department of Technology at UND. I live in Grand Forks, ND with my three Beagles (Lucy, Linus, and Charlie). This year I am also hosting a foreign exchange student from Germany. It has been a really fun and rewarding experience.

Tech Tid-bitz: Which Web Browser Should I Use? by Dara Faul & Kelly Laux

Many people have a web browser that they are familiar with and prefer to use for their web activity. No matter if you use Internet Explorer or Mozilla Firefox or any other browser, almost all of us have experienced browser incompatibility at some point. Diagnosing the issue could be as simple as reading warnings that your browser gives you; however, other times it can be tricky and lead to hours of unnecessary frustration.

In Tech Support, many of the issues reported to us are related to browser incompatibility or security settings. One of the simplest resolutions to this issue is to switch to another browser. This leads people to asking “Which browser should I be using?” Unfortunately, there isn’t a quick and easy answer to this question. It is becoming more difficult to ensure compatibility as more versions of browsers are available at one time and many browsers are upgrading more often.

The following tips are what we recommend to help avoid frustration with browsers:

• Install more than one browser on your computer.
  o If a website or system is not functioning as expected, then try a different browser.

• Watch for security shields and pop-up messages.
  o Many browsers have security measures that may affect actions on secure sites (those that begin with https:// and not http://). If a shield icon or building block in your address bar shows up or a pop-up message appears, read it carefully and then click to allow/accept/load content if it is a trusted site.

• Be familiar with your browser settings.
  o High security settings can pose problems. You may need to temporarily adjust these settings to the normal range in order to allow a site to work properly.

• Know the version of your browser and watch for updates.
  o While it is good to keep your browser up-to-date for security purposes, the functionality of certain websites may be affected by updates.

• Lastly, if you notice a website or application is not functioning as it should and none of the above tips resolves the issue, contact UND Tech Support or visit http://techsupport.und.edu for assistance.