Teaching with Technology Tip—Coping with Technology Changes  
September 19, 2014

When using technology, you may often find that something doesn’t work the way it used to work. This can be very frustrating and is mostly related to the customization, flexibility and responsiveness of the technology. One thing you can always count on with technology is that it changes.

Many computer applications rely on the Internet as a backbone and as the Internet or the applications themselves change, there are effects on these applications. Usually these effects can be managed by updating to the latest version of that application or resetting a customized or default setting. Sometimes what used to work well in one Internet browser will work more effectively in another browser. With this in mind, please consider the following tips (both general and with Blackboard) to help you have a more seamless experience with technology.

Switch to a different browser. The different browsers interact in their own way with various web sites and applications. What you see in one browser may appear differently in another. If you are using your favorite browser, switch to a different one and see if you get a different result. You may find that simply switching to a different Internet browser will clear up a technology issue that you are experiencing.

UND technical requirements (including Blackboard Browser recommendations)

Update Java. Many users are reminded to update Java automatically when they start their devices, and it’s easy to check if you have the latest version. Go to Java.com and click on the “Do I have Java” link.

Restart your computer. Your computer runs many applications in the background and sometimes shutting it off and restarting it will reset your settings. Amazingly, this simple action is highly effective. Check your settings to see if a default or customized setting has changed. Software updates are often automatic, with update messages appearing when you turn on your devices. The effects of these updates may not be noticed when performing common and usual tasks, but sometimes there is a difference. Although the Blackboard update in August wasn’t automatic, there are a couple of differences to be aware of:

- NEW Blackboard Score Default on Quizzes and Tests. A new default feedback setting shows students their total score and the individual questions with points earned. This is helpful for students to see which questions they missed on the quiz or test. However, this setting also allows students to save and print the feedback screen, thus saving the stem of your test questions. Your quiz or test integrity might be compromised. To change the default setting, go to the test and select Edit > Edit Test Options, then scroll to the Feedback settings and un-check the box under Score. This video tutorial shows what students will see with both options, and how to change the settings: http://screencast.com/t/EtKlj9W6N

- NEW Blackboard Preview User option. This useful option allows instructors to act like a student in their course, and is different from the Edit Mode On/Off toggle. With Preview User, you can not only see the course as a student does, but you can also complete assignments, quizzes and tests, and check MyGrades to see how students view it—which is quite different from the instructor view of the Grade Center. For more on Preview User, check out this previous tip: http://und.edu/academics/cilt/id/weekly-tips/weeklytip-studentpreview.pdf