



RHODE ISLAND COLLEGE
600 Mount Pleasant Avenue
Providence, Rhode Island

**The Helpdesk is now located in Room 113 Gaige Hall. Hours of operation are:
M-TH 7:30 AM - 8PM;
F 7:30 AM - 5PM;
SAT 8AM - 2PM. The phone number to the USS HELPDESK is 456-8803 or x- 8803**

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iClickers



During a pilot project last spring, a group of RIC faculty representing a cross section of academic departments tested four models of Student Response Systems (clickers). Their goal was to recommend a standard clicker for campus-wide use. Based upon their evaluation, Information Services now recommends the purchase of iClicker (www.iclicker.com) to instructors who want to incorporate clicker technology into their classrooms. Clickers are small, handheld interactive electronic devices for collecting audience response data. Studies of clickers in higher education have repeatedly demonstrated their value in engaging students and increasing retention of materials presented in class. Standardizing on a single clicker model for the campus saves students money. When students buy the same clicker for all classes, they make a one-time purchase. Their investment is minimal because they can sell the clicker back to the Campus Store at the end of its useful life.

Clickers have many functions. They allow instructors to sample student opinion, administer quizzes, and take attendance. Instructors are excited about the way clickers facilitate student learning. For example, when an instructor asks multiple choice or true-false question, students respond by pressing buttons labeled A-E on their clickers. The student responses are transmitted to a receiver, aggregated and displayed on the screen in the front of the classroom. Students immediately see how their answers compare to those of their classmates. Instructors also benefit from the instant feedback. Should student responses show that the audience does not understand the material presented in class, the

instructor has time to correct and review the lesson before moving on to another topic.

The iClicker audience response system has three simple pieces – a receiver, a clicker, and software. The receiver is a small hardware device that connects to a laptop or desktop computer, it has an antenna to receive the data from the clickers, small handheld devices with five buttons for answering questions. The software interprets the incoming data. iClicker software is cross platform and may be loaded directly on to a computer or run from a flash drive.

Clicker training is easy. During the pilot project, RIC faculty, training time averaged approximately one hour. Although additional time is necessary to create and input course materials, preparation time for iClicker is less than that of the other clicker products tested. Many competing products require Power Point integration, but iClicker is independent and works with all software applications on the computer. Using iClickers “on the fly tool”, instructors can compose questions spontaneously for immediate feedback.

Another nice feature of iClicker is the simple registration system. Students may register their clickers online at the iClicker web site. Faculty may also associate clickers with the students on their rosters by using the in class (roll call) registration program which allows student/clicker to register their clickers automatically.

iClickers are available for immediate use. Students may purchase clickers through the Campus Store. At the end of the semester, the Campus Store will buy back clickers from students at half the original purchase price.

Why iClicker?

- Works easily with both PCs and Macs
- Open source, so you don't need to track software licenses
- No Software installation necessary, will operate from a USB flash drive.
- Clicker has only 6 buttons, on/off and choices A through E; it is simple to operate
- The ON button gives off a neon blue; easy to detect if it is turned on
- Simple Reports (generates html pages containing students data)
- Screenshots mark the locations when questions were asked during a lesson.
- Has a floating Toolbar allowing the instructor to

ask questions within any application, not limited to PowerPoint.

- Tracks responses to verbal questions asked on the fly
- PowerPoint presentations are *independent* of iClicker software
- Web registration for students
- *Roll Call* function for class attendance
- Associates the clicker with the student
- Integrated with WebCT, Blackboard and Angel
- Uses AA Batteries
- Call 8803 for support
- Easy to use—no experience necessary

Faculty Resources

What Faculty Are Saying About iClickers

“Clickers are a fun way to encourage students to not only come to class but also to participate. After using the clickers for five weeks and seven class sessions, students overwhelmingly agreed that they enjoyed using the clickers, that the clickers were easy to use, and that the clickers increased their participation, engagement, and interest in the class. The technology allows for anonymous input by the student while providing individualized and immediate feedback.

In addition, peer instruction was a pleasant surprise from using the clickers and a very effective tool in the classroom. If the results from a question showed that less than 50% of the class answered incorrectly, then I did not provide the answer to the question. I would instruct the students to discuss the answers with their classmates. After the discussion, the same question was displayed again for the students to answer. In every case, the results were significantly higher the second time. Average exam scores were higher across all three sections post-clickers.

Implementing clickers in the classrooms does require training and additional preparation by the instructor, but can save time inside and outside of the classroom.

Instructors can also use the clicker questions for quizzes or other similar assignments. This eliminates the need to create, print, copy, collect, grade, and record these for each student. Once the instructor incorporates clicker questions into a lecture, they are easily available for the creation of study guides, assessment items, or other materials

Overall, the main benefit was the ability to have a fun and clever way for actively engaging the students and immediately seeing the results.”

Lisa Bain

Assistant Professor

Accounting and Computer Information Systems

“The iClicker was used in my Psychology 215-01 course which met in Gaige Auditorium during Spring semester 2008 with an enrollment of 184 students .

I used the iClicker for practice questions during lectures. The students liked the use of the iClickers for several reasons. It gave them a sense of greater interaction in the class. They liked seeing right away whether they got the right answer and also how many other people also got the correct answer. Having a lot of quizzes meant less pressure on them if they were having a bad day than if it were a test with 60 questions.

Research from Cognitive Psychology finds that spacing learning and frequent retrieval improves learning, both of which are facilitated by the use of iClickers. The use of the iClickers improved student grades and retention in the class.

In the future I plan to use the iClickers for practice questions, particularly to see how well the students understand the concepts being taught or whether they need further explanation before going on to the next topic.”

Joan Rollins, Ph.D.

Professor of Psychology

SUMMER E-CLASSROOMS

Update on New E-Classrooms

During the summer, User Support Services staff Tony Carlino, Julio Contreras, Stephen Cooke retrofitted Whipple 218, Craig Lee 051, 151, 153, and 228 as e-classrooms with the help of some skilled students. The new e-classrooms are already in use this semester. Standard equipment in these new e-classrooms includes:

- Epson projector
 - ◆ Dell 745 Small Factor Computer
 - ◆ Gyration keyboard and mouse (wireless), as well as a traditional mouse
 - ◆ Smart Rack containing
 - power conditioner
 - Rolls amplifier
 - DVD & VCR combo deck
 - an AB switch box (which will allow you to display your computer or laptop image)

- a USB extension (to plug in USB); and
- ◆ Flat screen monitor, mounted on the wall above the Smart Rack.
- ◆ Internet access

Gaige Auditorium is also being renovated as an e-auditorium for the Fall 2008 semester.

Update on Additional E-Classrooms

User Support Services plans to convert Craig Lee 255 and 265 to e-classrooms over the January 2009 intersession.

Updates in Software

WINDOWS ROAD MAPS

Microsoft Office 2007

Rhode Island College successfully migrated the campus computer labs from Office 2003 to Office 2007 in the summer of 2007. Office 2007 has a new user-friendly interface that has been well received by students, faculty and staff. During the early days of the Office 2007 implementation, User Support Services opted to retain a few Office 2003 applications in the computer labs to give students and faculty time to learn the new user interface. However, maintaining two versions of Office on the same machine is a difficult job and version conflicts have had a negative impact on the performance of Word and PowerPoint.

Fortunately, the transition to Office 2007 is largely complete and USS will remove Office 2003 from the computer labs in January of 2009. In the Spring of 2009, faculty and staff will also move to Office 2007. As USS installs the new version of Office on faculty and staff computers, USS will also replace PCs that do not meet Office 2007's recommended hardware configuration.

Microsoft Vista

A final decision about installing Vista (Enterprise Edition) in the College computing labs at the beginning of Summer Session II, 2009 will be made by the end of March, 2009. A final decision about installing Vista (Enterprise Edition) in the College computing labs at the beginning of Summer Session II, 2009 will be made by the end of March, 2009. There are many excellent reasons to install Vista. Incoming freshman have purchased PCs with Vista preinstalled since 2007 and sales of Microsoft Campus Agreement copies of Vista at the Campus Store to students, faculty and staff have been brisk. Vista's core architecture is significantly different from that of XP. Vista offers users attractive features such as the slick new aeroglass 3-D interface, a lightning fast desktop/email search engine, greater security, more efficient use of system resources, and improved multimedia capabilities.

However, there is also a downside to a Vista installation. Vista will soon be replaced by Windows 7. Microsoft has announced that Windows 7 will have a look and feel similar to Vista. More information about Windows 7 will soon be available and will provide more data for deciding whether or not to migrate to Vista next summer.

Exchange 2007

Since the end of June, faculty, staff and students have been sending and receiving email from the new College Exchange 2007 servers. Exchange 2007 is the most robust and ambitious messaging application Microsoft has released to date. While many of the changes with the 2007 upgrade are behind the scenes, everyone on campus can testify that MS email clients behave differently when connected to an Exchange 2007 server. Outlook 2007, Entourage 2008 and Exchange's own Outlook Web Access are programmed to take advantage of advanced features in Exchange 2007.

Some of the most significant readily-visible improvements are associated with Outlook calendars. With Exchange 2007, you may send one Out-of-Office response (auto-reply) to Rhode Island College recipients and different automatic responses to your off-campus correspondents. One important procedural change affects Outlook Web Access users. When logging into Outlook Web Access, faculty and staff should preface their username with ric\ and login as ric\username (e.g. ric\jsmith.) Although you may be able to log into the server without the ric\ prefix on occasion, server response will be inconsistent. Outlook Web Access is optimized for use with Internet Explorer. However, it also runs well on Firefox, Safari and Google Chrome. If you use a browser other than Internet Explorer to access your email, please choose to use Outlook Light when you login.

VISTA

User Support Services staff member Scott Badger has been offering faculty training on the HP and Lenovo Tablet PCs purchased with funding from a Champlin grant and the statewide STEM project. The Vista is the installed Tablet operating system. After the Henry Barnard School second floor electronic classrooms are renovated, FSEHD faculty and students will use Tablet PCs for virtual meetings, class presentations and annotation.

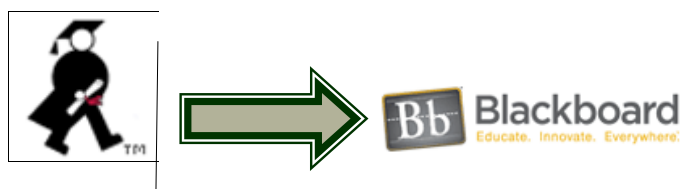


In 2009, the campus as a whole will begin to move to a new Microsoft Operating System. Microsoft will officially retire Windows XP on January 31, 2009. User Support Services anticipates an OS upgrade in all computers in our electronic rooms and labs during the 2009-2010 academic year. USS staff will offer training and work closely with other departments to ensure that the transition from Windows is seamless.

WEBCT

Have you noticed a different logo? No need for concern, our Learning Management System has not changed. With the merger of WebCT and Blackboard. Back in February 2007, the logo changed simply for aesthetic purposes.

If you have data on the campus WebCT test/training area please make sure to back it up and save it. The WebCT test area will be removed entirely and new one will be put in its place.



Faculty Resources

SynchronEyes Software

SynchronEyes is collaborative lab management software that allows you to connect an instructor's computer with every computer in a networked classroom. With SynchronEyes, you can:

- Poll students
- Broadcast your screen or any student screen
- Show Video
- Hand over control to a student

Additionally, you can control student access to the internet and other computer programs; send documents to students or collect students' assignments directly from your computer; and, shut down all computers simultaneously with a single mouse click.

What the Instructors are Saying:

"The main reason I use SynchronEyes is to take attendance in class. At the end of class I use MWSnap to capture the SynchronEyes image on the screen, and then print it out. The names of each student are listed under each screen icon making it easy to use for seeing who was present.

In addition I use it to send one persons example to others by displaying it on the main screen or even sending it to everyone else's screens. At times I have locked out the Internet from someone checking their email instead of paying attention. And I use it to assist someone during a hands on class fix something they are having difficulty with.

I will also send a quick question out to all to see how they are understanding a certain point. Instead of the blank stares, I actually can tell how many are getting it!

Overall, it is a great tool with many uses. I would not like to be without it!"

Richard Evans

"I have used SynchronEyes in a computer lab to demonstrate to education majors how screens can be shared in a class. One student's screen can be displayed easily for all to see up front, or on all monitors, and I can broadcast to all monitors something that might be too detailed to see on a front projection.

When I was teaching at a K-12 school, I would often use a similar product that was installed across a large building's network to help teachers at another end of the building with a computer question, demonstrating right on their screen, controlling their mouse. An extremely efficient use of such a product!"

Connie Horton

For More Information:

To find out more about SynchronEyes Software, check this link located in the Faculty Toolbox:

http://www.ric.edu/toolbox/orientation_hardware.htm#Smart_Technology



STEM Renovations

Building 3 & Building 7

Bids have been awarded for electronic classrooms for Building 7 (future home of the Sherlock Center) and Building 3 (housing Financial Aid, an East Campus café, and two e-classrooms). The e-classrooms will be similar to the classrooms in Alger Hall. They will have the following equipment:

- Ceiling-mounted Projector
- Podium with racked computer, power conditioner, Crestron controls
- DVD/VCR combo deck
- High quality audio play back, speakers and microphone
- SMART Sympodium

Henry Barnard School

The first phase of the STEM project has started on the second floor of HBS (the first phase, demolition, is complete). Renovations are scheduled to be completed by the beginning of the Spring 2009 semester. The second floor of HBS will have 4 electronic classrooms (205, 212, 214, and 215) as well as the STEM Resource Center containing technology such as tablet PC housed in carts and mobile SmartBoards. The Resource Center and e-classrooms will help improve teaching of STEM statewide (both pre and in-service teachers).

Back Up Policies

The College's Policy on Responsible Computing (<http://www.ric.edu/uss/policies.php>) indicates that "Each user is ultimately responsible for his or her own computing and his or her own work using a computer ... users should remember to make backup copies of their data, files, programs, diskettes, and tapes, particularly those created on microcomputers and those used on individually- or departmentally-operated systems."

With the increase in the scope, volume and the importance of data created in today's computing environment, and the many options available to back up this work, it is important for users to understand the benefits and risks associated with their backup choices.

First, always backup important work. All devices and storage media can fail. Recovery can be expensive and not always possible.

The safest way for users in the RIC community to backup data from their College PC is to copy it to one of the College's sever-based storage areas, such as their personal share (the "P" drive), their office share if they have one, or [for faculty] the faculty digital repository. These storage areas have redundant systems that minimize the risk of data loss, and are themselves backed up regularly. Due to limited resources, these storage areas do have quotas, so it is advisable to back up data that is important and cannot be obtained or re-created from other sources. The HelpDesk

(X-8803) can assist users in the choice and use of these storage areas.

The use of optical media (CD/DVD) and personal data storage devices are recommended as a secondary backup option, and for archiving work that is seldom accessed. They are less reliable and secure than the options outlined above, and multiple copies are advised. Due to the range and quality of these personal backup devices, the College cannot assume responsibility for the recovery of data corrupted or lost using them.

Users should also be reminded that they should "Use resource-shared computer accounts only for the purpose(s) for which they have been issued. Use College-owned microcomputers and advanced workstations for College-related projects only." Consequently, only college related work should be backed up using College resources.

These are general guidelines for users and may not cover all circumstances. If you have questions please call the HelpDesk.

OFFICE 2007

Office 2007 is rapidly replacing Office 2003 as the standard platform for word processing, electronic mail, spreadsheets and organizing presentation. Word, Outlook, Excel and PowerPoint 2007 have a new "Ribbon" a graphical tabbed user interface. So far the reaction to the new look of the Office Suite has been positive. Scott Badger and Pat Hetu of USS and Dick Evans have offered more than a dozen workshops on Office 2007 to the campus community. They say that reception has been positive:

Your trainings are a great service to staff!!

Sandra DeSesto

The instructors for these workshops were excellent - very professional, helpful, friendly.

Cynthia McLean

I learned a lot from these classes. The staff were very helpful and patient.

Beverly Trenn

At the start of Summer Session II, the Office 2007 Suite became the default program in the PC computing labs and e-classrooms. During the January intersession, the remaining Office 2003 programs will be removed from the USS PC computers and Office 2007 Suite will be the only program available. Microsoft Corporation drops mainstream support for Microsoft Office 2003 in April of 2009.

MICROSOFT CAMPUS AGREEMENT

Full time faculty and staff, and full and part-time students are eligible to buy Microsoft software through the Microsoft Campus agreement.

The following links are helpful:

Who's eligible and available: <http://www.ric.edu/software/elig.html>

RHODE ISLAND COLLEGE

AVAILABLE SOFTWARE

Microsoft requires you to sign a **Licensing Agreement** for all software purchased at the Campus Store. These agreements are maintained on file.

Title	Cost
Windows XP Pro	\$12.00
Office 2008 for MAC	\$12.00
Office 2004 for Apple OS X	\$12.00
SharePoint Designer 2007	\$12.00
Visual Studio.net 2008	\$30.00
Windows Vista Business (upgrade version only)	\$12.00
Office 2007 with Publisher	\$12.00
Visual Studio .NET 2005	\$30.00

Document kits vary from \$30 to \$35 depending on the software being purchased and are special ordered for the individual.

Home Eligibility Available Software Licensing Agreement

OFFICE 2008

Office 2008 is now available on the Apple computers in the campus computing labs. A faculty/staff rollout for Office 2008 will begin during the January intersession.



*The newsletter of the Office of Instructional
Technology and Training, User Support Services*

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Special thanks for assistance for this newsletter goes to:
Scott Badger, Lisa Bain, Tony Carlino, , Richard Evans,
Pat Hays, Patricia Hetu, Connie Horton, Richard Prull,
Joan Rollins

Designed by: Patricia Hetu

HOURS OF OPERATION FOR WALK-IN LABS:

Spring and Fall Semester Hours:

Monday-Thursday 8am-11:45 pm (Horace Mann)

Monday-Thursday 8 am—9:45 pm (Whipple)

Friday 8 am—4:45 pm (Both)

Saturday 9 am—4:45 pm (Whipple)

Saturday closed (Mann)

Sunday 12 noon—11:45 pm (Mann)

Sunday closed (Whipple)

Summer Semester Hours:

Monday-Wednesday 8am-9:45 pm (Mann only)

Thursday-Friday: 8 am—4:45 pm (Mann only)

Saturday: 9 am—1:45 pm (Mann only)

Sunday closed

Non-Semester Hours:

Monday-Friday 9am-4:45 pm (Mann only)

Saturday closed Sunday closed



FACULTY TOOLBOX



The faculty toolbox area was recently updated. Updates to the toolbox generally occur at the beginning of each semester, and this fall semester was no exception.

New links, including updated WebCT Faculty Support information, as well as additional SmartBoard, SynchronEyes software of Office 2007 white papers and training links have been added.

Check out the updated faculty toolbox area:

<http://www.ric.edu/toolbox/>

WINTER FACULTY TRAINING CAMP 2009

Information about the Faculty Winter Training 2009 will be posted by the end of 2008.

The Fall session will be over before you know it and the Spring semester will be upon us. Before that happens, Scott Badger (Senior Programmer USS), Jennifer Hidalgo (Senior Information Technologist USS) Pat Hetu (USS Grad Student Worker), and Rebecca Romano (USS Grad Student Worker) will host the Annual Winter Faculty Training Camp (January 12 through 16). The Winter Camp is a weeklong series of technology workshops designed to assist faculty in preparing for the Spring Semester. This year's program offers the faculty an upgrade path to the new Microsoft Office 2007 suite with training sessions in Word 2007, PowerPoint 2007, and Outlook 2007. The Microsoft Word 2007 sessions include an introduction to the radically different Office 2007 menu system, the "Ribbon".

Please RSVP via email to ittraining@ric.edu, or go to <http://www.ric.edu/faculty/sbadger/wintercamp2009/> to register online by Friday, January 9th to reserve your seat. The Office 2007 training sessions are limited to 20 attendees except for the Outlook class which is limited to 12 attendees.

STUDENT TOOLBOX



The student toolbox has been updated recently as well. Updates to the student toolbox include a concise WebCT student support page created particularly for student needs, a link to all information on student technology needs, and a job opportunities page with a pull down form and links to job descriptions.

Visit the updated student toolbox area:

<http://www.ric.edu/studenttoolbox/>