

Audience Response Systems or Clickers

MEETING NOTES:

A discussion meeting was held on January 28, 2016, to assemble the main service providers from the University of Utah who interact directly with the campus community, both faculty and students, on the matter of Audience Response Systems or Clickers.

In attendance were:

Representing the Campus Store...

Dave Nelson <dnelson@campusstore.utah.edu>

Representing the Health Sciences Campus and the Eccles Health Sciences Library...

Erin Wimmer <erin.wimmer@utah.edu>

Representing TLT: Teaching & Learning Technologies...

Jon Thomas, Director <jon.thomas@utah.edu>

Erik Hjorten, Associate Director <erik.hjorten@utah.edu>

Stanford R Clements, Manager TLT Support & Exam Services <stan.clements@utah.edu> (on leave)

Eric Pasion, Customer Support TLT <eric.pasion@utah.edu>

Jeff Hullinger, Customer Support TLT <jess.hullinger@utah.edu>

Meeting Lead: Paul E Burrows, Information Architecture/Service Management <paul.burrows@utah.edu>

The primary purposes of the meeting were two-fold:

1. Review the web page content currently published to the campus community regarding Audience Response Systems
2. Discuss the state-of-the-campus regarding polling software and its use by faculty and students

There are three main access points for the campus community to obtain information about ARS: Audience Response Systems or Clickers.

1. Campus Store

- <http://www.campusstore.utah.edu/SiteText.aspx?id=31921>

2. Eccles Health Sciences Library

- <http://library.med.utah.edu/ed/ars.php?WT.svl=navbarTPARS>

3. Teaching & Learning Technologies

- <http://tlt.utah.edu/clickers>
- <http://tlt.utah.edu/clickers/clicker-teachers>
- <http://tlt.utah.edu/clickers/clicker-student>

Note that the TLT web pages will have new URL addresses as of March 14, 2016, when TLT's new website and knowledge center go live.

A review of the currency and accuracy of the web pages was undertaken, noting where links to outdated or non-existent pages were found. Attendees agreed to ensure their respective web content is updated. Paul Burrows will supply participants with updated links to TLT knowledge articles in the next few weeks.

The May 2011 version of the University of Utah Audience Response Systems Standardization Plan (Policy) was cited as the catalyst for selecting TurningTechnologies and TurningPoint Polling Software & Clickers for use across the campus. [U of U clicker Standardization Policy \(PDF\)](#)

The 2011 version contains many out-of-date links and defunct options. From an earlier discussion by the Teaching & Learning Portfolio governance committee, this plan requires updating and revision. A key element to this revision is to

recognize that TurningPoint solutions are still the preferred means of using polling software when audience responses need to be saved, tracked, and even graded by integration into the University's learning management system Canvas. Another important consideration acknowledges that faculty are selecting and utilizing newer polling options in their classes, such as Poll Everywhere and iClicker. In the last five years, technologies have migrated more toward cloud-based polling functionality where audience participants respond using their own laptops, mobile phones, and tablets.

Meeting participants shared their current experiences about faculty and student inquiries and purchases for not only the TurningPoint solutions supported by campus, but also other cloud-based options based on BYOD (Bring Your own Device). The following points were made:

01. TURNING POINT 5:

TurningPoint 5, the predecessor to the current TurningPoint Cloud solution, should no longer be promoted or documented on campus. Although older "clickers" (ResponseCard RF LCD) still are functioning in TurningPoint Cloud, they may not be supported in the future. Only the newest clicker devices are available for new purchases by students (QT Device). For more information, see <http://www.turningtechnologies.com/higher-education#response-devices> . The Campus Store only sells the newer clicker devices. EHSL still checks out the older TurningPoint clickers to faculty.

02. CANVAS INTEGRATION:

An advantage to supporting TurningPoint is the integration with the Canvas learning management solution when poll results need to be tracked by individual respondent or graded. Other solutions either do not offer Canvas integration at this time, or do at additional cost.

03. BYOD vs CLICKERS

With the introduction of TurningPoint Cloud, respondents/students can use a variety of devices to participate in classroom polls (laptops, mobile devices). Other polling software solutions that are cloud-based all support BYOD. With BYOD, no clickers are required to purchase or resell to the Campus Store.

04. DAMAGED CLICKERS

The meeting agreed that the byzantine method that was in place requiring students to first receive confirmation from TLT that a TurningPoint clicker was damaged, then approach the Campus Store for a replacement, was pointless. All issues with regard to broken or defective clickers from TurningPoint are to be referred directly to the CampusStore.

05. FACULTY FIRST MOVES WITH TURNINGPOINT

If a faculty member wishes to use TurningPoint clickers in a class, the first stop is with the Campus Store in order to determine if TurningPoint requirements are met and to make arrangements for clicker orders to be sold to students, similar to a text book purchase.

06. STUDENT CLICKER PURCHASE OPTIONS

The Campus Store confirmed that there are several tiers for students in purchasing licenses to be used with a TurningPoint clicker. In the first year of purchase, the license is included in the student's purchase price. If the clicker is used in additional years, the student must re-subscribe for a continuing license, purchased from the TurningPoint web-based store. A second tier option allows a student to purchase a full four-year license at the time the clicker is bought. Although less expensive on a year-by-year basis, there is a chance that a student won't need the clicker for other classes during their academic career at the University.

07. TURNINGPOINT ACCOUNTS

Regardless of polling solution from Turning Technologies, all faculty and students who employ clickers in the classroom must create an account with Turning Technologies.

- <http://www.turningtechnologies.com/videos/training/tpc/Getting-Started-Student-Registration.mp4>
- <https://account.turningtechnologies.com/account/>

08. TURNINGPOINT SUPPORT

The Campus Store does not receive any support requests from the campus community.

TLT fields support questions via its classhelp@utah.edu email address or the help desk at 801-581-6112-option 2

EHSL fields support questions through Erin Wimmer at 801-587-9258, [web form](#) at

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<http://library.med.utah.edu/lib/faculty/contact-form.php?addressee=DLqIedh9&dom=22d681eb935d118> / or Mary McFarland at 801-581-5534 or web form at <http://library.med.utah.edu/lib/faculty/contact-form.php?addressee=fOTCr8sn&dom=91aea213acb2018>

Because of ever-evolving updates in using TurningPoint solutions, all TLT, EHSL and the Campus Store increasingly refer both faculty and students to the TurningPoint support website for the latest information:

- <https://www.turningtechnologies.com/support/turningpoint-cloud>

In the past, Turning Technologies maintained the presence of a paid "Intern" at each higher education campus. The Intern served as the frontline contact and support for faculty wishing to use TurningPoint solutions. As of 2015, Turning Technologies eliminated the Intern program, and instead directs users and customers to their website support pages.

09. SUPPORT FOR OTHER POLLING SOFTWARE SOLUTIONS

EHSL will field questions with regard to Poll Everywhere, which is becoming increasingly popular amongst health sciences faculty.

Neither TLT nor the Campus Store currently have support for other than TurningPoint solutions.

10. CLICKER SALES AT THE CAMPUS STORE

The Campus Store confirmed that their annual sales of TurningPoint clickers goes down each year. Fall Semester is the biggest surge as new students join the campus and begin to use their year-long licenses. Annual sales are between 1200-1500 units. It is not a high-profit sector for the Campus Store, but does support a "common academic good" for the campus community.