Welcome to the Clicker Implementation Program with Turning Technologies! We are excited to have you on our team. As a Campus Contact and main support of Turning Technologies software and devices on your campus, you are responsible for the overall look, feel and promotion of the clicker technology on your campus! This guide was written to assist you with the steps needed to become a strong, self-sufficient clicker support team on campus.

The Higher Education and Implementation Teams are here to support your entry or growth in this role. Please feel free to contact us at any time for assistance and guidance along the way.

Once again, welcome to Turning Technologies team and we look forward building a strong support program on your campus!
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Contacts

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- OPEN – DE, MD, NJ
- Ben West – IL, IN, MI
- OPEN – OH
- Jill Stanley – PA
- Mark Popovec – CT, MA, ME, NH, RI, VT
- Scott Walker – IA, MN, WI
- Dan Welsh – Under 3,000 Enrollment
  OPEN – Account Manager

Account Executives – South
- Julia Howard – KY, TN
- Rich Britton – AL, FL, PR
- Bill Joyce – AR, LA, MO, MS
- Kelly Mann – NC
- Elwood Smith – DC, VA, WV
- Susan Tyler – GA, SC
- Erica Roden – Under 3,000 Enrollment
  Erin Cleveland – Account Manager
- Timothy Spaid – Account Manager

Account Executives – West
- Melinda Busby – NM, OK, S. TX
- Billie Henning - AZ, NV, UT
- Jennifer Jaenicke – CO, KS, MT, ND, NE, SD, WY
- Ryan Miller – CA, HI
- Clayton Poston – AK, ID, OR, WA
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  8 a.m. - 5 p.m. Eastern Time

Turning Technologies Website
http://turningtechnologies.com

NOT SURE WHO TO CONTACT? Email Us
Implementation Guideline

Strategic Meetings with Campus Resources

When developing a strategic plan of action for supporting clickers on your campus, it is imperative that you begin creating or enhancing your professional relationships with the following groups on campus. Having everyone working from the same plan of action, makes implementing, supporting and growth move along smoothly. You will want to work with and collect the contact information of the following individuals:

- Campus CIO
- Campus Security Officer
- Provost
- Campus IT Department (Help Center Staff, Common Imaging, Software, Classroom Support)
- Departmental IT Departments
- Campus Bookstore (Buyer, Manager)
- Faculty Training Office (This has different names on every campus)

Contact your Regional Manager and Account Executive with any questions you might have or to start the implementation conversation on your campus.

✓ ACTION ITEM Campus Start Dates & Software Rollout

It is important to have a full understanding of your campus start dates for each quarter or semester. This helps with the planning of training sessions, updates and so much more. You will need to identify the following dates:

- Winter: __________
- Spring: __________
- Summer: __________
- Fall: __________

TurningPoint Cloud Rollout Date:

- Summer __________
- Fall __________
- Spring __________

Comments/Notes: ________________________________
Implementation Guideline

Current Hardware

Hardware changes are infrequent but happen. It is important to know what devices you have campus and what devices you will be moving to. You will need to identify your devices:

- Current Clicker(s):
- Transitioning to:

![Device Images]

- QT2
- Fall 2016
- QT1
- NXT
- RFLCD
- RF
- (EOL Higher Ed)

*EOL = End of Life

Warranty Information


Return Policy

- [https://store.turningtechnologies.com/modal/returnpolicy.htm](https://store.turningtechnologies.com/modal/returnpolicy.htm)

Contact your Regional Manager and Account Executive with any questions.

ResponseWare (Bring Your Own Device)

With a strong Wi-Fi infrastructure, ResponseWare can be a great alternative to a physical clicker. It is important that you review your Wi-Fi infrastructure in your classrooms to ensure you have enough access points and connections for the number of students, and include 2 additional connections per student to accommodate for additional devices (cell phones, laptops, tablets, iPods, etc.) that the student may have connected. You will need to identify the follow:

- Currently using ResponseWare on campus:
- Adding ResponseWare to campus:

ResponseWare is available at:

- App Store (iOS)
- Google Play (Android)
Implementation Guideline

- Browsers ([http://responseware.com](http://responseware.com))

ResponseWare System Requirements


Warranty Information


Return Policy

- [https://store.turningtechnologies.com/modal/returnpolicy.htm](https://store.turningtechnologies.com/modal/returnpolicy.htm)

Contact your Regional Manager and Account Executive with any questions.

Turning Account

When using TurningPoint Cloud a Turning Account is required.

**Faculty, Staff and Students** that **do have** an active Learning Management System on campus will create their account through a link within the LMS. Depending on your LMS, your link may be located under Tools, Modules, or other areas that host external links. When creating their Turning Accounts it is vital that everyone use their school email address for this account. This will better assist you in troubleshooting any potential problems with accounts at a later date.

**Faculty, Staff and Students** that **do not** have an active Learning Management System on campus will create their account at: [http://account.turningtechnologies.com](http://account.turningtechnologies.com). It is vital that everyone use their school email address for this account. This will better assist you in troubleshooting any potential problems with accounts at a later date.

**Return Policy**

- [https://store.turningtechnologies.com/modal/returnpolicy.htm](https://store.turningtechnologies.com/modal/returnpolicy.htm)

Contact your Regional Manager and Account Executive with any questions.
Implementation Guideline

Current Software

Software updates are an important part of any IT area. It is important to know what software version you have on campus and what version you will be moving to. The TurningPoint Cloud software is available for download through your Turning Account. You will need to identify the following:

- **Current Software Version:**
  - Remember… to remind your faculty and staff to update their office, personal and home computers to mirror the software on your campus computers!

- **Transitioning to:** TurningPoint Cloud

- **Primary Platform(s) on Campus**
  - PC?
  - Mac?
  - Both?

- **Timeline for imaging computers**

Software System Requirements


Contact your Regional Manager and Account Executive with any questions.

✓ ACTION ITEM Receivers

Receivers are integral part of an effective clicker implementation. It is important to know what receivers you have campus and what receivers you will be moving to. You will need to identify your receivers:

- **Current Receiver(s) on campus:**
  - Note: If you have an RRRF 02 you will need contact your Regional Manager and Account Executives to have it replaced. The RFFF-02 receiver is not supported with TurningPoint Cloud.

- **Transitioning to:**
  - Storage (RRRF3)
    - Note: This device has 4GB of storage and can hold and run the TurningPoint Cloud software.
    - Note: This receiver is general used by instructors that bring their own receiver to class. This receiver makes it easier to move from one computer to another.
Implementation Guideline

- **RF Standard (RRRF4)**
  - **Note:** This receiver is generally installed in classroom computers.
  - **Note:** This is an RF device only – no storage.

- **Receivers are or will be installed in the classroom computers?**
  - **If yes,** it is important that you have the classroom channels preassigned per classroom.
  - Classrooms within 250 feet of another receiver should be on a channel at least 2 numbers off (i.e. 41, 43, 45)
  - Keeping a list on your support website or posting the channel numbers in the classrooms is a great way to keep everyone informed.

- **Receivers are brought to the classroom by the instructors?**

- **Number of RFFF 02 receivers to be replaced:** _______________________
- **Number of RFFF 03 (storage) receivers to be ordered:** _________________
- **Number of RFFF 04 (rf only) receivers to be ordered:** _______________

Contact your Regional Manager and Account Executive if you have any questions.

**✓ ACTION ITEM** Determining Legacy Student Licensing

Contact your Regional Manager and Account Executive if you have any questions.

**✓ ACTION ITEM** Batch Enrollment (Bulk Upload)

Batch Enrollment is an option for some campuses to help with the student registration process. This process is not for everyone. You will need to do the following:

- **Contact your Regional Manager and Account Executive for further assistance.**
- **Ensure you have a copy of the .xlsx file (Excel Template) and necessary field requirements for your upload.** The .xlsx file can be requested from your Regional Manager and Account Executive.
- **When ready, upload your information to the following link:**

Contact your Regional Manager and Account Executive if you have any questions.
### Implementation Guideline

**✓ ACTION ITEM** Determining Clicker Packaging

<table>
<thead>
<tr>
<th>Bookstore</th>
<th>Student Store</th>
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<td>□ Bundle QT2 + 4 $$$$</td>
<td>□ Bundle QT2 + 1 $$$$</td>
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<tr>
<td>□ Bundle QT1 + 4 $$$$</td>
<td>□ Bundle QT1 + 1 $$$$</td>
</tr>
<tr>
<td>□ Bundle RFLCD + 4 $$$$</td>
<td>□ Bundle RFLCD + 1 $$$$</td>
</tr>
<tr>
<td>□ Turning Account 4 year License $$$$</td>
<td>□ Turning Account 1 year License $$$$</td>
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$ $$ Contact your Regional Manager and Account Executive for specific pricing or alternative package options.

### Clicker Kits

Clicker Kits are on many campuses with departments, including IT. A clicker kit by definition would be a set of clickers of any denomination, a receiver and a carrying case that is shared amongst classes. It is important to know who controls and uses those kits so that you can provide them with information relevant to their use and needs. You will need to know the following:

- **IT Departmental Kits** - For distribution or training.
- **IT Departmental Kits** – Do they need to be updated?
- **Departmental Kits** – Who has them?
- **Department Kits** – How are they used?
- **Department Kits** – Do they need to be updated?
- **Licensing Structure** – Do they have one? $$
- **Licensing Structure** – Needs to be put into place. $$

$ $$ Contact your Regional Manager and Account Executive for specific pricing.
Implementation Guideline

Instructor Kits

Instructor Kits are distributed to faculty, free of charge, when they adopt clickers for their class(es). An instructor kit by definition would be a clicker, a receiver and a presenter card. These devices would be used by an instructor to test the software and/or their presentations before class. It is important to keep track of who has and uses them. You will need to know the following:

- Instructor Kits are requested through Turning Technologies at http://turningtechnologies.com/instructorkit
- Instructor Kits are requested by the Campus Contact and distributed to requesting faculty

Contact your Regional Manager and Account Executive with any questions.

✓ ACTION ITEM Organizational Structure (Org Structure)

Organizational Structure (Org Structure) is a required part of the TurningPoint Cloud implementation process. You will need to know the following information:

- Org Structure Admin(s) Names and Email Addresses.
- Campus domain(s).
- Org URL.
- School Name.

Submit your request to set up your campus Organizational Structure at: http://turningtechnologies.com/org-structure

Contact your Regional Manager and Account Executive if you have any questions.

✓ ACTION ITEM Security Review & Documentation

A Security Review is something that most campuses wish to conduct when adding software to their campus infrastructure. You will need to work through the following with your Regional Manager and Account Executive:

- Meet with your Security Office and other pertinent individuals to determine the security needs of the campus.
- Work with your Account Executive to go over the necessary paperwork required to get the review process started.
  - Security/Software Documentation
Implementation Guideline

☐ Ensure you have the **EULA documentation** from Turning Technologies.
   - [http://www.turningtechnologies.com/termsofuse](http://www.turningtechnologies.com/termsofuse)

☐ Ensure you have the **FERPA Compliancy** documentation from Turning Technologies.

☐ Ensure you have the **AWS Disaster Recover documentation** from Turning Technologies.

☐ Ensure that you have the **Privacy Policy** from Turning Technologies.

☐ Ensure that you have the **Certificate of Compliance** from Turning Technologies.

☐ Ensure that you have the **Terms of Service** from Turning Technologies.

☐ Ensure that you have the **3Delta Systems PCI Compliance** from Turning Technologies.

☐ Documentation received by University: _______________________

☐ Documentation sent to Security Review Staff: _______________________

☐ Document returned to Turning: _______________________

☐ Appropriate Security Review completed by University: _______________________

✓ **ACTION ITEM** Learning Management System

Most campuses will have a Learning Management System (Blackboard, Canvas, D2L, Moodle, Sakai) in place for faculty to use with their classes. This is where information is distributed to as well as collected from students. This is also the central location where students receive their posted grades for their classroom activities and assignments. You will need to know:

☐ **All LMS systems used on campus will require an LTI set up.**

☐ After completing your security and software documentation please submit a request for your LMS needs to begin the process of setting up your integration using the following link:

Contact your Regional Manager and Account Executive with any questions.

✓ **ACTION ITEM** Single Sign On (SSO Authentication)

Single Sign On (SSO Authentication) is important to most campuses. It is important to know if your school is interested in this type of sign in or the standard, FERPA compliant, sign in built into TurningPoint Cloud. You will need to know the following information:

☐ **Do you wish to have Single Sign On Authentication?**

☐ **What is your domain(s)?**
Implementation Guideline

- What is your authentication(s)?
- Do you have an In-Common Membership?
- Submit request your Regional Manager and Account Executive.

Contact your Regional Manager and Account Executive if you have any questions.

✓ ACTION ITEM

Support Website Development & Clicker Email Address

Developing a website for your campus to support clicker users is very important. You will not only be supporting faculty, but will receive questions from students, departments and other staff on your campus. Having a comprehensive website to answer their questions is the key to your success! While you are working on the development of your website, we can assist you by creating a very “basic” website that you can direct your users too so that support is visible. Please contact your Implementation Specialist for assistance.

Please visit our sample school pages for ideas on how to provide support to all of your clicker users.
http://tsherrard9.wix.com/websiteexample
http://utdallas.edu/clickers
http://clickers.asu.edu

- Website is updated and reflects updated TurningPoint Cloud graphics, ISBN numbers, Turning Account Information, support documentation, training resources, etc.
  - Faculty Resources Date: ________________
  - Student Resources Date:________________

In addition to having a solid clicker support website is having a one-stop email address for all things clickers. Many schools create an email address that forward to their main support team. The email address tends to look like this: clickers@UniversityName.edu.

✓ ACTION ITEM

Support Documentation Development & Notifications

People learn in different ways, so it is important that you have documentation and resources that appeal to your different users.
Internal Documents – Creating documents from the student and faculty perspective really make a difference when supporting clickers on your campus. Listen to their questions, monitor their problems and find out what is working or not working. From there you can build a repertoire of amazing resources that are campus specific to your training and support needs!

Turning Technologies has many great resources for you to use for personal development as well as to pass on to your faculty and students. On our website http://turningtechnologies.com/support such materials as:

- Webinars
- Online Instructor Led Trainings
- Support Documents and User Guides
- Turning Tech University – Self Paced Training ***Coming Soon***

Additional documentation related to best practices, first day of classes and case studies can be found at https://www.turningtechnologies.com/higher-education/best-practices

**Initial Notification:**
- Faculty, Staff, and Students are aware of the upcoming changes with Clickers and Software
- Create Newsletter and Listserv (using User List) □ Distributed: _______________________
- CTL, TLT, IT, Department IT, and Help Desk Processes and Information Updated
- Bookstore Processes and Information Updated
- Website Updated
- Trainings Scheduled

**Follow Up Notification:**
- Faculty Date: _________________
  1. Software and Clicker Update
  2. Turning Account Set Up – Communicated
  3. Download software to personal and/or office computer
  4. Differences between Software versions
  5. Training Dates forthcoming

- Staff Date: _________________
  1. TurningPoint Cloud Training available now – Online
  2. Webinar Training Coming Soon
  3. On-Campus Training Coming Soon

- Students Date: _________________
  1. Students – Keep your Clickers!
  2. If you have a clicker – GREAT – Rebate offer coming for Fall
Implementation Guideline

3. Don’t have a Turning Account? Create one now using your School Email Address
4. Have a Turning Account? Make sure it is set up with your School Email Address

☐ Ongoing Communication via Newsletter, RSS Feed, Listserv, etc Date:____________
  ▪ Reiterate Faculty messaging February, March, April, Early May, June and August
  ▪ Reiterate Staff messaging as needed
  ▪ Reiterate Student messaging February, March, Late April, Early May, June and August

☐ CTL, TLT, IT, Department IT, and Help Desk Processes and Information Date:___________
  ▪ Provide updates regarding Documentation, Training and Support

☐ Bookstore Processes and Information Date:____________

☐ Website is updated and reflects updated TurningPoint Cloud graphics, ISBN numbers,
  Turning Account Information, support documentation, training resources, etc.
  ▪ Faculty Resources Date: ___________________
  ▪ Student Resources Date: ___________________

✔ ACTION ITEM Software Testing & Update Procedures

Establishing a solid rapport with your Software teams (Common Imaging, Learning Management System, etc.) is imperative to ensure that software is current, tested, and deployed on time and consistently. You will want to ensure that not only are your classrooms and labs updated, but that you have a plethora of other computers that need to be on the same software. These include:

• Departmental IT – Classrooms and Labs
• Faculty – Office, Home and Traveling Laptops

✔ ACTION ITEM Support Staff Job Responsibilities & Training

A solid support team is like a well-oiled machine. Having the right people in place, trained and ready to go is the key to success. While building your clicker support infrastructure, you will want to be thinking and planning ahead. Using the staff and resources you have on campus is very important, which means planning budgets, using student workers, cross training areas both inside and outside of your department, etc. to make this all come together!

Some suggestions for your Support Staff structure include:

• Dedicated Clicker Support Person(s)
• Dedicated Clicker Student Worker(s)
Implementation Guideline

- Dedicated Staff and Student Workers – Technology Studio or Help Desk
- Dedicated IT Staff – Hardware Support
- Dedicated IT Staff – Software Support
- Dedicated Classroom Support Staff – “Runners”

✔ ACTION ITEM Faculty Training & Support

Creating a solid training program that runs year round is a great way of keeping on top of all the questions, comments and concerns that faculty, students and staff will bring your way! Be creative in how you sell your training sessions as well as when you have them.

You will see over time that some individuals will be able to figure out the product with some basic training and other will need a refresher 4-5 times a semester. That is okay and par for the course. Having great resources, posting training information and dates, and being readily available will make your training and support experience something you can create and enjoy!

Some suggestions for Training include:

- **Centralized Training** – Finding a location that you can use on a regular basis to centralize your training sessions is extremely helpful! This gets faculty out of their office and allows them to network as well as hear the questions that others pose.

- **Pre-Semester** – Having training sessions scheduled, even if you don’t have attendees, shows that you are being proactive and ready to moving things forward. Creating a schedule for 2-3 weeks prior to the start of the Semester or Quarter allows faculty that are on campus or in the area to get a jump start on the semester! Allow approximately 1 hour and 30 minutes for each training session.

- **Semester or Quarter** – Throughout the semester or quarter, it is important to have training sessions. Faculty will hear from their peers that clickers are wonderful and they will want to know more about them, sooner rather than later. Again, having a very basic schedule of trainings that you will offer really making the process run smoothly! Providing an “open” training option to the faculty helps them work within their class and meeting schedules. Allow approximately 1 hour and 30 minutes for each training session.

Suggestions for Semester or Quarter trainings include:

- MWF 9-11
- MWF 1-3
- TTH 9-11
- TTH 1-3
Implementation Guideline

- **First Day of Class** – Providing staffing resources for the first day of class is a win-win for you and the faculty. The first day of class usually consists of a “checklist” overview of how to set up the software and settings with the instructor prior to the start of class. In addition, a First Day of Class training could include providing instructions to the students on how to register their clicker as well as change the channel.

- **Refreshers** - Refresher trainings are good to have for those individuals who understanding the software, but just have a few questions. These are usually 30 minutes in length and can be available throughout the year.

- **Clicker Support/Trainer – Training Session:** ____________________________
- **IT Support – Training Session:** ____________________________
- **Faculty Training (University Provided):** ____________________________
- **Faculty Training (Turning Technologies School Webinar):** ____________________________

Turning Technologies Online Instructor Led Trainings are also available at: https://www.turningtechnologies.com/support/turningpoint-cloud/online-classes

✔️ **ACTION ITEM** Student Support

Just like faculty, students need clicker support too! Having a solid plan in place to ensure they are seeing the materials is key. You can lead a horse to water but you can’t make him drink – so remember that you will want to be diligent about getting information out to the students regarding clickers.

Some suggestions for Student Support include:

- A solid website support area
- A support request form
- Documentation in the Bookstore
- Documentation in the IT Common Areas
- Documentation in the Libraries
- Providing documentation to the faculty to place in their syllabus or in their course

- **Documentation posted on University website:** ____________________________
- **Documentation provided to faculty for distribution:** ____________________________
Implementation Guideline

Implementation Support

The Implementation Support Program was created just for you! Our goal is to help you create a strong support infrastructure for clickers on your campus. As mentioned earlier, we will assist you in locating the key players on your campus that will help support you and make your program a success. In addition, Turning Technologies will provide support in the following manner:

**Account Executive**

The Account Executive is available to answer questions about current users on your campus, sales, the Bookstore and so much more. They are available to help you anytime, just email them or give them a call.

**Support at Turning Technologies**

A valuable resource in the Implementation Support Program is the Support Team at Turning Technologies. They will provide you with the outstanding customer service via telephone or email. You are encouraged to tap into them on a regular basis for your hardware and software needs. They can be reached at support@turningtechnologies.com or at 1-866-746-3015 Monday through Friday, 8 am to 9 pm Eastern Time.

**Training at Turning Technologies**

**Onsite Training**

Upon request and approval, Turning Technologies will provide on-campus training at the beginning of the semester or quarter during your two year program development period. (This may serve as direct faculty training or ‘train the trainer’ type training). Trainings should be planned in advance, and consist of approximately 10+ registered faculty per day.

Training@turningtechnologies.com is available Monday through Friday, 8 am to 5 pm Eastern Time to assist you with scheduling onsite training.

**WebEx Training**

Upon request, Turning Technologies will provide online WebEx training for each of the fall, winter, and spring terms with either the Implementation Specialist or the Training Team at Turning Technologies.

Online classes: [https://www.turningtechnologies.com/support/turningpoint-cloud/online-classes](https://www.turningtechnologies.com/support/turningpoint-cloud/online-classes)