

EDCompass newsletter

News and resources for educators using SMART products

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A NOTE FROM THE EDITOR

Welcome

As a teacher, you understand how important it is to continue evolving your practice to ensure you're always providing your students with the best education possible. One of the key drivers of that evolution is having the right technology products in your classroom and the knowledge to use them. That's why at SMART, we've combined intuitive products with comprehensive support and training, ensuring not only the success of your implementation, but also the success of your students.

This issue of the newsletter puts the spotlight on SMART services and support, with information on some of the most valuable self-help tools on our website, along with tips for cleaning, storing and safeguarding your SMART products. You can also read about educators who went from break-fix to breakthrough, thanks to SMART's technical support, and experienced little to no downtime in the classroom.

As always, if you have any comments about *EDCompass*™ newsletter or any of the information featured in this issue, we'd love to hear from you. Please e-mail us your feedback at newsletters@smarttech.com.

THIS MONTH'S POLL

Do you use SMART's online support?

[Vote now](#)

NOTES FROM THE FIELD

Making the Most of Services and Support



By Erica Bordonaro

Highland Elementary School
Cheshire, Connecticut

One of the great things about SMART products is that they're part of a total solution. As a SMART Exemplary Educator and workshop presenter, I often recommend the helpful links and information found on the SMART website.

Consultation services are available to schools and districts for help with professional development programs and the implementation of SMART products. SMART training events held throughout North America also offer hands-on experience to teachers who wish to sharpen their skills. For more individualized support, **technical assistance** via the telephone or online self-help is available 24 hours a day, 7 days a week. Additionally, a variety of webinars enable educators to collaborate as they learn about a topic of shared interest.

Other than SMART's online support, another favorite of mine is the **SMART Exchange™ website**. Look to this bookmark-worthy site to find thousands of learning resources that can be shared at no cost. A recent search for a lesson activity on time for my second graders produced 2,591 results. I then had the choice to narrow my search by subject, grade, file type or even state standard. Finally, I conveniently previewed the lesson activities before downloading them, then modified them to meet the needs of my class.



With so many types of content and support available, SMART enriches collaboration and instruction, creating exciting opportunities for both teachers and students.

SMART Notebook™ Lesson Activities



Find a comprehensive database of **K–12 lesson activities** on the SMART Exchange website. The activities, many of which are standards correlated, are created by classroom teachers and SMART's team of curriculum resource developers.

Try one of the following SMART Notebook lesson activities in your math or history class.

Morning Calendar

K–3 students can learn basic calendar skills along with the daily weather, shape recognition, numbers and letters. All pages can be easily modified and personalized.

Thanksgiving Day Fun Facts

Students in grades 3–5 can learn about Thanksgiving by comparing the first Thanksgiving with today's holiday. Students can also reflect upon what the holiday means to them.

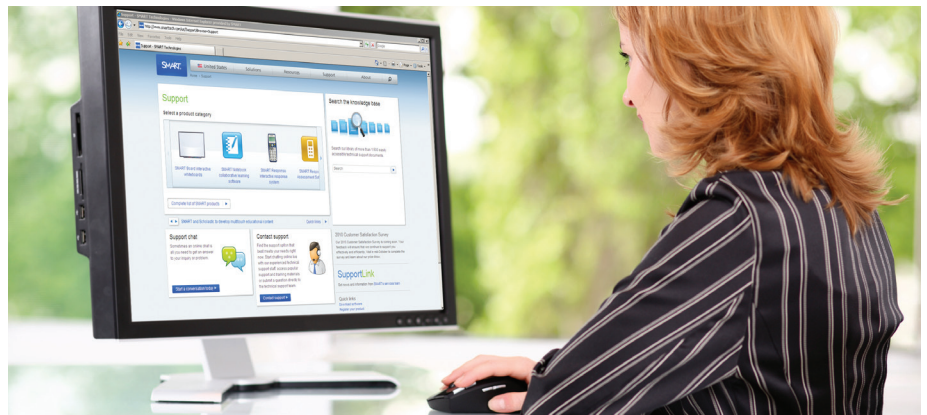
Estimating Fractional Amounts

Fourth-grade math students can learn how to estimate fractional amounts using benchmark fractions.

Compare/Contrast the Thanksgiving Then and Now

Eighth-grade history students learn about and investigate the facts and myths of the first Thanksgiving.

At Your Service



Are you taking advantage of the **SMART support** section on our website? You can find a variety of self-help tools, such as product installation guides, troubleshooting tips, maintenance information, learning resources and more.

Take a look at some of the offerings available to you.

SMART's knowledge base

SMART provides an unrivaled source of product information in our **online knowledge base**. This library of more than 1,500 easily accessible technical documents covers everything you need to know about SMART products. It includes comprehensive product guides and quick references, technical bulletins, how-to articles and hundreds of troubleshooting articles on specific issues – all updated regularly.

SMART Learning Space

The **SMART Learning Space** makes it easy for you to plan, access and keep track of your SMART training. This virtual learning environment is loaded with professional development opportunities, both fee-based and complimentary, that will enhance your knowledge of SMART products and ultimately improve student learning outcomes.

Following are just a few of the features available to you:

- An extensive collection of learning materials for reference and research
- Courses that are interactive and self-paced, with rich multimedia and video content
- All types of professional development opportunities, including live online training, face-to-face training, self-paced e-learning and blended learning
- New certification programs to develop your competencies in interactive teaching, lesson development and education administration
- A new course credit system that allows you to accumulate credits toward certifications, SMART merchandise and more

If haven't signed up for the SMART Learning Space, create your **free account** and immerse yourself in SMART training.

Live webchat

Have a webchat with a SMART support specialist for immediate answers in real time, without picking up the phone. At the click of a button, you can receive customer support, technical assistance or help with service parts and product returns. **Try a webchat** today.

Stevie Award for Customer Service Training Team of the Year 2010

SMART recently received the Stevie Award for Customer Service Training Team of the Year 2010, in recognition of the efficient and consistent development of our customer and technical support staff. With SMART's growth, the training of new staff continues to be a main focus so that we provide our customers with access to the best self-help support, training and professional development offerings.

SupportLink Newsletter

Do you subscribe to *SupportLink*, SMART's newsletter dedicated to all those who use and support SMART products? Each issue is focused on strategies and tactics to get the best out of your SMART products. The newsletter is loaded with links directing you to a variety of useful information, including our latest knowledge base articles, tips for troubleshooting, advice for getting the most out of the support section on our website and news from SMART services and support.

SupportLink is published every two months and sent by e-mail. [Sign up](#) for your free subscription today.

We Want to Hear from You!

Here's your opportunity to let us know how we're doing by taking a few minutes to participate in our customer service survey. When you complete the survey, you are entered into a draw for one of 35 prizes, including a SMART Slate™ wireless slate, SMART Notebook Math Tools software license or two books, *SMART Board™ Interactive Whiteboards for Dummies®* and *Creating SMART Notebook Lessons for Dummies®*.

The survey closes at 11:59 p.m. (MT) on November 30, 2010. If you haven't done so already, [complete the survey](#) and be entered to win.

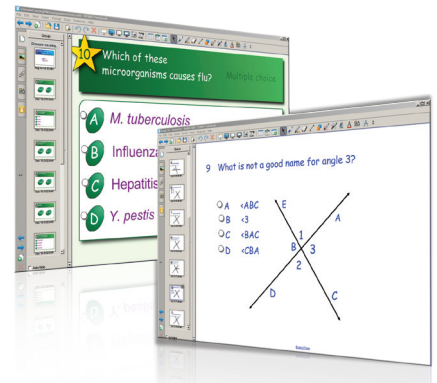
FEATURE ARTICLE

Supporting Your School



When Darlene Rankin, Director of Instructional Technology for the Katy Independent School District, and her team want to have another interactive whiteboard installed at one of their district's 52 schools, they turn to SMART for SMART Board interactive whiteboards. [Read the full article.](#)

SMART Response™ Question Sets



Find a database of [SMART Response question sets](#) on the SMART Exchange. The majority of the questions are correlated to state and provincial curriculum standards.

Try one of the following SMART Response question sets in your next science or math class.

Disease-causing Microorganisms

Science students in grades 4–6 can test their knowledge of the various types of disease-causing organisms.

Angles Quiz

Tenth-grade geometry students can test their knowledge of angles.

SMART Table™ Activities

If you're using the SMART Table interactive learning center in your K–3 classroom, check out the growing number of [SMART Table activities](#) and applications on the SMART Exchange. Many activities correspond to SMART Notebook lesson activities and SMART Response question sets.

The following is an activity to get you started.

Word Patterns

In this language arts SMART Table activity, students can learn about words and patterns of words.

Jeff's SMART Notebook Tips



Each month in this column, you'll find a new tip from Jeff Taylor, Product Manager for **SMART Notebook software**. In this issue, Jeff explains how to create a complex moving animation using Page Recording in SMART Notebook software.

- Create your page and drag in an object from the Gallery that you would like to move along a complex path
- Click the Properties tab located on the side of your SMART Notebook file and select Page Recording
- Click Start Recording and drag your object along the desired path. Once the path is complete, select Stop Recording. At this point, a recording toolbar will appear on your page allowing you to start, stop, pause and reset your moving object.

Keep these tips in mind when creating your recording:

- While dragging your object along its path, move it at the pace in which you would like to discuss the lesson with your students. Moving your object slowly works well in this instance. Of course, you can always pause the animation at any point during playback if you need more discussion time with your class.
- Leave the Page Recording as the last step in the creation of your SMART Notebook page

Download the latest version of SMART Notebook software [here](#).

Product Maintenance Tips

The holiday season is almost upon us, and it's hard to believe 2010 is quickly coming to a close. The following are a few maintenance tips for cleaning, storing and safeguarding your SMART products before the holidays.

- Unplug electrical equipment from outlets to prevent hardware damage in the event of severe weather
- Stock up on batteries for the SMART Slate wireless slate and on projector lamps. Replace missing pens and erasers for your SMART Board interactive whiteboard.
- Before you clean your SMART Board interactive whiteboard, shut down or disconnect the computer to avoid scrambling desktop icons or inadvertently starting programs when you wipe the screen. For proper cleaning instructions, read the [knowledge base article](#) on this topic.
- Clean the surface of your SMART Table interactive learning center with an alcohol-free household glass cleaner
- Clean your SMART Slate with a soft, damp cloth to remove dust and dirt particles. If necessary, dampen the cloth using mild soap diluted with water.

Tips, Lessons and More Sent to Your Inbox

We're launching an *EDCompass* blog in December, and we want you to subscribe.

The blog will be updated daily and provide new ideas to help keep you and your students motivated in the classroom. When you subscribe to the RSS feed, you'll automatically receive regular updates on what's happening at SMART along with tips, lesson activities, best practices and more. Stay tuned for developments and subscription information.

SMART SHOWCASE SCHOOL PROFILE

Teacher Support Is One Key to Success at Disney II Magnet School



In 2008, Chicago Public School's Disney II Magnet School opened its doors with the mission of being an exceptional school that increases student learning by integrating arts and technology across all subjects and activities. [Read the full article](#).

Making the SMART Board Interactive Whiteboard Accessible for All

It can really move

Take interactive, multimedia lessons. Now put them where everyone can see and use them. That's the kind of flexibility you get with the new SMART Mobile Height-Adjustable Floor Stand and the SMART Height-Adjustable Wall Mount. These accessories offer an easy way to adjust and move the SMART Board 685ix interactive whiteboard system.

Any room will do

The mobile floor stand puts your interactive whiteboard system on wheels, so you can simply unplug it and move it. This mobility option works well for classrooms where wall mounting is not practical. Now any room in your school can accommodate a SMART Board interactive whiteboard – even those without traditional wall space, like lounges, libraries or gymnasiums.

Create new learning environments

Being able to move your SMART Board interactive whiteboard creates versatility within your classroom. If you need to give individual coaching, facilitate small-group learning or offer an inclusive environment for students with special needs, mobility provides that learning environment. Simply wheel the interactive whiteboard to the back of your classroom, and you have a quiet, private area to help individual students. Move it to a smaller, adjacent room and an aide can offer assistance to students who need it.

Bring learning within reach

The mobile floor stand also lets teachers adjust the height of their interactive whiteboard. Because you can raise or lower the interactive whiteboard up to 25" (63.5 cm) up or down, lesson materials are easily accessible for everyone, from kindergarten students to basketball coaches. And height adjustment is easy – simply press a button and the interactive whiteboard moves up or down.

The benefits of adjustability aren't limited to interactive whiteboards on mobile floor stands. The SMART Height-Adjustable Wall Mount offers the same motorized function for classrooms where the interactive whiteboard is mounted on a wall.



From an Educator's Point of View



EDCompass asked SMART education consultant Heather Lamb to talk about how the SMART Mobile Height-Adjustable Floor Stand will help teachers create new learning environments. Following are just a few of her ideas:

- Small-group learning – Position the interactive whiteboard at the back of the classroom as a learning station that students rotate through for special activities
- One-on-one time – Move the interactive whiteboard from the front of the classroom, and pull out students who need extra help for one-on-one time with you in a more private setting
- Students with special needs – Roll the interactive whiteboard into a small room where school specialists can provide individual or small-group sessions for students with special needs
- Students with disabilities – Lower the interactive whiteboard and make it accessible, for example, to students in wheelchairs, enabling them to participate with the rest of the class

The SMART Parts Store



Open for business

If you're looking for a quick and easy way to replace parts for your SMART products, visit the new SMART Parts Store. All parts have been organized by product line, making it easy to quickly find what you need. After you find the part, simply add it to your shopping cart.

Visit the [SMART Parts Store](#).

The following are just a sampling of the parts available online:

- Battery packs
- Power cords
- Remote controls
- Replacement lamps
- Replacement pens

Up Next

Watch for the next issue on differentiated instruction to pick up tips and ideas for engaging students with a variety of learning styles.

Ask John



Photo by: Jon Pernul. Photoshop work by: Kevin Wibawa.

We talked to John Cook, Product Line Manager, Education Hardware, to find out how the SMART Height-Adjustable Mobile Floor Stand and the SMART Height-Adjustable Wall Mount can provide more flexibility for teachers.

EDCompass Why do educators want the option of a mobile SMART Board interactive whiteboard?

John Well, not every classroom is built for a wall-mounted interactive whiteboard. Some walls aren't sturdy enough, and they would be costly to reinforce. Other learning spaces don't even have walls – like an open concept library. So mounting your interactive whiteboard on a stand makes a lot of sense. Plus, it gives you mobility.

EDCompass How will that mobility benefit teachers?

John Being able to wheel a SMART Board interactive whiteboard around your room, or into different areas of a school, has its advantages. It could go anywhere – a gym coach might want one in the locker room before a practice. You might want one in the teacher or student lounge or an auditorium. So many nontraditional spaces lend themselves to a mobile board. And it gives teachers another way to get away from the "sage on the stage" teaching model.

EDCompass Is it really all that easy to pack up your SMART Board interactive whiteboard system and move it?

John Actually, yes. You just have to deal with one plug-in, which makes it very quick to move. You can even pack your PC, keyboard and mouse right into the back of the stand. And it's built to fit through standard door frames, so you can get from room to room without a hassle.

EDCompass Are there any safety concerns about moving and adjusting the interactive whiteboard?

John Our mobile stands and wall mounts are both part of a safe classroom environment – they are certified by the [Underwriters Laboratories](#) (UL), [Canadian Standards Association](#) (CSA) and [Conformité Européen](#) (CE).

EDCompass How important is height adjustability to teachers?

John It can be extremely important, particularly for those who teach younger children. You don't want students struggling to reach the interactive whiteboard, and you don't want them up on chairs or steps. It's also important for students with physical challenges to have the interactive whiteboard at their level.