Welcome to the August issue of EDCompass™ newsletter!

As summer winds down and you settle back into your classroom, we want to help you get inspired for another great year. This issue is filled with nuggets of information, best practices and tips for using your SMART products to help captivate your students. Find out what contests we’re running this month, and sign up for a free trial of the Senteo™ interactive response system and/or the SMART Document Camera on page 8.

As always, if you have any comments about the newsletter or any of the information featured in this issue, we’d love to hear from you. Please e-mail your feedback to education@smarttech.com.

---

Recommended reading

There’s an important book that I think needs to be on the reading list of everyone who cares about children, learning, the education system, economic sustainability and civil society. It’s written by a Harvard Business School professor. He’s not just someone who feels the need to write and sell books – he’s a person who examines issues deeply and uses a keen intellect to dissect them.

His name is Clayton Christensen, and he is well known to business people. In his earlier books, The Innovator’s Dilemma and The Innovator’s Solution, he taught about managing disruptive innovation, making many people uncomfortable in the process.

His latest book, Disrupting Class, was written with coauthors Michael Horn and Curtis Johnson. In it, he tackles the subject of education, and while he says he is not an expert, he clearly has sought out the experts and gained valuable insight that he freely shares.

I immediately knew I would like the book when, in the acknowledgements section, he talked about the origin of the title and the multiple meanings that it is intended to convey. (You’ll have to read the book.)

I was given the book by some customers from a county in North Carolina who came to visit in July. I have not been able to put it down and have read and re-read passages and chapters multiple times. I appreciate that they thought enough of me to give me the book and, in so doing, compel me to read it – a most enjoyable experience indeed.

I wish you the best as you start yet another year with your students. It’s an important time for so many of them. Let us know how we can help and if we are supporting you the best we can in your daily lessons.

Nancy Knowlton is the CEO of SMART Technologies.
“For me, the customer is number one. The SMART services team is passionate about making every customer interaction extraordinary. We work each and every day to create world-class materials, resources, and training and support offerings for our customers. Our training resources are built by teachers for teachers, our technical support specialists are experienced and knowledgeable, and our goal is a long lasting relationship with each and every customer.”

Sandra Coates, Vice president, services, SMART Technologies

SMART knows that in today’s world, time is short and everyone has different needs. We recognize that services and support are key ingredients for long-term customer satisfaction, so we have taken a multifaceted approach to our own services and support.

If you need some information or other support, a great place to start is with our authorized SMART resellers – our front line or first level of support. We have resellers in every region who are often able to provide tailored and flexible service options that meet your unique needs. Resellers receive extensive training and have a reseller-only portal so they can have access to marketing, sales and service information from SMART.

Our service and support center has a dedicated team of specialists that handle everything from general inquiries to order processing, training, documentation, technical support, and parts and repairs inquiries. Before you call or e-mail us, we recommend visit our website, which offers a multitude of free resources to help you get started and solve many other issues you may encounter.
Services and support are here to help you

If you do need to call or e-mail us, we recommend that you have the following information ready so we can help you quickly and efficiently:

1. Which SMART hardware, software or service are you inquiring about? If you’re not sure, please check out the [Support site](#), and you’ll see pictures of the most common SMART products.

2. What is the serial number of the product, particularly if it is a hardware product? You can perform a search in the Support area of our website using the keywords “serial number + [your product]”, and you should find a PDF article that will show you where the serial number is located. For example, enter the search term “AirLiner serial number” to find our Knowledge Base article 84325. Other ways to find the serial number include looking on your packing list or checking the outside of the box that your hardware product shipped in.

3. Are you using a Windows® operating system? If so, please tell us which one you are using, for example, Windows XP. If you are unsure, click on the Windows Start button, and then go up to Run. In the Run box, type “winver” without the quotation marks and press OK. Windows will then bring up a tab that will identify which operating system you have.

4. Are you using a Macintosh operating system? If so, please tell us which one you are using, for example, Mac OS 10.4.10. To find this, click on the apple in the top left of your screen and go down to About this Mac. The resulting box will give you the operating system revision as well as some details about your Macintosh hardware.

5. Please tell us the version of SMART Board™ software or SMART Notebook software day you are running. To see it, click on the yellow wrench icon in the SMART Start Center, and then go into SMART Board Tools. You should see the version in the lower left-hand corner of the resulting box. It should be in the format 9.7.103.1 or similar. The first two numbers are the version – in this example, 9.7 – and the last digit is the service pack level – in this case, service pack 1. You can also find out which version of SMART Notebook you are running by launching the SMART Notebook Welcome Center and choosing the Help/Support tab.

Resources

- **Our Knowledge Base** is a searchable area where you can find documents covering troubleshooting tips, diagrams, spec sheets and frequently asked questions.
- **Free training resources** include Quick Reference guides, Hands-On Practice exercises and Two-Minute Tutorials.
- **Live online training sessions** are 30- to 90-minute computer and telephone conferences that offer a quick, no-cost overview of the basics of your SMART products.
- **On-site training sessions** provide an in-depth understanding of how your SMART products work.
- **Certification program** goes beyond the basics with extensive hands-on training that enables you to train others effectively.

We hope these tips will help you get the information and help you need, and we look forward to assisting you any way we can. Watch the next issue for more details on our support and services.
Find hundreds of high-quality K–12 lesson activities on the education solutions website. Each lesson is correlated to local curriculum standards and created by classroom teachers or SMART’s team of curriculum resource developers.

Here are a few science, geography and math lessons to try with your students.

**Water – Liquid or Solid**
Kindergartners can learn about solids and liquids and how one can transform into the other.

**The Teeth Detectives**
Third-grade science students will be able to tell what types of foods omnivores, carnivores and herbivores eat from the shape of their teeth.

**Geography Key Words**
Geography students in grades 4–6 can learn how to define and spell key geography words.

**What is my discount?**
Seventh-grade algebra students can use these real-life examples to practice solving problems involving discounts and taxes.

---

**SMART Notebook lesson activities**

---

**SMART Audio now available**

Keep your vocal cords in tip-top shape. Use SMART Audio (just released) to project your voice for the whole class to hear. This new classroom amplification system is designed to improve the audibility of both you and your students’ voices. It gives you the freedom to move about your classroom with a wireless microphone and be heard by every student. There’ll be fewer distractions from any ambient noise that you might experience within and beyond the classroom walls. The system also comes with a handheld microphone for your students, so everyone in the class can speak comfortably and be heard clearly.

Numerous studies show that classroom amplification systems can lead to improved performance on standardized test scores, decreased referrals to special education services, improved attentiveness and fewer teacher absences due to vocal cord strain and related ailments (Research Services, 2007).1

Learn more about how you can amplify learning in your classroom with SMART Audio.

---

**A winning example**

**Marie Swift**, a third-grade teacher at Huronia Centennial Elementary School in Elmvale, Ontario, used a classroom amplification system to engage her third-grade students and to maintain a calm and peaceful atmosphere. She is one of the winners of the SMART Audio and SMART Document Camera contest currently being held from now until the end of October.

You can read Swift’s winning lesson, “A Day at the Improv,” along with other submissions on the SMART Exchange. In her submission, Swift explains how you can build your very own “A Day at the Improv” lesson activity to try with your students in grades 2–12, in almost any subject area.

On page 8, you’ll find another winning example from a teacher who was able to captivate his ESL students using the SMART Document Camera. We’ve also included details on how you, too, can participate for a chance to win a SMART Document Camera and SMART Audio for your classroom (see page 7).

---

### Senteo question sets

You can find a database of Senteo question sets on our education website. Each question set includes 10 questions that are correlated to local curriculum standards and are compatible with a matching SMART-created lesson activity on the same topic.

Here are some of our newest Senteo question sets that you can use with your math, science and geography students.

- **Water – Liquid or Solid**
  These questions test kindergartners on solids and liquids and how they change state.

- **The Teeth Detectives**
  These questions test third-grade science students on the kinds of food animals eat based on the shape of their teeth.

- **Geography Key Words, 1**
  These questions test geography students in grades 4–6 on the spelling and meaning of key geography words.

- **What is my discount?**
  These questions test seventh-grade algebra students on applying discounts.

---

### Extraordinary Moments Video contest winner!

**Richard Colosi** and his first-grade students at Canandaigua Primary School in Canandaigua, New York, celebrate the fun and excitement of learning with a SMART Board™ interactive whiteboard.

You can watch his winning video called *Learning is Extraordinary* on SMART’s [YouTube channel](https://www.youtube.com). And while you’re at it, you can watch how SMART products are captivating students in the classrooms of the five runners-up.

---

### Back to school lesson activity contest winner!

**Congratulations** to James Maxlow from Riverside Elementary School in Newport News, Virginia. James was recently selected as the winner of the Back to School Lesson Activity Contest for his K–2 social studies lesson, “Classroom Rules.” [Check out](https://smartexchange.smarttech.com) his winning lesson on the SMART Exchange.

**One more chance to share, vote and win**

Send us your best lesson activities that follow the theme of historical figures, and you’ll instantly be entered to win a SMART Board 600i interactive whiteboard system and a one-year subscription to the SMART Learning Marketplace. This prize package has an approximate value of US$3,500.

The deadline for submissions is September 5, 2008. If you are not already a member of the SMART Exchange, [sign up today](https://smartexchange.smarttech.com) and start posting your lessons. The winning lesson activity will be announced in the September issue.

Visit the SMART Exchange for full contest details.

---

### Ready when the bell rings

**When fourth-grade teachers** Ellen Pittman and Shelly Schwetz greet their students on the first day of school, they’ll do so knowing they have their content and resources prepared and organized. That’s because Pittman and Schwetz, who teach at Red Bridge Elementary, Center School District 58 in Kansas City, Missouri, and West School, District 35 in Glencoe, Illinois, respectively, use SMART Board interactive whiteboards and SMART Notebook software to plan, thumbnail and organize all their lessons. [Read the full article](https://smartexchange.smarttech.com).

---
SMART’s product development team has been working to make your SMART Learning Marketplace experience even better with a new and improved interface that will help make searching for content seamless.

A new highlights-of-the-week feature showcases images, audio, video and lesson resources chosen by SMART’s team of former teachers. Be sure to check the Marketplace each week to see what you find!

Lilo Stephens doesn’t need to see this year’s assessment scores to know how well her grade-seven students are performing. Since the introduction of SMART Board interactive whiteboards and Senteo interactive response systems at Kenmore Middle School in Arlington, Virginia, teachers have been capturing students’ interest and the students are eager to learn.

“The ‘wow’ factor of the SMART Board has really increased student engagement in my social studies class,” says Stephens. “Even when I’m teaching civics, which is not a terribly exciting subject for many students, they are interested in what they’re learning and love the interactivity that I can incorporate into the lessons.”

Share your stories with other readers!

We want to hear tips, anecdotes and best practices that will inspire your fellow colleagues in their classrooms. Each month, we’ll collect your stories and pick one that is related to the theme of the issue. We’re looking for articles of approximately 150–200 words.

Send your ideas to edcompass@smarttech.com for the September issue, which highlights differentiated instruction. Please put “differentiated instruction story” as the subject line.

Be sure to read the next issue to find out if yours was chosen!

Note: All entries submitted become the property of SMART. You grant your permission to allow SMART, in its sole discretion, to print or reproduce your entry as it sees fit.
PRODUCT SPOTLIGHT

SMART Document Camera

**SMART Document Camera injects life into learning**
We first told you about the SMART Document Camera in the March issue of the newsletter. It’s now available – use it in your classroom to display static or moving objects, and project videos in real time onto the SMART Board interactive whiteboard. The document camera comes with SMART Notebook software, enabling you to capture images and use them to create interactive lessons.

When you’re working on a particular lesson or project, place a workbook, object or life-form under the camera lens to examine and discuss it, and then write over the projected image on the SMART Board interactive whiteboard. Additionally, your students can place their essays or homework under the lens and lead the class discussion.

With the SMART Document Camera, your students will never need to crowd around one workstation to watch a dissection. When you demonstrate the process from the front of the class, your students will be able to follow along at their own stations. Whatever you are demonstrating, you can zoom in on the smallest detail of an object or automatically focus images and adjust the brightness.

**See the SMART Document Camera in action**

Watch videos on TeacherTube and SMART’s YouTube channels that were created by teachers. The videos below feature a SMART Document Camera and SMART Board interactive whiteboard.

This first video was shot by the 60 Sec Tech who narrates a few experiments demonstrated by a science teacher. [View video](#).

Another video shows a teacher in Holland discussing how she can interact with a leaf using a SMART Document Camera and SMART Board interactive whiteboard. [View video](#).

You can also learn more about the SMART Document Camera on the product section of www.smarttech.com.

**Fast facts**
- SMART Document Camera integration with SMART Notebook 10 allows you to access the document camera right from the toolbar
- The product delivers sharp, vivid images
- The LED lamp provides enough light to show images in a darkened room
- The lens can be aligned to a microscope eyepiece without needing an optical adapter
- Objects can be viewed from any angle – the head rotates vertically at 90 degrees, and the arm horizontally at 180 degrees
- The product is portable and lightweight
- The tool can be connected a computer, SMART Board interactive whiteboard or other display

**Accessories included**
- AC adapter
- Antiglare sheet
- RGB cable
- USB cable
- Dust cover
- Installation and users’ guide
- Removable presentation stage
- TWAIN driver
- Magnetic sheet
- Image Mate software
When ESL teacher Tom Blackford showed his sixth graders pages from a wordless picture book about the tragedies of war, the SMART Document Camera became a critical tool for his students who have limited English language speaking or reading abilities. After using the document camera and a SMART Board interactive whiteboard for a full week, his students were learning how to fill the pages of the picture book with text to tell the story.

“In my small class of 10 students, we viewed each page of the story with the SMART Document Camera,” says Blackford. “The students actually wrote the text onto the pages on the SMART Board, which in turn wrote the story of the book. They really loved this activity…. Writing in English is a very intimidating experience for ESL students. My lessons using this incredible tool gave my students the power to express themselves in English while at the same time learning the concepts of World War II.”

Tom Blackford is one of the winners of the SMART Document Camera and SMART Audio contest currently featured on the SMART Exchange. Read his winning entry.

Two free trial offers

Would you like to try out the SMART Document Camera and/or the Senteo interactive response system in your classroom? Fill out the application form for your chance to participate in this free 60-day trial offer beginning in the fall.

To participate, you must have a SMART Board interactive whiteboard in your classroom. Quantities for both products are limited, so apply now! Application deadline is September 1, 2008.

Up next

Watch for the next issue of EDCompass newsletter on differentiated instruction. You can read best practices from other teachers that are tailoring their instruction to meet the needs of every student and to maximize learning outcomes. You’ll also find out about our new SMART Board interactive display frame that adds interactivity to your plasma screen.

You can win too!

Tell us how you are using or would like to use a document camera or classroom amplification system in your classroom, and you could win a SMART Document Camera and SMART Audio. To enter this contest, share your best practices and anecdotes on the SMART Exchange discussion board. We’re giving away five prize packages each month until October 30, 2008. You can enter once a month, but each of your posts must include original content. Visit the SMART Exchange for contest details.