

Customer Course Catalog

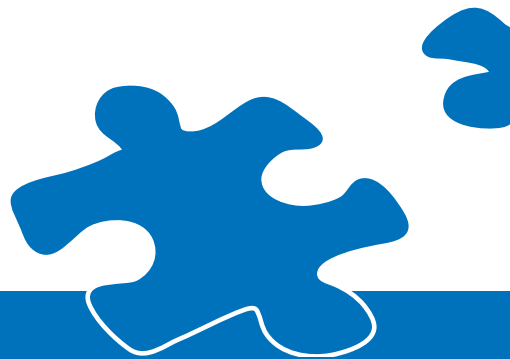
Winter 2012 / Spring 2013

SMART Professional Services



Extraordinary made simple®

SMART®



Delivery formats



Self-paced course

Complete e-learning at your own pace. These one- to three-hour introductory courses are available on the SMART Learning Space.



Live online course

Join a one- to three-hour online training session led by a SMART training specialist. Learn the basics and get answers to your questions in a convenient, highly interactive environment.



Distance education course

Take a one-week online course that covers the same content as our face-to-face events. These interactive sessions feature hands-on activities, videos and other free resources.



Public or private event

Attend a face-to-face training event led by a SMART training specialist. These events are typically one to three days long. You can book a private event at your site, or attend a public event at one of our locations.

SMART professional services

Every day, millions of people all over the world use SMART solutions to teach, learn and collaborate. We design our training to make each interaction simpler, more intuitive, and more magical than the last.

Simple access

- You can access all training through the SMART Learning Space (SLS)
- You can conveniently pay with a credit card, or use group purchase orders

Cost savings

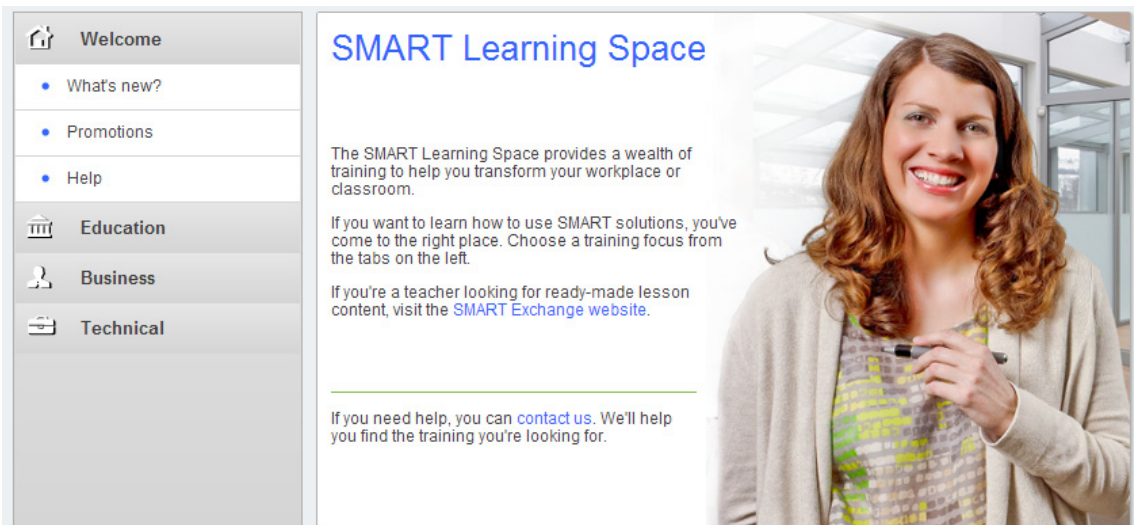
- We offer training subscriptions that provide substantial savings to your organization
- We offer special weekly, monthly and event promotions

SMART Learning Space

Classroom learning isn't the only thing that's changed – so has training and professional development. The SMART Learning Space (SLS) offers self-paced, online courses that you can complete anywhere, anytime, and at any pace.

The SLS is an online learning environment packed with innovative, interactive e-learning. Explore product use content, technical training, and specialized courses that can help you integrate technology into your teaching practices. Courses are priced to fit any budget, including promotional content and paid offerings from US\$20 and up.

learningspace.smarttech.com



Welcome

- What's new?
- Promotions
- Help

Education

Business

Technical

SMART Learning Space

The SMART Learning Space provides a wealth of training to help you transform your workplace or classroom.

If you want to learn how to use SMART solutions, you've come to the right place. Choose a training focus from the tabs on the left.

If you're a teacher looking for ready-made lesson content, visit the [SMART Exchange website](#).

If you need help, you can [contact us](#). We'll help you find the training you're looking for.

Education training

Education Professional Development Continuum

This continuum helps you to define your learning level and discover which courses you should take as you move forward with your professional development.

1. Initiate

Learn how to use the main features and functions of the SMART software and hardware in your classroom. At this stage, you focus on the platform products for your SMART solution: SMART Notebook™ collaborative learning software and the SMART Board® interactive whiteboard.

2. Explore

Focus on strategic use and apply what you learned in the first stage to create interactive learning experiences in your classroom. At this stage, you build proficiency with SMART Notebook software and explore how other education products enhance your SMART solution.

3. Integrate

Start to specialize by demonstrating your skill with SMART products and an advanced understanding of concepts presented in the first two stages. At this stage, you learn to critique and improve lessons, and independently create content for classes.

4. Collaborate

Engage in collaboration extending beyond the classroom and participate in authentic problem solving and issue resolution. At this stage, you establish yourself as a leader in the education field by becoming SMART certified.

Not sure where you fit on the continuum? Take our [needs assessment](#) and we'll recommend a learning path.

Looking for technical training? Refer to page 9.



SMART Notebook collaborative learning software

SMART Notebook 11 Training (Introductory)

[Self-paced course](#) | [Distance education course](#)
[Public event](#) | [Private event](#)

This course teaches you how to create lesson pages in SMART Notebook software. During this session, you'll build a simple lesson activity to use with the SMART Board interactive whiteboard in your classroom.

SMART Board interactive whiteboard

Getting Started with the SMART Board

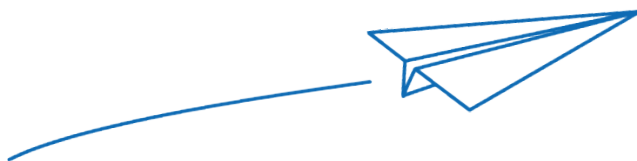
[Self-paced course](#)

This course introduces you to the basic functionality of the SMART Board interactive whiteboard.

Transform your classroom

Want to make your classroom more engaging and student-centered? Try our award-winning transformational learning series. These 20-minute lessons teach you how to use SMART's interactive technology solutions to support your K–12 teaching strategies.

- [Engaging Students through Discussion](#)
- [Gathering and Organizing Ideas](#)



SMART Notebook collaborative learning software

SMART Notebook 11 Training (Intermediate)

[Distance education course](#) | [Public event](#) | [Private event](#)

This intermediate course builds on the skills you learned in SMART Notebook 11 Training (Introductory). Learn how to use SMART Notebook software strategically to build more attractive, clear, organized lessons. During this session, you'll build a SMART Notebook lesson to use in your classroom or improve one that you bring with you.

SMART Lesson Development Workshop (Intermediate)

[Distance education course](#) | [Public event](#) | [Private event](#)

This workshop is designed for educators who want to maximize SMART Notebook software as a tool for creating engaging and effective classroom lesson content. Get hands-on practice with the concepts and skills you gain through interaction with a dynamic instructor. Create your own SMART Notebook lessons, share them with each other and provide valuable feedback, before posting them on the SMART Exchange™ website.

SMART Notebook Math Tools Training

[Public event](#) | [Private event](#)

Learn and practice how to use SMART Notebook Math Tools software to enhance math lessons and facilitate classroom learning.

SMART Notebook SE Training

[Self-paced course](#)

Learn about the basic functions of SMART Notebook SE (Student Edition) software. Find out how to organize school-related files from any application, complete assignments and create your own interactive files.



SMART Response™ interactive response system

Introduction to SMART Response

Self-paced course

Learn the basics of the SMART Response system, including installing hardware, creating class lists, creating, importing and administering quizzes, and using Teacher Tools software.

SMART Table® interactive learning center

Introduction to the SMART Table

Self-paced course

Learn the basic functions and features of the SMART Table, including customizing activities and accessing ready-made activities.

SMART Table Training

Self-paced course

This course gives you the skills to use the SMART Table in the elementary classroom.

SMART Sync™ classroom management software

SMART Sync Training

Self-paced course

This course is aimed primarily at K–12 instructors, and provides training on the basics of SMART Sync software.

SMART Audio™ classroom amplification system

SMART Audio 340 Training (Introductory)

Self-paced course

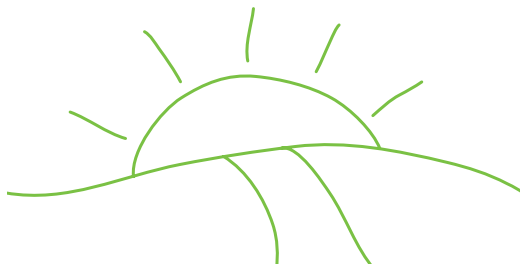
Learn about the SMART Audio system and the benefits it provides for speakers and audiences.

Bridgit® conferencing software

Bridgit 4.5 Training

Self-paced course

Learn how to use Bridgit software to collaborate, teach and present remotely. You'll learn how to create and join a conference, share desktops, use collaborative tools, and configure Voice over Internet Protocol (VoIP) and webcam options.



Transform your classroom

Self-paced courses

Want to make your classroom more engaging and student-centered? Choose a topic that interests you from our award-winning transformational learning series. These 20-minute lessons teach you how to use SMART's interactive technology solutions to support your K–12 teaching strategies.

- Collecting, Organizing and Presenting Related Files
- Creating Engaging Assessments Using SMART Response
- Developing Problem Solving Skills in Math
- Enhancing Student-Centered Instruction
- Enriching a Lesson with Multimedia
- Focusing Student Attention in an Inclusive Classroom
- Inspiring Critical Thinking
- Investigating a Topic through Storytelling
- Reinforcing Lessons Using Cooperative Learning Activities
- Using Collaborative Activities to Guide Independent Work
- Using Customizable Activities to Enhance Student Understanding

SMART Notebook collaborative learning software

SMART Lesson Development Workshop (Advanced)

Distance education course | *Public event* | *Private event*

This workshop builds on the *SMART Lesson Development Workshop (Intermediate)* sessions, and enables you to enhance your SMART Notebook lesson design skills. Explore a robust set of best practices, and use these practices to evaluate and create your own engaging and effective classroom lesson content. Get hands-on practice with the concepts and skills you gain through interaction with a dynamic instructor. Create your own SMART Notebook lessons, share them with each other and provide valuable feedback before posting them on the SMART Exchange website.

SMART Response interactive response system

SMART Response Training

Distance education course | *Public event* | *Private event*

Master basic use of the SMART Response system and explore possibilities for strategic use. Get hands-on practice creating, delivering and evaluating assessments, and develop an assessment for your classroom.

SMART Table interactive learning center

SMART Table Training

Public event | *Private event*

In this full-day session you'll learn how you can use the SMART Table in your classroom. Learn how to download ready-made, customized activities and applications and use the SMART Table with other SMART products to create a complete classroom solution.

SMART Sync classroom management software

SMART Sync Training

Distance education course | *Public event* | *Private event*

Learn about the basic functions of SMART Sync software, including monitoring and controlling student computers, broadcasting desktops, communicating with students, transferring files and facilitating collaboration.

Transform your classroom

Self-paced courses

Want to make your classroom more engaging and student-centered? Choose a topic that interests you from our award-winning transformational learning series. These 20-minute lessons teach you how to use SMART's interactive technology solutions to support your K-12 teaching strategies.

- [Creating Active Learning Opportunities](#)
- [Teaching Actively with Video](#)
- [Creating Opportunities for Student-Centered Assessment](#)
- [Integrating Your Favorite Websites into Your Teaching](#)
- [Using Diagnostic Assessments to Improve Your Teaching](#)
- [Using Technology to Increase Your Teaching Efficiency](#)



User certifications

These certifications teach you how to be a technology leader at your school. Equip yourself to support technology integration, design engaging lessons or evaluate technology use.

SMART Certified Lesson Developer (SCLD)

This certification is designed for K–12 educators, and it signifies that you can create powerful, engaging multimedia learning assets that reflect lesson development best practices, using SMART solutions.

A SMART Certified Lesson Developer:

- Uses technology to support pedagogy and the curriculum
- Designs lessons for responsive, student-centered delivery
- Employs effective message design techniques
- Can locate and incorporate the best resources

SMART Certified Interactive Teacher (SCIT)

This designation signifies a high level of technical expertise in a range of SMART products.

A SMART Certified Interactive Teacher:

- Teaches effectively in classrooms equipped with SMART technology products
- Installs and connects SMART hardware and software products in the classroom
- Troubleshoots basic technical issues that might arise
- Guides other teachers in their use of SMART products

SMART Certified Education Administrator (SCEA)

This designation is for school and district administrators who want to effectively assess the technological needs of their schools. The SCEA program enables you to evaluate the integration of new technologies and support their use in the classroom.

SMART Certified Trainer programs

SMART Certified Trainer programs provide extensive hands-on instruction, enabling you to deliver high-quality training for SMART products. If you or your organization provide training on SMART products, then consider becoming a SMART Certified Trainer.

SMART Certified Trainer (SCT)

SMART gives trainers the required skills to deliver high-quality product use training for:

- SMART Notebook
- SMART Response
- SMART Table
- SMART Notebook Math Tools
- SMART Sync

Combo certifications

Save money and get certified more quickly with combination certifications.

- SMART Notebook and SMART Response Combo Certification
- SMART Response and SMART Classroom Suite™ Combo Certification
- SMART Classroom Suite and SMART Sync Combo Certification



Promotional courses

Looking for education content that gives you a taste of what we have to offer? Our promotional courses are available at no cost.

SMART Notebook 11 Learning Path

Self-paced course

This self-paced course guides you through the free resources available on SMART Notebook software. You can start at the beginning of the path and work towards more advanced activities, or use the course to revisit a specific concept or refresh your skills.

Preventing and Responding to Cyberbullying

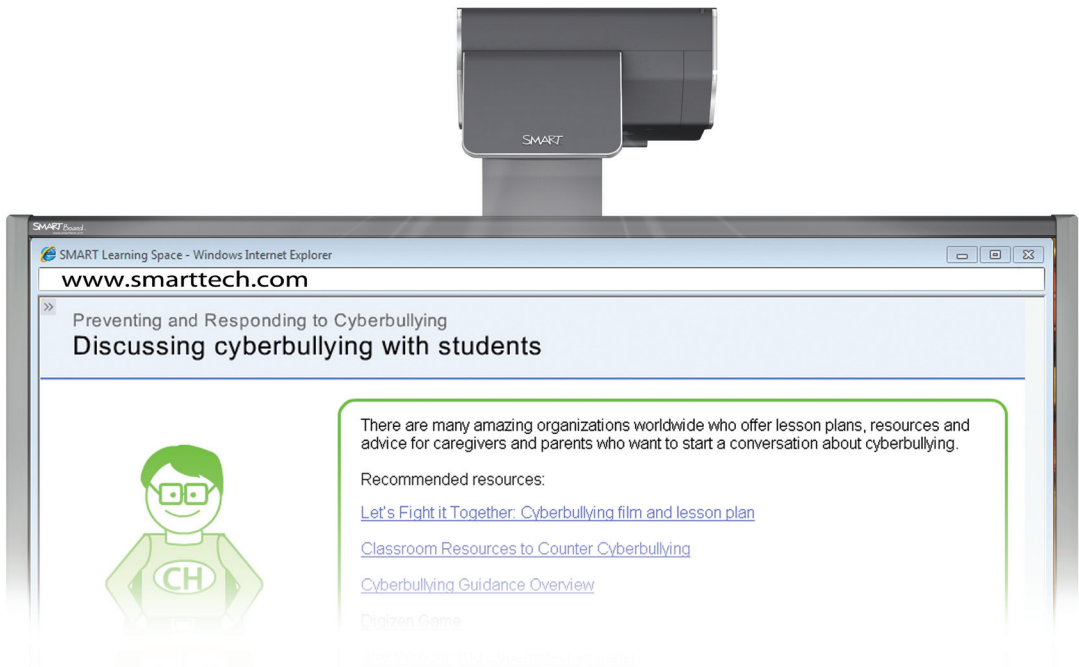
Self-paced course

Do you feel unprepared to start a conversation about cyberbullying? This 30-minute course empowers even those with limited technology skills to educate young people about how to prevent and respond to cyberbullying. The recommended audience for this course includes teachers, parents and school administrators.

On-demand webinars

These 30-minute webinars give you an overview of product basics.

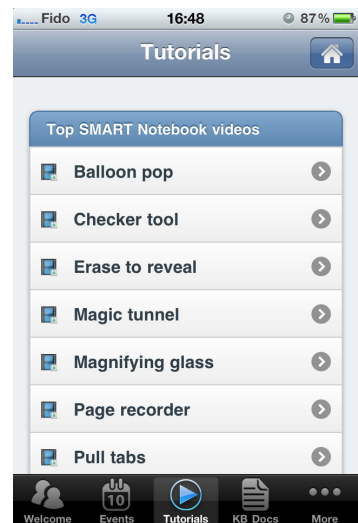
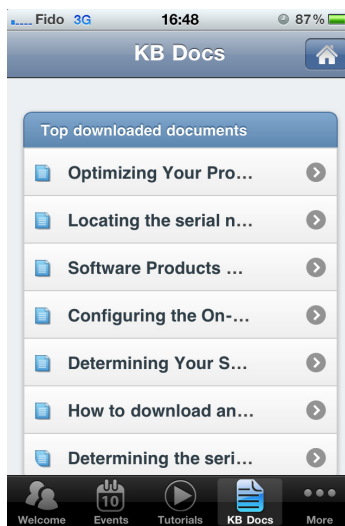
- [Introduction to the SMART Board](#)
- [Introduction to SMART Notebook Part 1: Software Basics](#)
- [Introduction to SMART Notebook Part 2: Enhanced Skills](#)
- [Introduction to SMART Notebook Math Tools](#)
- [Introduction to SMART Response](#)
- [Introduction to SMART Classroom Suite](#)
- [Introduction to SMART Table](#)
- [Introduction to SMART Sync](#)
- [Introduction to SMART Slate™](#)



SMART Training iPhone® and Android™ apps

Use the SMART Training app for iPhone or Android devices to access a collection of SMART Notebook lessons and a wide variety of interactive content. You'll also have easy access to event schedules, YouTube™ videos and support documents.

The app is available for download in the Apple® App Store and the Android Market.



[Android Market](#)



[Apple App Store](#)

Download it now.

Technical training

Learning paths

SMART's technical training learning paths can help you realize your technical training goals. These paths provide a step-by-step means of obtaining technical certifications like SMART Factory Trained Technician (SFTT), SMART Factory Trained Installer (SFTI) and SMART Certified Technical Trainer (SCTT).

Level 1

Level 1 technical training introduces you to SMART products. This self-paced or live online training is available on the SMART Learning Space and lasts one to three hours.

Level 2

Level 2 technical training builds on the knowledge and skills you learned in level 1. Typically, level 2 training is facilitated by a SMART Certified Trainer and lasts 1-2 days. There are two certification programs available at level 2: SMART Factory Trained Technician (SFTT), and SMART Factory Trained Installer (SFTI).

Level 3

Level 3 technical training teaches you how to train others on the technical aspects of SMART products. Establish yourself as a leader in the technical field by becoming a SMART Certified Technical Trainer (SCTT).

Level 1 | Level 2 | Level 3

SMART Board interactive whiteboard

SMART Board 600 Series Technical Training (Level 1)

[Self-paced course](#) | [Live online course](#)

This course introduces you to the technical aspects of the SMART Board 600 series interactive whiteboard – including a comparison of all projector-integrated 600i models and compatible accessories. Learn core product information in a convenient, self-paced delivery format.

SMART Board 800 Series Technical Training (Level 1)

[Self-paced course](#) | [Live online course](#)

This course introduces you to the SMART Board 800 series interactive whiteboard. You'll learn about product basics, features, installation considerations, maintenance and troubleshooting.

SMART Board 885ixe Technical Training (Level 1)

[Self-paced course](#)

This course introduces you to installing, maintaining and troubleshooting the SMART Board 885ixe interactive whiteboard system with an appliance.

SMART Board 8070i Technical Training (Level 1)

[Self-paced course](#)

This course gives you the introductory skills to install and maintain the SMART Board 8070i interactive display.

SMART Board 8070ie Technical Training (Level 1)

[Self-paced course](#)

This course gives you the introductory skills to install and maintain the SMART Board 8070ie interactive display with an appliance.

SMART Board 8055i Technical Training (Level 1)

[Self-paced course](#)

This course gives you the introductory skills to install and maintain the SMART Board 8055i interactive flat panel.

SMART Projectors

Introduction to SMART Projectors

Self-paced course

This course introduces you to features, specifications, basic maintenance and introductory troubleshooting for SMART projectors.

SMART Projector Technical Training (Level 1)

Self-paced courses

These courses introduce you to installing, maintaining and troubleshooting SMART projectors:

- SMART UF65 Projector Technical Training (Level 1)
- SMART UF75 Projector Technical Training (Level 1)
- SMART UX60 Projector Technical Training (Level 1)

SMART Table interactive learning center

SMART Table Technical Training (Level 1)

Self-paced course

This course gives you the skills you need to troubleshoot basic technical issues with the SMART Table interactive learning center, and prepares you for more advanced technical training courses.

Servicing the SMART Table 230i

Self-paced course

This course covers the procedures for removing your SMART Table surface, replacing the surface, adjusting the projected image, and updating the SMART Table software.

SMART Response interactive response system

SMART Response Technical Training (Level 1)

Self-paced course | Live online course

This course gives you the introductory skills to install and maintain the SMART Response family of interactive response systems and software.

SMART Sync classroom management software

SMART Sync Technical Training (Level 1)

Live online course

This course gives you the skills you need to troubleshoot basic technical issues with SMART Sync software, and prepares you for more advanced technical training courses.

SMART Podium™ interactive pen display

SMART Podium 500 Series Technical Training (Level 1)

Self-paced course

This course introduces you to installing, configuring, maintaining and troubleshooting the SMART Podium 500 series interactive pen display.

Education Software Installer

Education Software Installer 2012 Technical Training (Level 1)

Self-paced course: Mac® | Windows®

This course teaches you how to use Education Software Installer 2012 to install SMART teacher software on local computers. This course is a prerequisite for advanced, system administrator installation courses.



SMART Board interactive whiteboard

SMART Board 600 Series Technical Training (Level 2)

See the SMART Factory Trained Technician (SFTT) certification program on page 12.

SMART Board 685ix Technical Training (Level 2)

Self-paced course

This course teaches you how to troubleshoot and perform basic maintenance for the SMART Board 685ix interactive whiteboard system.

SMART Board 800 Series Technical Training (Level 2)

See the SMART Factory Trained Technician (SFTT) certification program on page 12.

SMART Table interactive learning center

SMART Table 230i Technical Training (Level 2)

Self-paced course | *Private event*

This course gives system administrators the skills to install and maintain the SMART Table.

SMART Notebook collaborative learning software

SMART Notebook System Administrator Technical Training (Level 2)

Self-paced course

This course gives system administrators the skills to manage network deployment through command line installation. It includes additional resources and tools to help you with SMART product installation.

SMART Response interactive response system

SMART Response System Administrator Technical Training (Level 2)

Self-paced course

This course gives system administrators the skills to manage network deployment through command line installation. It includes additional resources and tools to help you with SMART product installation.

Bridgit conferencing software

SMART Bridgit 4.5 for System Administrators

Self-paced course

This course gives system administrators the skills to install and maintain a Bridgit Server.

Education Software Installer

Education Software Installer 2012 Technical Training (Level 2)

Self-paced course: Mac | Windows

This course gives system administrators the skills to use Education Software Installer 2012 and SMART Install Manager to deploy SMART teacher software on networked computers.



SMART Factory Trained Technician (SFTT)

This certification program gives you the skills to effectively support end users and comfortably troubleshoot and perform basic maintenance on the SMART Board 600 or 800 series interactive whiteboard and accessories. Choose between the learning paths below and complete training sessions that test your technical aptitude.

SMART Board 600 Series Technical Training (Level 2)

[Public event](#) | [Private event](#)

By the end of this program you'll be comfortable troubleshooting, diagnosing and performing basic maintenance on SMART Board 600 series interactive whiteboards.

SMART Board 800 Series Technical Training (Level 2)

[Public event](#) | [Private event](#)

By the end of this program you'll be comfortable troubleshooting, diagnosing and performing basic maintenance on SMART Board 800 series interactive whiteboards.

DViT® Technical Training (Level 2)

[Public event](#) | [Private event](#)

This learning path equips you with the knowledge and skills to effectively support end users of SMART products that use DViT (Digital Vision Touch) technology. By the end of this program you'll be comfortable troubleshooting, diagnosing and performing basic maintenance on SMART Board 800 series interactive whiteboards, SMART Board interactive flat panels and SMART Table interactive learning centers.

SMART Factory Trained Installer (SFTI)

This certification program teaches you to make informed decisions about installation options, connections and troubleshooting for SMART Board 400, 600 and 800 series interactive whiteboard systems. This program features extensive hands-on practice, with an emphasis on safety.

Installation Training (Level 2)

[Public event](#) | [Private event](#)

Successfully complete this course to receive the *SMART Factory Trained Installer* designation. Get hands-on practice working with SMART's interactive whiteboards and projectors. Group discussions give you the opportunity to relate what you learn to real life installation challenges.



SMART Certified Technical Trainer (SCTT)

[Public event](#) | [Private event](#)

This certification offers extensive hands-on learning that enables you to deliver level 2 technical and installation training within your organization. Certification includes access to online SMART support resources.

Packages

SCORM content packages

Promote and create more subscription packages from existing training by creating special learning paths and curriculums.

Let us make learning easier and more accessible for you. We offer customizable SCORM (Sharable Content Object Reference Model) content packages that you can host on your own learning management system.

Benefits

Convenience – all training can be taken at your own site, on your own schedule.

Cost – the more people you need to train, the more cost effective the package is.

Customization – you can set up learning paths within the system that train your people on the topics that are important to your organization.

Accountability – you'll be able to run training reports and track course completion rates.

When you purchase a SCORM content package you are licensed to use our training content for an entire year. We have a variety of packages available – contact us for more information.

Subscription packages

Subscription packages are the most cost-efficient way to provide training for large groups of people. Packages are available for the following amounts:

Dollar value of training provided	Cost to you
US\$6,000	US\$4,995
US\$ 10,000	US\$8,391
US\$ 12,500	US\$10,489
US\$20,000	US\$16,783
US\$32,500	US\$26,973
US\$70,000	US\$60,939

What kinds of training are included in my subscription?

SMART offers a wide variety of training. You can take part in everything from large-scale training events and live online training sessions, to self-paced e-learning that you can take anytime, any place.



Awards and recognition

Ensuring that you have access to innovative, high-quality training opportunities is important to us. These awards recognize our industry-leading training offerings.



Brandon Hall Award

SMART professional services has won gold for Brandon Hall's *Best in Extended Enterprise Learning Program*, which recognizes excellence in training for an external audience.



Hermes Creative Awards

We're the recipient of two *Hermes Creative Awards*: a platinum award in the *E-Learning* category for our transformational learning series on integrating technology into the classroom, and a gold award in the *Portal* category for our SMART Learning Space interface.



Learning in Practice Award

We've received the *Gold Excellence in Community Service Award* from *Chief Learning Officer* magazine for our exemplary design and delivery of employee development programs.



Top 100 Learning Organizations

We've been named one of the Elearning! Media Group's top 100 learning organizations for our best-in-class learning and development programs.



Saba Humanitarian Award

We've won the 2012 *Saba Customer Excellence Humanitarian Award* for the free *Preventing and Responding to Cyberbullying* course that we created as a public service for teachers and students.



CODiE Award Finalist

We've been named finalists for *Best Professional Learning Solution for Education* because of our transformational learning series, which also won a *Hermes Creative Award*.



Prices and courses are subject to change

Visit us at smarttech.com/training for the latest news and updates, or contact us at smarttech.com/contacttraining.

Alternatively, call 1.866.518.6791 (toll free in the U.S. and Canada), or +1.403.228.5940 (international).

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