



Please Post

The PDC in Brief



SUNY Fredonia Professional Development Center Newsletter

Eberly Center for Teaching Excellence:

7 Teaching Principles

The following small but powerful set of principles can make teaching both more effective and more efficient, by helping us create the conditions that support student learning and minimize the need for revising materials, content, and policies.

Effective teaching involves:

- acquiring relevant knowledge about students and using that knowledge to inform our course design and classroom teaching;
- aligning the three major components of instruction: learning objectives, assessments, and instructional activities;
- articulating explicit expectations regarding learning objectives and policies;
- prioritizing the knowledge and skills we choose to focus on;
- recognizing and overcoming our expert blind spots;
- adopting appropriate teaching roles to support our learning goals;
- progressively refining our courses based on reflection and feedback.

For the entire article, please visit <http://www.cmu.edu/teaching/principles/teaching.html>



April/May, 2009

<http://www.fredonia.edu/pdc/>

3rd Annual SUNY Fredonia Teaching & Learning Conference August 17, 2009

Embracing Change: Sprouting New Leaves without Losing Your Roots
Guest Speaker (tentative): SUNY Chancellor, Nancy L. Zimpher

The SUNY Fredonia Annual Teaching & Learning Conference has a new look!

This year's conference theme is *Embracing Change: Sprouting New Leaves without Losing Your Roots*. This theme recognizes both the struggles that arise during times of economic and social unrest, and the positive cultural impact we as individuals, educators and an institution can make based on our responses to these current situations.

We are encountering a time in our history where the stakes are high and change is a certainty. Now is the time for us to "think big" in order to effect positive changes, while minimizing the negative consequences of forces beyond our control. The conference will provide a venue in which to share ideas for the future direction of our campus, and will additionally provide an opportunity to identify and articulate the qualities that make SUNY Fredonia's educational experience unique. Areas of change that may be focused on include:

SUNY Fredonia student demographics and needs

Teaching practices
Instructional technologies
Concern over sustainability
Economic pressures
SUNY leadership



We want to showcase the talents and productivity of our own faculty, so we invite you to submit a proposal for either a 45-minute concurrent session or a poster. Presentations or posters may highlight any number of activities/topics relevant to the theme, including, but not limited to the following:

Best practices in teaching, scholarship, creative activity
Service-learning and community engagement projects and activities
Research presentation or creative and artistic works in progress
Technology in the classroom
Instructional uses of ANGEL
Roundtable or panel discussions

If you are interested in presenting at the conference, please visit the PDC website for important dates and proposal submission instruction:

<http://www.fredonia.edu/pdc/>



ANGEL Outage is May 20 & 21, 2009

Important Information for ANGEL Users

We understand that you may need access to ANGEL material during the final day of the Spring grading period. We have outlined some of the things you can do to continue having access to student work and grades.

Work/Life Balance

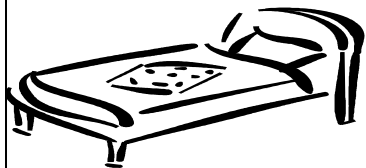
Insomnia

By Dr. Arthur J. Spielman

If you feel that your sleep is inadequate in some way, then you may have insomnia. There are also daytime consequences of insomnia such as fatigue and irritability. If on the occasions that you do sleep well your energy and mood improve and problems concentrating subside then this also suggests you have insomnia. Daytime sleepiness is sometimes a result of insomnia, but not a reliable indicator of insomnia.

If you think you have insomnia, try practicing good sleep hygiene. For example, wake up every day at the same time and don't nap during the day. Avoid stimulants that may cause insomnia like coffee or tea. Prepare yourself for bed with a relaxing bedtime routine. Prevent insomnia by creating a safe, comfortable sleeping environment

For full article, visit the National Sleep Foundation at:
<http://www.sleepfoundation.org>



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PDC offices are located in Reed Library

ANGEL Gradebook

If you are using the ANGEL gradebook you can export this gradebook from ANGEL to a file on your computer. This file can be exported as a PDF file or a .csv file that can be opened in Excel. Exporting the gradebook gives you instant access to your students grades, even after the ANGEL course has been archived and removed from the system. Faculty are required to retain their gradebooks for a period of 3 years after each academic year and either of these methods fulfill that requirement.

Saving as a PDF	Saving as a .csv
<ol style="list-style-type: none"> 1. Login to ANGEL and enter the course that contains the gradebook you'd like to back-up. 2. Click on the Manage tab. 3. Click on the Gradebook link. 4. Under the View section click on Print Grades. 5. You will not need to modify any of the settings, press the Generate PDF button. 6. Press the Save button on the PDF toolbar. 7. Choose a file location and give your file a meaningful name (EDU-106-01-FA07.csv) 	<ol style="list-style-type: none"> 1. Login to ANGEL and enter the course that contains the gradebook you'd like to back-up. 2. Click on the Manage tab. 3. Click on the Gradebook link. 4. Under Gradebook Setup click on Export Grades. 5. Select Comma Separated. 6. If you would like to have the Averages and/or Course ID included in the export select those boxes. 7. Select the Points option. Choosing points will export the exact grade that you entered into your gradebook. (You will want to choose points even if you are working with a Percentage gradebook.) 8. Click Export and Save. 9. Choose a file location and give your file a meaningful name (EDU-106-01-FA07.csv)
<p>** Do not use the File, Save as option to save this file. It will not save correctly and you will not be able to retrieve your grades.**</p>	

Angel outage information continued on
next page



Professional Staff Spotlight

This month:

Mary Lou Dewolf
Reed Library

Mary Lou Dewolf has been with Fredonia State for eight years, hailing from Ebenezer, NY. She is currently the Secretary to the Director of Reed Library. Mary Lou has also worked in Student Accounts as a cashier and in the Circulation area of Reed Library as an electronic reserves clerk. Mary Lou's main job functions entail managing multiple outlook calendars, booking exhibits and displays, obtaining statistical materials for surveys and reports, assisting the Director of Library Services in the day-to-day operations of administrative support services, collecting and relaying accurate information for the Director in both internal and external requests, and meeting regularly with the Library Director to communicate ongoing and proposed plans of the Library.

Mary Lou wants people to know that the library staff is knowledgeable, courteous, and cooperative and they are all there to assist students, staff, and community members in accessing the numerous resources that the library has to offer.

Randy Gadikian, Director of Library Services, says: "Ms. Dewolf is a superior employee in all regards. She has a positive 'can do' attitude and is willing to try new things. Her sense of humor and friendly demeanor create a warm atmosphere in the Director's office."



By: Jennifer Costa, PDC Associate for Professional Staff



ANGEL Outage is May 20 & 21, 2009

Important Information for ANGEL Users

(continued)

Educational Technology Tips “Cool Apps”

The following “cool apps” were compiled by PDC Associate and Assistant Professor, Andrew Cullison. You have to see them (play with) to believe them!

Google Scholar:

<http://scholar.google.com/>

Zotero:

<http://www.zotero.org/>

Dropbox:

<https://www.getdropbox.com/>

Remember the Milk:

[http://](http://www.rememberthemilk.com/)

www.rememberthemilk.com/

Twitter:

<http://twitter.com/home>

Qipit:

<http://www.qipit.com/>

Evernote:

<http://evernote.com/>

Drop, io

<http://drop.io/>

3banana:

<http://3banana.com/>

Descriptions of the applications are available here:

<http://www.andrewcullison.com/>

Need More Help, Use FredQuest

FredQuest allows individuals to easily request assistance for all IT-related services and provides the ability to check the status of all requests at <https://fredquest.fredonia.edu/>

If you need more information on how to submit a ticket go to www.fredonia.edu/helpdesk/training/fredquest_directions.asp for a short tutorial.

ANGEL Drop Boxes

If you have collected student work in an ANGEL drop box and need access to continue grading or would like to have all of these files saved on your computer you can download all of the submissions at one time in a zipped folder.

- Login to ANGEL and enter the course that contains the drop box you'd like to download.
- Click on the Lesson tab.
- Under the name of the drop box click on the Utilities link.
- Click on the Download Submissions link.
- In the Download drop down menu select All Submissions, and press Download
- In the pop up window choose to Save the file.
- Choose a file location and give your file a meaningful name (Final Paper Drop Box Spring 2009)

The downloaded file is a zipped folder. Double click to open the zipped folder, which will contain a folder for each student submission

Turnitin on ANGEL

If you have collected student work in an ANGEL Turnitin drop box and need access to continue grading or would like to have all of these files saved on your computer you can download all of the submissions at one time in a zipped folder.

- Login to ANGEL and enter the course that contains the Turnitin drop box you'd like to download.
- Click on the Lesson tab.
- Open the Turnitin drop box.
- Checkmark the items you would like to download, or place a checkmark in the box next to the author title to select them all.
- Press the Download button at the top of the list of submissions.
- You will receive a message that says all files will be compressed, and asked to continue the download.
- In a pop up menu you will need to click on the yellow bar and choose Download File.
- In the pop up window choose to Save the file.
- Choose a file location and give your file a meaningful name (Final Paper Drop Box Spring 2009)

Discussion Boards

We recommend, if at all possible, to have all discussion boards completed and graded before the shut down of ANGEL. This is because the printed versions will be more difficult to read and grade.

To print the discussion board:

- Click on the Utilities link under the discussion board title
- Click on the link for Print Discussion Forum
- Either checkmark the items to be printed, or use the Select All button to print the entire discussion board
- Press the Print Threads button, this will move the discussion board into a new window
- Using your internet browsers print button, print out the discussion board

http://www.fredonia.edu/edtech/angel_outage.asp

Professional Staff Column

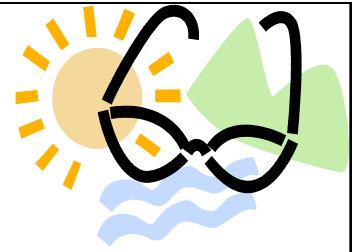
Unlocking the Customer Service Secret:

Quick Tips & Tricks

It's never easy to strike the right balance in the customer service realm. Even though every client has different needs, there are some techniques that will work in every situation:

- Always smile, whether you're dealing with your customers in person or over the phone. Not only can your customers see a smile, but they can also hear one.
- When answering the phone always make sure to identify the department that the caller has reached and to whom the caller is speaking. This will eliminate any uncertainty on the part of the caller and will make for a more pleasant experience from the beginning.
- Always overestimate, never underestimate. If a customer is waiting for something from you always overestimate the amount of time it will take you to get back to them and never underestimate it just because you know they are anxious for the information/item. If you overestimate and get back to them early they will be pleasantly surprised. If you underestimate and take longer the customer will be disappointed.
- Never forget what it's like to be a customer yourself and try to treat your customers the way you would like to be treated.

Sticking around
town this
summer?



The PDC will offer programs
throughout the summer and we hope
that you will join us!

If you have an idea for
programming, please let us know at:

Beez.schell@fredonia.edu

<http://www.fredonia.edu/pdc/>