The Center for Innovation in Teaching and Learning
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http://w4.stern.nyu.edu/faculty/citl/

What is the CITL?
The Center for Innovation in Teaching and Learning (CITL) advances the instructional support initiatives for faculty at Stern and performs strategic thinking and planning in educational technology. The Center promotes interdisciplinary and interdepartmental collaboration, as well as supporting the exploration and adoption of new methods in the service of teaching and learning.

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What services do we provide for faculty?
- Blackboard technical support
- Pedagogical support
- Assistance using educational technologies including software, classroom tools, multimedia, and online course development
- Online and print resources that enhance the teaching and learning process
The CITL website is a great resource for solving Blackboard problems, learning more about Blackboard, signing up for STEP, knowing what CITL programs are happening, what classroom technologies are available, and information on teaching and learning at Stern and in general. Please check our site often for announcements and details about new classroom tools and information sessions.

http://w4.stern.nyu.edu/faculty/citl/
What is Blackboard?  (http://sternclasses.nyu.edu/)

Blackboard is a course management system (CMS) that allows professors to easily post class information and communicate with students online. Stern uses Blackboard to supplement classroom teaching and enhance communication and interaction between faculty and students.

http://w4.stern.nyu.edu/faculty/citl/blackboard.cfm?doc_id=3295
Faculty can perform the following tasks through Blackboard:

- Post files, web links and other course materials (such as a class syllabus or PowerPoint slides)
- Hold online discussions asynchronously using the discussion board or synchronously using the chat system
- Conduct online mid-term evaluations, quizzes and tests
- Manage grades
- Send e-mails to the entire class or select groups
- Create and manage group collaborative areas

The above tasks exist within each class’ specific course site that students can automatically access through [http://sternclasses.nyu.edu](http://sternclasses.nyu.edu). The CITL provides all faculty support in the use of Blackboard.

**What are the key features and benefits of Blackboard?**

**Anywhere/Anytime Learning**
- Web-based software

**Collaborative Learning Environment**
- E-mail
- File Exchange
- Group Management
- Discussion Board
- Chat

**General Course Management for Faculty**
- Gradebook
- Student Tracking
- Online Assessments
PEDAGOGICAL SUPPORT IN AND OUT OF THE CLASSROOM

What pedagogical support in the classroom does the CITL offer to instructors teaching their own classes?

The CITL can arrange for instructors to have a Center for Teaching Excellence consultant observe any class session of the instructor's choosing. Classroom observations are completely confidential and are not evaluations. Instead, they are designed to help instructors.

Why would someone want to have a class observation?

First, the literature on teaching and learning in higher education has found that class observation with consultation is the most powerful intervention that teaching centers can offer to instructors. New faculty who have regular class observations early in their teaching careers report that they are worthwhile and help new instructors bypass some trial and error learning that would otherwise take several years of teaching to learn.

Second, several years ago Stern faculty voted unanimously to participate in the Stern Teaching Effectiveness Program (or STEP), in which every full-time faculty member schedules a class observation at least once every four semesters. Stern has now included adjunct faculty members in the program.

What does the STEP observation process consist of?

1. The instructor fills out a consultation request form (available online at: http://w4.stern.nyu.edu/faculty/citl/step/consult.html) and sends it to the Senior Faculty Development Coordinator.

2. The coordinator assigns a consultant to the instructor.

3. The consultant reads the course material on the instructor’s Blackboard course site.

4. The instructor and consultant meet to discuss the class intended for observation. In particular, the consultant will focus on the instructor's goals for the students and how he or she has structured the learning material to accomplish those goals. Equally important, the consultant will ask for which specific areas the instructor would like feedback.

   The instructor, in meeting with the teaching consultant, decides which of four observation processes would be most useful — class observation, class observation with video, small group analysis, or class observation with a review of the Blackboard course site. (View the URL above for a description of each observation type.)

5. The class observation takes place.

6. The instructor and the consultant discuss the class in terms of what the instructor requested at the initial meeting. If there is a video, it belongs to the instructor and the instructor may ask the consultant to watch it with him or her.
7. The only sharing in the consultation process occurs when the consultant reports the instructor’s name to Faculty Services, the Chair, and the Administrative Coordinator in their area as having participated in STEP. Otherwise, the process is kept strictly confidential.

**What pedagogical support outside the classroom does the CITL offer?**

We can consult with you on any aspect of your course (e.g., designing the course, thinking through grading issues, integrating technology to achieve your learning goals, getting non-graded feedback from students about learning retention, structuring the course for alternative delivery, motivating students, etc.).

We also have lots of literature and other resources including research on particular teaching strategies, how to approach the first day of class, and videos that describe how to successfully teach a large class. You will find many of these on our website at: [http://w4.stern.nyu.edu/faculty/citl/articles.cfm?doc_id=3301](http://w4.stern.nyu.edu/faculty/citl/articles.cfm?doc_id=3301).
CLASSROOM TECHNOLOGY

PODIUM

Every classroom at Stern houses a podium at the front of the classroom with a computer (that includes Microsoft Office, Netscape, Internet Explorer), a VCR, a DVD player, projection capability, and a house phone.

For an introduction to using the classroom podium and equipment, visit: http://w4.stern.nyu.edu/faculty/citl/programs.cfm?doc_id=4251.

If you need urgent assistance during class, contact the help desk at 8-0180.

MEDIA SERVICES

Media Services is part of the Information Technology group (not the CITL) and provides audio, video, and computing equipment to the Stern community. Technical support, training, and information are also available for those who need assistance in learning or using technology as an educational tool.

What specifically does Media Services offer?

- **Classroom Technology** – Media Services can provide a variety of equipment such as wireless microphones, laptop assistance, etc.

- **Streaming Lectures** - Have your class or a guest lecturer videotaped and within 48 hours, Media Services will make the video available online for up to 50 simultaneous viewers.

- **Videoconferencing** - Invite a guest lecturer from another city or country into your class via a two-way interactive videoconference. You can display documents, transparencies, video, and PowerPoint slides as well.

How do I contact Media Services for more information?

To make a reservation for any of the above services or for more information, visit the Media Services website at http://www.stern.nyu.edu/it/services/media.

Good luck!

The CITL wishes you the best of luck teaching at Stern and is committed to helping you in any way possible to achieve your learning objectives through technological or pedagogical means. Please don’t hesitate to contact us via e-mail at citl@stern.nyu.edu or by phone at 8-0919 with any questions or suggestions.