

# TEACHING AND LEARNING SERVICES at Carleton University





The Office of the Associate Vice-President (Teaching and Learning) strives to create an institutional culture that values, rewards and sustains engagement, innovation and excellence in teaching and learning. We promote outcomes-oriented, high-impact teaching practices that foster deep, lifelong learning and, ultimately, student success.

# Teaching and Learning Services

The Office of the Associate Vice-President (Teaching and Learning) (OAVPTL) offers a wide range of services that support Carleton University's teaching and learning activities. The three main units that provide direct support for the OAVPTL's Teaching and Learning Services are: Carleton University OnLine (CUOL), the Educational Development Centre (EDC) and Instructional Media Services (IMS). Although each of these service groups and their sub-units have a primary set of responsibilities, they collaborate to ensure that you get the best service and support needed for success. Turn to us first when it comes to:



Teaching and Learning Services has also developed resources open to anyone, both within and outside of Carleton. eCarleton ([ecarleton.ca](http://ecarleton.ca)), our outward facing learning management system mirroring cuLearn, hosts a variety of professional development opportunities and free online courses. We've also established cuOpen ([carleton.ca/cuopen](http://carleton.ca/cuopen)) to showcase open educational resources that are produced at Carleton.

We maintain a blog on our website ([carleton.ca/tls](http://carleton.ca/tls)) that highlights key teaching and learning topics at Carleton and beyond. Check in often to read about everything from innovative teaching techniques to the personal experience of our staff and instructors.

A hallmark of our services is personalized consultation and advice, so if you don't see a resource or service that you need for your teaching, please let us know.

## PROGRAMS AND SERVICES OFFERED

### Carleton University OnLine

- [CUOL faculty support](#)
- [CUOL Student Centre](#)
- [Examinations and proctoring services](#)
- [Media Production Centre](#)
- [Media Commons](#)
- [Live streaming](#)
- [Videoconferencing](#)
- [Enrichment Mini-Courses Program](#)

### Instructional Media Services

- [Classroom Technology Support](#)
- [Active learning classrooms](#)
- [Carleton University Event Support](#)
- [Kailash Mital Theatre](#)
- [Maintenance](#)

### Educational Development Centre

- [Course and instructional design](#)
- [Effective teaching strategies](#)
- [Assessment design and analysis \(Scantron, online and innovative assessment\)](#)
- [cuPortfolio](#)
- [Educational technology](#)
- [Certificate programs](#)
- [TA support](#)
- [Teaching award and grant applications](#)
- [Learning communities](#)
- [Scholarship of Teaching and Learning \(SoTL\)](#)
- [Teaching and learning resources](#)
- [Other teaching needs](#)

# Carleton's Teaching and Learning Framework

The OAVPTL plays an important role in supporting Carleton's core mission and helping the university expand its reputation as a leading centre of excellence in post-secondary education. We work collaboratively with units across Carleton to ensure a holistic approach towards student development and a learning environment rich with experiences conducive to success. In particular, we partner on initiatives that promote:

- the development of explicit program-level learning outcomes;
- enrichment of the first-year experience;
- active and collaborative learning spaces;
- bridging and transitional programs;
- accessibility, equity and diversity;
- international learning opportunities;
- multidisciplinary and interdisciplinarity;
- recognition and awards for excellence in teaching;
- experiential, active and collaborative teaching and learning approaches;
- technology-mediated teaching and learning approaches;
- intellectual, critical and creative inquiry-based learning;
- appropriate, supportive and developmental evaluation and measurement of the achievement of learning outcomes;
- service learning and community engagement;
- co-curricular student activities.

## TEACHING AND LEARNING COUNCIL

The OAVPTL has established a Teaching and Learning Council that is tasked with helping implement the Teaching and Learning Framework. The council is not an advisory committee, but rather an action-oriented, self-directed group that works on initiatives targeting the overarching goal of enhancing student engagement and promoting learning and success. The council is made up of members from various departments across Carleton and its diverse membership highlights the fact that everyone, from students to instructors to staff, has a role to play in the university's teaching and learning environment.

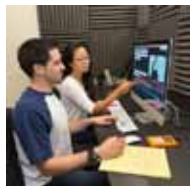
## THE OAVPTL VISION AND MISSION

The OAVPTL's vision is to foster an institutional culture that values, rewards and sustains engagement, innovation and excellence in teaching and learning. We promote research-informed, outcomes-oriented, high-impact practices that foster deep, lifelong learning and, ultimately, student success. The diagram below demonstrates how our vision, mission, values, principles and goals relate to and intersect with various initiatives implemented by other units across the university. It also highlights our commitment to helping instructors, staff and students integrate teaching, learning and research within Carleton's academic community and the wider local, national and international communities within which it is embedded.



# Carleton University OnLine

CUOL is a flexible learning platform that offers a wide array of university credit courses and online programs. Through its Media Production Centre, CUOL also supplies the Carleton community with video equipment, video production and streaming services, and facilities for classroom instruction, special events and videoconferences.



## CUOL FACULTY SUPPORT

CUOL provides valuable support for our instructors in a number of different ways, including our annual general meeting, one-on-one consultations and in-class technical support. We also offer financial support for eligible projects by CUOL instructors through a Course Development Fund (CDF). We create and support online exams and collect student feedback at the end of each term.

## CUOL STUDENT CENTRE

At our CUOL Student Centre in room D299 Loeb, we deliver front line support and information for international, distance and local students, and refer them to other academic and service departments to get the help they need. On-site Video On Demand (VOD) viewing stations give CUOL students access to their lectures anytime. We also troubleshoot administrative issues and provide technical support for VOD students. At an instructor's request, we can hold graded assignments for local students to pick up. We email them to distance students.

## EXAMINATIONS AND PROCTORING SERVICES

We administer on-campus midterm exams for CUOL's web-based and recorded courses and the associated on-campus recorded class sections. In conjunction with instructors, we schedule, reserve rooms and arrange for proctors for the on-campus midterms, as well as facilitate midterm and final exams for distance students. We also assist with deferral arrangements and arrange accommodations for Paul Menton Centre (PMC) students.

Through the Carleton University Testing Centre (CUTC), we provide an external invigilation service for distance students from other institutions. We accommodate online and paper exam sessions in a proctored environment and facilitate a large number of exams for non-academic students seeking additional qualifications or admission to professional schools.

## MEDIA PRODUCTION CENTRE

With our facilities, technologies and video production staff, the Media Production Centre (MPC) is here to support your media projects from the concept and pre-production stage right through to post-production and distribution. Whether you want to create content to enhance the teaching and learning experience or create promotional or training material recorded on location or in our studio, our experienced staff can offer assistance and expertise during all phases of your project.

Requests ranging from a single-camera course introduction recording in our studio green screen environment to producing a live multi-camera webcast of a high-profile campus event are all possible through the Media Production Centre.

Our team is dedicated to supporting you in developing multimedia course components and using technology to reach your project's objectives. In addition to large- or small-scale video productions, we offer a variety of other services, including:

- Videoconferencing
- Live streaming and recording of public events
- Video editing
- Custom graphic creation
- Narration recording
- Media conversion
- DVD authoring

Contact us at 613-520-3817 to discuss your media projects and we will be happy to help.

## THE MEDIA COMMONS

The Media Commons is the one-stop shop for your multimedia teaching and learning needs. The facility is equipped with video editing/media creation stations for Carleton students, instructors and staff who are interested in producing materials for course-related assignments, enhancing a course with multimedia learning materials or creating departmental promotional pieces.

In addition to the multimedia creation stations located in soundproof, ergonomically friendly suites, there is also a pool of video camera kits available for loan to record content that can then be prepared to meet your teaching and learning needs using the Media Commons' hardware and software.

Located on the sixth floor of Southam Hall, the Media Commons is in close proximity to technical and creative support provided by MPC staff.

## LIVE STREAMING

The MPC has the expertise and technology to webcast public lectures, conferences or high-profile campus functions. Whether an event requires a single-camera feed or a multi-camera production, we can stream it live in various online formats and upload the video to the web for distribution afterwards.

Planning assistance and technical advice is available to users interested in arranging a webcast. MPC staff can prepare a promotional landing page prior to the event and liaise with other on-campus or off-campus service providers to ensure your event needs are accommodated.

Our knowledge of the resources and infrastructure available at various locations across campus is a valuable asset to ensuring your event is a success.

---

### TEACHING TIP

*Many instructors spend a lot of time providing detailed feedback on a paper and then, after returning it, are left wondering if students actually read it. The next time you assign an essay, make it mandatory that, within one week of receiving the paper, students must complete a reflective response piece to your feedback in which they identify the areas for improvement and demonstrate an understanding of the feedback given. It takes less than a minute to review, but it provides you with a clear sense of what your students are taking away from your feedback.*

## VIDEOCONFERENCING

Videoconferencing allows face-to-face interaction with off-site locations and provides a convenient, cost-effective solution to having a content expert from another university speak to your class when time or budget prevents them from physically being present.

Videoconferences arranged through the Media Production Centre can take place either in our permanent facility in 617 Southam Hall or in many classrooms and public venues on campus by booking our portable videoconference system.

We can also conduct a multi-site conference using a bridging service so that students in more than one external location can collaborate on a project.

You can also use our videoconferencing service for thesis defenses, job interviews, training, meetings, recruiting and research sharing.

## ENRICHMENT MINI-COURSES PROGRAM

CUOL manages and administers an annual Enrichment Mini-Courses Program (EMCP) in conjunction with the University of Ottawa, Saint Paul University and La Cité Collégiale. During the week-long enriched learning experience, Carleton hosts approximately 1,000 high school students in grades 8-11 (Ontario) and Sec. 2-5 (Quebec). We work closely with instructors and graduate students to offer approximately 50 mini-courses from the Faculty of Arts and Social Sciences, the Faculty of Engineering and Design, the Faculty of Public Affairs, the Faculty of Science and the Sprott School of Business. Carleton also presents five \$1,000 scholarships annually to former EMCP students.

---

### TEACHING TIP

*Particularly around due dates for assignments, professors can get overwhelmed with emails from students. One way to help cut down on email traffic and to extend the teaching experience outside of the classroom is to compile all student questions and your replies every few days, and then send those out in the form of “The Professor’s Digest.” This can help cut down the need to answer similar questions repeatedly while increasing transparency for all.*

---

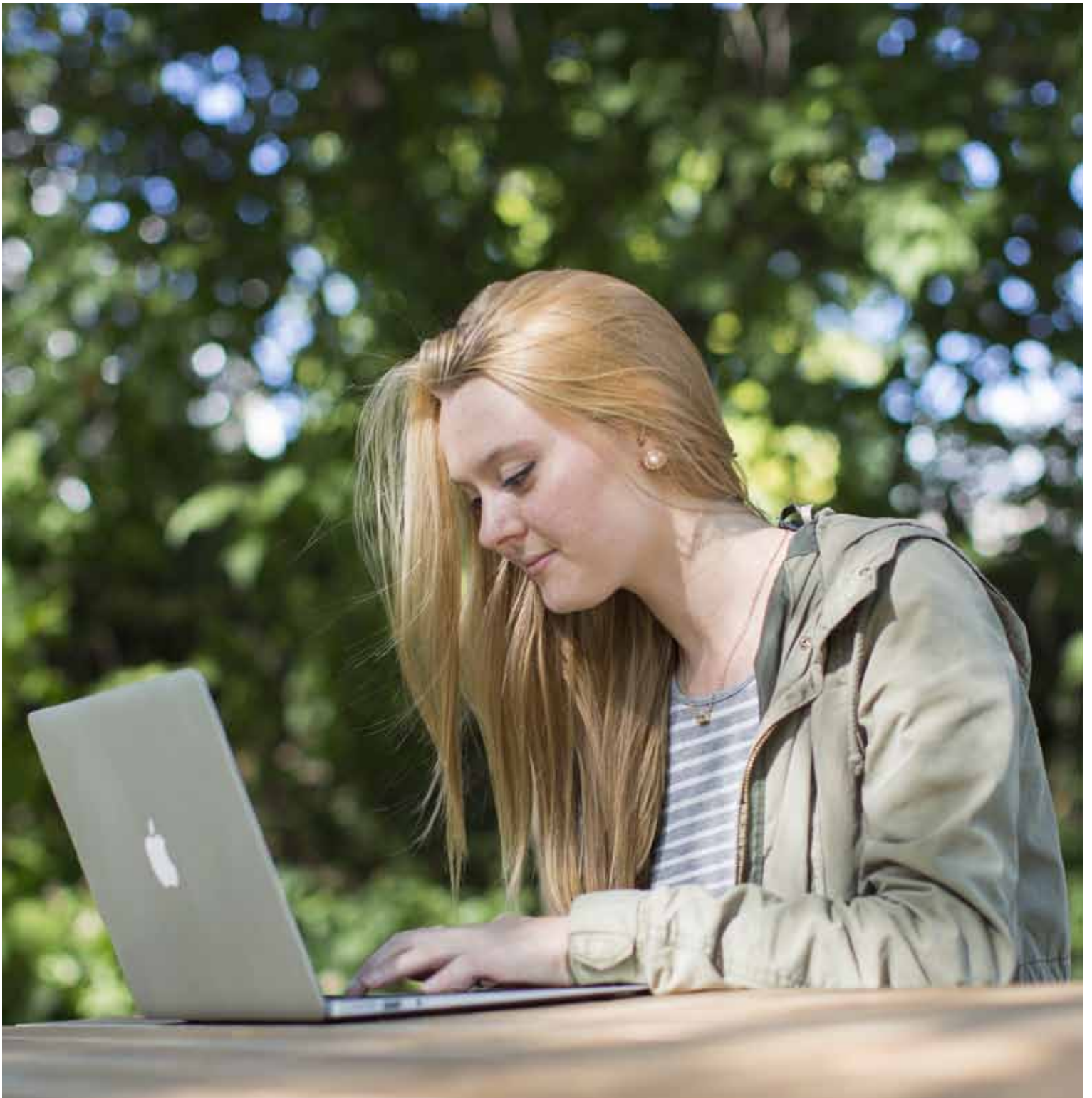
### TEACHING TIP

*Working online doesn’t have to be an isolating experience. Create chances for interactions between students, the TA(s) and the instructor. This can be done in cuLearn with discussion forums, databases, email, BigBlueButton or chats, and can be an enriching experience if set up properly.*

## Connect with CUOL

D299 Loeb Building  
8:30 a.m. - 4:30 p.m.  
Monday - Friday

613-520-4055  
cuol@carleton.ca  
carleton.ca/cuol



CUOL is at the leading edge of distance and flexible learning. We offer extensive pedagogical, technological and administrative support for instructors teaching online.



# Educational Development Centre

The Educational Development Centre is dedicated to the support of teaching excellence at Carleton. We are proud to present a variety of programs, services and resources that have been specifically designed to help you develop as an educator at Carleton and to ensure an exceptional learning experience for students in the classroom and beyond.



## COURSE AND INSTRUCTIONAL DESIGN

Whether you are developing a course for the first time or updating your course materials, the EDC can help. We offer a variety of workshops and one-on-one consultations to help new and experienced instructors design or re-design individual courses. We cover everything from curriculum and course design models to curricular alignment and learning outcomes. We can also help with:

- Defining learning activities and student needs
- Selecting support materials and lesson planning
- Designing valid and reliable assessment tools
- Identifying teaching and learning challenges specific to your courses and students
- Evaluating your courses

## EFFECTIVE TEACHING STRATEGIES

Whether you are a new or experienced educator, the EDC offers an array of teaching techniques you can use day-to-day in the classroom. We offer support in developing a wide range of effective strategies, including those for facilitating classroom discussions, introducing interactive elements to large classrooms, developing a safe and inclusive learning environment, and managing difficult classroom situations.

## ASSESSMENT DESIGN AND ANALYSIS

The EDC can help develop online and innovative assessments to suit your needs. You can also take advantage of our high-speed Scantron reader for scoring multiple-choice tests and exams. We process your exams, email you the results, and, if requested, upload the grades to cuLearn. We also offer free item analysis consultations to review your exam statistics. This powerful technique can help guide your instruction by identifying questions that were too difficult, too easy or commonly misunderstood by your students. The analysis also includes an estimate of the test's reliability.

## cuPORTFOLIO

cuPortfolio, a Carleton web-based application powered by the Mahara ePortfolio system, allows students to collect artifacts (images, text, multimedia, software, assignments, presentations, etc.) to showcase their achievements and learning throughout their time at Carleton. It supports a student-centered learning approach and is a powerful tool for encouraging reflection and critical thinking skills. When integrated into a course or a series of courses, it can be a very rich assessment tool for instructors to evaluate and provide feedback to students on their work and understanding. Students can use cuPortfolio to showcase their skills and accomplishments to a wide audience, both within and outside of Carleton.

## EDUCATIONAL TECHNOLOGY

Educational technology plays an important role in supporting teaching and learning inside and outside the classroom. We offer different workshops, training opportunities and consultation services to help you implement educational technologies into your teaching repertoire, including:

- Capture - create short video clips of everything from lectures and presentations to lecture supplements and tutorials
- cuLearn - share course materials, securely and privately release grades, conduct online assessments and discussions, and more with Carleton's learning management system
- BigBlueButton - conduct an entire class online in real time, lead a tutorial session, meet with students, communicate with distance students, conduct virtual office hours, invite guest lecturers and collaborate with faculty around the world
- Social media - incorporate Twitter, ePortfolios, blogs and wikis
- Student response systems - create a participatory environment in your classroom

## CERTIFICATE PROGRAMS

The EDC's certificate programs are great professional development opportunities for educators at all levels. Our Certificate in Blended and Online Teaching is the first program of its kind in Ontario. It aims to build the skills and confidence needed for educators to develop and teach blended and online courses. For those faculty and contract instructors interested in developing their teaching skills and exploring new approaches to instruction, our Certificate in University Teaching is the way to go. We also offer a Preparing to Teach Certificate, specifically designed to help PhD candidates prepare for the teaching components of a career in academia.

## TA SUPPORT

We provide extensive training on a variety of topics and host an international TA orientation, as well as social, pedagogical and technical events.

Our TA Mentor program helps teaching assistants with discipline-specific support in the teaching and learning duties that they perform at Carleton. Supervised by the EDC, the TA Mentors collaborate with the Graduate Supervisor in their department to coordinate TA training, organize departmental events (both social and academic), meet with the teaching assistants in their department, and facilitate training sessions.

## TEACHING AWARD AND GRANT APPLICATIONS

Applying for a teaching award can be an intense process that spans several months. The EDC is here to help you develop a successful nomination or application package. We also maintain a list of teaching grants and can help review your application and establish collaborative partnerships. Contact us to discuss the possibilities.

---

### TEACHING TIP

*Hate chalk? Capturing the essence of your students' contributions to a discussion doesn't have to be so low-tech anymore. Open up a blank Word document before class begins; if you have set topics/discussion activities coming up that day, you can even create the divisions in advance. Then, when the class begins making contributions to the discussion, you can type them in instead of using the chalkboard. In addition to being more legible, you can also save the document and make it available to your students via cuLearn. Plus, Word will (usually) capture any potentially embarrassing typos for you.*

## LEARNING COMMUNITIES

Our learning communities offer an opportunity for faculty, instructors and TAs to work on individual teaching-related projects in a supportive setting. Cultivate your knowledge of the scholarship of teaching and learning, present and reflect on personal projects, offer advice and collaborate with group members. Our learning communities are great avenues for professional development, intellectual stimulation and social support.

## SCHOLARSHIP OF TEACHING AND LEARNING (SoTL)

SoTL involves exploring teaching and learning in your own context, similarly to the way you would approach research in your field of specialization. It often involves reflecting on your own practice, seeking out resources to enhance what you're doing, implementing these enhancements, assessing the outcomes and disseminating this knowledge to others.

The EDC engages in and supports instructors in SoTL research. If you are interested in learning more or formally incorporating it into your research and teaching, you are welcome to collaborate with us. Contact us to discuss the possibilities.

## TEACHING AND LEARNING RESOURCES

Our comprehensive website provides a rich array of resources on many topics to help the teaching community at Carleton. We subscribe to numerous teaching and learning journals in addition to holding memberships in a number of educational societies.

## OTHER TEACHING NEEDS

The EDC aims to provide services that encompass all phases of teaching – from course development and design to assessment all the way through preparation and delivery. Our year-round workshops, roundtables and training sessions can help you develop your skills as an educator.

We also provide services in a variety of other areas to help with your professional development, including:

- Midterm feedback: Get student feedback and make meaningful changes while your course is still in progress. We provide informal evaluation models for your use and help you interpret the feedback as well as identify teaching suggestions and resources.
- Teaching observations: We provide a list of areas to reflect on before you and a colleague observe each other's lectures.

We are here to help the teaching community at Carleton, from individual departments to instructors, lab coordinators and TAs. Contact us to set up a consultation to discuss any facet of teaching.

---

### TEACHING TIP

*Treat every time a student asks a question about course content you have already covered as an opportunity for peer-to-peer instruction. Instead of answering such questions directly, re-direct it back to your audience and have other students answer and explain, adding to their contributions if necessary. Not only do the students' questions get answered this way, but other students get to get involved in teaching (which is the best way to learn!) and you, as the instructor, get to see how well the students in your class understand the concepts/ideas in question.*

# Connect with the EDC

410 Dunton Tower  
8:30 a.m. - 4:30 p.m.  
Monday - Friday

613-520-4433  
edc@carleton.ca  
carleton.ca/edc



The EDC takes a holistic approach to supporting teaching and learning at Carleton. We encourage and help foster experiential, active and collaborative teaching and learning approaches, whether through co-curricular activities, community engagement, or other high-impact practices.

# Instructional Media Services

Instructional Media Services is dedicated to supporting instructors and students both in learning spaces on campus and at special events. We provide a number of technical service supports to streamline the in-class experience or simplify your special event. Professional staff are here to help you with your in-class needs and will be happy to follow up with you on your presentation questions.



## CLASSROOM TECHNOLOGY SUPPORT

This unit is responsible for the front line technical support of over 160 learning spaces on campus, including 150 pool classrooms, four eLabs and our two new active learning classrooms. It also distributes technology to unequipped rooms and learning spaces as needed. CTS provides ongoing one-on-one orientations to instructors who want to review the functions of the classroom before classes start. The CTS Distribution Centre is open whenever classes are in session from 8 a.m. – 10 p.m. Monday to Thursday and 8 a.m. – 5 p.m. Friday.

CTS is also responsible for supporting the computers and control systems in our pool classrooms, and offering as-needed support to instructors and students who have computer-related issues. Supporting any of the 160 learning spaces on campus, this group can help you with:

- MyCarletonOne accounts in classrooms
- Lecture Capture in classrooms
- In-house certified control system programming and support
- Classroom computer imaging and support
- Equipment monitoring and remote system access

---

### TEACHING TIP

*Whether you are teaching a face-to-face, blended or online course, take some time to develop guidelines for discussion etiquette and behaviour at the very beginning of the term. When students take part in developing the guidelines, they connect with them on a deeper level. This also gives you a shared set of expectations that you can return to if any difficulties arise.*

## ACTIVE LEARNING CLASSROOMS

IMS provides ongoing support for Carleton's two new active learning classrooms (ALCs). ALCs are spaces that have been designed to support teaching and learning in an environment that engages students to participate actively in their learning.

Tory 213, the "tech-heavy room", features a large interactive whiteboard as well as seven student collaboration tables, each with a large flat panel monitor, computer and control system. Instructors have a desk at the front and a mobile cart to travel from table to table.

Tory 431, the "tech-light room", features moveable furniture, including triangle desks that can fit together to form large or small group tables. Instructors have an interactive flat panel monitor at the front of the room and repeater monitors throughout. The room also contains several whiteboards and a lounge area with couch and chairs.

## CARLETON UNIVERSITY EVENT SUPPORT

The Event Support unit, or CUES, looks after special presentations, public lectures and on-campus conferences that make up much of the special events at Carleton. Should you need help setting up for a conference, roundtable or other special event, please contact us. CUES technicians can be booked seven days a week, both day and evening.

The use of presentation technologies for special events has expanded substantially over the last several years. A podium and microphone are no longer adequate; a computer, large screen and projector are now the norm. CUES can provide all of these items, as well as dual screen projections, audience response systems and professional audio engineering. The goal is to give your event a crisp, professional image, with seamless technology.

## KAILASH MITAL THEATRE

The Kailash Mital Theatre is the university's main performance space. It hosts a variety of cultural events throughout the year, including student drama presentations, musicals and music recitals. The theatre is also home to a number of Ottawa area performance groups, from East Indian dance and music recitals, to Eastern European dances and local dance academies. Nationally known figures such as Dan Aykroyd, Liona Boyd, The Canadian Brass and Murray McLachlan have all performed on the stage of the KM Theatre.

Academically, the KM Theatre is used as a large lecture classroom for daytime classes. Engineering, psychology, art history and other courses with high enrolments can be easily housed in this 444-seat theatre.

The dual projection theatre features three dressing rooms, a green room and a small carpentry shop. It is also equipped with state of the art lighting and sound equipment.

## MAINTENANCE

The Maintenance section of IMS installs and maintains the presentation technologies found in the university's pool classrooms. Data projectors, flat panel monitors, control systems, cabling and audio systems are all maintained through this group. If a component won't work in class, we'll either send a backup system or swap out the broken unit for a new one. The Maintenance section is also heavily involved in the sourcing and installation of equipment into learning spaces. For a small fee, we are also happy to liaise with individual departments on their own classroom needs and to help find equipment and recommend best practices for ongoing pedagogical support. Please contact us for more details.

---

### TEACHING TIP

*Instructors hope that students improve from assignment to assignment. But how carefully do we track that progress? Instead of writing all your comments on a student's paper (which you rarely ever see again), put that feedback on a comments sheet using a template you create. Photocopy it, keeping one copy on file for yourself and stapling the other copy to the assignment before returning it to the student. When the next essay comes in, you'll have more than just a previous grade and a vague recollection to assess your student's progress - you know exactly the areas of strength and areas for growth you identified last time, and now have a way to measure whether or not the student has addressed the latter.*

## WE'RE HERE TO HELP!

IMS is ready to help you get started! If you are teaching in an electronic classroom for the first – or fifty-first – time, please call Classroom Technology Support at 613-520-3815 and we will be happy to set up a one-on-one orientation to our electronic classrooms and get you a console key and passcode for these rooms. We can also help with any software or IT related questions you may have.

If you've been asked to set up a special event, call us at 613-520-2600 x1850 and we can help you decide what equipment is needed to make your event a success.

If you're interested in booking the KM Theatre space or learning more about its technical specifications, call us at 613-520-2600 x 3821 and we'd be happy to help.

If your department has audiovisual equipment that needs some TLC, call us at 613-520-2600 x1714 and we will send over a maintenance technician to advise on the feasibility of servicing it.

We're here to help! From in-class presentations to public lectures to trade shows, IMS has it all. Please give us a call today and see what we can do for you.

## TEAMWORK MAKES THE DIFFERENCE

Whether you have a simple question about technology or need in-depth support on pedagogical issues, the departments that make up Teaching and Learning Services work together to ensure that you get the support you need. We can meet with you individually to discuss an idea or problem, or a team can be called together to review an in-depth project you would like to initiate.

---

### TEACHING TIP

*When designing your course, think about what you would want your students to remember and be able to do one year after the course is over. Write this down and keep your focus as you develop your content and activities.*

## Connect with IMS

D283 Loeb Building  
8:30 a.m. - 4:30 p.m.  
Monday - Friday

613-520-3812  
ims@carleton.ca  
carleton.ca/ims

