Faculty Frequently Asked Questions for TurningPoint

➤ How do I download the TurningPoint software on my computer?
  o Go to http://www.turningtechnologies.com/groupresponsesystemsupport/downloads.cfm

➤ What do I need to do in order to use TurningPoint in class?
  o Make sure the software and receiver is installed in classroom
    ▪ Enter a Help Desk ticket to have software and receiver installed
    ▪ Directions for checking to see if receiver has been installed
  o Make sure your students register their response cards on Bb
  o Follow the steps in the following document: Steps to Running TurningPoint 2008 in Class

➤ I saved my session, but when I go to run a report back in my office I can’t find it?
  o You need to save your session on your network drive (:P) in order to access it in your office.
  o If you saved it in the My Documents folder in the classroom, it is most likely on your P: drive in a folder with your BU username followed by the word ‘Documents’ (example: ‘jwolfe2’s Documents’). There should be a folder named ‘TurningPoint’ within that folder.

➤ I already have PowerPoint slides created. How do I make the slides interactive or convert them to TurningPoint Slides?
  o Make Existing Slides Interactive
    ▪ Please note that your question should NOT have a number or letter in front of it. Otherwise TurningPoint will think it is part of the answer choice.

➤ How do I set point values for questions?
  o Setting Point Values

➤ Are there any extra response cards in the classrooms?
  o No, but there are extra response cards at the Help Desk. Students who need to borrow a response card for class can check one out at the Help Desk in Ben Franklin. They must bring their BU ID card in order to check it out.
Where can students purchase a response card?
  o Students can purchase the XR response card at the Bloom U. bookstore or on TurningTechnologies ecommerce site:
    ▪ Information for Turning Technologies ecommerce site:
      • URL: http://store.turningtechnologies.com
      • School: Bloomsburg University
      • Code: H59z
    ▪ Please make sure your students select ResponseCard XR keypad.

A student’s response card is not working, what do I do?
  o If the card never worked, the student should return it to the bookstore if that is where it was purchased. If the student purchased it online, please have them contact TurningTechnologies:
    ▪ Turning Technologies: www.turningtechnologies.com
      Customer Service Hours of operation: Monday thru Friday (7 AM – 9 PM ET)
      Customer Service Line: 1-866-746-3015
      Customer Service Email: support@turningtechnologies.com
  o If the card was working, but has since stopped:
    ▪ Take the batteries out and put them back in. Replace if necessary.
    ▪ Verify firmware version. (Select Menu→Setup→Version). If Version is anything less than 1.0.0 please bring response card to the Instructional Media and Design Center – Andruss Library 206.
    ▪ Call Turning Technologies – see above

A student can’t give answers in class, what do I need to do?
  o Make sure the response card is in Presentation Mode
  o Make sure the card is set to the correct channel
  o Check to Make Sure the Receiver is Installed and on the Correct Channel

A student’s device ID isn’t showing on the Participation list.
  o Make sure the student registered the card for your class on the Web Registration Site