GETTING STARTED WITH TOP HAT

WHAT IS TOP HAT?

Top Hat is a cloud-based audience response platform that turns student web-enabled devices (smart phones, tablets, laptops, etc.) into virtual clickers in order to send instant feedback to interactive questions. Students can use device-specific Top Hat apps or traditional web browsers to participate. Top Hat also works with text messaging for older cell phones. It integrates with Blackboard allowing student participation and performance grades to transfer from the Top Hat Gradebook to a Blackboard course.

PURCHASING A TOP HAT LICENSE

All ISU instructors can use Top Hat for free. If you decide to use Top Hat in your course, you will need to inform the Iowa State University Book Store so the Top Hat license can be added to your required course materials list.

Top Hat licenses will be available to students online through the ISU Book Store or through the Top Hat website (www.tophat.com). By ordering through the ISU Book Store students can utilize their Student Financial Aid to purchase the license.

Students have three options when purchasing a Top Hat license:
- Five-year license: $50.00
- One-year license: $25.00
- One-semester license $17.00

ACCESSING TOP HAT

- Instructors can create content and administer questions using a laptop or computer equipped with a web browser. Instructors can also administer questions from a mobile device through a browser or by using device-specific apps.
- Students can answer questions and review their Top Hat grades using most web browsers on a laptop or computer and through the device-specific apps.
- Students who do not own a device should visit equipment checkout services (www.it.iastate.edu/services/laptops) to see about borrowing a laptop or device.
- If your students cannot afford a Top Hat license, there is a scholarship program available to provide free Top Hat licenses to those in need. Please contact clickerhelp@iastate.edu for more information.

CREATING YOUR INSTRUCTOR'S ACCOUNT

You can create your account at any time. After that, you can set up courses and invite students to join.

To create an account:
1. Go to the Top Hat website (www.tophat.com)
2. Select **Sign-up**
3. Select the **Professor** option and follow the on-screen instructions
   Note: If you previously had an instructor Top Hat account, please upgrade it to the new Top Hat by clicking the **New Top Hat** button in the upper right hand corner in your Top Hat course.

For more information on creating an account or setting up courses, visit support.tophat.com/hc/en-us/articles/200019334-Professor-Creating-Your-Account-and-Courses.

INVITING STUDENTS TO JOIN YOUR COURSE

1. Synchronize your course space in Top Hat with your course in Blackboard. Synchronization will bring your student information from your Blackboard course into your Top Hat course. Once your students are enrolled in your Blackboard course shell, you are ready to synchronize your Blackboard course with your course space in Top Hat.

   To synchronize a course:
   1) Open a web browser and sign in to your Blackboard account
   2) In a different tab or window <u>in the same browser</u>, go to www.tophat.com, sign in to your Top Hat account, and go to your **Course Space**
   3) Go to your **Gradebook** at the top of the page
   4) Select the **LMS Sync button** in the upper right-hand corner and wait (this may take a few seconds)
   5) Enter your ISU Net-ID and password when asked to fill in your Blackboard credentials
   6) When presented with a list of Blackboard courses that you are enrolled as an instructor, select the appropriate course and synchronize.
      Note: Steps 1 and 2 are only needed for the first course you sync. To sync additional courses, start with step 3.
2. Click on the **Students** tab in your Top Hat course and proceed to invite your students to join your Top Hat course.
3. Once invited, students will receive an email message with an invitation to join your Top Hat course. Students can also join your Top Hat course by entering your course's 6-digit join code. *Note: Students must buy and activate a Top Hat license before they can join your Top Hat course.*

   Note: Future synchronization and updating of grades from Top Hat to Blackboard is not automatic. Whenever you want to synchronize your student roster and transfer grades and attendance from Top Hat to Blackboard, go to the Top Hat **Gradebook** for your course and click the **LMS Sync button** in the upper right hand corner.

SYNCHRONIZING TOP HAT GRADES WITH YOUR BLACKBOARD COURSE

Once you have synced your Top Hat course space with your Blackboard course you can easily transfer student grade data from Top Hat to Blackboard. Syncing is not done automatically, to regularly transfer Top Hat scores into your Blackboard course, go to the Top Hat **Gradebook** for your course and select the **LMS Sync button** in the upper right hand corner.

If you use custom formulas for figuring out Top Hat scores before importing them into Blackboard, you must first download Top Hat grades into a spreadsheet. The file should be then customized and cleaned up before importing into your Blackboard course:

1. Export Top Hat scores using the **Advanced Export** option under **Grade Book** =>Select Items to Export.
2. In the downloaded spreadsheet, get rid of everything but the *Email Address* and *Grade* columns.
3. Next to the *Email Address* column create a new column titled *Username*. For the purpose of this exercise, let's imagine that the *Email Address* column begins with the cell C2.
4. Enter the formula for the *Username* column "=LEFT(C2,FIND("@",C2)-1)". This will populate the *Username* column with student ISU Net-IDs, essential for uploading the spreadsheet to your Blackboard course. You can now get rid of the *Email Address* column and leave the *Username*

column in the spreadsheet. OR you can do the following: change the *Email Address* column title to *Username*, select the column and use the Find and Replace function to replace *@iastate.edu* with an empty space. This will populate the *Username* column with student ISU Net-IDs.

5. Change the title of the *Grade* column to whatever it needs to be in Bb, save the file as .txt and import to the **Grade Center** in your Blackboard course.

For more information on advanced synchronization and integration with Blackboard, visit https://support.tophat.com/s/article/Professor-Advanced-Blackboard-Integration.

CONVERTING TEACHING MATERIALS INTO THE TOP HAT FORMAT

Top Hat offers a concierge service to help ISU instructors convert clicker questions into the Top Hat format. Please use this online form (https://bbcollab0.its.iastate.edu:9443/webscript/tophat.php) or contact the IT Solution Center (www.it.iastate.edu/solution) to initiate this process.

USING TOP HAT FEATURES

Create Interactive Questions

You can create interactive questions by going to the content tab in your Top Hat account and selecting create. For more information on creating questions, visit support.tophat.com/hc/en-us/categories/200000764-Professor-Orientation. Please be sure to ONLY use the help materials which refer to New Top Hat. For quick interactive guided assistance, click **Guides** in the bottom left-hand corner.

Ask Top Hat Questions

You can ask Top Hat questions both inside and outside the classroom. For information on asking a Top Hat question, visit support.tophat.com/hc/en-us/articles/218289077-Professor-Asking-a-Top-Hat-Question-New-Top-Hat-.

Take Attendance

You can use Top Hat to take attendance in your class. For information on the different ways to take attendance using Top Hat, visit support.tophat.com/hc/en-us/articles/217778228-Professor-Taking-Attendance-New-Top-Hat-.

Assign Points

When creating questions, you will be able to assign both participation and performance points. For information on assigning points, visit support.tophat.com/hc/en-us/articles/217501848-Professor-Question-Grading-Options-New-Top-Hat.

Use the Top Hat Presentation Tool

If you plan to ask questions in class while using PowerPoint or another type of software, for displaying content, you should use the Top Hat Presentation Tool. The presentation tool is an application that floats on top of the slides and captures responses during polling. For further instruction, visit support.tophat.com/hc/en-us/articles/218457537-Professor-Using-the-Presentation-Tool-New-Top-Hat.

IMPLEMENTING TOP HAT IN THE CLASSROOM

- We recommend that you reserve some time at the beginning of your course to introduce students to Top Hat: where to sign in, how to ensure they have purchased licenses, and locating your specific course in their course list (after you have sent them your course invitation from Top Hat).

- It is also a good idea to set up a few non-graded questions and check that all students can submit responses, so that students have time to seek support for any problems before you move on to graded questions.
- We suggest making your attendance taking policies clear to students from the beginning, then making sure your students have been introduced to Top Hat and had time to solve any potential technology or license issues before you start using Top Hat to take attendance.
- Ask students to connect to the local ISU Wi-Fi network instead of relying on cell phone data plans.
- If students choose to text their responses, they may incur additional costs from their cell phone providers.
- Ask students to sign in to their Top Hat accounts before the class session begins.
- Make sure to prominently display the 6-digit join code for your course.
- Here is suggested information about Top Hat to be placed in your syllabus:

  "We will be using the Top Hat (www.tophat.com) classroom response system in class. You will be able to submit answers to in-class questions using smartphones, tablets, laptops, or through text messaging. You can visit the Top Hat Overview (support.tophat.com/hc/en-us/articles/200019034-Top-Hat-Overview-Getting-Started) within the Top Hat Success Center which outlines how you can register for a Top Hat account, as well as provides a brief overview to get you up and running with the system. An email invitation to join your Top Hat space will be sent to you by your instructor, but if you don't receive it, you can still create your student account at tophat.com. You will be required to purchase a Top Hat license from the ISU Book Store or online in order to access any quizzes or questions your instructor creates in the Top Hat system. Should you require assistance with Top Hat at any time please contact the IT Solution Center at 515-294-4000 or solution@iastate.edu."

- For those faculty who are hesitant to allow students to use mobile devices in the classroom we suggest you approach the use of Top Hat like you might that of the previous system. When you put up questions for students to respond to, simply instruct them to take out their devices to answer the questions and then to put them away when they are done.

TOP HAT ACCESSIBILITY

Some instructional materials created in Top Hat may not be accessible for people with certain disabilities. For general guidance and alternative ways to create accessible content visit the Top Hat Professor Support page at https://support.tophat.com/hc/en-us/articles/220704628.

Common accessibility issues:
- Questions that contain images may not be accessible. An alternative solution may involve entering image descriptions in the question body.
- Click on Target questions are generally not accessible to students with visual impairments. Think of alternative ways to ask such questions in classrooms with visually disabled students.
- Math formulas created with LATEX may be inaccessible when used in interactive questions. Alternative ways to present such content should be offered to students in need.
- For students needing extra time to respond to questions, selective release is available. For specifics on the selective release functionality visit the Top Hat Professor Support page at https://support.tophat.com/hc/en-us/articles/202826814.

If you have any concerns about accessibility in Top Hat, please contact ISU's Digital Access unit at webaccess@iastate.edu.

TROUBLESHOOTING

Occasionally, particularly at the beginning of a semester, students may complain about having trouble accessing Top Hat. We have found that in the vast majority of cases, this is not due to a problem with the Top Hat tool or software, but rather due to a few common issues related to the Top Hat license code redemption process or students not getting their mobile devices connected to and registered on the ISU network.

If students complain that their Top Hat license is 'expired' even though they bought one or they cannot log in to their account:
- Direct the students to contact the IT Solution Center or the ISU Book Store. They can solve any issues or redirect students to the vendor for a solution.

If students complain of connectivity issues in the classroom:
- Please share the following troubleshooting tips with your students
    1. Ensure you are on the ISU wireless network and NOT using your cellular data plan (LTE / 4G). Put your phone into airplane mode and then switch the airplane mode off a moment later – this will restart your wireless.
    2. Make sure you have registered your mobile device to access the ISU wireless network. Turn off your cell phone data connection and open a web browser on your device. Then, go to www.google.com. If you have not connected to ISU's wireless network from your device before, you must click the red NetReg link that appears instead of the Google page and register your device.
    3. Change wireless access points. For instance, if you are connected to IASTATE, but it is not functioning, try switching to ISU-CARDINAL.
    4. Try restarting your device.
    5. Lastly, you may text in your response (beware of potential text charges from your cell phone provider) or engage the off-line function on the bottom of your Top Hat app - it will save your response and re-send it with a time stamp the next time your device finds a connection. If you text in your response, make sure to first go to Settings → My Account and associate your phone number with your Top Hat account so the Top Hat system knows to credit you with the responses coming in from your phone number.
- If the above steps fail, send students to the IT Solution Center.

GETTING HELP

Please contact the IT Solution Center for any questions you have regarding Top Hat. To contact the Solution Center:
- Fill out this form (https://bbcollab0.its.iastate.edu:9443/webscript/tophat.php) for Top Hat questions (login required)
- E-mail solution@iastate.edu
- Call (515) 294-4000
- Visit 192 Parks Library
- The extended version of this Getting Started guide is at: www.it.iastate.edu/services/tophat

You can also contact the IT Solution Center to initiate Top Hat's service for transitioning legacy clicker content to Top Hat.

Iowa State's Center for Excellence in Learning and Teaching (CELT) has instructional design specialists that can answer pedagogical and logistical questions, demonstrate the basics, and provide relevant resources. Initiate your question through the IT Solution Center at the contact information referenced above.