



NJCTL Contacts and Technology Guide

Welcome to the New Jersey Center for Teaching and Learning. Whether you are taking just one course with us or enrolled in a program, this guide will help you throughout your coursework.

We strongly encourage you to reach out to any of us, at any time with questions, concerns, or comments. We welcome candid feedback for the ongoing improvement of our courses and overall organization.

Please make use of our discussion boards that are monitored by faculty. They are a great platform for asking questions about course content and sharing ideas with our academic community.

Contact Guide

Admissions & Administrative Team

Some of our team members are listed below. They, as well as all of us at NJCTL, are available at any time to provide guidance, answer questions or address any of your concerns.

Melissa Axelsson - Director of Recruitment & Dean of Students (melissa@njctl.org)

Contact Melissa for guidance with enrollment and course selection. She will also check in with you from time to time on your progress.

Maureen Ollweiler - Director of Operations & Assistant to the Executive Director (maureen@njctl.org)

Contact Maureen regarding invoicing and payments.

Susan Olszewski - Director of Course Development (susan@njctl.org)

Contact Susan regarding transcripts, connecting with our accredited partners for credit transcription or transfer. She also helps NJ students with information on how to apply for NJDOE certification upon program completion and passing the required Praxis exam(s).

Susan also helps connect students within or outside of NJ, with our accredited partners for credit transcription or transfer. More information about these partnerships is available [here](#).

Bob Goodman - Executive Director (bob@njctl.org)

Bob created the Progressive Science Initiative® (PSI®) and Progressive Mathematics Initiative® (PMI®). He is the Executive Director of NJCTL and a founding board member. Contact him to discuss the programs or with any questions or concerns which you feel are not being promptly addressed.

Instructors, Coaches, & Other Staff

Upon enrollment in each course, you received information about your instructor. You may also reach out to the Dean of Students at any time for information about your course instructor or Field Experience.

To learn more about the assignments and credentials of NJCTL instructors, coaches, and other staff members, visit their profile by clicking on their image here: <https://njctl.org/who-we-are/staff/>.

Technology Guide

NJCTL Website & NJCTL Online Course Platform:

Set up your single sign-on to access our free classroom materials and the Moodle online course platform register at www.njctl.org/register/.

Once logged into your account, you can access your online courses through the “My NJCTL” portal at the upper right corner of the screen.

Submitting Labs Activities & Test Free Response Answers:

Submit lab assignments and test Free Response answers as PDFs through a Smartphone app such as Genius Scan or CamScanner. For files that are too large, you can use a PDF compressor like: <https://pdfcompressor.com/> or <https://smallpdf.com/compress-pdf>.

If you need help compressing a file, contact Tech Support at techsupport@njctl.org.

Technical Issues:

If you have a technical issue while working in Moodle (with the exception of issues while taking a test), email our technical support team: techsupport@njctl.org.

Proctorio: There is Never an Exam Password

A common Proctorio error requests a password to begin the test. There is never a password on NJCTL exams. If you are prompted to enter a password, this is a generic error message. Please try clearing your browser cache and restarting your computer. If this does not correct the issue, contact techsupport@njctl.org so that we can assist you with further troubleshooting.

Test-Related Technical Issues:

Contact Proctorio while the issue is occurring for documentation and troubleshooting purposes.

You can start a live chat by:

- Refreshing the page and clicking on the Proctorio shield icon to the right of the address bar in Chrome, or
- Start a live chat at proctorio.com/support

Immediately upon resolution of the problem, send an email outlining the issue and resolution by Proctorio to: techsupport@njctl.org.

Online Course Test-Taking Procedures:

As part of our continued effort to provide you with support and adhere to the highest levels of academic integrity, instructors regularly monitor the reports generated by Proctorio software.

The following requirements will help to minimize “flags” noted in these reports due to irregularities.

1. Choose an isolated area, not a public space, where there are no interruptions by others or pets.
2. Keep your workspace free of all materials other than your computer/tablet, calculator, blank scrap paper/pencil, and if permitted a formula sheet.
3. A formula sheet is allowed for all but the Capstone course. That must be held up to the camera before starting the test.
4. Reduce noise in the room; Proctorio will flag any stray or sudden sounds.

5. Maintain eye contact with the screen as much as possible. Proctorio will recognize when eye contact is lost.
6. Your test attempt will be terminated, and not counted, if you allow it to “time out” (occurs after 2 minutes idle), close your test, terminate screen sharing, or leave the test.
7. Free Response questions:
 - a. Record questions on a separate piece of paper (questions and your work must be shown)
 - b. Upload them separately to the Free Response submission link in Moodle within the designated time allotted for the exam
 - i. One hour for exams
 - ii. Two hours for final exams
 - c. Hold up Free Response answers to the camera prior to ending your session
 - d. Submit answers immediately upon completion of the multiple choice section

Note that work submitted after the allotted time will not be accepted for credit and may require retaking the entire exam.

8. The submission link is just below the proctored test link. Do not email these to your instructor for grading. If your file is too large to upload into Moodle, shrink the file size using the instructions above for “Submitting Labs Activities & Test Free Response Answers”.

Any concerns will be addressed by the instructor with the student in accordance with NJCTL’s Academic Integrity policy, found in the [Graduate Student Handbook](#).