TLT Annual Report - FY13

Cory Stokes – Director, Teaching & Learning Technologies

Department Sketch

Teaching & Learning Technologies (TLT) was formed in January 2012 by merging the Technology Assisted Curriculum Center, Instructional Media Services and UIT Media-On-Demand services. It is both a service unit within University IT reporting to CIO Eric Denna and a department within Academic Affairs reporting to AVP Martha Bradley. The UIT Teaching & Learning Technology governance portfolio provides strategic and resource allocation direction to TLT.

The budget comes from UIT allocated funds, student computing fee funds, academic affairs allocated funds and student online course fee funds. Additional revenue comes from services charges for non-curriculum related service activities and special projects. This "soft revenue" came in %111 above projections in the past year largely in the areas of AV technology installations, AV equipment rental and an online course building services contract with USHE for the TICE courses.

- FY13 budgeted total revenue - $2,682,037
- FY13 actual total revenue - $3,399,393
- FY13 budgeted expenses - $2,832,308
- FY13 actual expenses - $2,645,020

Personnel accounted for $1,773,184 in expenses. TLT employs 21 full-time professional staff and 30 part-time student employees providing technology support for the physical and virtual teaching spaces for the university. Service desks and staff workspaces are located in the Marriott Library and in Milton Bennion Hall.

Service Group Accomplishments

Classroom Technology Services

- Completed 200 room AV technology installations and refurbishment projects
- Worked with UIT and Campus Design and planning to incorporate AV systems specifications to campus building construction bid standards

Campus Video Services

- Completed 1,250 video production requests related to course curriculum delivery
- Implemented video conferencing facilitator services for IVC delivered courses providing a trained technician in every class meeting to reduce technical problems impacting the instructional event
- Collaborated with general counsel and the Marriott library to create a video digitizing and film streaming process that brings the university into compliance with copyright restrictions and fair-use best practices.
- Developed and deployed classroom video capture automation systems and processes enabling easy class presentation recording with rapid turnaround for posting into Canvas for student review.

Course Systems Services

- Brought together Canvas, Kaltura and Equella into a unified technology core simplifying the storing, managing, sharing and usage data reporting for digital curriculum materials. All USHE institutions will adopt this teaching technology core, based on the UofU model, this year.

- Updated the online class exam scheduling system to better empower faculty and students to schedule proctored exams to fit their schedules.

- Prototyped an eFaculty Review system for the Vice President of Faculty. The system will be implemented supporting promotion and tenure review processes in the coming year.

- Advocated on behalf of faculty for numerous enhancements to the Canvas course management system bringing improvements to discussion boards, quizzes, gradebook, and class communications tools.

Course Support Services

- Combined the former TACC and IMS service desks into a unified service desk giving faculty and students 1 place to contact for help with any class related technology issues.

- Opened the UOnline Center with 112 workstations supporting proctored online course exams. The center greatly increases scheduling flexibility for online students taking exams.

- Proctored 75,000 exams supporting online and foundation chemistry courses

- Provided instructional design and course build services to complete the TICE phase I courses for USHE

- Developed & deployed the School of Medicine curriculum mapping system enabling significant accreditation reporting improvements

- Presented the University of Utah Quality Course Framework at 3 national conferences and developed and delivered a MOOC on how to apply the framework to course development (450 students from all around the world).

Online Section Enrollments and Forecasts

TLT provides the primary systems, instructional technology consultation and proctored exam services directly supporting online courses at the university. A $30 online course fee enables these support services. Online course section enrollments over the past year followed the predicted growth trend with the exception of lower than expected enrollments for Fall semester 2012. We believe the decrease was due in large part to changes made to the university's class registration system that made finding available online sections more difficult. When views to discover online courses were added back for Spring semester enrollments returned to expected levels.

- Annual online sections offered (Fall, Spring, Summer) – 1,091

- Annual online section enrollments (Fall, Spring, Summer) – 29,239
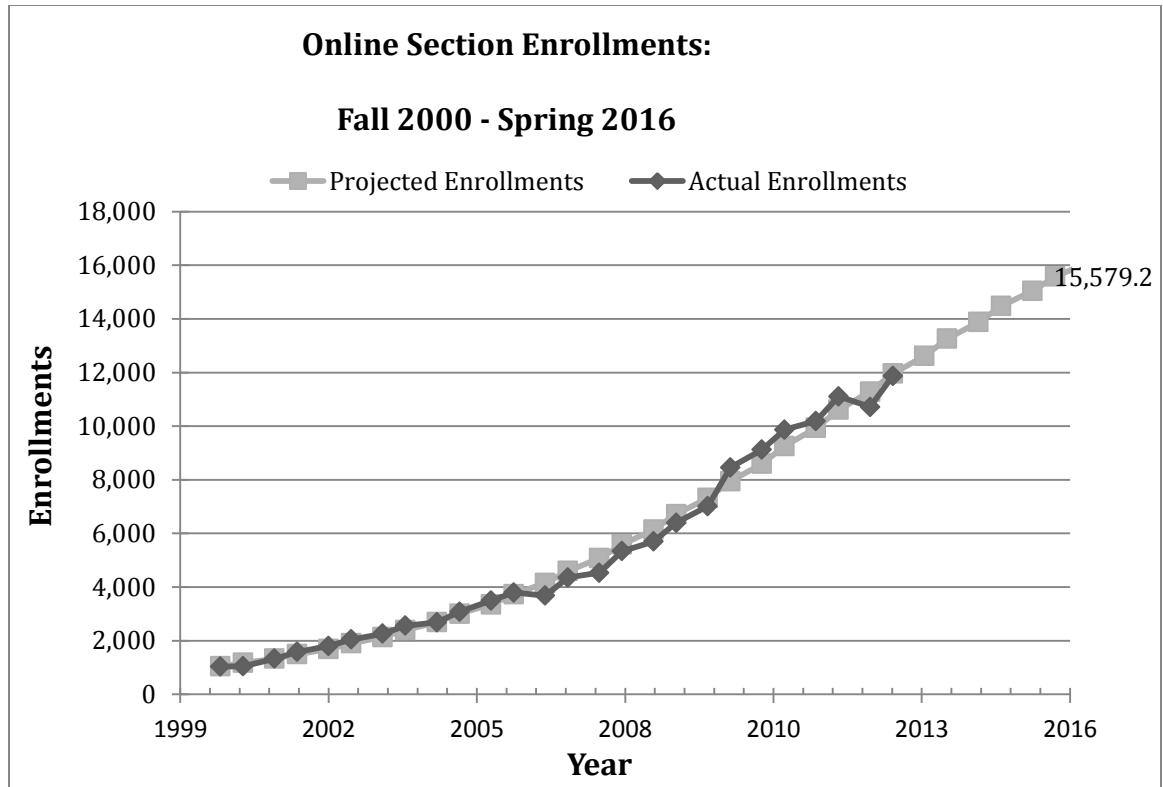
Figure 1. Logistic Plot: Fall 2000 - Spring 2016.

New U Student Experience Learning Outcomes

Teaching & Learning Technologies supports academic departments and faculty to enable all New U Student Experience outcomes. The systems and services provided by TLT most closely align with the following outcomes:

Information literacy

Teamwork

Foundations and skills for lifelong learning