Teaching & Learning Technologies
Annual Report 2015-2016

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About Teaching & Learning Technologies

Teaching & Learning Technologies (TLT) provides the University with the **administration, the support, and the implementation services** for technologies adopted as part of the learning mission of the University. We also provide course design and development help to inform faculty on how to create **engaging learning environments** for their students.

At TLT we believe that learning technologies should be **student-centered, accessible, and well supported**. During this last year we have continued to build upon the strong foundation of quality and customer support that TLT has come to be known for.

Service Alignment with Institutional Strategic Priorities

The work done by TLT is informed by the University's first strategic priority of, "**promoting student success** to transform lives."

We accomplish this vision by providing the following services:
- Instructional consultation, design, and development
- Exam proctoring for online and large-enrollment courses
- Video production and distribution
- Portable A/V equipment checkout and delivery
- Helpdesk phone and email support
- Learning systems administration
- Classroom installation and maintenance
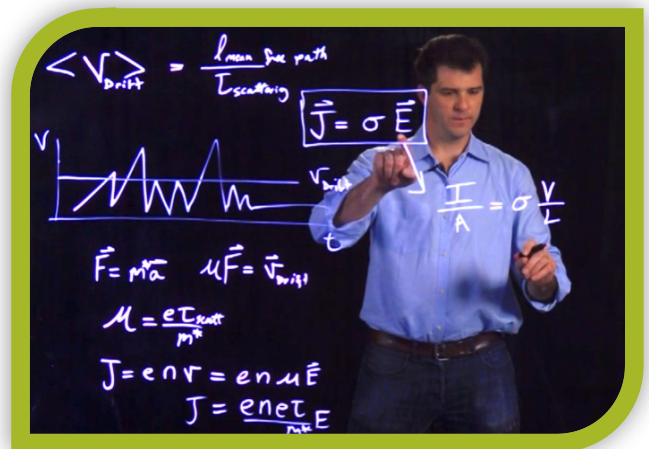
Accomplishments During 2015-2016

The last year has been very productive for TLT. Across the board, we have increased in the number of services and projects provided (see Table 1). Highlights of the past years' accomplishments include:

- We **increased the number of AV projects** from 88 (in the previous year) to 116.
- With the **push to bring courses online,** we developed 963 video modules resulting in over 200 hours of curriculum based video footage.
- Overall our **equipment checkout** increased by 5% with a large part of this increase (19%) resulting from increased use of our will call desk.
- We saw a large **increase in the number of video course events** (15%) suggesting that more faculty are becoming aware of this service and the value that students find in lecture capture.
- Our UOnline exam center facilitated 32,651 **proctored exams.**
- We **created or redesigned 49 courses** as part of the online initiative.
- We achieved a **customer satisfaction** level of 96%.
- Using monitoring software, we were able to begin **tracking the use and health** of 50 of our AV classrooms.
- We partnered with the **Center for Disability Services** to ensure that all videos that were part of the online course development initiative were captioned.

Table 1. Increase in TLT Service Usage Compared to Previous Year

Service	2014-2015	2015-2016	Percentage Increase
Total AV Install Projects	88	116	32%
Total Equipment Checkouts	4278	4486	5%
Total Video Services Events	1820	2101	15%

Technology Adoption During 2015-2016

This year we continued to see a dramatic increase in the use in the adoption of the technology products we provide.

- Our use of video streaming technologies continued to increase dramatically (see Figure 1). This growth was spurred by the use of video in online course development, and also greater adoption of Canvas/Kaltura integration.
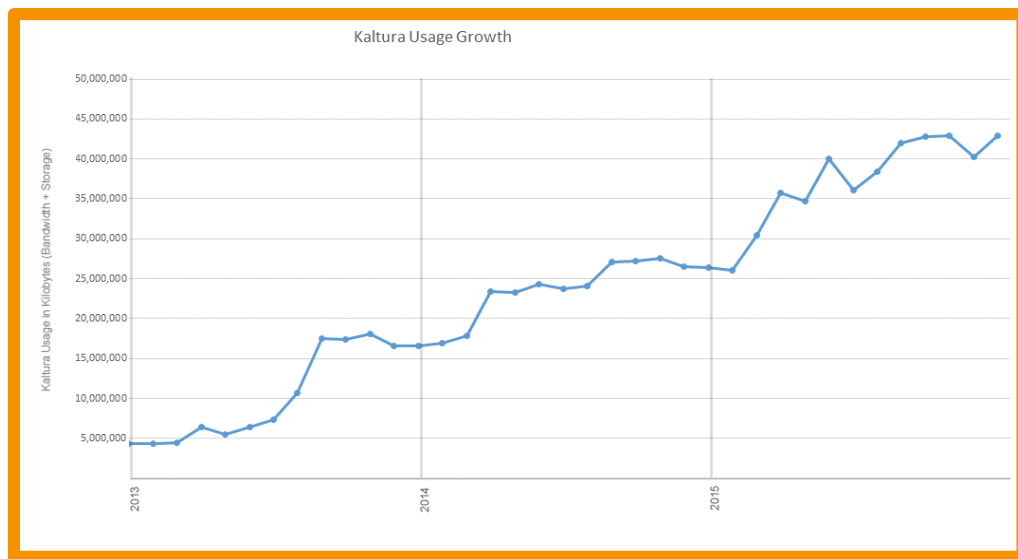

Figure 1. Three-year growth of video usage (in Terabytes)

- We also saw large use of our TurnitIn plagiarism checker with over 210,000 submissions submitted.
- Finally, Canvas adoption has continued to increase with a Spring 2016 adoption rate of 65% (see Figure 2).
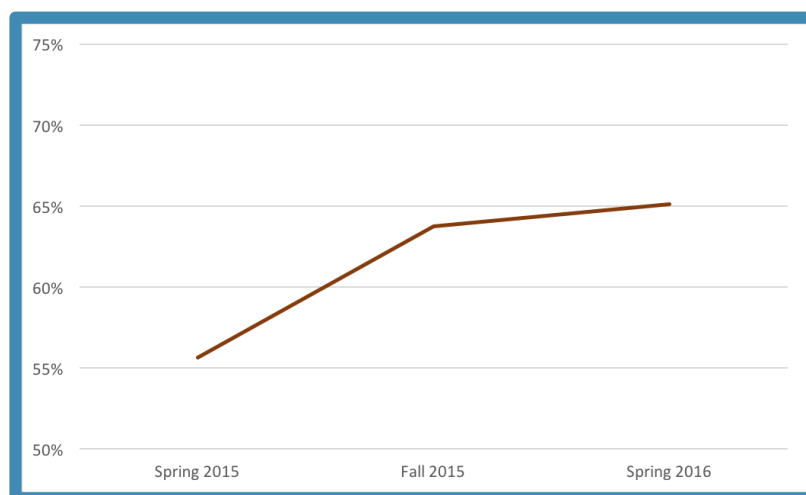

Figure 2. Growth in percentage of faculty using Canvas

What people are saying about TLT

"The folks at Teaching and Learning Technologies immediately worked to find a solution to my issue... TLT actually solved the issue I called about the very next morning. Thanks so much for the excellent, fast support!"

"You guys are always the best, thank you! Every time I had a question there was a very nice person to answer and/or help me with the equipment. Thank you so much."

"Glad to have someone to work through the technology and test it with me. I feel more confident launching with my Fall course."

"He was excellent and I really felt his support! The process was quick and accurate. Thank you so much!!"

Goals for 2016-2017

Work in the upcoming year can be divided into three overarching categories: a) establishing key performance indicators to measure improvement in service delivery, b) implementation efforts associated with IST committee priorities, and c) standardizing of both work environments and service frameworks. In particular, the following projects are prioritized for completion during the fiscal year:

- Migration of content from the Equella CMS and the promotion of both **Canvas Commons and Kaltura** as replacement technologies
- Support for **student experience initiatives** including support for adoption of Civitas Advise and Kuali Curriculum
- The integration of **competency-based education** (CBE) methods within Instructure Canvas
- **Introduction of quiet room** into proctored testing workflow
- Improvement of **project management methods** in course development and AV installs
- The move of TLT MBH offices down to the **library and the Park data center**