Annual Report
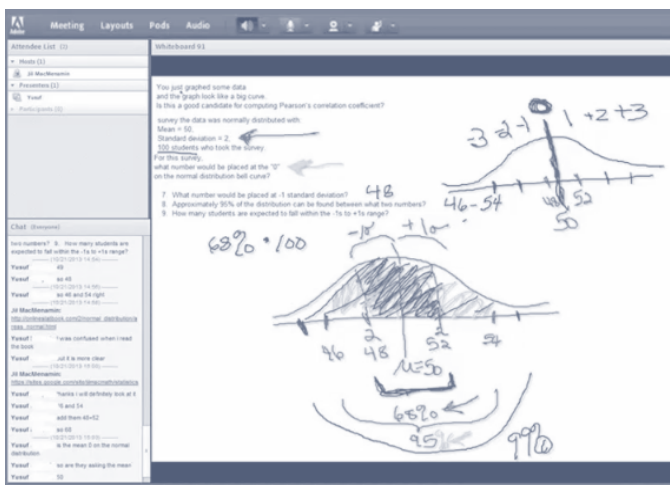## FY 2017
& Plan
FY 2018

- CURRICULUM MANAGEMENT
- CURRICULUM COMPLIANCE
- UONLINE
- TEACHING & LEARNING TECHNOLOGIES

eLearning.org student tutoring session

Students take proctored exams for online classes in the T L home center

Digital Learning at Scale
Sustainable, Collaborative, Connected

This past year over half of the student body enrolled in an online class accounting for 38,913 enrollments in online offerings. We are on track to surpass our 2019 target of 40,000 a year earlier enabling self-sustaining digital learning services operations to better reach, teach and support our on-campus and online students. As we continue evolving our curriculum we've undertaken the foundational work to better manage our curriculum proposals, delivery and assessment through scalable, integrated digital services.

Major accomplishments for Fiscal Year 2017 included:

- Marketed and delivered 11 fully-online programs and 1,112 online classes
- Implemented the Kuali university-wide digital curriculum management platform
- Implemented the Civitas Illume student data analytics and visualization core platform
- Relocated media production and classroom support team facilities
- Migrated thousands of curriculum media files to more sustainable, integrated platforms

Curriculum Services

People and powerful platforms efficiently delivering impact

Curriculum Management	Learning Technologies	Access & Analytics

Managing Academic Offerings

Faculty and departments drive curriculum innovation and improvements. Gathering curriculum proposals, routing them through review processes and publishing the university's catalog can be a daunting, time-consuming task. The Kuali Curriculum Management platform simplifies the work by empowering faculty and academic leaders to easily enter curriculum information, including key learning outcomes, and automatically route it to the right entities for review and approval. This digital workflow and data management enables efficiently publishing an accurate university catalog which, in turn, helps students understand the courses available to them and how they fit with degree requirements.

Digital Learning Environment

The University of Utah centrally provides a rich, interactive digital learning environment supporting both on-campus and online classes. As the first major university to implement the Canvas course management system we've become knows for our innovative use of technologies for teaching. With Canvas as the core student platform, we've added advanced media capabilities through our partnerships with Kaltura and ConexED. We plan to soon integrate with Adobe's Creative Suite and Microsoft 365 to help students build digital skills as they complete assignments and feature their abilities through Pathbrite and Adobe digital portfolios. We ensure academic integrity with Turnitin and proctored testing services enabled through SmarterProctoring and B- Virtual tools.

Analyzing and Taking Action

Using data to understand the challenges and inspirations that contribute to student persistence and timely graduation helps us individually reach out to students to keep them on track. Similarly, we can use data to help faculty discover where the curriculum might need tuning to enable better connections and degree paths. Over the past year, we implemented Civitas Learning's Illume Student and Courses data analytics services linking PeopleSoft student records and Canvas behavioral data through predictive data science models. Advisors and other student support teams will start using Civitas Inspire for Advisors to identify and help students at critical times when small actions can have a big impact.

Curriculum Management
## Going Digital with Kuali CM

curriculum.utah.edu

2,500+
Course changes
processed for
2017-2018
offerings

This past year Lyndi Duff led the university's the Kuali Curriculum Management (CM) system implementation. This tool digitally facilitates receiving course proposals from academic departments and tracking the approvals electronically. The configuration and testing has been completed for the course proposals and it was rolled out to departments for Summer 2017/Fall 2017 changes. Beginning August 2017, all proposals must be received through CM. In FY18 we will implement processes supporting academic program proposals and assessing program learning outcomes through CM.

Curriculum Management Highlights:

- 2500+ course changes for 2017-2018 and approximately 200 changes to degree information for the 2017-2018 *General Catalog* (catalog.utah.edu)
- Implemented Kuali Curriculum Management System with PeopleSoft data integrations
- Streamlined the university's curriculum workflows from 18 unique processes into one process that can be adapted to all departments and colleges
- Published 2017-2018 Catalog
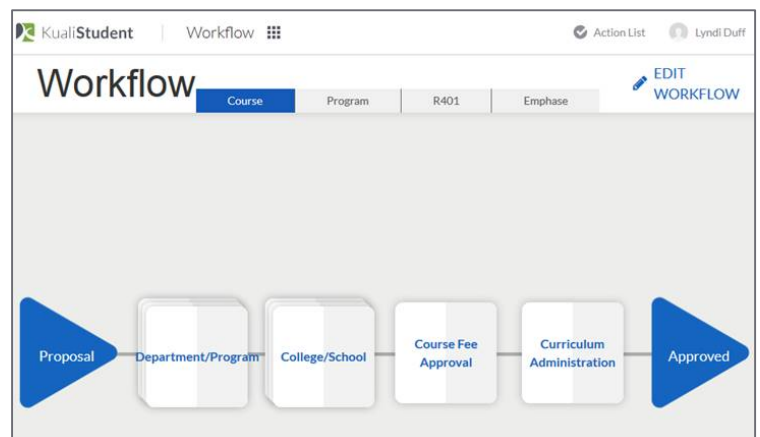
Kuali Curriculum Management's digital curriculum approval workflow builder.

Curriculum Compliance
Positioned to serve students in 49 states
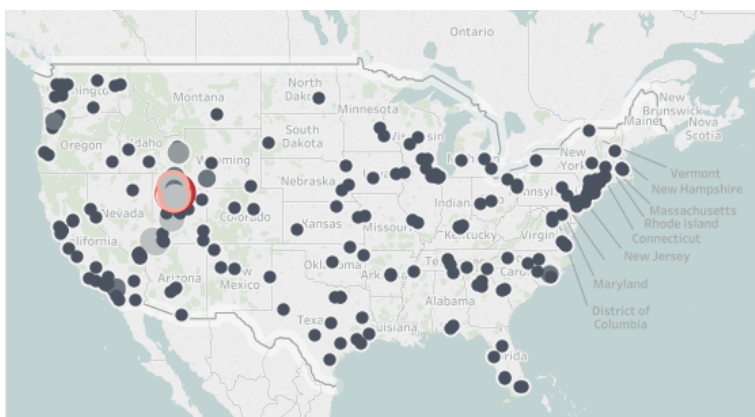
Map showing the geographic distribution of inquiries about UOnline offerings throughout FY2017 (source: Hobsens inquiry form data, compiled by Nathanael Martin)

stateauthorization.utah.edu

Under the leadership of Amanda Babcock, this past year saw the first impact of Utah's participation in the nation-wide State Authorization Reciprocity Agreement (SARA). Beginning in November 2016, SARA participation expanded the U's state authorization compliance to 49 states, allowing programs to enroll, advertise, and place students in every state except Massachusetts. Membership in this national agreement saves hundreds of thousands of dollars in state authorization fees and administrative overhead. SARA has allowed the coordinator to focus on expanding and maintaining partnerships with University divisions and departments, including developing and coordinating the accreditation online delivery approval process, verifying state regulations for student field placements, and assisting UOnline's marketing team.

Online
THE UNIVERSITY OF UTAH

11
Fully online degree programs offered

Offered (11)

Baccalaureate Programs:
- Economics
- Nursing: RN to BS
- Psychology
- Social Work
- Sociology
- Sustainable Tourism & Hospitality Management

Master's Programs:
- Business Administration
- Electrical Engineering
- Gerontology
- Information Systems

Doctoral Programs:
- Occupational Therapy

In Development (8)
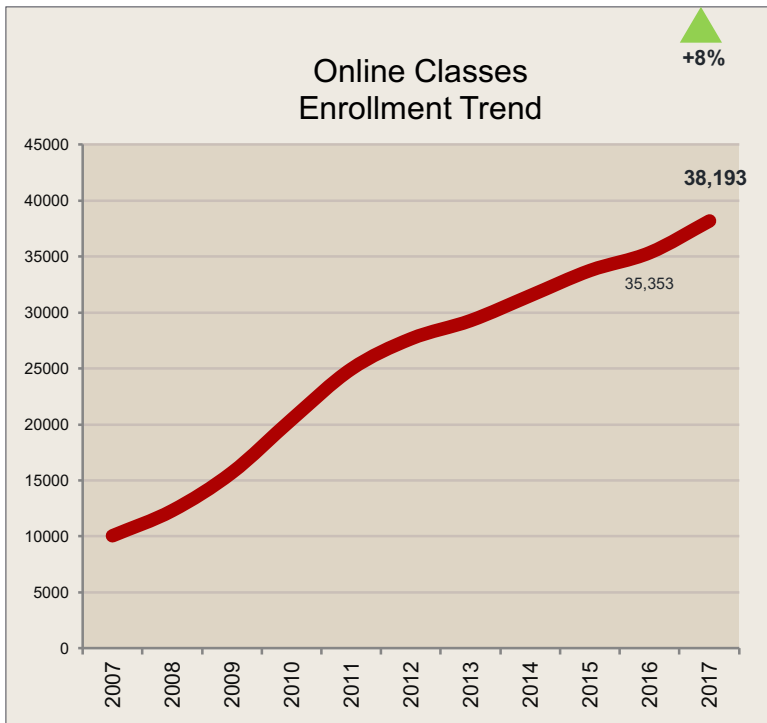
Baccalaureate Programs:
- General Education Block U: Global Citizenship
- Business Administration
- Family & Consumer Studies

Master's Programs:
- MA Teaching in Fine Arts
- Nursing: Care Management
- Health Informatics
- Public Policy

CHRONICLE

University of Utah Now Offers Fully Online Degrees

By **Ashley Baker** - March 30, 2017   👁 226   💬 1

Student: Hyeyoung Cho Photo by: August Miller

March 30, 2017 Daily Utah Chronicle article explaining summer online and online program options. http://dailyutahchronicle.com/2017/03/30/university-utah-now-offers-fully-online-degrees/

Online Classes Enrollment Trend

+8%

38,193

35,353

(Chart: line graph of online classes enrollment from 2007 to 2017, y-axis 0 to 45000)

+10%
16,881
U students taking at least one online class

+8%
1,112
online class sections offered

52%
of undergraduates take at least one online class

+11%
118,402
credit hours earned online

▲ = percent change from last year's numbers

4

23,493 exams administered with proctors for online classes	**600+** online tutoring sessions through etutoring.org for online & on-campus classes	**38** new or redesigned online courses developed	**1,215** students enrolled only in online classes

Enabling a Digital U

In Fiscal Year 2017 UOnline contributed $2.3 million to provide digital learning and student services capabilities across the university. These services are available to online students and on-campus students helping us provide greater flexibility to serve students regardless of their time and location challenges. More than half of our students take advantage of online offerings and all benefit from the digital infrastructure and services that online revenues enable.

## Reaching Students through Expanded Online Options

This past year U faculty, working with TLT instructional designers and media specialists, developed the courses needed to let students earn degrees completely online from general education through major classes. Students now have the flexibility to choose when they are online or on-campus throughout their university experience.

With Canvas as our core student platform (augmented by the Kaltura video platform, eTutoring services, ConexED live virtual meetings and remote exam proctoring services) faculty and students can engage in rich learning interactions in on-campus or online classes.

Our student data analytics platforms will help advisors and university support staff ensure that off-campus students stay connected and progress.

Online Participation by Major
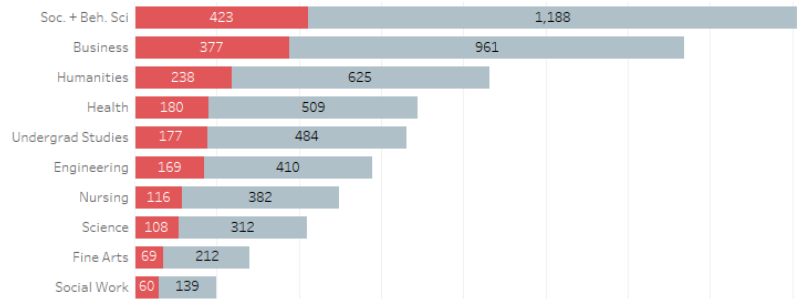
Source: OBIA West-side Enrollment Data Dashboard

When we look at online participation (headcount) by major we see that students living in southwest Salt Lake County zip codes (indicated in red) account for a significant portion of online enrollments. This suggests that online classes allow students to flex their schedules and take classes when regular trips to campus may not be possible.

Student Data Analytics – How Online Influences Student Persistence
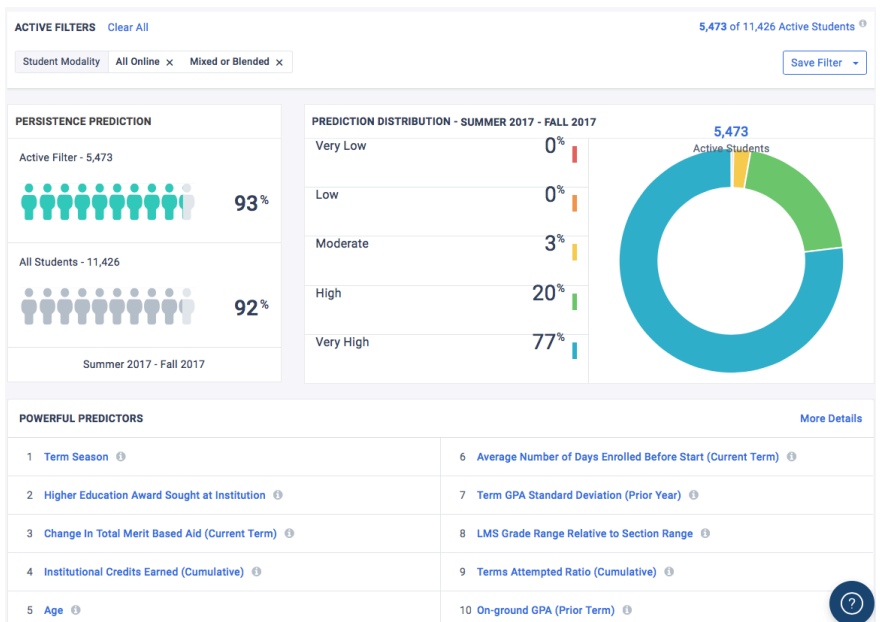
Using our Civitas data analytics system, we can review Summer to Fall persistence analytics for students taking Summer 2017 online classes and see that they have a 93% likelihood to either enroll for Fall semester or graduate. Civitas also presents historical data-driven "powerful predictor" insights that we can explore to refine how to best serve this student population.

Access, Integration, Integrity, Support

62%
university classes using the Canvas class platform

122
classroom technology installations completed
▲ +5%

8,500+
class help support tickets resolved for students and faculty

96%
positive satisfaction rating for class help support

▲ = percent change from last year

Goodbye MBH – A big move enabling improved access and better integrated services

One of the biggest accomplishments during the last year was the move of TLT video Services, equipment checkout and classroom AV installation teams from their Milton Bennion Hall home of 30+ years to the Marriott Library Faculty Center to co-locate with the other TLT course development and support staff. The installation team relocated their shop operations to the FMAB building near the library. Under the leadership of Adam Stewart, the team was able to make the move with minimal service interruption for the campus community.

This move brings all of TLT's patron-facing services, including an improved green-screen and lightboard video studio, into one location. Faculty now have one place to go for all their instructional design, media production, AV equipment checkout, course configuration, exam setup and Canvas support needs.

Integrating Technology and Learning

Led by Dr. Jon Thomas, Teaching & Learning Technologies (TLT) serves the university's first strategic priority to *promote student success to transform lives*. TLT helps faculty and students effectively integrate technology with their learning experiences. The TLT team believes that learning should be student-centered, intuitive, accessible, and well supported while ensuring the student work and assessment integrity meet the standards required at a major research university. They 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 audio / video equipment checkout and delivery
- Classhelp@utah.edu faculty and student help desk through phone and email support
- Online and on-campus learning systems administration, integrations and management

Migrating to a New Digital Content Management Approach

Better Integrating our Canvas, Kaltura and Box Platforms

Over the past few years the University of Utah strategically partnered with Instructure and Kaltura to simplify how faculty manage and share course media resources. This year TLT moved off of the legacy Equella and Clip-Imp digital content systems to more integrated and stable platforms that better meet the needs of the University (e.g., Box, Canvas Commons, Kaltura Mediaspace). The process was automated and went off without incident. By retiring the Equella platform we can shift those funds to sustaining and advancing our learning ecosystem while simplifying course content management for faculty. Faculty and students can now link their university Box accounts into their Canvas courses. In addition, Kaltura Mediaspace has been integrated with Canvas to simplify recording and sharing rich video content.

The migration work accomplished by the programming team included:

- 69,000 digital resources migrated from Equella
- 2,100 new video lists created in Kaltura
- 112,000 media links replaced within Canvas
- 14,000 documents migrated into the university Box system

41,390
minutes of videos captioned for greater accessibility

521,180 +53%
gigabytes of curricular videos in the Kaltura system

69,000
digital learning resources migrated to Canvas Commons, Kaltura and Box

112,000
media links auto-updated in Canvas classes saving hours of faculty time

An Example of the Integrated Digital Learning Environment

Students simply login to Canvas to connect with the integrated learning tools for their classes as seen in this view of Dr. Greg Owen's Chemistry 1220 online class.

canvas
BY INSTRUCTURE

Class resources, interactions, calendars, grading, tools and communications center.

ConexED

Make appointments and easily meet virtually with anyone in the class, advisors or student support people.

CHEM1220 › Assignments › The Arrow of Time

Non-Semester Based
Home
Announcements
Discussions
My Media
ConexED
Schedule Exams

Account
Dashboard
Courses
Calendar
Inbox
Help

Crystalline solid   Liquid

Take Quiz Now

Replay Last Section

Well which of these is more disordered, the solid or the liquid?

22:10 / 27:04

SmarterProctoring

Find approved exam proctoring sites nearby and schedule an exam time. Virtual exam proctoring is an option via the integrated B-Virtual system.

Kaltura

Play, record, and share video or audio resources that adapt to the viewing device and connection speed. Videos can contain embedded quiz questions. Student and instructors have personal My Media spaces usable within and outside of Canvas classes

cielo²⁴

Automated video text captions for more accessible and searchable media.

7

2018 Goals

Optimize curriculum services teams to better manage data and support services

UOnline

Increase participation in online offerings to at least 40,000 annual enrollments

- Fall semester 2015 target – 15,600 enrollments
- Spring semester 2016 target – 16,200 enrollments
- Summer semester 2017 target – 8,200 enrollments

Complete Course Development work for 2 additional online programs

- General Education Block U
- Arts Education

Curriculum Management

Implement degree and course learning outcomes management & review within the Kuali Curriculum Management system

- Migrate data from learningoutcomes.utah.edu
- Implement learning outcomes app for general education reviews
- Identify an early-adopter partner academic department

Begin managing the course fees approval through Kuali Curriculum Management

- Import existing course fees into Kuali CM
- Generate report for expiring fees
- Work with Special Fee Review Committee to establish a review workflow in CM

Automate updating the General Catalog through integration with the Curriculum Management System

- Investigate technical options
- Implement an integrated catalog update process

Curriculum Compliance

Extend compliance efforts to include coordinating digital curriculum accessibility compliance

- Form a cooperative curriculum accessibility committee involving TLT, UOnline, Registrar scheduling and the Center for Disability & Access.
- Implement Blackboard Ally digital accessibility utility for Canvas

Teaching & Learning Technologies

Consolidate all University curriculum-related proctored testing services under TLT Exam Services serving both online and on-campus classes

- Optimize paper-based and Scantron exam processes
- Extend exam registration software to on-campus and sites-based exams
- Standardize exam processes and procedures across university sites

Extend curriculum delivery and management technical infrastructure

- Automate the provision of accounts and integration between student applications including ConexEd, Pathbrite, Kuali Curriculum Management
- Migrate Retention Promotion and Tenure and Medical School Outcomes from Equella to newer and more responsive applications

Establish a TLT research arm, led by Dr. Qin Li, researching best practices in online course delivery

- Examine competency-based education (CBE) delivery methods within the Canvas-based learning environment
- Move towards a collaborative design model for instructional development enabled by technological and process changes
- Promote and support curriculum use of Adobe Creative Cloud