Goals

Mission / Purpose

The charge of the Center for Instructional Technology is to provide the standardized resources as well as the vision, support and leadership to the University of Alabama in the effective uses of those technologies for enhancing learning as well as facilitating specific strategic initiatives. CIT fulfills its mission by fostering collaboration and innovation with faculty and university stakeholders in the design, development, and effective use of both physical and online learning environments and the production of educational media.

Analysis Questions and Analysis Answers

For Administrative Support and Student Support Units

Informed by your assessment activities, what changes have you made in your unit in the last three to five years? Describe the changes, the general results that prompted the changes, and the impact on your unit's clients/customers that you might attribute to these changes.

Over the past several years, the Center for Instructional Technology (CIT) has led major instructional technology transitions to meet campus academic needs as determined by support requests, surveys, and technology evaluations. These include:

- A learning management system (LMS) transition that is completed and
- Multimedia classroom standards implementation that is ongoing.

Learning Management System Transition:

In Fall 2010, the existing LMS vendor, Blackboard, announced that the LMS in use at UA since Spring 2007, Blackboard (formerly WebCT) Vista, would no longer be supported at the end of 2013. Faculty and student surveys, conducted in Spring 2010, reflected a need for a more modern and flexible LMS. These factors, combined with a growth in LMS usage and concerns about Vista’s technical stability, prompted CIT to evaluate other LMS options. The evaluation showed Blackboard Learn as the only option that would meet UA’s technical and administrative needs, such as content migration from Vista, integration with UA’s student information system, and scalability to meet usage of 35,000+ students. It was concurrently decided to transition from a self-hosted system, managed by UA’s Office of Information Technology, to a managed hosting solution, run off-site by Blackboard. Managed hosting offered quick growth potential, included disaster recovery planning, and required fewer UA technical resources. The transition took place from Fall 2011 to May 2013 with the last active Vista courses ending Dec 2012. All courses using an LMS were on Blackboard Learn as of Jan 2013. Based on requests from 1400+ instructors and administrators, CIT migrated 4000+ courses’ content from Vista to Blackboard Learn. Because of this transition, UA has a stable, scalable learning management system that provides for enrollment, grading, class activities, and other necessary academic functions and that serves as a vital resource and tool to assist with academic continuity. UA’s LMS status, Blackboard Hosting usage, and campus LMS requirements will be revisited every three to five years and more frequently if the need arises. Research of existing LMS options is occurring Fall 2014 and, depending on findings, campus surveys will occur in Spring 2015.

Multimedia Classroom Standards Implementation:

As early as 2009, CIT recognized challenges related to the lack of standardization in multimedia classroom equipment and computer resources. While CIT manages most classrooms’ multimedia support, it does not handle most computer imaging, nor have there been enforceable standards regarding classroom equipment. This results in CIT receiving classroom support requests without having direct control to address issues. These challenges have been exacerbated by changes in classroom scheduling practices, which increasingly encourage colleges and departments to schedule classes in any available room, regardless of which campus area manages the room’s multimedia equipment and computer. Steps to address these issues have included:

- Development of a Technology and Learning Committee multimedia special interest group that includes stakeholders responsible for classroom technology.
- Data collection regarding classroom computer imaging contents, schedules, and numbers of machines
- Transition to CIT of the imaging responsibilities for the largest UA college’s classrooms
- A spring 2014 survey of instructors’ classroom needs
- A follow-up survey regarding annotation software usage

These two changes are representative of CIT’s growing recognition as the campus leader in instructional technology and the concurrent growth of instructional technology as a crucial, enterprise resource for faculty, staff, and students at UA. In both of these examples, CIT has responded to emerging and ongoing needs and continues to make progress to meet campus academic needs in a satisfactory and seamless manner. These transitions support UA’s strategic goal, “enhance the university’s learning environment to attract and retain excellent students” by helping to “equip classrooms, libraries, and laboratories for state-of-the-art learning”, “ensure user-friendly support services for students, faculty, and staff”, and “continue to modernize information technology resources” (From http://provost.ua.edu/strategic-planning.html, accessed 06-09-2014).

Mission / Purpose

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Goals

G 1: Foster instructional technology services and access to faculty
Foster instructional technology services and access to faculty

G 2: Foster instructional technology services and access to students
Foster instructional technology services and access to students

G 3: Provide campus communications and multimedia support for academic and related needs
Provide campus communications and multimedia support for academic and related needs

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Improve dependability and faculty ease of use of classroom technology
Improve dependability and faculty ease of use of classroom technology

Related Measures

M 1: Calls into AVS and what percentage are user error
Analyze total calls into AVS Help Center and deduce what percentage are user error based.

Source of Evidence: Activity volume

Target:
Put instructional operation information cards into each room and track decreases in calls that are user error based.

OthOtcm 2: Improve faculty usage of and knowledge of instructional technology
Improve faculty usage of and knowledge of instructional technology

Related Measures

M 8: Facilitate the use of Blackboard Collaborate, through training and functional administration
Facilitate the use of Blackboard Collaborate, through training and functional administration.

Source of Evidence: Benchmarking

Target:
Increase use of Blackboard Collaborate. No initial target was set for this year.

OthOtcm 3: Improve campus enterprise-wide scalable and reliable instructional technology
Improve campus enterprise-wide scalable and reliable instructional technology

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Rebuild Classroom system UI for increased ease of use
Rebuild Classroom system UI for increased ease of use and continue standardization of classroom process.

Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High
Implementation Description: Redesign touchscreen interface for Crestron and Extron controllers. Implementing immediately for new installs and updating older learning spaces as upgrades allow.
Responsible Person/Group: AVS
Additional Resources: None
Mission / Purpose

The charge of the Center for Instructional Technology is to provide the standardized resources as well as the vision, support and leadership to the University of Alabama in the effective uses of those technologies for enhancing learning as well as facilitating specific strategic initiatives. CIT fulfills its mission by fostering collaboration and innovation with faculty and university stakeholders in the design, development, and effective use of both physical and online learning environments and the production of educational media.

Goals

G 1: Foster instructional technology services and access to faculty
Foster instructional technology services and access to faculty

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G 3: Provide campus communications and multimedia support for academic and related needs
Provide campus communications and multimedia support for academic and related needs

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 1: Improve dependability and faculty ease of use of classroom technology
Improve dependability and faculty ease of use of classroom technology

Related Measures

M 1: Calls into AVS and what percentage are user error
Analyze total calls into AVS Help Center and calculate what percentage are user error based.

Source of Evidence: Activity volume

Target:
Increase faculty comfort level with classroom technology.

Finding (2012-2013) - Target: Not Met
Put instructional operation information cards into each room and track decreases in calls that are user error based. No perceptible difference in user error calls.

Related Action Plans (by Established cycle, then alpha):
Rebuild Classroom system UI for increased ease of use
Established in Cycle: 2012-2013
Rebuild Classroom system UI for increased ease of use and continue standardization of classroom process.

For full information, see the Details of Action Plans section of this report.

M 2: Refine Classroom standards and promote standardization of the instructor workstation
Refine Classroom standards and promote standardization of the instructor workstation

Source of Evidence: Discussions / Coffee Talk

Target:
Collect data for standardizing classroom instructor workstation images from across campus service providers, analyzing for commonalities and outliers.

Finding (2012-2013) - Target: Met
Conducted Campus Service Groups Classroom Instructor Workstation Survey from Multimedia Sig and analyzed data, delivering core information to begin building a unified standardized classroom instructor station for use across campus. More than 14 completely different base images are currently in use, with additional unique implementations based further off of those 14.

M 3: Refine Classroom standards and promote standardization of the Integrated AV system
Refine Classroom standards and promote standardization of the Integrated AV system.

Source of Evidence: Service Quality

Target:
Improve usability, dependability, and address ADA consideration.

Finding (2012-2013) - Target: Met
Performed annual reiterative improvement review of current standard classroom integrated AV system for professional standards, ergonomics, and UI usability. Added Assisted Listening System and height adjustable podium, HD resolution display/projection, Blu-Ray player, and rebuilt UI for ease of use.

M 4: Increase the installed base of multimedia equipped classrooms and learning spaces on campus.
Increase the installed base of multimedia equipped classrooms and learning spaces on campus.

Source of Evidence: Benchmarking

Target:
Install standard multimedia classrooms and related learning and meeting spaces as resources and scheduling allow.

**Finding (2012-2013) - Target: Met**
AVS installed or upgraded 24 standard multimedia classrooms and 12 related learning and meeting spaces.

**M 7: Engage, support, promote, and receive feedback from faculty through active participation in technology committee work**
Engage, support, promote, and receive feedback from faculty through active participation in technology committee work.

Source of Evidence: Discussions / Coffee Talk

**Target:**
The target is active CIT participation in campus-wide technology committees - engaging staff, students, administration, peer service providers, and faculty about CIT’s services and goals.

**Finding (2012-2013) - Target: Met**
CIT staff actively participated in the Technology & Learning Committee, which the Director of the FRC currently chairs, the Information Technology Committee, and numerous other committees and SIGs.

**OthOtm 2: Improve faculty usage of and knowledge of instructional technology**
Improve faculty usage of and knowledge of instructional technology

**Related Measures**

**M 5: Engage faculty with hands-on training and provide just-in-time how-to online documents**
Engage faculty with hands-on training and provide just-in-time how-to online documents for using the university's enterprise wide instructional technology software tools.

Source of Evidence: Benchmarking

**Target:**
Provide formal and informal training opportunities to faculty, as well as learner centered online materials, to balance between the faculty busy schedules and immediate needs.

**Finding (2012-2013) - Target: Met**
FRC taught 103 workshops and developed 35 online tutorials. Website usage and download stats indicate that faculty are increasingly using online support materials written specifically for the tasks that they are working on.

**M 6: Engage faculty about instructional tools with peers and other service providers.**
Engage faculty about instructional technology tools with peers and other service providers.

Source of Evidence: Discussions / Coffee Talk

**Target:**
Improve faculty understanding of instructional technology tools through discussion with experts and peers, training, and hands on workshops.

**Finding (2012-2013) - Target: Met**
CIT arranged for the university to hold a BamaBug Blackboard conference on campus, facilitating sessions, activities, sponsorships, vendor participation, and driving faculty awareness and participation, as well as expanding for the first time active participation to GTAs and Adjuncts.

CIT participated in the planning of and promoted the university's participation in the State University System's Annual Scholar's Institute, promoting active faculty engagement.

**M 7: Engage, support, promote, and receive feedback from faculty through active participation in technology committee work**
Engage, support, promote, and receive feedback from faculty through active participation in technology committee work.

Source of Evidence: Discussions / Coffee Talk

**Target:**
The target is active CIT participation in campus-wide technology committees - engaging staff, students, administration, peer service providers, and faculty about CIT’s services and goals.

**Finding (2012-2013) - Target: Met**
CIT staff actively participated in the Technology & Learning Committee, which the Director of the FRC currently chairs, the Information Technology Committee, and numerous other committees and SIGs.

**M 8: Facilitate the use of Blackboard Collaborate, through training and functional administration**
Facilitate the use of Blackboard Collaborate, through training and functional administration.

Source of Evidence: Benchmarking

**Target:**
Increase use of Blackboard Collaborate. No initial target was set for this year.

**Finding (2012-2013) - Target: Met**
CIT trained users and set up as Functional Administrators 33 Blackboard Collaborate Rooms.

**M 9: Expanded support and training to support changes to fully online testing for large face-to-face courses**
Expanded support and training to support changes to fully online testing for large face-to-face courses, specifically transitioning the Biology department's survey courses, providing researched special settings, exam configurations, training, and online reference materials.

Source of Evidence: Discussions / Coffee Talk

**Target:**
Transition Biology Department's large enrollment survey courses to use fully online exams in a time controlled proctored exam environment for Fall and Spring terms. Conduct research and QA testing to perfect appropriate
online test settings, train participating faculty, produce online training materials for future faculty to use.

**Finding (2012-2013) - Target: Met**
All faculty participating in the fully online testing transition successfully completed the term. Setting and training documentation were produced.

**M 10: Transition the Learning Management System from WebCT to Blackboard Learn**
Transition the Learning Management System from WebCT to Blackboard Learn

**Source of Evidence:** Benchmarking

**Target:**
Develop faculty to use Blackboard Learn and track usage.

**Finding (2012-2013) - Target: Met**
626 faculty, staff, and graduate students registered for CIT-hosted workshops and information sessions. 2,000+ practice courses were created for users to explore Blackboard Learn.

- CIT-led information sessions and workshops hosted by other campus areas:
  - Council of Assistant and Associate Deans retreat
  - Faculty Senate IT Sub-Committee and Faculty Senate Steering Committee
  - IT Service Desk staff
  - New faculty orientation events
  - Professional Staff Assembly
  - Capstone College of Nursing Distance faculty, Graduate faculty, Undergraduate faculty
  - College of Arts and Sciences Biological Sciences faculty and lab coordinators, Gender and Race Studies, Military Science, eTech, First Year Mathematics Program, Spanish 100 and 200 level TA cohort, Technology mentors
  - College of Commerce and Business Administration Student Services Staff
  - College of Communication and Information Studies All faculty, School of Library and Information Studies
  - College of Continuing Studies Online faculty
  - College of Engineering Computer Science, Freshman Engineering Program
  - College of Human Environmental Sciences All faculty
  - School of Social Work: All faculty
  - UA Libraries Office of Library Technology

Spring Term 2013 had 4474 sections conducted in Blackboard Learn, up from 4337 sections offered Spring 2012 in WebCT.

**OthOtcm 3: Improve campus enterprise-wide scalable and reliable instructional technology**

**Related Measures**

**M 7: Engage, support, promote, and receive feedback from faculty through active participation in technology committee work**
Engage, support, promote, and receive feedback from faculty through active participation in technology committee work.

**Source of Evidence:** Discussions / Coffee Talk

**Target:**
The target is active CIT participation in campus-wide technology committees - engaging staff, students, administration, peer service providers, and faculty about CIT’s services and goals.

**Finding (2012-2013) - Target: Met**
CIT staff actively participated in the Technology & Learning Committee, which the Director of the FRC currently chairs, the Information Technology Committee, and numerous other committees and SIGs.

**M 10: Transition the Learning Management System from WebCT to Blackboard Learn**
Transition the Learning Management System from WebCT to Blackboard Learn

**Source of Evidence:** Benchmarking

**Target:**
Develop process and convert faculty identified courses into the new LMS environment, Blackboard Learn.

**Finding (2012-2013) - Target: Met**
Emerging Technology and the FRC developed a robust 30 step course conversion process. 4,000+ courses were migrated at the request of 1,400+ faculty members.

**M 11: Develop rigorous quality assurance process for testing vendor updates**
In cooperation with OIT and other campus partners, develop rigorous quality assurance process for testing vendor updates for compatibility and stability to enterprise tools before migration to full production.

**Source of Evidence:** Service Quality
Target: Establish process with consistent interaction with appropriate parties.

Finding (2012-2013) - Target: Met
Standard information technology processes were developed and applied with weekly meetings between OIT and CIT staff with other representatives as appropriate. Process also includes weekly phone conferences with Blackboard Learn.

M 12: Develop and adopt a Tegrity lecture capture retention policy
Develop and adopt a Tegrity lecture capture retention policy
Source of Evidence: Discussions / Coffee Talk

Target:
Review contract stipulations for vendor service, research and analyze any historical data on age and use of recorded material, develop a retention proposal, present proposal to governance, refine proposal as appropriate, and adopt retention plan in this academic calendar.

Finding (2012-2013) - Target: Met
Lecture Capture retention policy proposal developed, reviewed, and formally adopted.

M 13: Track number of enterprise instructional technology tools supported by the CIT
Track number of enterprise instructional technology tools supported by the CIT
Source of Evidence: Benchmarking

Target:
No target was established for this measure. Monitor total number of campus wide enterprise applications supported by the CIT.

Finding (2012-2013) - Target: Met
CIT supports 28 enterprise applications.

M 14: Transition Tegrity Lecture Capture system to remote managed hosting, to increase dependability and address Academic Continuity concerns
Transition Tegrity Lecture Capture system to remote managed hosting, to increase dependability and address Academic Continuity concerns.
Source of Evidence: Benchmarking

Target:
Existing locally managed Tegrity files had to be migrated to vendor's remote hosting location, while functional administration need to ascertain QA all appropriate files were retained for use before Fall term commenced.

Finding (2012-2013) - Target: Met
In cooperation with OIT, 4 T.B. of lecture capture files were transported via hard drive to Tegrity's California data center. The large number files were brought online for the Fall term.

M 15: Develop a campus wide course for students who wanted to use the Turnitin application tool for any writing endeavor
Provide access to all students wishing to use the Turnitin application tool for any writing endeavor, regardless of class assignment. Due to contract stipulations, only enrolled students could have access to the application, providing a technical gating challenge.
Source of Evidence: Discussions / Coffee Talk

Target:
In conjunction with Student Government, develop a campus course in Blackboard Learn integrating the Turnitin building block with access for all students.

Finding (2012-2013) - Target: Met
In conjunction with Student Government, a Blackboard Learn course with Turnitin access was developed and activated. Training and support materials were made available to the students.

M 17: Keep students informed about information and services concerning the transition from WebCT to Blackboard Learn
Keep students informed about information and services concerning the transition from WebCT to Blackboard Learn.
Source of Evidence: Service Quality

Target:
Disseminate updates to students about the timetable for the transition as well as the process to retrieve student work from the old LMS.

Finding (2012-2013) - Target: Met
Students were kept informed electronically as well as through university publications and the student newspaper. Students were able to retrieve their old academic work from the WebCT LMS and received assistance with any issues that they had.

OthOtcm 5: Foster accessible technology awareness and usage in academic and other campus realms
Foster accessible technology awareness and usage in academic and other campus realms

Related Measures

M 7: Engage, support, promote, and receive feedback from faculty through active participation in technology committee work
Engage, support, promote, and receive feedback from faculty through active participation in technology committee work.
Source of Evidence: Discussions / Coffee Talk
Target:
The target is active CIT participation in campus-wide technology committees - engaging staff, students, administration, peer service providers, and faculty about CIT’s services and goals.

Finding (2012-2013) - Target: Met
CIT staff actively participated in the Technology & Learning Committee, which the Director of the FRC currently chairs, the Information Technology Committee, and numerous other committees and SIGs.

M 19: Facilitate and actively participate in the creation of technology accessibility proposals
Facilitate and actively participate in the creation of technology accessibility proposals
Source of Evidence: Discussions / Coffee Talk

Target:
Actively participate in the creation of technology accessibility assessments and proposals to address new federal ADA guidelines.

Finding (2012-2013) - Target: Met
CIT provided key staffing in the creation of the Accessibility summary and in the creation of Accessibility funding proposals. CIT in conjunction with the Office of Disability Services (ODS) and the College of Communication, conducted a survey of all student registered with ODS as having a disability, about issues, satisfaction, and concerns.

M 20: Lead evaluation of possible technology tools acquisitions to address ADA challenges
Lead evaluation of possible technology tools acquisitions to address ADA challenges.
Source of Evidence: Discussions / Coffee Talk

Target:
Research and evaluate technology solutions for the significant video speech-to-text challenge for accessibility.

Finding (2012-2013) - Target: Met
Emerging Technology lead a evaluation for possible solution for speech-to-text solutions, including software, hardware, and services. The Docsoft Appliance was selected and formally evaluated, functionally administrated by Emerging Technologies and managing evaluation by numerous famous partners. The Docsoft was finally selected for a procurement request.

M 22: Research and select a standard Assisted Listening System for integration in the university's Audio Visual Standards
Research and select a standard Assisted Listening System for integration in the university's Audio Visual Standards
Source of Evidence: Professional standards

Target:
Select and implement for all new classroom installations slated for the start of Fall term.

Finding (2012-2013) - Target: Met
Standard was set and implemented for Fall term new classrooms. All of campus’ remaining spaces will be added to as necessity or renovation opportunities allow.

OthOtcm 6: Assist students with successful use of campus facilities and technology tools
Assist students with successful use of campus facilities and technology tools

Related Measures

M 16: Work with Campus partners to keep students informed in a timely fashion about issues with the university's clicker standard
Work with Campus partners to keep students informed in a timely fashion about issues with the university's clicker standard, software conflicts, and firmware updates for their clickers.
Source of Evidence: Discussions / Coffee Talk

Target:
Facilitate students’ clicker firmware to be updated during Fall term efficiently as possible.

Finding (2012-2013) - Target: Met
Working with the university bookstore and the library, information about the necessity for clicker firmware to be updated, was disseminated to students electronically and update stations were established for students to conveniently update their hardware.

M 18: FRC create and updates just-in-time online tutorials and related materials for students' use of supported applications
FRC create and updates just-in-time online tutorials and related materials for students' use of supported enterprise instructional technology applications and provides web links to related vendor support sites.
Source of Evidence: Document Analysis

Target:
No target was used. Develop materials as needed for student use and facilitate vendor supplied manuals and training materials.

Finding (2012-2013) - Target: Met
FRC maintains user documents specifically for students use on the FRC website.

M 21: Create Interactive Digital Directories to facilitate campus navigation
Create Interactive Digital Directories to facilitate campus navigation
Source of Evidence: Activity volume

Target:
Research, design, implement, and install digital directories in key locations on campus.

Finding (2012-2013) - Target: Met
In conjunction, with OIT and Special Projects, CIT designed and installed #__ Digital Directories on campus.

M 23: Simplify student interactions with portable computing apps
Simplify student interactions with multiple university portable computing apps.

**Source of Evidence:** Efficiency

**Target:**
Integrate the separate Blackboard Learn iOS app into the university's general access UA Mobile iOS app., simplifying the student's experience and improving the ease of use of the technology.

**Finding (2012-2013) - Target: Met**
Working in conjunction with Special Projects, OIT, and the application vendor, the standard Blackboard Learn iOS app was integrated with the UA's custom iOS app, and released for use into the Apple store for student use.

**OthOtcm 7: Aid campus in using innovative and effective means to communicate**

**Aid campus in using innovative and effective means to communicate**

**Related Measures**

**M 8:** Facilitate the use of Blackboard Collaborate, through training and functional administration
Facilitate the use of Blackboard Collaborate, through training and functional administration.

**Source of Evidence:** Benchmarking

**Target:**
Increase use of Blackboard Collaborate. No initial target was set for this year.

**Finding (2012-2013) - Target: Met**
CIT trained users and set up as Functional Administrators 33 Blackboard Collaborate Rooms.

**M 24:** Increase installation base of Emergency PA systems to sufficiently cover the expanding campus and facilities
Increase installation base of Emergency PA systems to sufficiently cover the expanding campus and facilities.

**Source of Evidence:** Professional standards

**Target:**
Target is to be moving progressively to meet professional standards and to fall within Government guidelines for Emergency PA compliance.

**Finding (2012-2013) - Target: Met**
AVS installed 13 additional Emergency PA systems meeting or exceeding local, state, and federal guidelines.

**M 25:** Increase the install base of integrated campus Digital Signage systems
Increase the install base of integrated campus Digital Signage systems.

**Source of Evidence:** Benchmarking

**Target:**
Install all new building projects with university required Digital Signage systems and continue installation schedules for ad hoc additions to the digital signage network.

**Finding (2012-2013) - Target: Met**
AVS installed Digital Signage systems in 50 additional locations.

**M 26:** Provide AV support for campus events
Provide AV support for university events, specifically for venues without assigned staff resources.

**Source of Evidence:** Activity volume

**Target:**
Provide AV technology support specific university events.

**Finding (2012-2013) - Target: Met**
AVS provided AV support for 81 campus events.

**OthOtcm 8: Aid campus in use and support of multimedia for academic and related needs**

**Aid campus in use and support of multimedia for academic and related needs**

**Related Measures**

**M 27:** Simplify end-user authoring and expand access for basic faculty academic website needs.
Simplify end-user authoring and expand access for basic faculty academic website needs.

**Source of Evidence:** Activity volume

**Target:**
Conduct pilot of 3rd party cloud-based drag and drop web authoring environment, working with faculty to establish process, university approved template designs, and policies.

**Finding (2012-2013) - Target: Met**
Multimedia Services established policies, developed standard templates for faculty to chose from, trained 35 faculty members, published 30 sites, and migrated 16 faculty sites from their previous Wordpress instances.

**M 28:** Provide support for academic and related photography needs
Provide production support for academic and related photography needs.

**Source of Evidence:** Activity volume

**Target:**
No target was identified as service is request driven.

**Finding (2012-2013) - Target: Met**
Multimedia Services produced 207 photography projects.
M 29: Provide production support for academic and related videography and postproduction needs.
Provide production support for academic and related videography and postproduction needs.
Source of Evidence: Activity volume
Target: No target was identified as service is request driven. Support academic and related need for videography and postproduction projects.
Finding (2012-2013) - Target: Met
Multimedia Services produced 88 videography and postproduction projects.

M 30: Simplify and streamline support for academic website needs.
Simplify and streamline support for academic website needs.
Source of Evidence: Efficiency
Target: Develop WordPress multisite installation to decrease support time required per site, develop policies and processes for website evaluation, client interaction, and site migration.
Finding (2012-2013) - Target: Met
Multimedia Services removed 76 sites from separate Wordpress installations in their portfolio.

OthOtcn 9: Facilitate non-course-related use of instructional technology tools available to campus
Facilitate non-course-related use of instructional technology tools available to campus

Related Measures

M 7: Engage, support, promote, and receive feedback from faculty through active participation in technology committee work
Engage, support, promote, and receive feedback from faculty through active participation in technology committee work.
Source of Evidence: Discussions / Coffee Talk
Target: The target is active CIT participation in campus-wide technology committees - engaging staff, students, administration, peer service providers, and faculty about CIT's services and goals.
Finding (2012-2013) - Target: Met
CIT staff actively participated in the Technology & Learning Committee, which the Director of the FRC currently chairs, the Information Technology Committee, and numerous other committees and SIGs.

M 8: Facilitate the use of Blackboard Collaborate, through training and functional administration
Facilitate the use of Blackboard Collaborate, through training and functional administration.

Source of Evidence: Benchmarking
Target: Increase use of Blackboard Collaborate. No initial target was set for this year.
Finding (2012-2013) - Target: Met
CIT trained users and set up as Functional Administrators 33 Blackboard Collaborate Rooms. Collaborate was used for departmental communications, advising, and other non-course related needs.

M 31: Prepare International Graduate to prepare for the university's International Teaching Assistant Program qualification exam.
Prepare International Graduate to prepare for the university's International Teaching Assistant Program qualification exam.
Source of Evidence: Administrative measure - other
Target: Create an efficient technology solution to prep graduate students to take the ITAP exam to allow them to become GTAs.
Finding (2012-2013) - Target: Met
CIT provided access to Tegrity lecture capture materials to prepare graduate students to pass the university ITAP requirement.

M 32: Provide Accessibility Materials electronically during research and drafting stages of the university's ADA proposal.
Provide Accessibility Materials electronically during research and drafting stages of the university's ADA Technology proposal.
Source of Evidence: Discussions / Coffee Talk
Target: Provide an efficient and expansive platform to host and list materials pertaining to the university's ADA technology proposal.
Finding (2012-2013) - Target: Met
CIT created a Blackboard Learn course for the university to work with ADA Technology research and proposal documents and materials.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Rebuild Classroom system UI for increased ease of use
Rebuild Classroom system UI for increased ease of use and continue standardization of classroom process.
Established in Cycle: 2012-2013
Implementation Status: Planned
Priority: High
| Relationships (Measure | Outcome/Objective): |  |
|----------------------|---------------------|
| **Measure:** Calls into AVS and what percentage are user error | **Outcome/Objective:** Improve dependability and faculty ease of use of classroom technology |

**Implementation Description:** Redesign touchscreen interface for Crestron and Extron controllers. Implementing immediately for new installs and updating older learning spaces as upgrades allow.

**Responsible Person/Group:** AVS

**Additional Resources:** None