

UCSC Learning Technologies Update

Jim Phillips

ITS - Learning Technologies

Learning Technologies implements technology solutions that support the academic mission of the campus by:

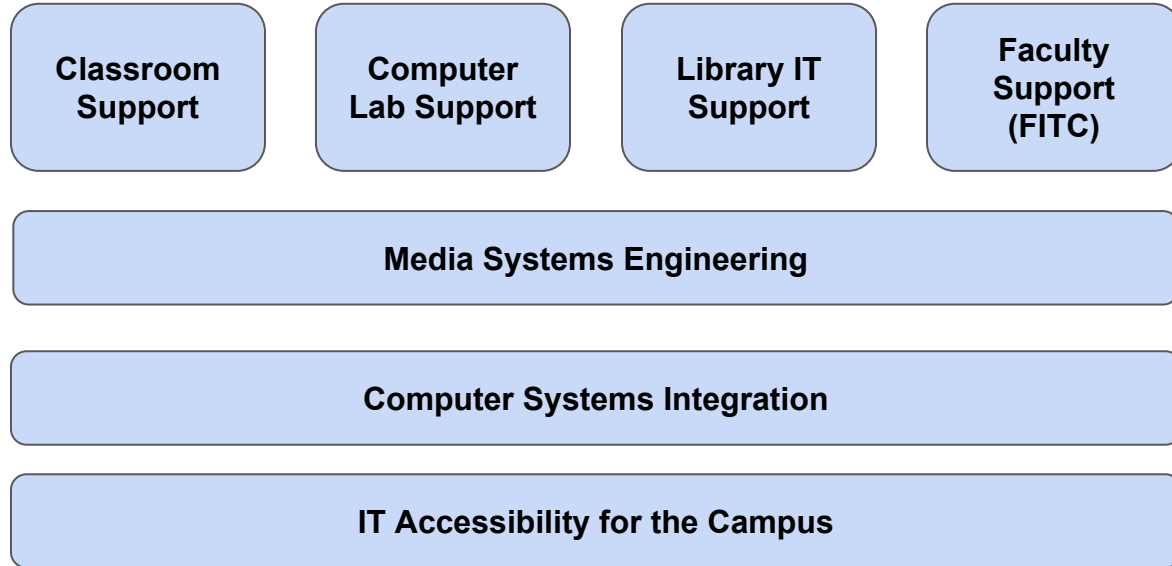
- Partnering with faculty, departments, and divisions to advance their instructional technology objectives
- Collaborating with support staff and campus-wide committees to align ITS solutions with broader campus objectives
- Informing campus decision makers and interacting with systemwide groups to establish instructional technology priorities and strategic direction

Values

In addition to the UCSC principles of community and the ITS *Who We Are* principles, Learning Technologies takes pride in:

- Consistently positive feedback from our customers
- Service responses that are effective, rapid, and exceed expectations
- Innovative, agile, and scalable solutions that are secure, practical, and highly efficient
- **Project plans that are well-defined and shared with all**
- A commitment to adapt, collaborate, and communicate, and
- Services that are accessible to all students, faculty, and staff

Learning Technologies Organization



Key Services - <http://its.ucsc.edu/about/its-units/learntech/services.html>

Learning Environments	<ul style="list-style-type: none">● Support for classrooms and computer labs● Design and installation of media systems
Online & Hybrid Learning	<ul style="list-style-type: none">● Canvas / eCommons● Webcasts● Collaboration tools - Zoom● Hosted, scalable solutions in support of instruction● Support for instructional content development● Online course evaluations
Campuswide Resources	<ul style="list-style-type: none">● Special events● Public-facing Library services● Equipment loan checkout program● Media production and content distribution (e.g., streaming)

Recent Major Milestones

- Instructional Equipment Replacement (IER) Funding
- Public Computing Project
- Sakai - cutover to more stable provider
- Successful Canvas Pilot with Academic Affairs, COT
- Webcasts - expansion to 27 rooms (2015-2016)
- Library - business improvements, business / service continuity improvements
- Accessibility - ATC committee formed, plan for campus drafted, collaboration with Disability Resource Center

In Progress

- Canvas (target: spring 2017)
- New Online Course Evaluation system - What Do You Think (CollegeNet)
- Zoom - web conferencing (replacing ReadyTalk and perhaps videoconferencing as well)
- Webcasts - expansion to all rooms with 35 seats or more
- Support for
 - Center for Innovative Teaching and Learning (CITL)
 - Digital Scholarship Commons in McHenry Library
- Library projects involving access to research data, subscription-based content
- 100 Seat Active Learning Classroom in the Science Engineering Library

Collaborative
Partnerships

Instructional
Support

