

**Teaching & Learning Center  
Monthly Utilization Report – April 2016**

**1. LMS Stability and Utilization**

Key learning management system (LMS) stability markers for CSC Online-Sakai include uptime and downtime. System utilization is gauged by number of logins, unique users, and the number of course sites created.

Uptime	100%
Downtime	0%
Logins	3402
Unique Users	1502
Course Sites Created	26

**2. LMS Support Utilization**

LMS support utilization is determined by tickets escalated to our LMS host (Longsight), tickets logged by the TLC team in the LMS category, and tickets logged by our 24/7 help desk (Pearson).

Tickets Escalated to Host	3
TLC Tickets	37
24/7 Help Desk Tickets	43

**3. Other Support Utilization**

Other support utilization accounts for assistance requested in areas, such as mediated classrooms, instructional design, and other instruction- and/or technology-related consultations.

Mediated Classrooms & Technology-Related	25
Instructional Design	2
Total Consultations	27

**4. Web-Conferencing/Lecture-Capture Utilization**

To determine the utilization of Vidyo, the TLC’s web-conferencing and lecture-capture solution, the hours of active use and the number of active users are recorded.

Vidyo Hours of Use	105.62
Vidyo Active Users	19

**5. Mediated Classroom Utilization**

Computer-mediated classroom use is determined by projector use and classroom scheduling each semester. See TLC semester reports for mediated classroom information.

Classroom Projector Use	N/A
Mediated Classroom Use	N/A

**6. Academic Web Utilization**

The academic web constitutes a number of sites developed by faculty and staff in academic affairs and supported by TLC staff; to gauge traffic, we track the number of visitors and page views.

New Visitors	209
Returning Visitors	75
Page Views	1886

**7. TLC Blog & Website Utilization**

The TLC breaks out reporting on the TLC Blog and publishes figures provided by IT on the TLC Website. We track the number of visitors and page views and highlight the month’s most popular blog post, which was [“Book Review: How Learning Works: Seven Research-Based Principles for Smart Teaching”](#) by Josh Ellis, the TLC’s IT Specialist.

Website Views	318
Website Visitors	84
Blog Views	1003
Blog New Visitors	86
Blog Returning Visitors	35

**8. TLC Seminar, Workshop, and Institute Utilization**

Participation in TLC workshops, seminars, and institutes are typically limited to six participants. Seminars are offered with open attendance.

	Titles	MAP Alignment	Faculty	Staff	Total
Seminar	<a href="#">Academic Study Table</a>	3.1, 3.3	3	1	4
Workshop	<a href="#">Untangling the Web: Blogging for Academic Success</a>	3.3-5, 5.1, 6.1, 6.4	8	1	9
Institute	N/A	N/A			
Totals			11	2	13

**9. Quality Matters Utilization**

In addition to reporting monthly utilization, the TLC reports out cumulative data on the percentage of faculty who have completed basic QM rubric training by school to date

Number of Unique Users for Month			Faculty	Staff	Total
			0	0	0
	Titles	MAP Alignment	Faculty	Staff	Total
Courses	None	N/A	0	0	0
Webinars	None	N/A	0	0	0

**10. Percentage of Current Faculty (and Academic Affairs Staff) with Basic QM Training**

Courses	BEAMSS	EHPCPSW	Liberal Arts	Adjuncts	Staff
Applying the QM Rubric	43%	48%	21%	10%	21%
QM Rubric Update 2014	6%	9%	0%	3%	7%

**11. Lynda.com Utilization**

Lynda is a popular database of courses and webinars faculty may utilize for professional development. To determine interest as well as utilization, the TLC tracks courses viewed as well as courses completed.

Number of Unique Users for Month			Faculty	Staff	Total
			0	2	2
	Titles	MAP Alignment	Faculty	Staff	Total
Courses Completed	None	N/A	0	0	0
Courses Viewed	<a href="#">WordPress Essential Training</a>	3.4-5	0	1	1
	<a href="#">Core Strategies for Teaching in Higher Ed</a>	1.2, 3.4-6, 4.1-2, 6.2	0	1	1
	<a href="#">Foundations of Online Instruction</a>	1.2, 3.4-5, 4.1. 5.3	0	1	1
	<a href="#">Excel 2013 Essential Training</a>	3.4-5	0	1	1
	<a href="#">The Basics of Data for Analytics</a>	3.4-5	0	1	1

**12. TLC Library Utilization (Books & Equipment)**

The TLC Library is a “micro collection” that is managed by the Library Learning Commons but made available through the TLC.

	Titles/Items	MAP Alignment	Faculty	Staff	Total
Books	Academic Advising Approaches	3.5, 4.1-2	3	0	3
	Postsecondary Play				
	Developing a Comprehensive Faculty Evaluation System				
Equipment	N/A	N/A	23		23
Totals			26	0	26