

Teaching & Learning Center Monthly Utilization Report – December 2015

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	2946
Unique Users	1289
Course Sites Created	45

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	5
TLC Tickets	89
24/7 Help Desk Tickets	33

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	22
Instructional Design	0
Total Consultations	22

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	445.2
Vidyo Active Users	8

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	N/A
Returning Visitors	N/A
Page Views	N/A

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 "[Today's Virtual Reality and Its Implications for Higher Ed](#)" by Susan Hines, AVP for Teaching and Learning Technologies.

Website Views	246
Website Visitors	78
Blog Views	657
Blog New Visitors	278
Blog Returning Visitors	24

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	N/A	N/A			
Workshop	N/A	N/A			
Institute	N/A	N/A			
Totals					

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	3	3
	Titles	MAP Alignment	Faculty	Staff	Total
Courses Completed	WordPress Developer Tips: Locking Down WordPress	3.4-5	0	1	1
Courses Viewed	Illustrator CC Essential Training (2015)	3.4-5	0	1	1
	Foundations of Programming: Object-Oriented Design	3.4-5	0	1	1
	WordPress REST API (WP-API): First Look	3.4-5	0	1	1
	WordPress Developer Tips: Locking Down WordPress	3.4-5	0	1	1
	Camtasia Studio 8 Essential Training	1.2, 3.4-6	0	1	1
	Foundations of Teaching with Technology	1.2, 3.4-5, 4.1. 5.3	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	Learner-centered Teaching	1.2, 3.5, 4.1	0	1	1
Equipment	N/A	N/A			
Totals			0	1	1