

Teaching & Learning Center Monthly Utilization Report – October 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	99.9664%
Downtime	.0336%
Logins	2654
Unique Users	1148
Course Sites Created	28

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	7
TLC Tickets	128
24/7 Help Desk Tickets	44

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	39
Instructional Design	0
Total Consultations	39

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	497.5
Vidyo Active Users	10

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 "[Leap into Learning with Lynda.com](#)" by Elizabeth Ledbetter, the TLC's Instructional Design and Technology Specialist.

Website Views	757
Website Visitors	124
Blog Views	870
Blog New Visitors	153
Blog Returning Visitors	20

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	Verbal Judo: The Gentle Art of Persuasion	3.5	6	6	12
Workshop	Aligning High-Tech with High-Impact: Practices for the Digital Age	1.1-2, 3.4-6, 4.1, 5.3, 6.2	4	0	4
Institute	N/A	N/A			
Totals			10	6	16

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	1	1
	Titles	MAP Alignment	Faculty	Staff	Total
Courses	Spicing It Up! Quality Course Design for the Digital Age	3.4-6	0	1	1
	It's All In the Design: The Importance of Making Courses Legally Accessible	3.4-6	0	1	1
	Creating the Perfect Module	3.4-6	0	1	1

	QM Implementation: Moving Past Just Posting Their Syllabus Online	3.4-6	0	1	1
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	4	4
	Titles	MAP Alignment	Faculty	Staff	Total
Courses Completed	SharePoint Online Essential Training	3.4-5	0	1	1
	Instructional Design Essentials: Adult Learners	1.2, 3.4-5	0	1	1
Courses Viewed	SharePoint Online Essential Training	3.4-5	0	2	2
	Building Custom HTML5 Video Playback with AngularJS	3.4-5	0	1	1
	Acrobat XI: Creating Forms	3.4-5	0	1	1
	Influencer Interview: Oprah Winfrey	3.4-5	0	1	1
	Acrobat 9 Pro Essential Training	3.4-5	0	1	1
	SharePoint 2010: Foundation and Server	3.4-5	0	1	1
	Creating Quick No-Code SharePoint Business Solutions with Composites	3.4-5	0	1	1
	Managing Projects with SharePoint 2013	3.4-5, 5.1	0	1	1
	Core Strategies for Teaching in Higher Ed	1.2, 3.4-6, 4.1-2, 6.2	0	1	1
	Flipping the Classroom	1.2, 3.4-5	0	1	1
	Instructional Design Essentials: Adult Learners	1.2, 3.4-6, 4.1, 5.3	0	1	1
	Windows 8.1 Essential Training	3.4-5	0	1	1
Universal Principles of Design	1.2, 3.4-6, 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	None		0	0	0
Equipment	N/A	N/A			
Totals			0	0	0