

Teaching & Learning Center Monthly Utilization Report – October 2016

1. LMS Stability and Utilization

CSC Online-Sakai stability is determined by calculating the monthly uptime, excluding planned maintenance. System utilization is gauged by an average of logins and unique users, and the number of course sites published for the currently active term.

Uptime	100%
Avg. Logins/Day	3915
Avg. Users/Day	1754
Course Sites – Fall 2016	968

2. LMS Support Utilization

LMS support utilization is determined by tickets opened with our LMS hosting provider (Longsight), tickets logged by the TLC team in the LMS category, and tickets reported by our 24/7 help desk (Pearson).

Tickets Opened with Host	3
TLC Tickets	64
24/7 Help Desk Tickets	96

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	40
Instructional Design	0
Total Consultations	40

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	418.63
Vidyo Active Users	45

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 utilization, we track the number of faculty/staff managed sites along with total visitors for all Academic Web sites (excluding the TLC Blog).

Number of Sites	32
Total Visitors	47

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 page views and visitors.

Website Views	535
Website Visitors	75
Blog Views	800
Blog Visitors	93

8. TLC Seminar, Workshop, and Institute Utilization

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

	Titles	MAP Alignment	Faculty	Staff	Total
Seminar	Seminar 2: 21st Century Higher Education Pedagogy: A Learner-Centered Model	3.5	2	1	3
Workshop	The Meeting Tool: A Virtual Collaboration Environment in CSC Online-Sakai	1.1, 1.2, 3.4, 3.5, 3.6	9	0	9
Institute	N/A	N/A			
Symposium	Why We Assess: Looking Back on a Century of Continuous Improvement	1-6	12	10	22
Totals			23	11	34

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
			1	0	1
	Titles	MAP Alignment	Faculty	Staff	Total
Courses	Applying the QM Rubric (APPQMR)	3.4-6	1	0	1
Webinars	None	N/A	0	0	0

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

Courses	BEAMSS	EHPCPSW	Liberal Arts	Adjuncts	Staff
Applying the QM Rubric	18	10	6	5	6

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	1	1
	Titles	Faculty	Staff	Total
Courses Completed	None	0	0	0
Courses Viewed	SharePoint 2013 Essential Training	0	1	0
	Lightroom 5 Essentials: 06 Creating Slideshows and Web Galleries	0	1	0
	Managing Documents with SharePoint 2013	0	1	0
	Designing a SharePoint Taxonomy	0	1	0

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.

	Faculty	Staff	Total
Books	1	1	2
Equipment	17	1	18
Totals	18	2	20