

Teaching & Learning Center Monthly Utilization Report – September 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	2563
Unique Users	1116
Course Sites Created	21

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	18
TLC Tickets	326
24/7 Help Desk Tickets	30

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	56
Instructional Design	0
Total Consultations	56

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	572.9
Vidyo Active Users	11

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 [“TLC Fall Workshops: A Format to Fit Your Schedule”](#) by Elizabeth Ledbetter, the TLC's Instructional Design and Technology Specialist.

Website Views	544
Website Visitors	136
Blog Views	625
Blog New Visitors	136
Blog Returning Visitors	10

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	Using Turnitin to Enhance Written Assignment Grading	1.1-2,3.1, 3.3-5	4	0	4
Institute	N/A	N/A			
Totals			4	0	4

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.

	Titles	MAP Alignment	Faculty	Staff	Total
Courses	None	N/A	0	0	0
Webinars	None	N/A	0	0	0
Totals			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.

	Titles	MAP Alignment	Faculty	Staff	Total
Courses Viewed	Up and Running with Evernote SharePoint 2013 Installing and Configuring a Test Environment SharePoint Online Essential Training Flipping the Classroom Information Literacy Teacher Tech Tips Managing Your Time Instructional Design Essentials: Models of ID Web Accessibility Principles	MAP 1.2, 3.4-6	1	3	4
Courses Completed	Flipping the Classroom	MAP 3.4, 3.5		1	1
Totals			1	3	4

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	N/A	0	0	0
Equipment	N/A	N/A			
Totals			0	0	0