

UD INFORMATION TECHNOLOGIES

Academic Technology Services

COVID-19 Response Report





SHARON PITT, VP & CIO
UD INFORMATION TECHNOLOGIES

MESSAGE FROM THE VP OF INFORMATION TECHNOLOGIES & CHIEF INFORMATION OFFICER

The amazing Information Technologies Academic Technology Services team has worked nights, days and weekends throughout the pandemic to support faculty in their pivot to online teaching...and now, the pivot to hybrid course delivery methods. This creative and expert team researched, deployed and documented new tools and services to ensure that faculty had access to the very best capabilities to deliver high-quality learning experiences for UD's students.



PAUL RICKARDS, DIRECTOR
UD IT-ACADEMIC TECHNOLOGY SERVICES

MESSAGE FROM THE DIRECTOR, ACADEMIC TECHNOLOGY SERVICES

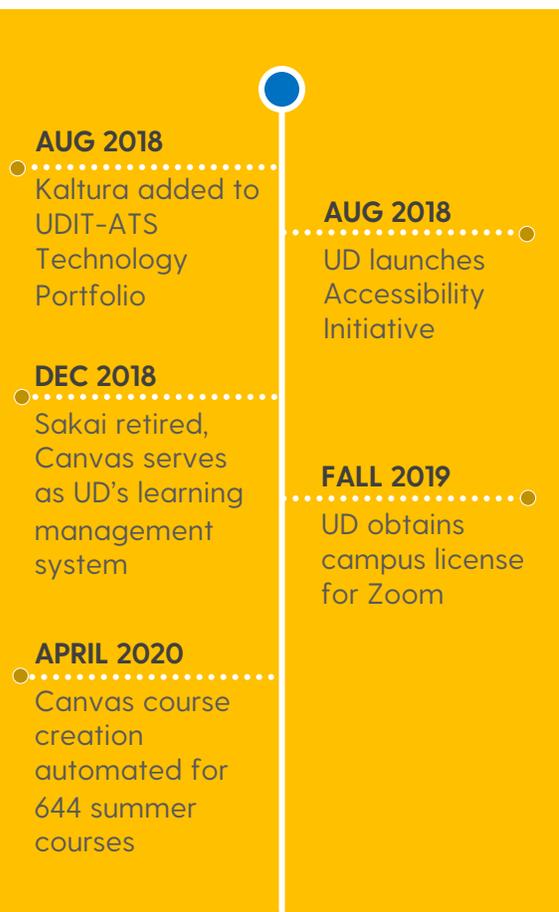
Since last March, the ATS team has greeted over 4,000 visitors in the Virtual Welcome Bar, directly impacting the quality of online learning experiences in efficient ways. The Virtual Welcome Bar provides ATS staff with the added benefit of a virtual 'place' to go everyday that, behind the scenes, mimics our physical space in Pearson. Our creative use of Zoom has galvanized our remote team, creates a strong sense of culture and bonding, and allows easy collaboration for problem-solving across functional areas. The ATS experience with developing and maintaining a virtual point of service has become a model for other units at the University of Delaware.

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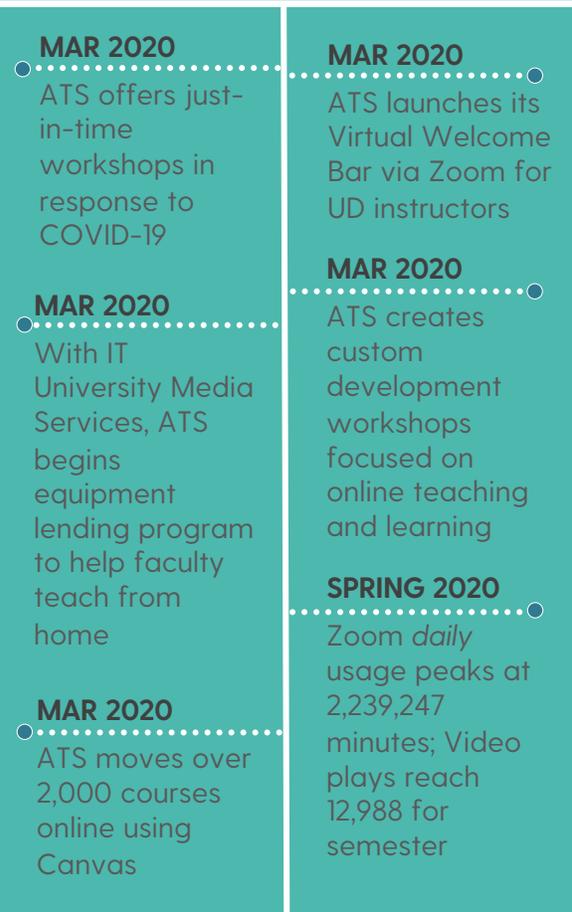
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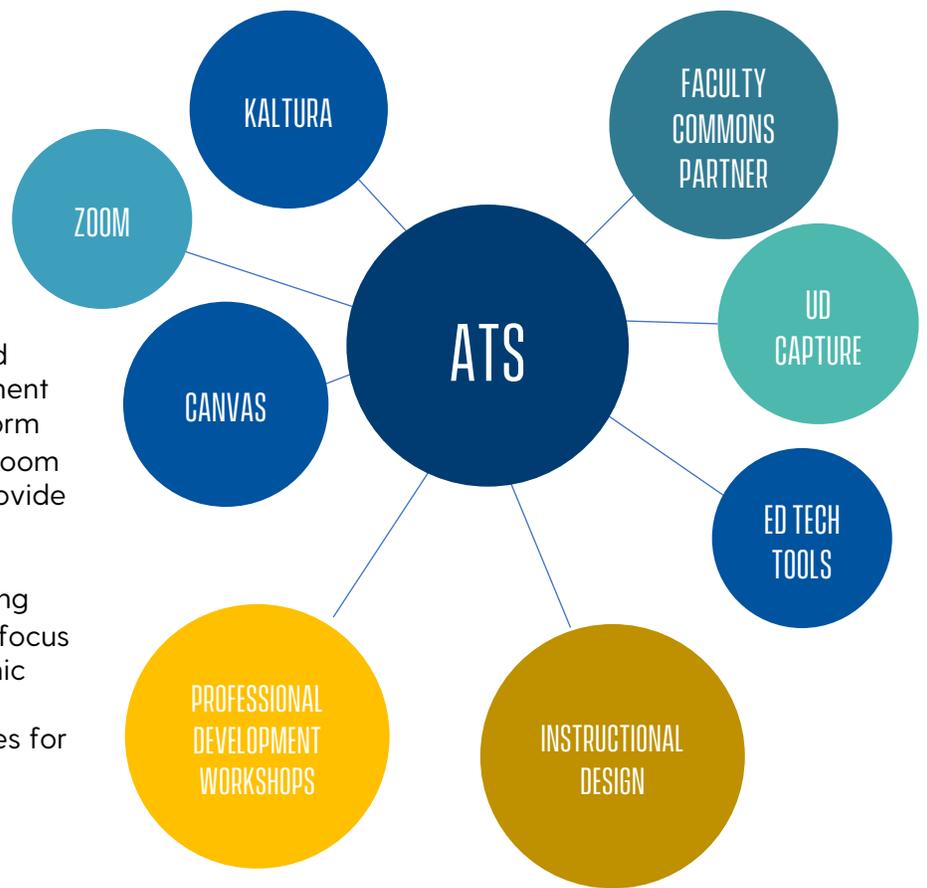


ATS INITIAL EMERGENCY RESPONSE >



ACADEMIC TECHNOLOGY SERVICES

UDIT's Academic Technology Services (ATS) helps faculty and all those who teach at the University of Delaware improve teaching and learning through the effective application of technology. ATS delivers instructional design and consulting services as well as manages and supports the University's learning management system (Canvas), video conferencing platform (Zoom), and video management and classroom capture platform (UD Capture). We also provide support for student response tools (Poll Everywhere), remote exam software (Respondus), and on-campus video recording studios and classrooms. While the primary focus of the ATS team is supporting UD's academic programs and instructors, the pandemic necessitated additional support and services for administrative departments and student organizations across campus.



STRATEGIC SHIFT TO PROACTIVE SUPPORT >

THE ATS PATH FORWARD

AUG 2020

- New educational technology tools adopted

AUG 2020

- Keep Calm & Teach On (KCTO) moves online

FALL 2020

- Zoom *daily* usage peaks at 3,307,418 minutes; Video sees semester usage double to 25,900 plays

FALL 2020

- Professional development courses refined

AUG 2020

- ATS hires instructional designers on contract

FALL 2020

- ATS offers Canvas course templates for teaching online

DEC 2020

- Staff hired for instructional design, video, communication

FALL 2020

- Poll Everywhere reaches 1,746 users

DEC 2020

- Canvas Connect mini conference

SPRING 2021

- Zoom *daily* usage peaks at 3,117,144 minutes; Kaltura video plays for spring semester top 19,000

MAY 2021

- ATS launches instructional design website

JUNE 2021

- 1st cohort begins new Innovative Teaching Strategies (ITS) course

WINTER 2021

- First winter offering of KCTO

SPRING 2021

- Poll Everywhere surges to 7,781 users

MAY 2021

- ATS conducts strategic survey of instructors

Fiscal Year 2022

- Continue to align ATS goals with UD IT Strategic Plan and provide support and services to UD and faculty

ONLINE RESOURCES

[UD IT STRATEGIC PLAN](#)

[INFORMATION TECHNOLOGIES](#)

[ACADEMIC TECHNOLOGY SERVICES](#)

[ATS CANVAS GATEWAY](#)

[ATS ZOOM SUPPORT](#)

[ATS INSTRUCTIONAL DESIGN](#)

[VIRTUAL WELCOME BAR](#)

[TEACHING ONLINE RESOURCES](#)

[FACULTY COMMONS](#)

OUR FOUNDATION FOR SUCCESS

- Transition from Sakai to Canvas
- Automatic course creation
- Migration to Kaltura
- Site license for Zoom
- Accessibility of course content

ACADEMIC TECHNOLOGY SERVICES is a team of educational technology experts committed to helping instructors most effectively implement instructional tools that are pedagogically sound. ATS has maintained a long-term, proactive stance towards preparedness, starting with a course continuity page for 2011's H1N1 virus. Key strategic decisions made by UDIT and ATS prior to COVID-19 enabled ATS to navigate the disruptions of the pandemic and support the University in its rapid pivot to remote teaching while providing services essential to the continuity of University business.

TRANSITION FROM SAKAI TO CANVAS



When the pandemic began to take hold in the United States in March 2020, UD was already reaping the benefits of the strategic decision to migrate instructors to a single learning management system (LMS). This decision to streamline systems was fulfilled in December 2018 when UD officially made Canvas its primary LMS and retired Sakai. When instructors had to move over 2,000 courses online in March 2020 in just two weeks, having a single LMS that most faculty were already familiar with was critical for a successful pivot to emergency teaching online.

AUTOMATIC COURSE CREATION

With the University streamlined to a single LMS, ATS initiated a new process to automate Canvas course creation. This process would play a key role in UD's ability to quickly establish courses in a fully online environment. The project launched in July 2019 with the goal of converting a manual process, where each faculty member used a tool to create their Canvas course, to an automated process, where catalog courses would be created each term and appear on the faculty member's Canvas Dashboard. UDIT and the Registrar's Office worked to ensure courses were created correctly, following course offering rules and complying with FERPA guidelines. Fortuitously, this multi-year program development was implemented in summer 2020 - the first full term after the pandemic occurred—at which time Canvas courses became universally and automatically available to all instructors.

MIGRATION TO KALTURA

In 2018, the University adopted Kaltura, a powerful video management platform, and ATS began a massive multi-year video migration effort. This effort consisted of transitioning nearly 20 years of existing instructional video content from the old platform to Kaltura. As a convenience to instructors, existing 2016 and 2017 video content was imported automatically. During the pandemic, this foundation allowed faculty to quickly reuse videos from previous terms without the need to re-record, expediting the transition to online teaching.



EXISTING SITE LICENSE FOR ZOOM

The need for a campus-wide video conferencing solution was already apparent in 2017 when ATS conducted a pilot of competing solutions. Zoom was chosen as the best fit for the University and a few hundred educational licenses were initially purchased for use by faculty and staff. As the Zoom application became more widely adopted, ATS determined that a site license would be most cost-effective and efficient. A full enterprise contract was purchased in fall 2019, giving all full-time faculty, staff, and students access to a Zoom Pro license. With Zoom already in place as the University shut down for COVID-19, ATS was able to prepare all instructors for online delivery within days. Zoom licenses were automatically provisioned upon sign-in to anyone affiliated with the University, allowing faculty to continue to teach and offices to continue to function.



ACCESSIBILITY OF COURSE CONTENT

When UD launched the digital accessibility initiative in fall 2018, ATS embraced this initiative in decisive measures. These measures allowed UD to address accessibility concerns that came to the foreground during the pandemic and the movement of courses to fully online.

One such measure was implementing Ally, a new tool that assisted faculty in making content more accessible within the Canvas environment. As a means of piloting the tool, a Faculty Learning Community (FLC) was formed consisting of faculty who served as ambassadors to each college, several Faculty Commons partners, and staff from UD's Office of Disability Support Services (DSS).



In addition to Ally, ATS added Kaltura to the UD accessibility portfolio. Kaltura automatically creates accessible video by producing closed captions and transcripts for every video uploaded. These captions can be further improved by instructors and searched by students to find relevant portions of longer videos. Professional development workshops were provided to assist faculty with specific accessibility concerns, such as providing extra time on tests and quizzes and adding alternative texts to images. A scanner was made available for faculty to convert paper documents into accessible PDF files for students.

With the University's commitment to accessibility, ATS was more prepared during the pandemic to assist with the special accommodation needs of our faculty and students. We worked closely with the DSS office to assist with specific accommodation needs of students. For example, when Zoom became the conferencing tool for the campus, enabling the live captioning feature was a top priority. We continue to support these tools and encourage all content created at the University to be accessible.

ATS INITIAL EMERGENCY RESPONSE

- COVID-19 Demands on ATS
- Support for Emergency Remote Teaching
- Supporting University Business Continuity & Partnerships
- Moving to High Quality Online Education



.... COVID-19 DEMANDS ON ATS. SPRING 2020

The onset of the COVID-19 pandemic was swift and brought the unprecedented challenge of moving all UD courses from face-to-face to online while supporting instructors in this emergency transition. Instructors were given an extended two-week spring break to transition their courses and ATS stepped up to meet the challenge.

Staffed with only 12 individuals, ATS worked tirelessly to support all University instructors by creating new support videos and documentation, working long into the evening answering questions, offering pedagogical and technological support for instructors, and providing updates and considerations to University leadership. In parallel, ATS began compiling and organizing resources for instructors that complemented those already available and provided needed information to our Faculty Commons partners. These resources encouraged instructors to think creatively, design flexibly, and focus first on the educational technology tools that best meet their educational goals.

We recognize the enormous challenge that instructors faced during this period. During normal times, no one is expected to pivot their course delivery mid-semester and in two weeks. Looking back, despite the incredible effort required, ATS was proud to be able to work alongside instructors and provide support for the emergency remote teaching that made it possible for students to complete a successful spring term.



BETWEEN MARCH 11 AND MARCH 17, 2020, ATS...

» developed and delivered **23 training sessions** for **1,386 instructors** and **12 custom training sessions** for **325 participants** totaling **more than 40 hours of instruction**

» over **2,000 courses** benefitted from ATS resources and services

.....SUPPORT FOR EMERGENCY REMOTE TEACHING

Just-in-Time Custom Workshops

The sudden campus closure in March 2020 created an immediate need for preparing all faculty and staff to use UD's primary educational toolset. Anticipating a potential emergency closure, ATS developed and delivered 23 training sessions for 1,386 instructors and 12 custom training sessions for 325 participants between March 11 and March 27, totaling more than 40 hours of instruction. These workshops covered the basics of Canvas, Zoom, and UD Capture and were provided on-campus with a remote access option.

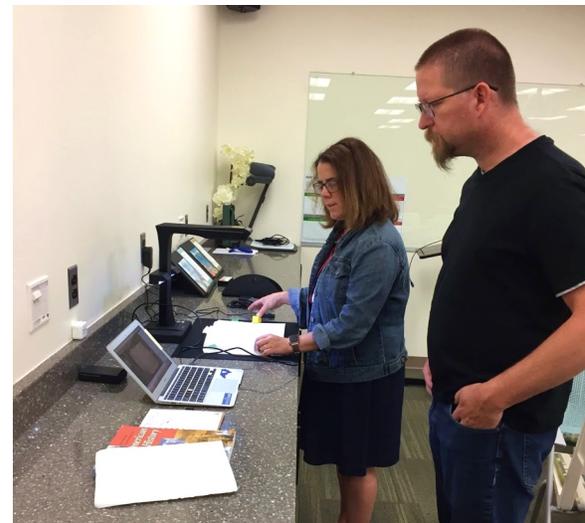
Virtual Welcome Bar

As it became clear that the pandemic would require a sustained, scalable approach to supporting online learning, ATS pioneered the use of Zoom as a drop-in point of service that replicated its on-campus service model. The new service, the Virtual Welcome Bar (VWB), launched on March 17, 2020, and was welcomed enthusiastically by faculty and staff. The VWB was staffed by ATS consultants during hours identical to the on-campus resource, from 8:30 a.m. to 4:30 p.m. Monday through Friday. By joining an open Zoom meeting, instructors and staff could now receive virtual, on-demand assistance for the variety of academic technologies supported by ATS. Breakout rooms were available for one-on-one or group sessions.

ATS has seen faculty usage and benefits related to the VWB increase consistently each term, a fact supported by the faculty survey administered in May 2021. In addition, ATS continues to assist other organizations and departments - both within and beyond UD - in creating their own version of the Virtual Welcome Bar modeled on the ATS experience.

Equipment Lending

With the move to emergency remote teaching, numerous instructors teaching from home needed access to technology typically found in their classroom. In March 2020, ATS partnered with UD Police to facilitate pickup of document cameras by instructors. The cameras enabled instructors in disciplines such as math, computer science, chemistry, sociology, geography, and biology to capture their handwriting, objects, and illustrations for their students. In August 2020, ATS partnered with UDIT's University Media Services to offer higher quality document cameras for fall 2020 courses.



..... SUPPORT FOR UNIVERSITY BUSINESS AND PARTNERSHIPS

In addition to support for remote emergency teaching, ATS brought forward new educational technology tools that supported UD's business continuity and helped to maintain critical partnerships in equally unprecedented ways. Specifically, the use of Canvas sites and Zoom meetings beyond undergraduate and graduate catalogue courses expanded exponentially due to the pandemic. New uses include the New Student Orientation (NSO), New Faculty Orientation (NFO), orientation for the Associate in Arts program, as well as many other program orientation needs. ATS also experienced an increase in requests for independent study courses and from departments providing professional on-campus development programs that had to quickly move online.

Currently, University business continues effectively despite the need for personnel to remain at home. Thanks to the availability and support of Zoom and Canvas, the Registrar's Office, student tutoring and advising, financial services, housing services, and many other non-academic departments were able to continue uninterrupted service. Being able to use these tools to work as a team and also meet with clients on an individual basis allowed University staff to keep up with daily functions.

Other uses extended beyond the University and into the broader community, servicing our K-12 and adult communities. Osher Lifelong Learning Institute (OLLI), the largest OLLI program in the country, coordinated by Professional and Continuing Studies (PCS), was able to pivot to completely online and serve as a model for other programs. ATS was able to help the Professional Development Center for Educators (PDCE) provide professional learning opportunities for K-12 educators throughout the state. It was a priority of the Governor to counter the learning loss that occurred throughout the state as a result of the pandemic by supporting PDCE programs that are now held regularly in Canvas. Additionally, the Early College Credit (ECC) program, which provides outstanding Delaware high school juniors and seniors the opportunity to take free college courses, transitioned to remote delivery using our toolset and continued uninterrupted despite the pandemic.



“ UDIT Academic Technology Services was essential to the work of the Professional Development Center for Educators (PDCE) in the College of Education and Human Development. PDCE contracts with schools and districts to provide direct professional support services to teachers. PDCE is a cost center with all employees paid through fiscal year partnership contracts. UDIT Academic Technology Services helped us to pivot all of our services online and to use the Canvas platform to protect the privacy of our partners and the intellectual property of the Center. We were able to finish all our fiscal year contracts in 2019-20 even though we could not go to our partner schools as planned. We also demonstrated our effectiveness to partners in these virtual services because we could use University technology tools and support. We were able to fully contract new services for the 2020-21 fiscal year. ATS worked tirelessly with us to enable systems for large-scale Canvas guest registration to accommodate our community partners. If we could not enroll in batch, we would not have been able to meet these community demands. In summer 2021, the Delaware Department of Education funded our virtual professional learning using the Canvas LMS to provide summer school programs to accelerate student literacy learning. We have been lucky to have the support of ATS during this challenging time. ”

Dr. Sharon Walpole

Professor, School of Education

Director, Professional Development Center for Educators

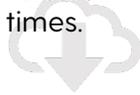
MOVING TO HIGH-QUALITY ONLINE EDUCATION

An uncertain outlook for fall 2020 provided the impetus to use summer 2020 to expand our instructional design efforts and help faculty make better use of online technologies. It also catalyzed ATS's exploration and deployment of new opportunities to support faculty and the University's goal of expanding its online portfolio. This momentum continues into fall 2021 as ATS enhances the current educational technology suite, reviews service offerings, and reimagines the spaces in which we operate, both physical and virtual.

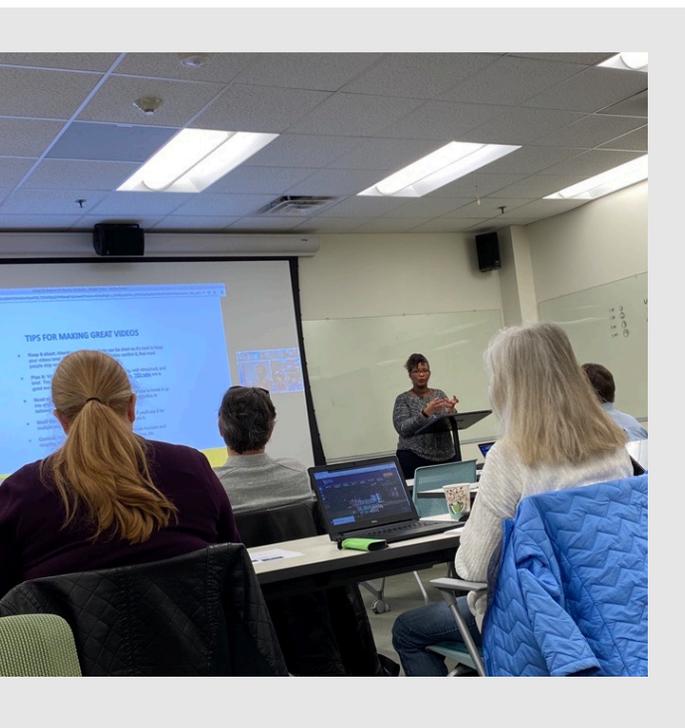
During the pandemic, ATS was a key player in Faculty Commons online coordination activities, meeting weekly on a Provost-initiated ad hoc committee to support online teaching. Our staff contributed to a comprehensive [Teaching Online web resource](#), several academic continuity town halls, and reporting dashboards that illustrated Faculty Commons activities in support of remote teaching. ATS also offered a number of professional development opportunities focused on guiding faculty through decision trees associated with developing, delivering, and teaching high-quality online courses.

More than ever, Canvas has become the central hub for faculty to deliver their courses and a single location for students to organize their learning. Data is available showing the use and growth of Canvas from spring 2020 through spring 2021. Overall numbers for the University and a data breakdown for each college can be found in the [ATS Service Statistics - Canvas report](#).

Starting in summer 2021, ATS staff began developing Canvas course templates for distribution through the Canvas Commons repository. These templates use an organized module structure based on the semester academic calendar that incorporates quality design principles, provides a student Getting Started module, and offers built-in instructions for faculty. To date, ATS Canvas templates have been downloaded over 700 times.



CANVAS COURSE TEMPLATES



 **FEATURED**

COURSE
IT-ATS UD Template Summer 2021



 **FEATURED**

COURSE
ATS - UDel Template Spring 2021



 **FEATURED**

COURSE
ATS - UDel Template Fall 2020
Undergraduate - Graduate



 **FEATURED**

COURSE
ATS - UDel Template Winter 2021

KEY TECHNOLOGY TOOLS

The role of video

During the pandemic, video played a vital role in connecting our campus together, both for teaching and learning as well as conducting normal university business. Before the pandemic, ATS had in place a best-in-class set of tools that enabled the campus community to stay connected. With the move to online courses, video usage jumped from a daily average of 900 video plays to over 13,000 daily average video plays in fall of 2020, with an all-time high daily video play count of 25,900.

Zoom-enabled communication, classes, meetings

When the need for live audio/video communications across all offices and courses became urgent overnight, our top priority in the first weeks of the pandemic was to ensure the entire campus had access to the Zoom platform and a basic knowledge of its features. This allowed faculty and students to complete the requirements of the spring 2020 semester from home. During summer 2020, ATS expanded its focus to include more advanced features, such as polling and breakout rooms, that could facilitate higher-level office committee meetings, conferences, poster sessions, and more engaging pedagogical functions within classes. University Media Services also assisted with Zoom support for live courses to decrease class downtime. ATS's work continued through the fall 2020 and spring 2021 semesters as users became more comfortable and Zoom continued to add functionality to the platform.

UD Capture/Kaltura

While many classrooms remained dark for most of the pandemic, the UD Capture tools provisioned by ATS in 2018 became a necessity for instructors who needed a way to create instructional videos for their courses. ATS staff specializing in UD Capture assisted instructors with creating videos from their home and guided them through equipment setup, optimal lighting configuration, and camera placement. The video management platform, Kaltura, which powers the UD Capture suite of tools, enabled features such as personal capture for videos, video management, and publishing of videos within Canvas. Instructors could opt to create video quizzes or video assignments to assess student learning while students benefited from automatic closed captions and transcripts of all videos.

COVID-19 USE OF TECH TOOLS

13,000 

average daily Kaltura video plays, Fall 2020

25,900 

peak daily high



Meeting Minutes

SPRING 2020

>> 2,239,247

FALL 2020

>> 3,077,418

SPRING 2021

>> 3,117,144



NEW EDUCATIONAL TECHNOLOGY TOOLS

During the pandemic, the University adopted a number of software solutions to meet the needs for online learning at a larger scale. The tools allowed faculty to replicate some of their critical pedagogical methods for the benefit of remote students and offered the additional benefit of integrating seamlessly into Canvas.

Descriptions of the new software solutions are provided in **Appendix A**. They include Respondus Lockdown Browser and Monitor, Poll Everywhere, Yellowdig, Labster, Perusall and FeedbackFruits.



FeedbackFruits

Perusall



Labster

Respondus LockDown Browser™



Poll Everywhere

Yellowdig

STRATEGIC SHIFT TO PROACTIVE SUPPORT

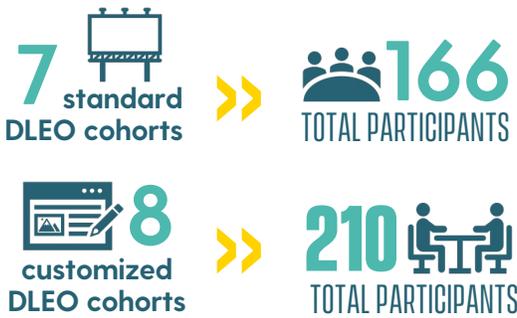
- Evolution of ATS Training and Development Programs
- Increased staffing
- Instructor Survey



EVOLUTION OF ATS TRAINING & DEVELOPMENT PROGRAMS



MAY 2020-JANUARY 2021



Delivering Learning Experiences Online (DLEO)

[DLEO](#) is a four-week online course developed and offered by ATS since 2014. The course is designed to assist faculty and teaching assistants who are transitioning to online teaching. Instructors participate as students in a Canvas course while learning about best practices for teaching online.

In summer 2020, ATS staff tailored a variety of custom DLEO course sessions to address specific instructor development needs brought on by the pandemic. Sessions focused on online design essentials while preserving features appreciated by previous DLEO participants, such as optional individual activities, peer interactions, and coaching elements. Participants were encouraged to attend weekly cohort sessions in Zoom, although the course can be completed entirely self-directed with accompanying consultations available.

“As we have transitioned some 50 different ELI courses to a completely online format, we have worked closely with our colleagues at Academic Technologies. Specifically, they have developed an ELI-specific, four-week, instructor-facilitated training session for the entire ELI faculty group. We have run this course for over 30 members of our instructional team with great success. ATS has patiently worked with us throughout the summer to help prepare our faculty to teach effectively in an online or hybrid format. The ATS designers are knowledgeable experts, generous colleagues, and highly skilled facilitators. We’re delighted with the results of our collaboration.”

Nigel Caplan
English Language Institute
Summer 2020



..... Innovative Teaching Strategies (ITS)

With a growing focus on new teaching formats at UD, the DLEO team in ATS was faced with the need to expand its training and development program. They answered this need by creating a new four-week course session titled [Innovative Teaching Strategies](#). This session follows the DLEO format, while offering updated content to reflect evolving training needs and exploring current best practices for teaching - specifically, instructor presence, student engagement, assessments, and multimedia. These best practices can be applied in all courses, whether fully online, in person, or a combination of formats. During this four-week course, instructors have the opportunity to collaborate with ATS instructional designers, other instructors, and guest speakers as they model best practices both asynchronously and synchronously.

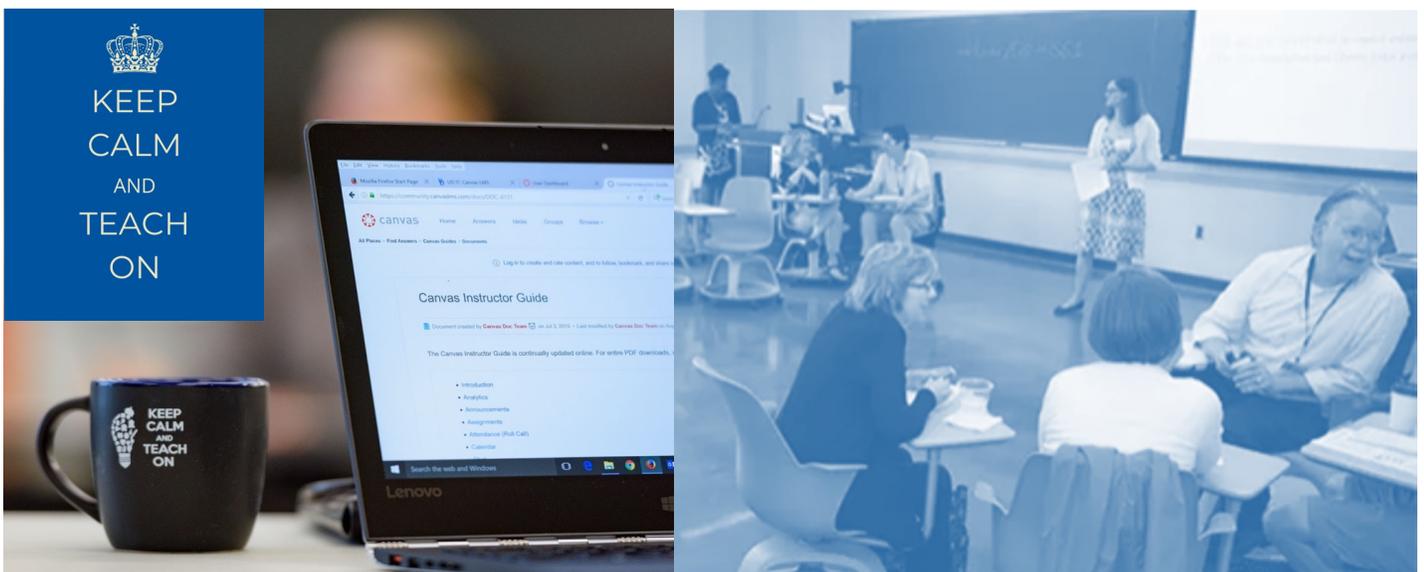
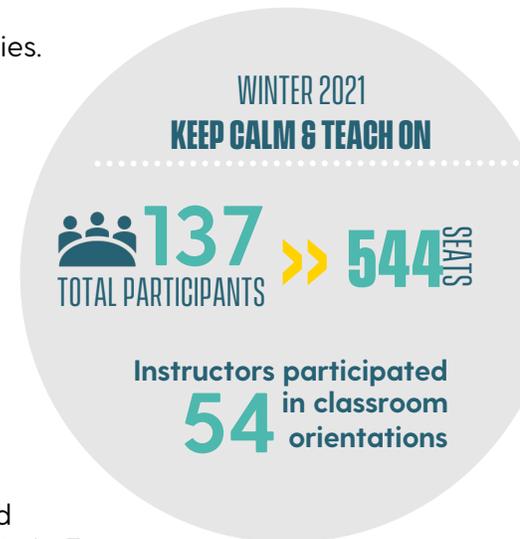
In June 2021, ATS offered the first cohort of Innovative Teaching Strategies. Twenty-four instructors registered to participate.

..... Keep Calm and Teach On

[Keep Calm and Teach On \(KCTO\)](#) is a series of workshops designed for UD faculty, teaching support staff, adjunct faculty, and graduate teaching assistants. Since 2015, KCTO has been offered each summer as a collaborative effort facilitated by Faculty Commons partners with ATS serving as the principal event organizer. KCTO includes focused sessions covering specific topics that matter to instructors at the start of a new academic year.

Given the changing course delivery modes caused by the pandemic and the need for different kinds of training, KCTO shifted to an online format via Zoom in August 2020. It was shortened to three days and temporarily rebranded as “Keep Calm and Teach On(line).”

For the first time as a winter offering, ATS offered KCTO over a two-week period in January to prepare instructors for the spring 2021 semester. To address the many instructor requests for hybrid/hyflex teaching support, ATS partnered with University Media Services to offer on-campus classroom orientations during an additional two weeks. The orientations took place in classrooms equipped with the three primary technology setups and included representatives from UMS Classroom Technology and ATS Instructional Design teams.



INCREASED STAFFING

The use of the online tool set by all courses created immediate demand for additional support staff. ATS initially employed six contractors during summer 2020, eventually increasing its permanent staff from 12 to 22. The majority of these new positions were added to the Instructional Design team, enabling ATS to provide uniform coverage and specialized service to all colleges by assigning a [designated instructional designer \(ID\)](#) for each college and department.

Once the ID team was fully assembled and designers were assigned to an academic department or program, their roles began to shift from reactive troubleshooting to proactive outreach. IDs partnered with more faculty to engage in longer-term projects and built relationships with departments. With IDs for all credit courses managed centrally through ATS, instructional design services are now provided at no additional cost to the colleges.

In May 2021, ATS published the new [Instructional Design Services website](#) to communicate the expanded role of IDs to the University. Instructors can now more easily schedule a one-on-one consultation with an instructional designer and find important resources to improve their own course design. The new site also features a blog called *Instructional Design Spotlight*, which features instructional designers describing some of their latest projects.

**IMPACT OF
ATS ID OUTREACH**
(JAN-MAY 2021)

133 
dedicated
course projects

 **72**
SPECIAL PROJECTS

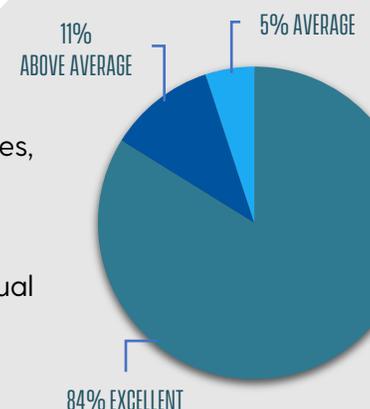
custom
presentations
 **70**

THE UDIT ACADEMIC TECHNOLOGY SERVICES TEAM



INSTRUCTOR SURVEY

In May 2021, ATS emailed a survey to all instructors who had visited the Virtual Welcome Bar (VWB) during the pandemic asking about their experiences and preferences. The survey received more than 200 responses, including dozens of volunteers for survey follow-up opportunities to assist with ATS strategic planning. An overwhelming 83% of the instructors surveyed rated their experience as “Excellent.” Given a choice between virtual and on-campus points of service, 86.2% prefer to use the Zoom virtual service. The most frequent comments voiced the desire to keep the VWB service operational, even as we transition back to campus.



- *Bringing value to UD instructors*
- *Integrating lessons learned*
- *Offering quality training and development*
- *Supporting the UD IT Strategic Plan*



•••• LOOKING AHEAD

The ATS path forward has been significantly influenced by both pandemic-related and new, post-COVID needs, expectations, and opportunities. This is evidenced in the work completed during the pandemic, the refinement of focus on the use of learning spaces, and the expanded services and support now offered for technology-enabled teaching and learning.

With expanded staff, ATS is better prepared to meet the needs of all who teach at UD and to provide consistent services across all colleges and online programs. These services include dedicated instructional design and professional development opportunities for all UD instructors, as well as continuing to offer Pearson 116, an ever-evolving shared space where instructors can seek teaching technology support, conduct meetings, or just enjoy a cup of coffee between classes. All of these services are provided by UDIT at no additional cost to colleges.

Looking ahead, ATS is excited to continue supporting, exploring, and encouraging technologies and tools that enable creative and effective teaching and high-quality education at UD, both online and in the classroom. In addition, ATS looks forward to capitalizing on opportunities related to physical and virtual spaces that will foster innovation, experimentation, and greater freedom of academic exchange.

The ATS path forward will focus primarily on four areas.

1

Bringing Value to UD Instructors

- Educational technology support
- Consultations, both online and in person
- Dedicated instructional design support to each college
- Graduate online program development
- Specialized grant project support
- Professional development courses for instructors

2

Integrating Lessons Learned from Pandemic

- Continue the Virtual Welcome Bar
- Bridge the virtual and physical spaces as much as possible
- Embrace the importance of universal design
- Seek feedback and evaluate
- Plan for reopening

3

Offering Quality Training & Development

Keep Calm and Teach On (KCTO) >>

KCTO, the semi-annual event that delivers just-in-time sessions covering educational technology topics that get instructors jump started for the semester ahead. Now in its seventh year, KCTO has become a lifeline for many instructors to learn new technologies or brush up on old ones.

Delivering Learning Experiences Online (DLEO) and Innovative Teaching Strategies (ITS) >>

Our custom professional development courses offer instructors options for learning best practices for teaching online. Both courses - Delivering Learning Experiences Online (DLEO) and Innovative Teaching Strategies (ITS) - are available for instructors for free on a regularly scheduled basis or as a cohort upon request for each college or department.

Rethinking the idea of “space” (physical/virtual) and our unit’s operations >>

The pandemic has shown the importance of technology in keeping us connected to the University. The instructor’s baseline of technology skills is more important than ever to successfully engage students in a course. Instructors can use the Sandbox Classroom in 116 Pearson Hall as a space to learn about new technologies or rediscover old ones.

4

Supporting the UD IT Strategic Plan

- Build on the strong foundation of the Faculty Commons to create multi-expertise capabilities that enable sustained faculty engagement with comprehensive course development, instructional design, and technology support services.
- Support the University’s future online learning strategy with expanded course design and program development services.
- Devise a learning space master plan that promotes flexible room designs, supports varied pedagogies, and improves foundational capabilities important to the learning experience and usability of all spaces.
- Create innovative spaces to leverage digital technologies in concert with the campus master plan.



1 Respondus Lockdown Browser and Monitor

Several department chairs and faculty members requested Respondus tools to help ease the transition to emergency teaching and later online education. These tools are typically used to deter cheating when students take assessments in Canvas. While not always perfect, these tools can be used as part of a strategy leading to better assessment design. Respondus Monitor was adopted by instructors in a wide range of subject areas but was most popular among instructors in Mathematical Sciences, Medical and Molecular Sciences, Business Administration, and Finance.

2 Poll Everywhere

Poll Everywhere allows instructors to collect real-time responses from students using any computer or mobile device. This service replaced the traditional iClicker system and works anywhere a student has internet access.

3 Labster

ATS is conducting a trial subscription to Labster through fall 2021. Labster offers 160+ virtual labs that enable students to work through real-life case stories, interact with lab equipment, perform experiments, and learn with theory and quiz questions. Labster's virtual lab simulations are immersive and engaging, allowing students to experiment in real-world lab scenarios from their computer at their own pace. Virtual labs are available for Biology, Chemistry, Engineering, Medicine, Physics and more. Labster fully integrates with Canvas so students can easily access the virtual lab assignments and faculty can track student progress in real time. Labs are automatically graded and synced to Canvas. Faculty response to the trial subscription will help determine Labster's future availability on campus.

4 Perusall

Perusall allows students to help each other learn by collectively annotating readings in threads, responding to each other's comments, and interacting. Comments are automatically graded and can be passed back to Canvas assignments.

5 FeedbackFruits

Through June 2022, ATS is offering a pilot of two FeedbackFruits programs, Peer Review and Group Member Evaluation tools. The Peer Review tool enables instructors to create assignments for students to provide feedback to their peers on deliverables. The Group Member Evaluation tool streamlines the way students assess their peers' collaboration skills. Groups are automatically synced from Canvas and built-in analytics allow teachers to instantly monitor students' progress and the amount of time they spend giving feedback.

6 Yellowdig

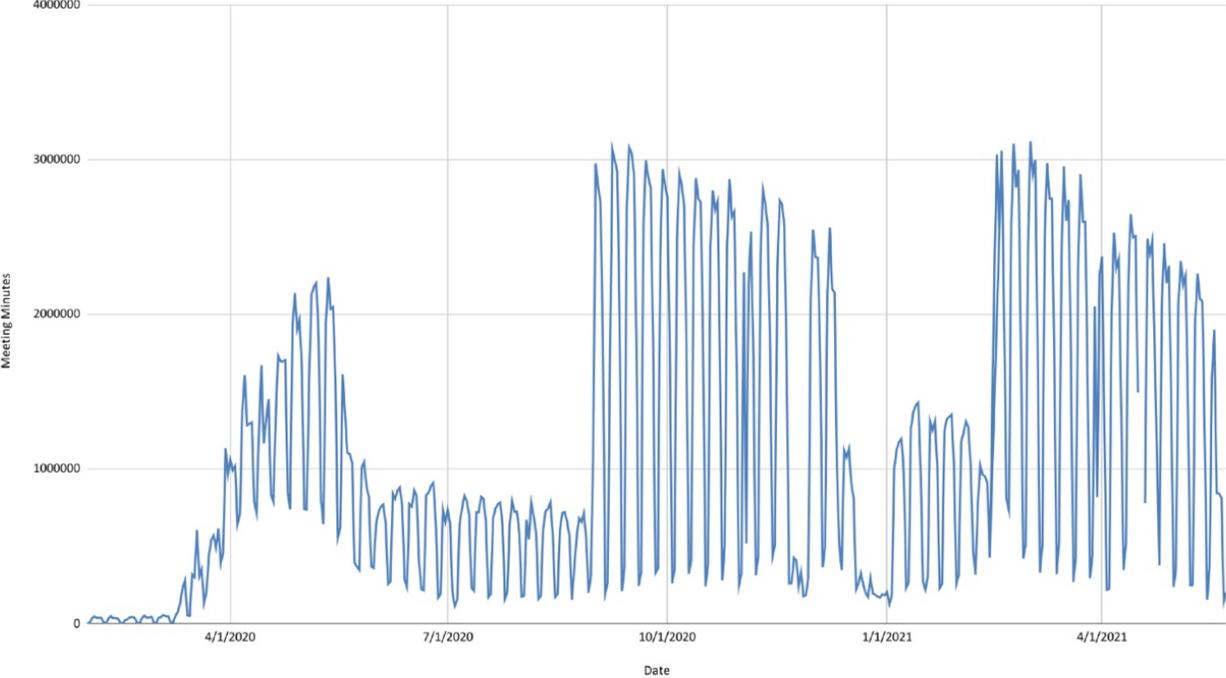
Yellowdig is an online discussion platform designed to increase student community engagement by gamifying participation. Yellowdig lets students find and share real-world content (articles, videos, etc.) that they feel is relevant to lectures and readings. As students create posts and make comments, and as other students react to or comment on their posts, they automatically receive participation points. Points earned in Yellowdig are passed to the Canvas gradebook. Building on an existing licensed version of Yellowdig in Lerner College, ATS leveraged its integration in Canvas, enabling instructors in other programs to take advantage of Yellowdig's free use during the pandemic. ATS is currently working with Yellowdig and the UD Bookstore to create a path forward for instructors who want to continue using the platform outside of our current license.

APPENDIX B >> SERVICE STATISTICS

..... ZOOM MEETING MINUTES

Meeting minutes are defined as the total length of the meeting multiplied by the number of participants in the meeting.

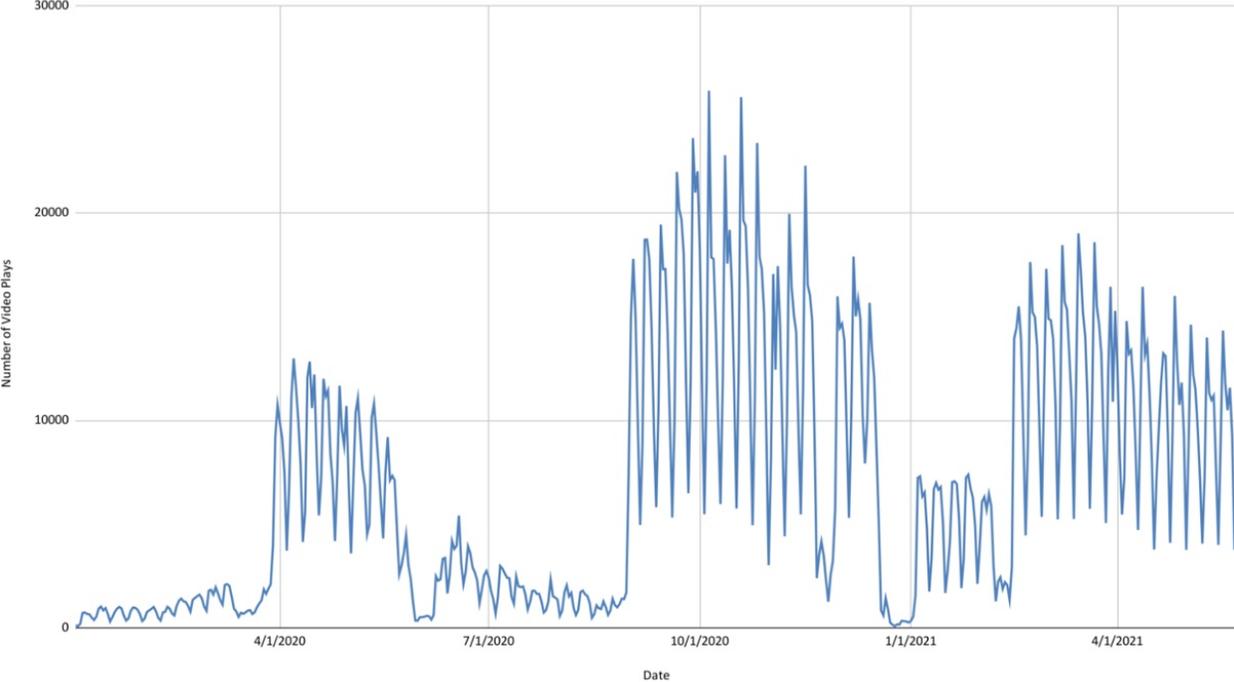
UD COVID19 Zoom Meeting Minutes Feb 1, 2020 through May 23, 2021



..... KALTURA VIDEO PLAYS

Video plays are defined as one person playing any portion of one video. Videos include both teaching and learning videos through Canvas as well as administrative videos through UD Capture Space.

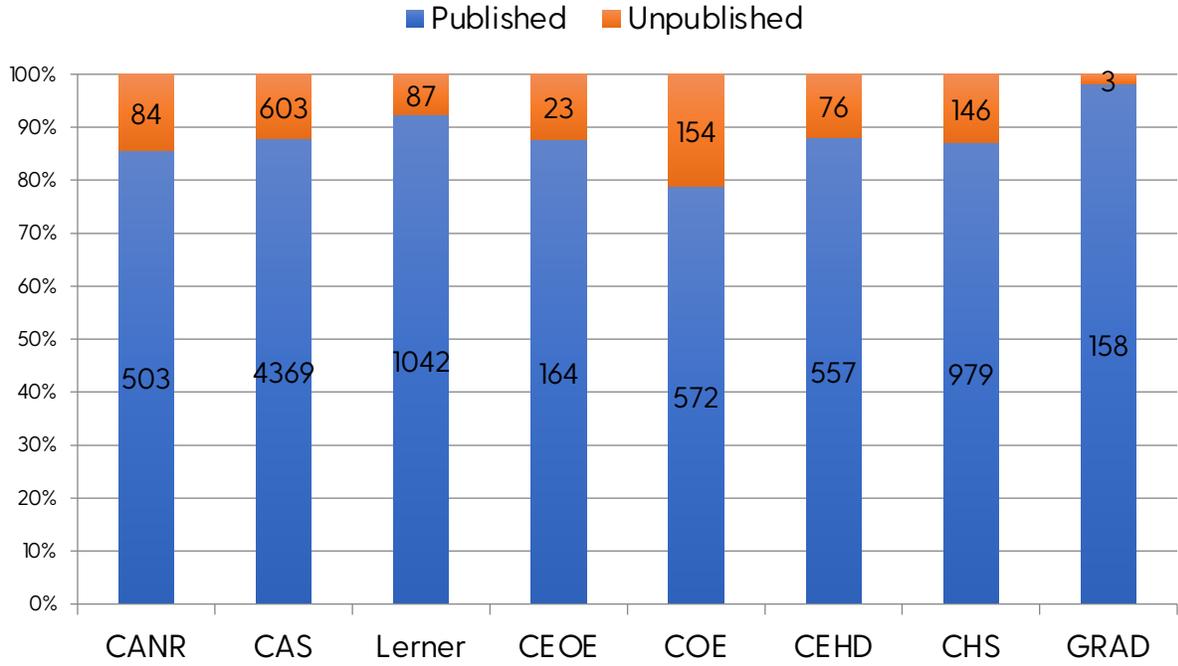
UD COVID19 Kaltura Video Plays Jan 1, 2020 through May 23, 2021



APPENDIX B >> SERVICE STATISTICS

..... CANVAS

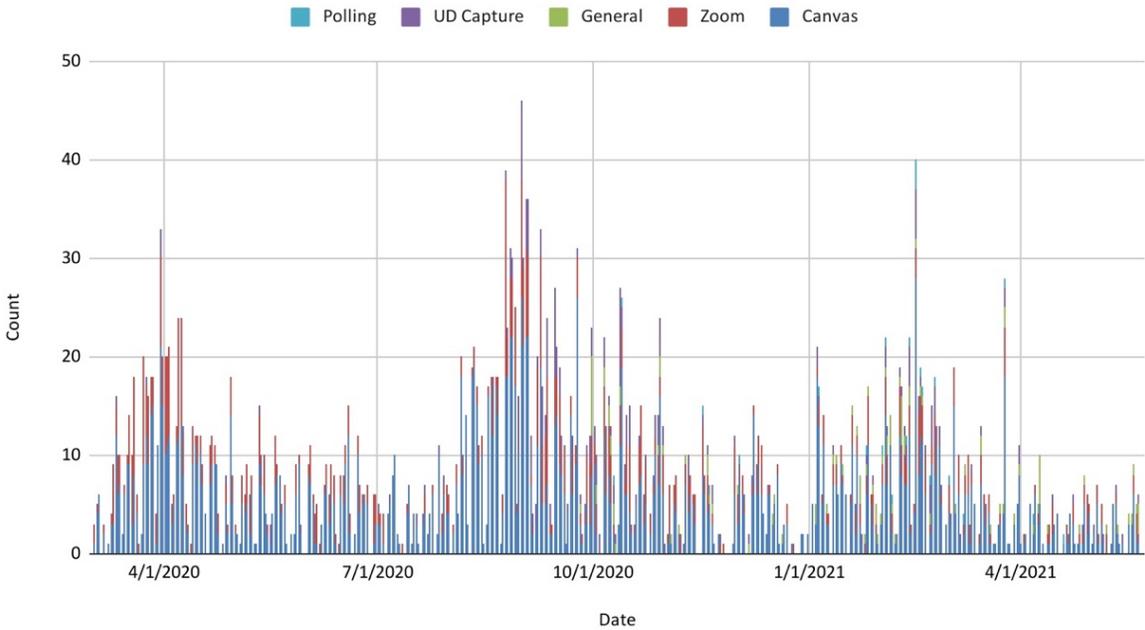
Canvas Course Sites by College/Program created between January 27, 2020 through June 15, 2021 Unpublished indicates enrolled students cannot view content in the course.



..... UD SERVICES REQUESTS

Requests for services from instructors via email and voicemail are completed via the UD Services portal.

Support Tickets by Date

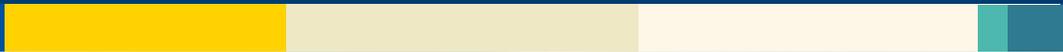






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