



**Report on Activities  
And Usage Statistics of**

**Learning Technology Center  
Services and Facilities**

**2008-2009**

# Report on Activities And Usage Statistics of Learning Technology Center Services and Facilities

## 2008-2009

The purpose of this report is to provide a review of the status of Learning Technology Center (LTC) facilities, services, and activities. The report focuses on the period of September 1, 2008—August 31, 2009 but information about important current activities is also provided.

### LTC Updates and Expands Facilities and Services

The LTC continued to provide a wide range of technology facilities and services for the College of Education in 2008-2009. Several facilities were renovated, Web applications were expanded, and initiatives exploring new technology trends were begun.

New iMacs replaced older computers in the Open Lab, Multimedia Lab, and the PC Lab. The new computers can run in either the Windows or Mac platform. The Laptop Compatible Classroom was updated with new furnishings, instructor console, an interactive projection board, dry erase boards, and widescreen projection system. It is now called the Laptop Collaborative Classroom to emphasize the collaborative activities and group work that the new equipment facilitates. The interactive Activboard, a generous gift from Promethean, combines projection, sound, and interactive touch. The Model Technology Classroom also underwent an update, with a new instructor console, widescreen projection system, Activboard, dry erase boards, and adjustable wall-mounted LCD panels. In both rooms, laptops for all students are available when requested.

The complex process to update the control systems in the Distance Learning Classroom began, with the specification and ordering of equipment. The installation of the equipment should take place in December 2009.

Technical and Network Services managed the ITAC-funded upgrade of the Sánchez Building's wireless data network. The network was upgraded to the 802.11n standard and its speed increased from 54 Mbits/s to 248 Mbits/s. The number of wireless access points (WAP) increased from 27 to 117. The update was the first large installation on campus using this dense style of coverage, with many more WAPs than would have previously been used. TNS also created a laptop imaging station and acquired a hard drive duplicator to greatly increase the speed and efficiency of updating software on multiple laptops.

LTC Communications, working with the College Web Committee, designed and began development of a course information database for the College Web site. Communications also planned and presented a new faculty orientation in August to acquaint new College instructors with LTC staff and the services the LTC provides.

The IDEA Studio led an ITAC-funded project to expand the features of its e-Portfolio system, which allows students to store up to 1 GB of coursework files, create Web pages to display their work, and invite others to view the resulting “online résumés.” New capabilities allow instructors to make comments on the work and provide graphic “themes” that make Web page creation more automatic. “Open Websites” was also created to allow students to easily develop and maintain Web sites.

The LTC-based coordinator of the Laptop Initiative for Future Educators (LIFE) oversaw the update of a major student technology survey. Professional Development Sequence (PDS) students provided feedback on the LIFE program and general College technology services. The LIFE Coordinator also assisted in the development of a 2009-2010 Vision Plan project for a Learning Technologies Lab (LTL) that will teach pre-service teachers how to evaluate learning technology products.

LTC External and Special Projects, through a grant from the Lyndon Baines Johnson Foundation, continued to digitize and add more resources to the acclaimed Presidential Timeline Web site. The first Presidential Timeline Teacher Institute, funded by the National Endowment for the Humanities and the Department of Education, was held in July. Teachers were invited from around the country to study presidential decision-making and how to teach with primary source materials. This area also began planning and developing an invitational summit, “Redefining Teacher Education for Digital Age Learners,” with funding from the Promethean Foundation.

In addition, the LTC, along with the Colleges of Liberal Arts and Fine Arts and the Division of Instructional Innovation and Assessment, submitted a joint proposal to ITAC for a Mobile Learning Initiative. The project received \$73,000 to promote mobile learning across campus. The LTC will develop a portal, available to mobile devices, that provides access to a suite of Web-based applications for College of Education students.

These many and varied activities reflect the Learning Technology Center’s commitment to its mission. The statement reads:

- To provide state-of-the-art technology facilities and services to the College of Education;
- To assist and support the students, faculty, and staff of the College of Education in the use of digital technologies in all phases of their instructional and research activities;
- To conduct and support collaborative research and development projects in the use of technology in educational settings; and

- To provide leadership in the educational applications of technology within the University, and at the local, state, national, and international levels.

On the following pages are descriptions of the responsibilities of each LTC area, along with information on staffing, hours of operation, infrastructure, notable achievements and activities, and usage statistics for the September 1, 2008-August 31, 2009 time period. The staffing information is current and may reflect changes since August 31, 2009. Addenda, including the LTC organizational chart and LTC and Vision Plan expenditure information, are also provided.

# Technical and Network Services

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The Learning Technology Center's Technical and Network Services supports the network and computer infrastructure of the College of Education, serving the students, faculty, and staff of its academic departments and centers in the George I. Sánchez Building (SZB) and L. Theo Belmont Hall (BEL) and offices in Anna Hiss Gymnasium, Gregory Gymnasium, Lee and Joe Jamail Texas Swim Center, and Penick-Allison Tennis Center. This area provides a computer help service and a file backup service for College faculty and staff and is responsible for College Web server and database hosting. It maintains the TeachNet e-mail and conferencing system. Technical and Network Services is also responsible for the configuration and maintenance of all technology equipment in the Learning Technology Center computer labs.

## Staff

- Manager, Computer Services (1.0 FTE): Ryan Baldwin
- Computer Programmer (1.0 FTE): James Cutrone
- Systems Analyst (1.0 FTE): Enoch Lai
- Systems Analyst (1.0 FTE): Felipe Campos
- Senior Systems Analyst (1.0 FTE): David Way
- Systems Analyst (1.0 FTE): Chris Yallalee
- Computer User Services Specialist (1.0 FTE): James Keys
- Undergraduate Student Employee (.5 FTE)

## Hours of Operation

Faculty/Staff Tech Support: M-F 8:00am-5:00pm  
Computer Lab Tech Support: M-F 8:00am-6:00pm

## Computing Infrastructure

- Support of Macintosh, Windows, and Unix Platforms
- Approximately 1580 active network nodes
- 100% full duplexed 100 Mbps switched Ethernet connectivity
- More than 55 College of Education servers supported in secure server room
- Wireless network available in Sánchez, Belmont, Gregory, and Anna Hiss buildings

## Technical and Network Services Activity Highlights 2008-2009

- Oversaw a complete upgrade of the Sánchez Building wireless network. The ITAC-funded project brought the network up to the 802.11n standard, increased speeds from 54 Mbps/s to 248 Mbps/s, and increased wireless access points from 27 to 117. Education is the first UT college to have full 802.11n wireless.
- Purchased 40 laptops to expand the LTC's laptop checkout fleets, and to manage the larger number of laptops, created a laptop imaging system and acquired a hard drive duplicator.
- Replaced all older Dell PCs in the PC Lab, Multimedia Lab, and Open Lab with Core 2 Duo iMacs that can run in either Windows or Mac OS.

## Help Request Statistics

<b>Activity</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Help Requests Processed	2900	2841	3490
Average Help Requests per Day	8	8	9.5

## TeachNet

Technical and Network Services administers and maintains TeachNet, a telecommunications system that provides e-mail, conferencing, and chat capabilities for the College of Education. Elementary and secondary cohorts use TeachNet, as do a variety of graduate courses. The use of TeachNet has trended downward in recent years. The LTC no longer purchases updates of the FirstClass software that TeachNet is based on and is currently researching options for a new College mail/conferencing program.

<b>TeachNet Usage</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Total Number of Logins	1,254,193	1,019,060	968,758
Average Daily Logins	3436	2792	2654

## College Web Server

Technical and Network Services administers and maintains the College Web server, which College faculty use for their research and teaching purposes. The College's departments and large centers also maintain their Web sites on the College server.

<b>Web Server Usage</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Successful Requests for Pages	28,601,169	42,641,431	36,884,843
Average Successful Requests per Day	78,359	116,826	101,054

## Data Network Security-Related Incidents

Technical and Network Services oversees the maintenance and security of the College data network. Security incidents noted below include alerts from the Internet Security Office about various security breaches, including instances of unauthorized remote access of computers, use of excess bandwidth, copyright infringement, and viruses. The College security policies and the work of the Technical and Network Services security administrator have resulted in a major reduction in the number and severity of such incidents since 2005. The number may have gone up in 2008-2009 because the Information Security Office began monitoring the networks more closely for suspicious activity, or because there were more software vulnerabilities.

<b>Network Security</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Total Security Incidents	23	12	20

# Learning Technology Center Services

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The Learning Technology Center Services area provides a wide variety of facilities and services for College of Education students and staff. A variety of software applications and Internet access are available in the LTC's nine computer labs/classrooms, and Services staff provide assistance to lab users. Laser printing is provided through the UT Information Technology Services Printing Service.

A wide array of digital media equipment and laptop computers are available from Equipment Checkout. Equipment, such as laptops and mobile computer lab carts, are delivered to classrooms on request. Checkout and delivery services are also available in Belmont Hall. Equipment is easy to reserve through the LTC's online reservation system.

LTC Services also provides the resources to produce digital video, multimedia, and other instructional materials. Instructor Reserves allows faculty to make materials available for student checkout. Staff also scan and convert reserve materials to PDF for use in Blackboard or the General Libraries E-Reserves, making them accessible on the Web.

The Distance Learning Classroom provides technician-operated, two-way interactive audio and video communications to distant sites via IP Codec, the UT broadband network, satellite, telephone, or webcast. It is used for courses, conferences, and meetings. LTC Services staff are also responsible for the operation of projection systems in SZB 104, reservations in SZB 104 on class days after 3:00 pm, and maintenance of presentation equipment in Sánchez Building general purpose classrooms.

## Staff

- Media Production Services Manager (1.0 FTE): Ken Waters
- Media Coordinator (1.0 FTE): Rob Donald
- Radio, Television, Film Specialist IV (1.0 FTE): Craig Smith
- Graduate Research Assistant (.5 FTE): Austin Mulloy
- Undergraduate Student Employees (9.25) FTE

## Hours of Operation

- Sánchez Building: M-Th 8:30am-7:45pm; F 8:30-4:45pm; Su 12:00pm-3:45pm
- Belmont Lab: M-Th 9:00am-5:45pm; F 9:00am-3:45pm

## Infrastructure—Labs and Classrooms

- **Advanced Applications Laboratory**—Wireless network, instructor console, dual rear screen projection, laptops provided on request. Seats 40.
- **Assistive Technology Laboratory**—Specialize hardware and software to demonstrate accommodations for the needs of people with disabilities.
- **PC Lab**—24 Core 2 Duo iMacs with 24” screens, running in Windows; instructor console and ceiling-mounted projection. SPSS software available.
- **Open Lab**—12 Core 2 Duo iMacs with 24” screens; half run in Windows, half in Mac OS. Scanner available. Always “open” for student walk-in use.
- **Macintosh Laboratory**—30 Intel Core iMacs, instructor console, and ceiling-mounted projection.
- **Model Technology Classroom**—Wireless network, laptops provided on request, instructor console, widescreen projection, 2 flat panel screens, interactive projection board, dry erase boards.
- **Multimedia Laboratory**—11 Mac Pros, 8 Core 2 Duo iMacs running in Windows, instructor console, and ceiling-mounted projection.
- **Laptop Collaborative Classroom**—Wireless network, laptops provided on request, instructor console, widescreen projection, interactive projection board, dry erase boards, poster rail, seating for 24.
- **Kinesiology Laboratory** in Belmont Hall—13 Pentium 4 PCs with DVD burners, laser printer.
- **Mobile Laptop Fleets**—Four fleets in Sánchez with 64 laptops; one in Belmont with 20 laptops. Laptops can run in either Mac or Windows platform.
- **Laptop Study Area**—Group and individual seating for 40 to use and charge laptops, collaborate, and study.

## Infrastructure—Multimedia Production and Equipment Checkout

- **Media Lab Production Areas**—Four video editing rooms with Final Cut Pro and iMovie, Stereo Audio Mixing Room, Copystand Room.
- **Media Lab Equipment includes**—25” Laminator, Letter and Shape Die Cutters, Transparency Makers, Comb Binders, Paper Cutters
- **Equipment for Checkout includes**—Mac and PC Laptops, LCD projectors, Digital Audio Recorders, Digital Cameras and Video Camcorders, DVD Players
- **Distance Learning Classroom**—Equipped for two-way videoconferences; instructor console and rear projection screen.

## LTC Services Highlights 2008-2009

- The Student Laptop Study Area in SZB 536 continues to draw many students daily for study, collaborative work sessions, and recharge of laptops.

- LTC Services expanded its inventory of equipment to meet the demands of students and faculty. Nine high definition camcorders, four DVD recorders, and ten headphones were purchased in 2008-2009.
- Three Promethean ActivBoard interactive projection boards were donated to the LTC in 2009 and installed in LTC lab/classrooms for use in College instruction.
- Designed and began purchasing equipment for major update of Distance Learning Classroom control equipment and conversion to higher resolution projection.
- The LTC entered into a maintenance agreement with Collab Pad to ensure optimal operation of the LTC's Web-based equipment reservation and inventory system.
- In 2009, LTC Services responded to the threat of the H1N1 virus by cleaning all LTC lab keyboards daily. Hand sanitizer is available at both entrances.
- All chairs in the labs and study areas were replaced in summer 2009.
- To increase LTC security, a panic button that silently alerts UT police was installed at the Services desk in November 2008.
- Staff computers and laser printer at the LTC Services desk were replaced.

### Login Statistics for Computer Labs

<b>Facility Total Logins</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Macintosh Lab	4679	5409	5848
Multimedia Lab	4942	5816	4048
PC Lab	1538	2010	2481
Bellmont Hall Lab	5961	4085	5251
Open Lab	8203	7629	7482
All Windows logins in Labs	12,363	13,769	10,231
All Mac OS logins in Labs	7147	6532	9628

### Reservation Requests for Labs and Laptop Fleets

<b>Facility</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Advanced Applications Lab	71	133	166

<b>Facility</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Macintosh Lab	96	155	269
Multimedia Lab	46	85	115
PC Lab	107	232	338
Model Technology Classroom	320	272	276
Laptop Compatible Classroom	114	51	67
Bellmont Lab	5	8	2
Windows Laptop Fleet	229	215	218
Mac Laptop Fleet	152	171	206

### **Instructor Reserves**

The Instructor Reserves service saw slightly increased use again in 08-09. Faculty also continue to turn to the use of the General Libraries Electronic Reserve System. LTC staff provide scanning of documents to facilitate this.

<b>IR Activity</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Reserve checkouts	92	102	107
Instructors with reserves	12	16	16
Requests for document scanning	23	28	33
Total pages scanned	185	201	387

### **Statistics for LTC Services Transactions**

Checkout transactions for several items trended downward again this year, probably due to several factors. Students are checking out LIFE technology kits for a longer period of time, instead of checking out separate items several times. Camcorders checked out for

orientations are counted as one transaction, instead of as a separate checkout for each camera used. Laptop checkouts are fewer as more people use their own. Projector checkouts have fallen, as more classrooms have been equipped with them.

<b>Use</b>	<b>2006–2007</b>	<b>2007–2008</b>	<b>2008–2009</b>
Checkout Patron Visits	5785	6295	6452
Laptop Study Area Use*	NA	5604	4830
<b>Equipment Checked Out:</b>			
Digital Cameras/Camcorders	1566	1519	1208
Laptop Computers	3635	3111	2630
LCD Projectors	1812	1120	897
AV Equipment (audio recorders, power strips, overheads, etc.)	6705	7073	7480
Equipment Deliveries**	NA	NA	8478

\*Extrapolated from hourly counts for 1 month in 2009

\*\*Statistic reported for first time in 2008-2009. Includes both deliveries and returns in SZB and BEL.

### **Statistics for Distance Learning Classroom**

<b>DLC Statistic</b>	<b>2006–2007</b>	<b>2007–2008</b>	<b>2008–2009</b>
Hours of Use	891	832	896
Reservations	403	390	427
Semester-long Video Courses	8	7	6

### **Statistics for Missing LTC Equipment**

The Media Production Services Manager is also responsible for the LTC's equipment inventory. The following chart outlines LTC statistics for lost equipment. The LTC's inventory includes items worth \$500 or more. The total number of inventory items more than doubled in 2008-2009 because many LTC computers that had been listed on the Dean's Office inventory were transferred to the LTC's inventory.

Most of the items listed as missing in the 08-09 inventory are older desktop computers. A police report was made on one stolen laptop. Items reported to the police as stolen are immediately removed from inventory and do not count against the department's missing item percentage. Items reported as missing at inventory stay on the Annual Equipment Report for two years. If still missing after two years, the items are removed from the inventory the following year.

The LTC takes many steps to secure equipment and reduce thefts. All checkout items are engraved and clearly marked as LTC/UT equipment. Equipment is never delivered and left in an unoccupied classroom. Students are responsible for equipment that is broken or lost while checked out to them.

<b>Statistic</b>	<b>2007–2008</b>	<b>2008–2009</b>
Total Equipment Items in LTC Inventory	335	720
Total Equipment Items Found during Inventory	324	712
Lost or Stolen Items	3	1
Percentage of Missing Items	1.83%	.80%

# IDEA Studio

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The IDEA Studio assists College of Education faculty in the use of technology to enhance teaching and research through the use of the Web, multimedia, online communication and collaboration, and research software tools. The IDEA Studio provides faculty customized training and assistance with technology-based projects. IDEA Studio personnel also participate in a variety of projects which explore the educational applications of technology.

Faculty demand for IDEA Studio training and technology integration services has increased steadily over the past few years, as new technologies have made more instructional options possible. IDEA Studio staff continually research technology advances, assess what benefits they may bring to instruction, and inform faculty of technologies that could help them with their teaching or research.

Staffing increases in 2008-2009 for two half-time Graduate Research Assistants allowed the IDEA Studio to meet the increased demand by providing more training and support, and by creating online instructional tools for College instruction, such as Open Websites, blogs, and wikis. Other GRAs in the IDEA Studio work on ITAC funded projects, such as video case-based learning and enhancements to the e-Portfolio system.

## Staff

- Training Coordinator (1.0 FTE): Karen French
- Graduate Research Assistant (0.75 FTE): Royce Kimmons
- Graduate Research Assistant (0.5 FTE): Shyamala Lakshminarasimhan (ITAC funded)
- Graduate Research Assistant (0.5 FTE): Yangjoo Park
- Graduate Research Assistant (0.5 FTE): Swati Pendyala (ITAC funded)
- Graduate Research Assistant (0.75 FTE): Michelle Read (ITAC funded)
- Graduate Research Assistant (0.5 FTE): Ankit Shah (ITAC funded)
- Graduate Research Assistant (0.25 FTE): Jeong Won Woo

## Hours of Operation

M-F 8:00am-5:00pm

## Faculty Support

The IDEA Studio served 73 faculty members and assistant instructors in the College of Education and in the UTeach Liberal Arts program in 2008-2009. Support was also provided to Education Services, the Dean's Office, the Division of Diversity and Community Engagement, and the LTC's External and Special Projects area.

## Training

In 2007-2008, the IDEA Studio provided 115 curriculum related training sessions and workshops. Training topics, with the number of training sessions given, are listed in the table below. Open Websites and Facebook Security were new training offerings during the year. The "Other" category includes sessions on VoiceThread, "Effective Presentation of Visual Information," iPhoto, Atomic Learning, and Discovery Streaming.

<b>Training Session Topics</b>	<b>2006–2007</b>	<b>2007–2008</b>	<b>2008–2009</b>
iMovie/Digital Video Camera	18	12	24
Web Development	8	7	7
TeachNet	6	7	12
Electronic Portfolio	4	6	16
Desktop Videoconferencing	3	0	2
Blogs & Wikis	NA	3	7
Inspiration	4	4	2
Preservice Teachers Orientation	5	16	15
Scribe	NA	NA	7
Facebook Security	NA	NA	8
Faculty Laptop Workshops	1	3	NA*
Other	NA	9	15

\* Workshop replaced by January 2009 Faculty Showcase (see LIFE highlights for details)

## **Major IDEA Studio Projects**

### **Open Websites**

In January 2009, the IDEA Studio introduced Open Websites, which allows College of Education faculty and their students to easily create, post, and maintain Web sites. It is based on Drupal, an open-source content management system, and runs on a dedicated College server. Faculty-sponsored users can create sites for individuals or groups with preconfigured graphics and multiple contributors. Since its debut, 32 sites have been created with Open Websites (ows.edb.utexas.edu).

### **Video Case-Based Learning**

A 2008-2009 Vision Plan project to create a video case-based online learning tool received ITAC funding of \$18,250 to hire a half-time GRA developer. The system will allow faculty to add their own video content with transcripts and comments and let students have online discussions about the video material. The IDEA Studio worked with several College faculty, who had formed a Video Case-Based Learning Interest Group that defined many of the capabilities the tool needed to have. The GRA developer will continue working on this project through December 2009.

### **Physical Activity Lab**

In 2008-2009, IDEA Studio staff completed a 2007-2008 Vision Plan project for a Physical Activity Lab under the direction of Kinesiology and Health Education Clinical Professor Dolly Lambdin. The semi-portable lab, housed in Anna Hiss Gym, features activity enhancing gaming, activity monitoring systems, and data management systems for individualizing exercise programs and instruction. Students will visit the PAT Lab to learn the use of this equipment in instructional and community settings. The IDEA Studio oversaw equipment purchasing and assisted with the lab set up.

### **ePortfolio**

In 2006-2007, the IDEA Studio began development of e-Portfolio, a Web-based portfolio system for College of Education students, and has continued to refine and expand it since its debut in fall 2007. ePortfolio allows students to store and organize finished coursework files online, easily create Web pages to display their work, and create temporary password protected accounts to invite prospective employers to view the resulting online “résumés.” In 2008-2009, a Vision Plan project to expand the features of ePortfolio received \$18,000 in ITAC funding. A half-time IDEA Studio GRA has added new capabilities, such as instructor comments and online user profiles, and maintains the system. During 2008-2009, 330 ePortfolio sites were created and there are now over 500 user accounts.

### **COE Blogs & Wikis**

The IDEA Studio began supporting blogs and wikis for faculty and classes in the COE in 2007-2008. Faculty have said they choose to use the COE blog and wiki services because of the fine-grained access controls. They can create blogs or wikis that are

publicly accessible, available for viewing only to class or group members, or visible only for communication between student and instructor. The blogs run on WordPress, and the wikis on MediaWiki, both on a secure College server. The IDEA Studio currently supports 222 active blogs and more than 20 wikis with 334 users.

### **Facebook Professionalism Web Site**

The IDEA Studio created a Facebook Professionalism Web site in summer 2009 that should go live late in the fall 2009 semester. The site will provide information for preservice and inservice teachers on how to protect their professional reputations while using Facebook and other social networking applications. The site will also present article summaries and links to related sites, and a local attorney will give legal information in an informal Q&A style.

# Communications

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The Communications Area produces an annual newsletter and a “quick reference” directory that are mailed directly to COE faculty and staff members at the beginning of every fall semester. The newsletter features in-depth stories on technology use in the College and the latest developments with LTC facilities and services. The LTC Quick Reference provides easily scanned LTC information. Orientations to the LTC are offered to new faculty, and tours are provided for College visitors. The Communications Coordinator also writes articles for the LTC Web site, is responsible for compilation of the College’s Vision Plan, and has helped write and edit many of the LTC’s reports and documents on employee policies and procedures.

The Web Designer is responsible for the official Web sites of the College. He works closely with departmental Web representatives on the development and maintenance of their sites, and meets regularly with them as the chair of the College Web Committee. The Web Designer is also responsible for the design and maintenance of the LTC Web site.

## Staff

- Communications Coordinator (0.75 FTE): Laurie Caldwell
- Web Designer (1.0 FTE): Michael Arbore

## Hours of Operation

M-F 8:00am-5:00pm

## Communications Highlights 2008-2009

- The Web Designer began the design and development for a course information database system for the COE Web site. In August 2009, the Web Designer quickly implemented part of the database to provide online undergraduate syllabus information, as required by state law and UT policy. Browse it at <http://www.edb.utexas.edu/education/faculty/undergradCourses.php> .
- 49 news articles were posted to the COE Web site during the 2008-2009 period.
- The Web Designer handles an average of 20 Web-related requests for help from faculty, staff, and students per month.

- LTC Web site information is reviewed and updated annually; it was updated in January 2009. The LTC Web site posted 18 news articles about LTC activities during the 2008-2009 period.
- The Communications Coordinator launched an LTC Facebook page and updates it weekly with LTC news announcements. The page currently has 38 fans.
- In August 2009, the Communications Coordinator planned and organized an orientation to LTC facilities and services for the College's new faculty. It was attended by 13 of the 15 new faculty, who found it very helpful.
- The Communications Coordinator worked with administrative staff to format, update, or develop LTC policy statements. The Web Designer worked with administrative staff to implement the online policy compliance system.

### **Statistics on COE and LTC Web Sites**

<b>Site Statistic</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Total Web Pages—COE Site	1100	1800	2175
Total Web Pages—LTC Site	265	320	367
News Articles—COE Site	40	49	52
News Articles—LTC Site	15	13	18

# LTC Support of Laptop Initiative for Future Educators

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Since the program's inception in fall 2002, the LTC has played a critical role in the development and operation of the Laptop Initiative for Future Educators (LIFE), which requires teacher education students in the professional development sequence to own a laptop computer and provides ubiquitous access to technology tools, Internet resources, and an online communication environment. The LTC's Laptop Coordinator manages the Laptop Help team and all other aspects of the LTC's support of the program; responds to the needs of LIFE cohort coordinators; provides coordination and promotes critical communication among LIFE faculty, UTeach faculty in other UT colleges, mentor teachers, field experience facilitators, LTC support personnel, and the Laptop Steering Committee; works closely with Apple Inc. on computer pricing, software, and maintenance; and provides outreach to other institutions interested in developing their own laptop programs.

The Laptop Coordinator, in conjunction with the Laptop Steering Committee, worked in 2008-2009 to improve the LIFE program by developing criteria to help students and faculty evaluate and choose digital tools to enhance specific learning outcomes. Toward this goal, a 2009-2010 ITAC Vision Plan project for a Learning Technologies Lab (LTL) was proposed and received funding of \$46,300. The LTL, which will be developed during 2009-2010, will expose preservice teachers to a wide variety of learning technology products and will teach them how to evaluate these technologies and recognize those that are instructionally sound. The LTL will be integrated into Professional Development courses, and other COE programs will be encouraged to use it also.

There was a renewed emphasis on research and formal program evaluation in 2008-2009. LTC personnel, with input from the Student Technology Advisory Committee, created and administered a survey of College of Education students in May 2009. PDS students provided feedback on the laptop program, as well as general College technology services. Initial results have been compiled, but a more thorough analysis is now underway. In addition, Dr. Joan Hughes is conducting research on LIFE, and is analyzing data from previous semesters' surveys.

## Staff

- Program Coordinator (1.0 FTE): Chad Fulton
- Undergraduate Student Employees (3 FTE)

## **Laptop Support Highlights 2008-2009**

- The LIFE Coordinator helped present 12 laptop orientations to new PDS students and conducted tours of the LTC at the end of each orientation. Seven sessions with UTeach Liberal Arts UTL 202 students were also provided.
- Teachers of Tomorrow, the Education Council, and the COE Freshman Interest Group were presented with information about the initiative.
- The LIFE Coordinator helped present programs on the role of technology in College instruction to the COE Advisory Council meeting of October 2008.
- A new LIFE video was created and is available on the COE Web site.
- Briefings about the initiative were held for the University of Nebraska, Texas Tech University, and Loyola Marymount University.
- The Faculty Showcase in January 2009 was a successful event, at which six faculty members described for other faculty their efforts to integrate technology into instruction; topics included blogs, e-Portfolios, and coding video to analyze teaching practice.

## **Project VIDA**

The goal of the VIDA program is nurture a collaborative relationship between the College's preservice bilingual education teachers and Austin Independent School District (AISD) mentor bilingual education teachers to enhance AISD bilingual student achievement through scaffolding and technology. The College of Education donates older Apple laptops that are out of warranty to AISD cooperating teachers. The LTC donated 17 laptops to the program in the 2008-2009 academic year.

## **Laptop Help Desk**

The Laptop Help Desk (LHD) was established in Fall 2002 to support students in the LIFE program. Students receive help with operating system installations and answers to their hardware and software questions. The Laptop Help Desk is authorized by Apple to send computers under warranty directly to Apple for repair, reducing by many days the time students are without their own computer. Students receive loaners while their laptops are away for repair.

## **Laptop Help Desk Highlights 2008-2009**

- Helped many students and faculty with a variety of issues, including wireless Internet connections, burning video to disc, troubleshooting Microsoft Office, and transitioning from Norton antivirus software to ClamXav.

- Began supporting applications created by the LTC's IDEA Studio for College use, such as ePortfolio, blogs, and Open Websites.
- Continued to add content to the LTC Wiki. This online resource allows LHD employees to access reference information while they are helping patrons.
- Provided information to students about several major Apple product revisions.

<b>LHD/ASC Statistics</b>	<b>2006-2007</b>	<b>2007-2008</b>	<b>2008-2009</b>
Hardware Visits	160	210	177
Software Visits	387	385	635
Total all Laptop Visits	547	595	812
Laptops sent to Apple for Repair	129	146	115

# External and Special Projects

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The Learning Technology Center's External and Special Projects area handles the LTC's large research and development projects and proposal efforts. The LTC has a long history of involvement in research and development efforts related to the application of technology to teaching and learning. In 2008-2009, the LTC partnered with College of Education faculty members, other University of Texas System units, and outside entities to pursue development, research, and proposal efforts.

## Staff

- Project Manager (1.0 FTE): Ken Tothoro
- Grants and Contracts Specialist (0.5 FTE): Barbara Morris
- Research Engineering/Science Associate III (1.0 FTE): David Kim (0.5 FTE Externally Funded)
- Senior Program Coordinator (0.5 FTE): Betsy Brown (Temporary Employee; Externally Funded)
- Computer Applications Specialist (0.5 FTE): Asad Hasan (Externally Funded)
- Graduate Research Assistant (0.5 FTE); Shin Hyun Ka (Externally Funded)
- Graduate Research Assistant (0.5 FTE): Ryan Crowley (Externally Funded)

## Hours of Operation

M-F 8:00am-5:00pm

## External and Special Projects Highlights 2008-2009

- Received funding from the Promethean Foundation to host an Invitational Summit for "Redefining Teacher Education for Digital Age Learners." A hundred educational leaders from around the country will meet in Austin December 6-8, 2009 to develop recommendations for a new model of teacher education. Preparations for the summit began in spring 2009.
- Partnered with Curriculum and Instruction, UTeach Natural Sciences, the National Math and Science Initiative (NMSI), and several IHE and LEA school districts to develop a \$14 million proposal for the Department of Education's Teacher Quality Partnership Grants Program. The proposal just missed the funding cut, but was revised based on input from the Department of Education and resubmitted.

- Hosted a four-day workshop “The Social Studies Classroom: Presidential Decision Making, Historical Thinking, and Digital Primary Source Use.” Twenty-five teachers from around the country attended the workshop, which took place at the LBJ Presidential Library and the Learning Technology Center. The workshop was funded by a \$30,000 award from the National Endowment for the Humanities (NEH) through its Digital Humanities Workshops program.
- Developed seven Vision Award projects, several with cutting-edge technologies, such as the capture of location data, via GPS in a native iPhone application and the use of a media-streaming server to capture audio and video input.
- Achieved the first-year goals of the four-year Department of Education grant supporting the ongoing development of the Presidential Timeline project. This work mainly involved designing and developing a sophisticated infrastructure for the submission and inclusion of new objects into the project.

## **Major External and Special Projects**

### **Invitational Summit – Redefining Teacher Education for Digital Age Learners**

In spring 2009, the LTC received \$85,500 in funding from the Promethean Foundation to host an Invitational Summit of education leaders to work on redefining teacher education for digital age learners. Preparations for the Summit began immediately. The Summit will be held at the AT&T Executive Education and Conference Center December 6-8, 2009. Attendees will contribute to a series of working sessions designed to generate a shared vision of what teacher preparation should look like, identify the barriers that stand in the way of achieving that vision, and develop recommendations for policy and action that will pave the way forward. A lineup of nationally known speakers, representing a range of education stakeholder groups, will provide context for each session.

The summit products will include a final report, which will provide recommendations for policy and action at the national, state, and institutional level. A book on the context and challenges of redefining teacher education in a rapidly changing technology- and knowledge-based global society will be written by the invited speakers and other educational policy leaders.

### **The Presidential Timeline**

Funded in 2005 by the National Endowment for the Humanities, the Lyndon Baines Johnson Foundation, and The University of Texas at Austin General Libraries; Paul E. Resta serves as principal investigator and project director. The ongoing development of the project is now funded by a four-year grant from the Department of Education under the Fund for the Improvement of Education program and a one-year grant from the National Endowment for the Humanities’ Digital Humanities Workshop program.

The project brought together the Learning Technology Center and the twelve Presidential Libraries to create a Web site that provides access to digitized assets in the Libraries’ collections. The structure of the Web site is based on a timeline of 20th century presidential administrations and the major events encountered by each.

The Presidential Timeline now contains over 1400 digital objects, up from about 1000 a year earlier, and twelve new exhibits. The site's resources are also now available via mobile devices. In July 2009, the LTC hosted a four-day workshop for 25 teachers from around the country on presidential decision-making and teaching with primary sources. Featured speakers included Rebecca Deen, Chair, Political Science, UT Arlington and Mary Knill, Director of Digital Strategies of the National Archives' Office of Presidential Libraries.

Future directions include:

- Ongoing addition of digital assets, exhibits, and educational activities
- Ten more teacher summer institutes over the next three summers that will train 220 teachers in the effective use of primary sources and the Presidential Timeline in instruction
- A feature to allow users to create their own timelines, filled with their own digital resources and events
- A role-playing activity, in which students take on the role of a historical figure and engage with primary source documents, all in a virtual immersive environment, such as SecondLife
- A comprehensive evaluation to include focus groups, usability studies, and an evaluation of the impact of educational activities on teachers and students

### **Vision Awards**

The Vision Award program delved into several new technologies that will advance the breadth of the program's capabilities. Projects include:

- A location-aware application that uses the GPS capabilities of the iPhone and will serve as a platform for the creation of place-based learning activities.
- A platform within which learners can describe their problem-solving strategies while interacting with virtual manipulatives. The system will capture user's audio or video descriptions along with the interactions and allows the instructor to select and play back these student interactions. Similar applications can be created with the platform.
- A wiki for content supporting the team of instructors of Guiding Young Children in Groups. The wiki contains one section that is editable by the course lead and another that is editable by any instructor teaching the course. Hundreds of resources are available for use as is or for modification.
- A Flash-based introduction for an interactive environment in which students respond to video prompts simulating real-life counseling situations. The Flash introduction orients learners and describes the activities they will encounter in the application (developed in partnership with FAST~Tex).
- An application that supports the creation of engineering design challenges, a learning activity that gives students real-world challenges using standardized engineering processes. The system allows users to collaborate in the creation of the learning activities and provides access to completed design challenges that can be used as starting points for new challenges.

The Vision Award team continues to support the use of several earlier projects, including the team-based learning environment, the online assessment system, and the STELLAR reading project.

# Administrative Office

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The Administrative Office handles all administrative tasks necessary for the operation of the LTC, including accounting, purchasing, and human resources matters. In a major project during the 2008-2009 year, the Administrative Office updated its employee policies, creating several new policies and putting all of them in a standard format. The policies are now available on UT's online compliance system, so that employees can affirm that they have read the statements and administrative staff can track compliance.

## Staff

- Director (0.63 FTE): Paul E. Resta
- Executive Assistant (1.0 FTE): Nancy Bell
- Administrative Associate (1.0 FTE): Frank Escobedo
- Administrative Associate (1.0 FTE): Kelly Campbell

## Hours of Operation

M-F 8:00am-12:00 noon and 1:00 pm-5:00pm