



**Report on Activities
And Usage Statistics of**

**Learning Technology Center
Services and Facilities**

2010-2011

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

2010-2011

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, 2010—August 31, 2011 but information about important current activities is also provided.

Development of Education Visualization Laboratory Highlights Year's Activities

In 2010-2011, the LTC's activities represented a broad range of work to provide technology services for the College of Education and further the use of technology to benefit education as a whole.

The LTC's most innovative project in 2010-2011 was the development of the Education Visualization Laboratory. This state-of-the-art facility will allow COE researchers to more easily see and understand patterns, trends, and relationships in large and complex datasets. The lab features a visualization array composed of 15 high resolution monitors, custom software to arrange images on the screens, 3-D rendering capabilities, and a variety of visualization tools to support educational research. Opening later this fall, the lab is a joint project with the Texas Advanced Computing Center, (TACC) which provided technical design assistance and will help operate the facility.

The Collaborative Group Workstation in SZB 536 supports collaboration and teamwork in the College. The Steelcase media:scape table, installed in June 2011, seats six and is mounted with two large monitors. A unique set of "pucks" connects up to six laptops to the system, allowing each to display to either screen with a quick touch. It has been heavily used and can now be reserved online. The LTC Equipment Checkout Service expanded, updating frequently used items and adding several new types of equipment. High-definition camcorders, remote presenters, digital audio recorders and foot pedals for digital transcribing were among the many items purchased.

The LTC improved its computer backup service by installing new backup system software in 2010-2011. The CrashPlan PRO software provides increased speed, an improved administrator interface, and new features for users, including file encryption,

back up of laptops over any Internet connection, and the ability for users to find and restore files themselves.

The LTC was very involved in the year's effort to redesign the Web site of the Department of Educational Psychology, creating Web templates and assisting with page creation. The new design will serve as a model for an update of the COE, LTC, and other departmental sites in the months to come.

In 2010-2011, the LTC's plan to transition the College away from the TeachNet e-mail and conferencing system began in earnest. Information about the change and the options available to replace TeachNet were sent to College faculty, staff, and students. Many in the College received help to change their e-mail systems, and LTC staff conducted extensive research and testing on options to replace the collaborative and conferencing features of TeachNet that have been critical to many teacher education courses. The LTC will work closely with remaining TeachNet users to ensure a smooth transition for them by the time TeachNet is turned off August 31, 2012.

The LTC developed training and a Web site to help teacher education students responsibly use Facebook and understand social media security and ethics for educators. Several programs developed to support instruction in the College, including Open Websites, COE Blogs, and Video Case-Based Learning, continued to expand rapidly and have hundreds of faculty and student users. Two major features were also added to the Presidential Timeline: a George W. Bush Timeline and a Create Your Own Timeline tool.

The LTC received a grant to provide teacher professional development on the use of technology to support the teaching of dual-language immersion curricula in two Connecticut schools. Two workshops were provided in Connecticut in 2010, followed by six online sessions in 2011. An online environment, EVIDA, was developed to allow teachers and students to share content, use discussion boards, and geotag photos.

Finally, LTC staff completed work on several major projects funded by the College Technology Vision Plan. Among these, three projection systems were installed in Anna Hiss Gym classrooms, electrical outlets were provided in several SZB study areas, and compact visual presenters were added to all classroom presentation systems.

These are just a few of the many activities that reflect the Learning Technology Center's commitment to its mission. The LTC mission 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, 2010-August 31, 2011 time period. The staffing information is current and may reflect changes since August 31, 2011. Addenda, including the LTC organizational chart and LTC and Vision Plan expenditure information, are also provided.

Technical and Network Services

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) L. Theo Belmont Hall, (BEL) Anna Hiss Gymnasium, and offices in 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

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 2010-2011

- The computer backup service was improved with the installation of CrashPlan Pro, providing increased speed, an improved administrator interface, and new features for users, including file encryption, back up of laptops over any Internet connection, and the ability for users to find and restore files themselves.
- TNS was very involved in the installation of equipment and software for the Education Visualization Laboratory. The TNS team assembled the 15-screen array and configured the computer operating systems for use with the visualization software.
- As part of a Technology Vision Plan, the TNS team installed three presentation systems in Anna Hiss Gym classrooms.
- As part of a Technology Vision Plan, the TNS team installed visual presenters (document cameras) in all classroom presentation systems.

Help Request Statistics

Activity	2008-2009	2009-2010	2010-2011
Help Requests Processed	3490	4021	3372
Average Help Requests per Day	9.5	11	9.2

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. The LTC no longer purchases updates of the FirstClass software that TeachNet is based on, and in 2010-2011 began transitioning TeachNet users to other e-mail and collaboration options. TeachNet will cease operating August 31, 2012.

TeachNet Usage	2008-2009	2009-2010	2010-2011
Total Number of Logins	968,758	1,080,316	803,675
Average Daily Logins	2654	2959	2202

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.

Web Server Usage	2008-2009	2009-2010	2010-2011
Successful Requests for Pages	36,884,843	63,952,080	53,106,724
Average Successful Requests per Day	101,054	175,211	145,498

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, such as 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. Most of the incidents in 2010-2011 involved viruses and worms.

Network Security	2008-2009	2009-2010	2010-2011
Total Security Incidents	20	24	30

Learning Technology Center Services

The Learning Technology Center Services area provides a wide variety of facilities and services for College of Education students and faculty. A variety of software applications and Internet access are available in the LTC's four computer labs, and Services staff provide assistance to lab users. Laser printing is provided through the UT Information Technology Services Printing Service. The three technology classrooms facilitate collaboration, presentations, and the use of the latest technologies in instruction. The labs and classrooms, except the Open Lab, may be reserved by faculty and students for classes and other instructional purposes through the LTC's online reservation system.

An extensive array of digital media equipment and laptop computers are available from Equipment Checkout. Equipment, such as laptops for presentation, document cameras, and mobile laptop fleets, 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, as is the scheduling of deliveries.

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 Web accessible.

The Distance Learning Classroom provides technician-operated, two-way interactive, high definition 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): Min Ok
- Undergraduate Student Employees (9.25) FTE

Hours of Operation

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

Infrastructure—Labs and Classrooms

- **Third Floor Technology Classroom**—Wireless network, laptops provided on request, instructor console, dual rear screen projection. Seats 40.
- **Fourth Floor Technology Classroom**—Wireless network, laptops provided on request, instructor console, widescreen projection, 2 flat panel screens, interactive projection board, dry erase boards, flexibly arranged seating for 25.
- **Fifth Floor Technology Classroom**—Wireless network, laptops provided on request, instructor console, widescreen projection, interactive projection board, dry erase boards, poster rail, flexibly arranged seating for 24.
- **Computer Lab A**—10 Mac Pros; 8 iMacs, Mac or Windows OS; Adobe Creative Suite software available; instructor console and ceiling-mounted projection. This lab closed April 2011 to begin conversion of the space to the Education Visualization Laboratory.
- **Computer Lab B**—30 Macs, instructor console, and ceiling-mounted projection. 10 Mac Pros with Flash, Captivate, and Adobe Creative Suite software were incorporated into this lab when Computer Lab A was closed in spring 2011.
- **Computer Lab C**—24 iMacs, Mac or Windows OS; instructor console and ceiling-mounted projection. SPSS software available.
- **Open Lab**—12 iMacs, Mac or Windows OS. Scanner available. Never used for classes; always “open” for student walk-in use.
- **Assistive Technology Laboratory**—Specialized hardware and software to demonstrate accommodations for the needs of people with disabilities.
- **Kinesiology Laboratory** in Belmont Hall—13 iMacs, Mac or Windows OS, laser printer.
- **Mobile Laptop Fleets**—Four fleets in Sánchez, 64 total laptops; one in Belmont with 20 laptops. Laptops can run in either Mac or Windows OS.
- **Laptop Study Area**—Group and individual seating for 40 to use and charge laptops, collaborate, and study.
- **Collaborative Group Workstation**—Table seating 6, with 2 large monitors and special connecting cables; up to 6 laptops can connect and display to either or both monitors.
- **Distance Learning Classroom**—Equipped for high definition videoconferences; instructor console, flat panel monitors, and rear projection screen.

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**—Laptop Computers, LCD projectors, Digital Audio Recorders, Digital Cameras and Video Camcorders, DVD Players, and Digital Transcription equipment.

LTC Services Highlights 2010-2011

- LTC Services expanded its inventory of equipment to meet the demands of students and faculty. Twenty-four high definition camcorders, 10 conference microphones, 6 microphone/speakers for laptop conferencing, 6 remote presenter/laser pointers, 20 foot pedals for laptop-based transcribing, and 9 digital audio recorders were added to equipment checkout in 2010-2011.
- The Student Laptop Study Area in SZB 536 continues to draw many students daily for study, collaborative work sessions, and recharge of laptops.
- The Collaborative Group Workstation, a Steelcase media:scape table, was installed in the Student Laptop Study Area in June 2011. It is used frequently by collaborative teams throughout the College and was recently made available for reservation through the LTC’s online reservation system.
- LTC Services installed a large monitor at its main service desk in SZB 536 to provide information on equipment checkout and other LTC information.

Reservation Requests for Labs and Laptop Fleets

Computer Lab A was not reserved for classes beginning September 2010 due to its anticipated closure to convert the space to the Education Visualization Laboratory.

Facility	2008-2009	2009-2010	2010-2011
SZB 324 Third Floor Technology Classroom	166	176	196
SZB 439A Computer Lab A	115	82	0
SZB 439B Computer Lab B	269	189	233
SZB 439C Computer Lab C	338	183	243
SZB 439E Fourth Floor Technology Classroom	276	310	286

Facility	2008-2009	2009-2010	2010-2011
SZB 518C Fifth Floor Technology Classroom	67	258	267
Bellmont Lab	2	1	0
Laptop Fleet (Windows use)	218	143	247
Laptop Fleet (Mac OS use)	206	187	161

Login Statistics for Computer Labs

Facility Total Logins	2008-2009	2009-2010	2010-2011
SZB 439A Computer Lab A (closed Apr 2011)	5848	4566	2839
SZB 439B Computer Lab B	4048	5112	3442
SZB 439C Computer Lab C	2481	6524	5362
BEL 844 Bellmont Hall Lab	5251	3025	3214
SZB 439 Open Lab	7482	13,062	9386

Instructor Reserves

The Instructor Reserves service saw increased use in 2010-2011 because James Patton, Adjunct Associate Professor in the Department of Special Education, put a number of books on reserve that his students used frequently. In general, though, faculty continue to turn to the use of the General Libraries Electronic Reserve System and other means to provide instructional materials online. LTC staff provide scanning of documents to facilitate this, and this activity increased in 2010-2011.

IR Activity	2008-2009	2009-2010	2010-2011
Reserve checkouts	107	87	120
Instructors with reserves	16	12	10

IR Activity	2008-2009	2009-2010	2010-2011
Requests for document scanning	33	54	80
Total pages scanned	387	491	656

Statistics for LTC Services Transactions

Use of the checkout service and the laptop study area went up, reflecting a SZB 536 area that is buzzing with activity most afternoons. Projector checkouts have fallen, as more classrooms have been equipped with them.

Use	2008-2009	2009-2010	2010-2011
Checkout Patron Visits	6452	6748	6905
Laptop Study Area Use*	4830	5265	5834
Equipment Checked Out:			
Digital Cameras/Camcorders	1208	1281	1124
Laptop Computers	2630	2448	2802
LCD Projectors	897	670	481
AV Equipment (audio recorders, power strips, doc cameras, etc.)	7480	6838	5946
Equipment Deliveries**	8478	10,844	10,524

*Extrapolated from hourly counts for 1 month in each year

** Includes both deliveries and returns in SZB and BEL.

Statistics for Distance Learning Classroom

DLC Statistic	2008-2009	2009-2010	2010-2011
Hours of Use	896	1188	860.5
Reservations	427	433	373
Semester-long Video Courses	6	13	13

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.

Most of the items listed as missing in the 2010-2011 inventory are older desktop computers. A police report was made in October 2010 on seven laptops stolen from the Belmont Lab checkout fleet. (Locks on the equipment storage room were immediately changed after this incident.) 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.

Statistic	2008–2009	2009–2010	2010–2011
Total Equipment Items in LTC Inventory	720	812	840
Total Equipment Items Found during Inventory	712	794	816
Lost or Stolen Items	1	1	7
Percentage of Missing Items	.80%	.44%	.21%

IDEA Studio

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 for their students 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 emerging technologies, assess what benefits they may bring to instruction, and inform faculty of technologies that could help them with their teaching or research.

In addition to the core staff of the IDEA Studio who provide faculty support and training, two other GRA positions focus on COE Technology Vision Plan (TVP) funded projects, such as the communications portal and mobile learning projects.

Staff

- Training Coordinator (1.0 FTE): Karen French
- Graduate Research Assistant (0.75 FTE): Royce Kimmons
- Graduate Research Assistant (0.75 FTE): Michelle Read
- Graduate Research Assistant (0.5 FTE): Jaejin Lee
- Graduate Research Assistant (0.5 FTE): Anand Subramoney
- Graduate Research Assistant (0.25 FTE): Jeong Won Woo
- Graduate Research Assistant (0.5 FTE): Nabil Qamar (TVP funded)
- Graduate Research Assistant (0.5 FTE): Hyo-Jin Yoon (TVP funded)

Hours of Operation

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

Instructional Technology Support

The IDEA Studio served 73 faculty, instructors, and teaching assistants in the College of Education and the UTeach Liberal Arts program in 2010-2011, mainly through 136

consultations with individuals and small groups. Support was also provided to the Dean’s Office, Education Services, the Vaughn Gross Center for Reading and Language Arts, the UT Austin Course Transformation Program, and the LTC’s External and Special Projects area.

Training

In 2010-2011, the IDEA Studio provided 165 curriculum related training sessions and workshops. Training topics, with the number of sessions presented, are listed in the table below. Video Case Based Learning was a new training offering during the year. The “Other” category includes sessions on VoiceThread, “Effective Presentation of Visual Information,” iPhoto, Atomic Learning, Scribe, and Discovery Streaming.

Training Session Topics	2008–2009	2009–2010	2010–2011
Video Editing	24	12	23
Web Development	7	22	11
TeachNet	12	12	10
Videoconferencing	2	7	7*
Blogs & Wikis	7	13	22
Preservice Teachers Orientation	15	13	12
Social Media Professionalism	8	3	3
Interactive Whiteboard	NA	8	7
Video Case-Based Learning	NA	NA	9
PLACE	NA	4	10
Other	15	16	12

* Adobe Connect was taught for the 2010-2011 Videoconferencing sessions.

IDEA Studio Web 2.0 Applications

The IDEA Studio has developed a number of Web 2.0 applications for use in the College instruction. IDEA Studio staff maintain and update systems and assist faculty in their use in courses.

Application	2008–2009	2009–2010	2010–2011
Blogs	391 sites	289 sites	733 sites
	421 users	250 users	1393 users
Open Websites (OWS)	31 sites	204 sites	443 sites
	44 users	268 users	526 users
Video Case-Based Learning	NA	53 programs	443 videos
		35 users	146 users

Major IDEA Studio Projects

Video Case-Based Learning

A 2008-2009 Technology Vision Plan project to create a video case-based online learning tool was completed and piloted in 2010 and its full use began in fall 2010. The system allows faculty and students to add and annotate video content and engage in text-based discussions about the video material. Use of the system has increased rapidly over the past year.

Open Website System (OWS)

Use of the OWS continued to expand in 2010-2011. The system, built on the Drupal content management system, supports the creation of public Web sites for COE instruction. The system has largely replaced the need for students and faculty to create and upload Web pages using standalone software and upload and update files on TeachNet or Webspaces. Faculty can use OWS to create electronic CVs, present class information, or easily incorporate the creation of a Web site or electronic portfolio into class assignments.

COE Blogs

The IDEA Studio began providing a blogging system, based on WordPress, for the College in 2007-2008. Use of blogs in classes has continued to expand, and they are also used to support electronic portfolios and Web sites for research groups and student organizations. In 2010-2011, EID authentication was added to the system, eliminating the need for users to remember a separate user name and password, and several backend management tools were created to streamline account creation and administration.

Social Media Professionalism Web Site

The Social Media Professionalism Web site went live in Summer 2011. The site provides information for preservice and inservice teachers on how to protect their professional reputations while using Facebook and other social networking applications. The site continues to grow and includes links to information about state and local social media policies as well as news stories and articles related to teaching and social media. Online training modules were added to ensure that preservice teachers in the College understand policies and laws.

PLACE (Elgg)

In 2010, the IDEA Studio created a social networking/groupware space for use in College of Education instruction. The system, known as PLACE, (Personal Learning and Collaboration Environment) was piloted in Fall 2010 with four cohorts of preservice teachers. While the outcome of the project was positive, changes at the University level led the IDEA Studio to stop the project and begin an exploration of Google Apps for Education instead.

Adobe Connect

In 2009-2010, as part of a Technology Vision Plan project, the IDEA Studio began supporting College of Education faculty in the use of the University-based Adobe Connect Web conferencing system. In 2010-2011, 8 consultations or support sessions were provided to College of Education faculty and staff.

21st Century Seminar and Dissertation Rooms (SZB 536L and SZB 423)

In collaboration with the Department of Curriculum & Instruction, the IDEA Studio staff designed and created two videoconferencing seminar rooms. A Web site with information about the rooms and a reservation system was also developed. Both rooms include monitors, speakers and webcams for basic videoconferencing. SZB 536L includes an HD LifeSize system and dual monitors. During the 2010-2011 period, faculty and students using the rooms were assisted 29 times.

EVIDA

The IDEA Studio worked with the External and Special Projects area to propose and implement a grant funded project to support blended Spanish language learning for students at the Dual Language & Arts Magnet School in Waterford, Connecticut. In addition to configuring and maintaining EVIDA, an ELGG-based social networking system, IDEA Studio staff provided standards-focused professional development. EVIDA enabled students and teachers to share files, photos, and discussions, provided an English-Spanish translation service, and mapped uploaded images to locations in a Google Map.

Communications

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 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 2010-2011

- The Web Designer was very involved in the new Web site design and its implementation for the Department of Educational Psychology. He created functional Web page templates from the designer’s mock up, and assisted the department with the creation of pages. He has begun plans to make this design the basis for updating the College and other departmental Web sites.
- 54 news articles were posted to the COE Web homepage during the 2010-2011 period.
- The Web Designer handles an average of 20 requests for Web-related help from faculty, staff, and students per month.

- The Communications Coordinator copyedited and designed the document format for “A Call to Action, The Summary Report of the Invitational Summit on Redefining Teacher Education for Digital-Age Learners.” The Web Designer designed the cover for the report.
- LTC Web site information is reviewed and updated annually; it was updated in January 2011. The LTC Web site posted 14 news articles about LTC activities during the 2010-2011 period.
- The LTC Facebook page is updated weekly with LTC news and announcements by the Communications Coordinator. The page currently has 117 people who “like” it, up from the previous year’s 81.
- The Communications Coordinator planned and led 10 tours or orientations of LTC facilities and services for the College’s new or prospective faculty, students, advisory council members, and other COE and LTC visitors.

Statistics on COE and LTC Web Sites

Site Statistic	2008-2009	2009-2010	2010-2011
Total Web Pages—COE Site	2175	2200	2325
Total Web Pages—LTC Site	367	380	364
News Articles—COE Site	52	46	54
News Articles—LTC Site	18	18	14

LTC Support of Laptop Initiative for Future Educators

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 online communication environments. 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.

During 2010-2011, the Laptop Steering Committee carefully watched developments in hardware and software markets. Challenging the role of the laptop computer in education are the moves toward smaller touchscreen devices and "cloud" services, which enable data access from any device connected to the Internet. There is general acknowledgment that these forces may necessitate a change in the future, although the Steering Committee and COE faculty continue to find the most value in the specifications of the current requirement. Several COE faculty are currently testing tablet computers in their classes to determine their usefulness in teacher preparation courses. Factors such as price, training, technical support, and use in school districts will continue to be assessed, so that students and faculty have the best tools at their disposal.

Also affecting the LIFE program are changes in the communications platform used by many of the teacher preparation programs. "TeachNet" has been used for many years, but a transition plan begun in 2010-2011 is now underway to retire "TeachNet" and move to a new set of communications tools. Blackboard, Google Apps, and in-house applications configured by the IDEA Studio are among the many options from which faculty will be able to choose in the coming years. Each of these tools has a unique set of capabilities that could benefit courses and cohorts. The LIFE Coordinator and the IDEA Studio Coordinator have spent much time exploring these options and communicating with others at UT who are also interested in their use. The COE is playing a significant role in shaping the future of online communications and collaboration at UT, as many look to benefit from our expertise in effective teaching and learning.

Staff

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

Laptop Support Highlights 2010-2011

- The LIFE Coordinator helped present 9 laptop orientations to new PDS students and 10 sessions to UTeach Liberal Arts students.
- The LIFE Coordinator assisted in administering LIFE and college-wide student surveys on technology services.
- The LIFE Coordinator presented at a workshop attended by CIOs from K-12 school districts. The workshop, supported by Apple, covered information security and technology trends in higher education and how these issues relate to college readiness.
- The LIFE Coordinator participated in a COE presentation to Ministry of Education officials from the Republic of Georgia.
- The LIFE Coordinator was appointed as a staff representative to the UT Faculty Council technology committee.
- The LIFE Coordinator was asked to serve on the campus-wide Learning Management System Review committee. This role has been helpful as the options for COE communication platforms have been explored.

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 2010-2011

- LHD Team Leader Julian Joseph was named one of 10 Finalists for the Student Employee of the Year award given by UT Human Resource Services, having shown exceptional leadership in his position.
- A flat panel monitor was installed behind the desk area to provide LHD information to patrons and facilitate software demonstrations.
- The LHD team developed resources to facilitate communication with students and faculty. The team uses a wiki to document procedures and reference materials. Data has been gathered from the two most recent student surveys about preferred

- methods for communication that will be used to plan more effective communications with students and faculty.
- The LHD provided information to students about several major Apple product revisions.

Laptop Help Desk Statistics

Apple was recently named the top computer manufacturer for customer satisfaction for the eighth year in a row, and this may provide some explanation for the decreased numbers in 2010-2011. There have been no widespread component failures on the computers students purchased and used during this time.

Many LHD patrons need in-depth assistance. For example, recovering data from a failing, non-bootable hard drive using software tools is a service the LHD began offering in 2010-2011. It requires a significant amount of time but saves students time and money and rescues their important files, such as course assignments and photos of family and friends.

LHD Statistic	2008-2009	2009-2010	2010-2011
Hardware Visits	177	153	137
Software Visits	635	670	601
Total all Laptop Visits	812	823	738
Apple Repair Requests	115	86	72

External and Special Projects

The Learning Technology Center's External and Special Projects (ESP) 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 2010-2011, 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 Tothero
- Grants and Contracts Specialist (0.5 FTE): Barbara Morris
- Research Engineering/Science Associate III (1.0 FTE): David Kim (0.5 FTE Externally Funded)
- Computer Applications Specialist (0.5 FTE): Mukund Kumar (Externally Funded)
- Graduate Research Assistant (0.5 FTE): Shin Hyun Ka (Externally Funded)
- Graduate Research Assistant (0.5 FTE): Ryan Crowley (Externally Funded)
- Senior Program Coordinator (as needed): Betsy Brown (Temporary Employee; Externally Funded)
- Student Technician (as needed): Josh Haney (Externally Funded)
- Radio, Television, Film Specialist III (as needed): Daniel Veliz (Externally Funded)

Hours of Operation

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

Major External and Special Projects

The Presidential Timeline

The Presidential Timeline was 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. Subsequent funding includes a one-year grant from the National Endowment for the Humanities' Digital Humanities Workshop program and a current four-year grant from the Department of Education Fund for the Improvement of Education program.

The project brought together the Learning Technology Center and the National Archives' thirteen 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. In 2010-2011, ESP added 14 exhibits to the Presidential Timeline and began working on ten other exhibits. In addition, 429 new digital objects were added to the timeline, many of them accompanying the new exhibits and others added to events on the timeline that previously had no objects associated with them.

In 2010-2011, ESP created a new user tool, Create Your Own Timeline, for the Presidential Timeline Web site. The LTC presented the tool June 2011 at a session of the International Society for Technology in Education (ISTE) conference. The session had more than 100 attendees. The tool allows users to create timelines with their own material and share them with others.

ESP staff planned and hosted three four-day workshops for teachers from around the country. Two workshops, entitled "Ronald Reagan and the Cold War: Historical Thinking, Digital Archives, and Web-based Tools for the Social Studies Classroom", were held at the Ronald Reagan Presidential Library in Simi Valley California. The third workshop, entitled "Rethinking the Civil Rights Movement: Historical Thinking, Digital Archives, and Web-based Tools for the Social Studies Classroom," was held in Austin at the Learning Technology Center. The workshops, held in June and July 2011, help teachers use primary sources and technology tools in social studies education.

ESP also presented a series of five webinars featuring exemplary social studies teachers and social studies education faculty. Teachers around the country and overseas participated in the webinars.

Vision Awards

Much of 2010-2011 was devoted to updating several prior Vision Award projects to provide new capabilities and update the security of projects in compliance with current standards. Several multi-year efforts were completed, along with one new project.

Highlights of 2010-2011 include:

- The completion of a sophisticated system for capturing and reporting fitness assessment data for use in graduate level kinesiology classes. The system has been deployed on Pocket PCs and is being prepared for deployment on smart phones.
- The modification of the Longhorn Readers application to support multiple classes, rather than a single class. This tool is being used extensively within and beyond The University of Texas at Austin.
- The preparation of 82 videos demonstrating various exercises. These videos will be among the first resources to populate The University's iTunesU.

The Vision Award team continues to support earlier projects and is working to port several of them, including the team-based learning environment and the online assessment system, to handheld devices.

Joint Mobile Learning Initiative

The LTC received ITAC funding in 2009, in collaboration with the (then) Division of Instructional Innovation and Assessment, the College of Liberal Arts, and the College of Fine Arts, to explore the use of handheld devices to support instruction at the University. The External and Special projects group is extending and modifying several existing projects, begun under the Vision Award program, to develop a suite of tools to support classroom instruction that includes pre-class checks for readiness, classroom response elements, and post-class checks for understanding. Data from these formative and summative evaluation activities will be captured, mined, and presented via a dashboard that will allow an instructor to quickly assess student performance on a class-by-class basis.

Connecticut Professional Development Grant

In 2010, the LTC received \$27,320 from the Federal Title IID Enhancing Education Through Technology Program, authorized under the American Recovery and Reinvestment Act of 2009 (ARRA) through the State of Connecticut Department of Education. ESP teamed with the IDEA Studio to deliver four days of professional development in New London, CT in October and December 2010. The face-to-face professional development was followed up by eight hour-long online professional development sessions. All sessions focused on 21st century teaching and learning for two technology-rich magnet schools. These schools have dual-immersion foreign language programs, in which classes are taught alternately in English and Spanish.

Education Visualization Laboratory

In 2010-2011 the LTC, in collaboration with the Texas Advanced Computing Center (TACC), designed and created the Education Visualization Laboratory to provide advanced visualization capabilities for research in the College of Education. The ESP Project Manager has overseen the development of the lab. Made possible by \$144,000 in transformational funding, the EdVisLab is located in SZB 439A and features a 15 panel high-definition display driven by four Macintosh Pro computers. The system provides access to a variety of visualization tools that support educational research activities, with special emphasis on usability and data security. The VDE also includes 3-D rendering and visualization capabilities. This state-of-the-art visualization laboratory will allow College of Education faculty to incorporate this cutting edge technology into their research. Graduate students can become familiar with visualization as a research tool and preservice teachers can learn about teaching resources that take advantage of 3D capabilities.

Proposal Efforts

The LTC is a partner in the proposed project, “Agent-Based Simulated Environment,” submitted to the National Science Foundation’s Discovery Research K-12 program. The

Dynamic STEM Modeling Environment will be a highly-scalable, flexible, agent-based education community model that will predict education trends over time validated by education data. The model will be presented in an understandable simulated environment. The project will leverage data provided by San Jose Unified School District's data warehouse, modeling capabilities at Los Alamos National Laboratory, advanced visualization capabilities at The University of Texas Austin LTC, and project management and oversight expertise provided by the National Laboratory for Education Transformation. The proposed project aligns well with the mission of the LTC and with the College's extensive research and development activities focused on STEM learning.

The LTC partnered with The Meadows Center for Preventing Educational Risk for a proposal to the US Dept of Education's Office of Special Education Projects to develop a Center on Online Learning for Students With Disabilities. The proposed project had a budget of \$2,000,000 per year for five years and would have established the College of Education as a focal point for this type of research. It was recently learned that this project was not funded.

Administrative Office

The Administrative Office handles all administrative tasks necessary for the operation of the LTC, including accounting, purchasing, and human resources matters.

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