

# APPENDIX B

## ACADEMIC & COLLABORATIVE TECHNOLOGIES (ACT)

### QUERCUS: COMMUNITY CONSULTATION, TRAINING & SUPPORT

#### Community Consultation

Quercus Project Meetings	Number of Occurrences
Leadership Divisional Meetings	23
Divisional Information Sessions <ul style="list-style-type: none"> <li>Brief introduction to Quercus</li> <li>1-hour sessions</li> </ul>	24
Departmental Meetings <ul style="list-style-type: none"> <li>Participation of 1 Quercus Core Project team member</li> <li>10-15 minute presentation/discussion</li> </ul>	38
Academic Toolbox Stewardship and Advisory Group Meetings	Number of Occurrences
Communication Working Group	6
Training & Support Working Group	6
Integrations Group	84
Technical Working Group	8
Instructure Meetings <ul style="list-style-type: none"> <li>Core Team meetings with the vendor</li> </ul>	17
Toolbox End-User Support Team (T.E.S.T)	Number of Occurrences
T.E.S.T is a tri-campus forum, with 66 members, for providers of campus/division level support of Quercus tools. T.E.S.T liaises with Academic and Collaborative Technologies and provides updates to each member's constituencies.	Weekly Meetings
Early Adopter Program - Winter 2018	
Courses	43
Instructors	32
Students	3285

#### Quercus Training

Session Title	Number of Sessions	Number of Attendees
Quickstart Quercus	4 (3 In-Person, 1 Online)	69
Quercus Sub-Account Training <ul style="list-style-type: none"> <li>Training for educational technology and technical support staff who were approved for system administrative access to Quercus by their divisions</li> </ul>	4	49
Quickstart Quercus workshop for Institute of Health Policy, Management and Evaluation (IHPME)	1	6
Camp Quercus for U of T Ed-Techs <ul style="list-style-type: none"> <li>1-day long event for Educational Technology Support Staff (61 members across the University)</li> <li>"Train the Trainers" approach to equip staff with tools to get faculty up and running with Quercus</li> </ul>	1	50

## Quercus Sandbox Courses

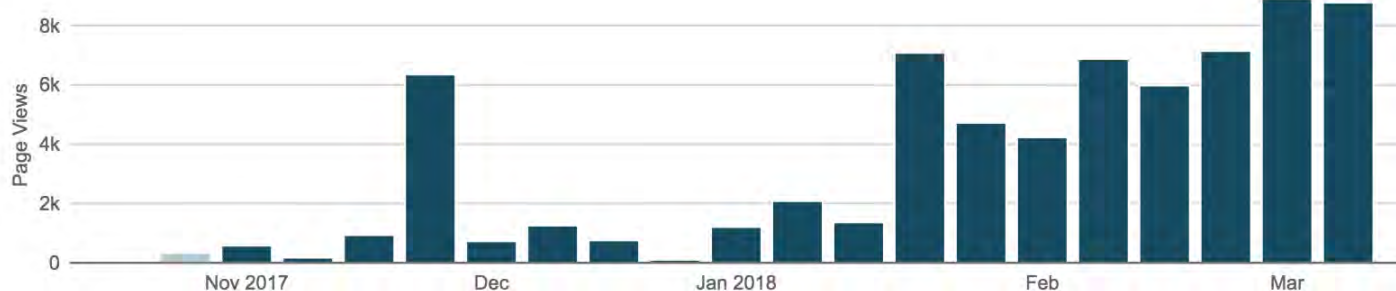
As part of Instructor training and content migration, a Quercus sandbox course was automatically created for all University of Toronto instructors in January 2018 to try out the tools and features in the course site, and begin building a fully developed course. Sandbox courses are unofficial, non-ROSI courses that do not have student enrolments. These courses are a space created for an individual instructor to experiment with a Quercus course site.

## Quercus Sandbox Data (as of March 16, 2018)

17,056 Courses	931 Assignments	574 Discussion Topics	18,841 Files Uploaded	1,866 Media Recordings
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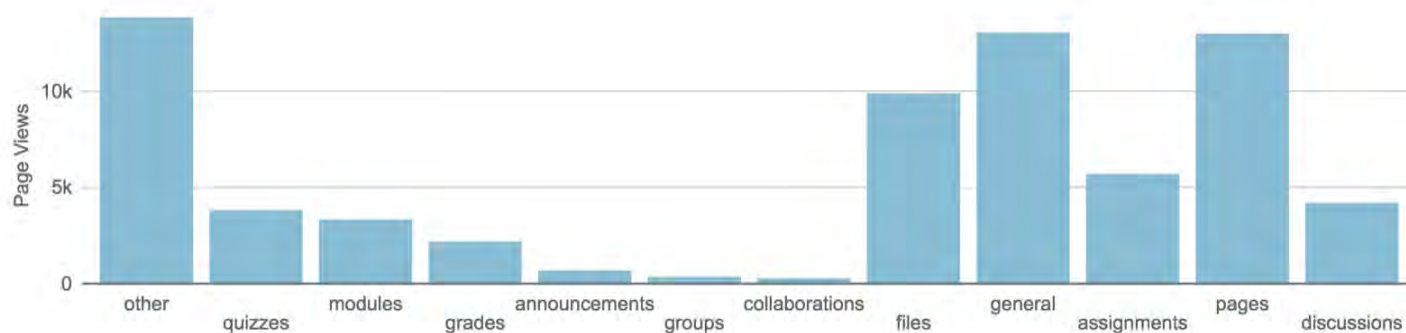
## Activity by Date

Graph of student page views and participation over time



## Activity by Category

Graph of student page views by category



## Quercus Partnerships in Action: Documentation and Resources for the End User

Documentation created for [uoft.me/qresources](https://uoft.me/qresources) were developed in phases, with Phase 1 including high priority documentation which was co-developed by the members of the Training and Support Working Group, and the Toolbox End-User Support Group (T.E.S.T). Resources developed during Phase 1 included:

- Communicating with Your Students
- Exporting, Archiving & Saving Course Content from Blackboard
- Quercus Series 1: Backing Up Your Course
- Quercus Series 2: Importing into Canvas
- Quercus Series 3: Advanced Tools
- Instructor Checklist
- Student Checklist
- Announcements
- Discussions
- Modules and Pages
- Navigating Your Course
- UTSC Series

In Phase II, ACT Support team members developed documentation for integrated tools including: Blackboard Collaborate Ultra; iClicker Registration; peerScholar; WileyPlus Publisher Access; and, Turnitin. Phase III concluded the process with more resources co-developed by ACT Support and the Toolbox End-User Support Group (T.E.S.T) on topics such as: Importing Content from Portal (Blackboard) to Quercus; Add Course Staff; Quercus Course Lifecycle; Course Examples; Cross-Lifting; Inbox; Assignments; Grades; Course Roles & Permissions; Notifications; and, Mobile Apps.

**"Overall, I am very happy with [Quercus] and find it to be vastly superior to our Blackboard installation. The support team has been incredibly quick and helpful, and my migration to [Quercus] has been surprisingly smooth."**

**-- Don Boyes, Associate Professor, Teaching Stream, Department of Geography, Faculty of Arts & Science**

## ACT SUPPORT INDIVIDUAL CONSULTATIONS

<b>Total ACT Support consultations</b>	<b>383</b>
<b>Total Online Learning Strategies (OLS) consultations</b>	<b>800</b>

### Consultation Topics

#### Portal Questions

- Grade Centre/Online Grading
- Assignments and Tests
- Getting Started/Course
- Customization/Organizing Content
- Groups/Smart Views
- Portal Organizations
- Best Practices

#### Educational Technology Tools

- Turnitin
- Student Response Systems
- peerScholar

#### Instructional Technology Innovation Fund (ITIF) Support

- Online course design
- Online learning module design
- Design of a specific learning activity that is supported by educational technology
- ITIF support stream and grant information
- In-class observations

#### Online Learning Strategies

- Online courses
- Modules
- Open Textbook Projects
- Data-Driven Design (D3)
- Labster
- Riipen

## 2017/18 ACT SUPPORT WORKSHOPS

\* Rating based on a 5-point scale

**Bold Text** = CTSI Staff

Session Title	Facilitators	Number of Attendees	Overall Rating*
Give Yourself A Portal Makeover	<b>Mariana Jardim</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI <b>Diane Michaud</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI	6	N/A
Find the Right Blend: Flipped and Hybrid Classrooms	<b>Laurie Harrison</b> , Director, Online Learning Strategies, ITS <b>Will Heikoop</b> , Online Learning Coordinator, CTSI <b>Mike Kasprzak</b> , Curriculum Developer, TATP	12	5
Online Feedback Opportunities to Support Student Learning	<b>Mariana Jardim</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI <b>Diane Michaud</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI <b>Maryam, Shafiei</b> , Faculty Liaison, Technology, CTSI	1	N/A
Spark a Discussion to Enhance Learning: Using Online Discussion Boards	<b>Mariana Jardim</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI <b>Diane Michaud</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI	7	3
Teaching with Media: Creative Pedagogical Uses of Media	<b>Diane Michaud</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI <b>Will Heikoop</b> , Online Learning Coordinator, CTSI <b>Wes Adams</b> , E-Learning Builder & Media Specialist, CTSI	9	N/A
Universal Design for Learning: Engaging All Your Students	<b>Mariana Jardim</b> , Faculty Liaison, Teaching, Learning and Technology, CTSI <b>Mike Kasprzak</b> , Curriculum Developer, TATP <b>Will Heikoop</b> , Online Learning Coordinator, CTSI	19	3.33



## 2017/18 PORTAL WORKSHOPS

\* Rating based on a 5-point scale

Total Portal Workshops	Number
Hands-on Training	60
Workshops	6
Total Portal sessions held	66
Total number of attendees	531
Average overall rating for Portal workshops	4.43

Portal Sessions Titles	Number of Sessions	Number of Attendees	Overall Rating*
<b>Portal Training</b> - Getting Started: Building Your Portal Course	12	78	4.3
<b>Portal Training</b> - Grade Center: Providing Feedback & Marks Online	4	16	4.4
<b>Portal Training</b> - Web Conferencing with Blackboard Collaborate	4 (3 In-Person, 1 Online)	16	4.6
<b>Departmental Portal Training</b> - Introduction to U of T's Learning Management System, Blackboard, and Turnitin.com (Political Science)	3	45	N/A
<b>Departmental Portal Training</b> - Blackboard Collaborate (Rotman)	1	5	N/A

## 2017-2018 ACT PORTAL SUPPORT CASES

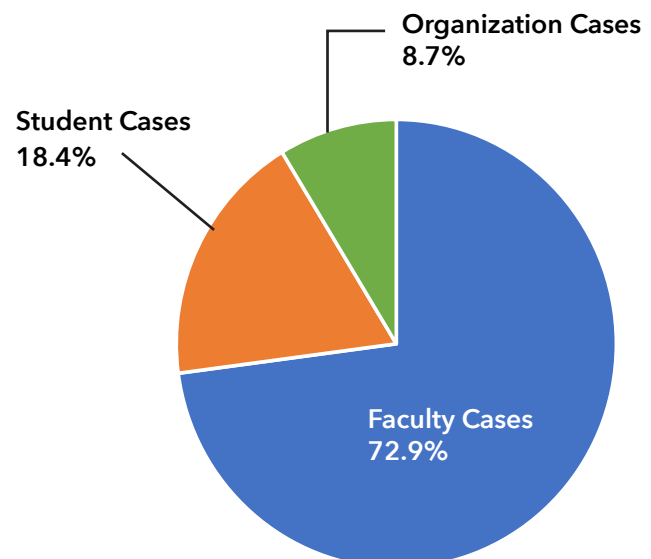
### Portal Help

Total Portal help cases	4,138
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Faculty cases: 72.9%

Student cases: 18.4%

Organization requests (non course-related): 8.7%



## Top 5 Requests for Total Faculty/Staff Cases Across All Divisions

<b>Total faculty/staff support cases</b>	<b>3020</b>
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<b>Top 5 Categories (Faculty/Staff)</b>	<b>% of Top 5 Faculty/Staff Cases</b>
1. Content Storage	9.9%
2. Enrolment Reactivation	7.8%
3. Manual Enrolment Request	6.3%
4. Technical Issue	5.5%
5. Content/Grade Retrieval	5.5%

## Top 5 Requests Total for Student Cases Across All Divisions

<b>Total student support cases</b>	<b>765</b>
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<b>Top 5 Categories (Students)</b>	<b>% of Top 5 Student Cases</b>
1. Technical Issue	25.4%
2. Course Access	19.2%
3. Other	10.5%
4. Change Personal Information	6.1%
5. Failed Login	6%

## Top 5 Divisional/Departmental Top 5 Portal Requests

<b>Division/Department</b>	<b>% of Faculty/Staff Cases</b>	<b>Top 5 Request Category</b>	<b>% of the Division/Department Cases</b>
Faculty of Arts & Science	37.5%	1. Content Storage	9.5%
		2. Enrolment Reactivation	8.2%
		3. Grade Center	6.7%
		4. Assessment Tools	6.1%
		5. ROSI Assignment/HRIS Status	6.1%
UTM	8.6%	1. Content Storage	19.8%
		2. Course Categorization	9.1%
		3. Content/Grade Retrieval	8.3%
		4. Turnitin	8.3%
		5. Integration	7.6%

## Top 5 Divisional/Departmental Top 5 Portal Requests (continued)

Division/Department	% of Faculty/Staff Cases	Top 5 Request Category	% of the Division/Department Cases
Engineering	8%	1. Enrolment Reactivation	15.5%
		2. Integration	12.7%
		3. Content Storage	10.2%
		4. ROSI Assignment/HRIS Status	8.1%
		5. Course Access	6.1%
The Toronto School of Theology (TST)	6.7%	1. Manual Enrolment Request	55.1%
		2. Content/Grade Retrieval	9.3%
		3. Enrolment Reactivation	5.4%
		4. Course Access	2.9%
		5. Other	2.9%
Medicine	6.2%	1. Enrolment Reactivation	10%
		2. Content Tools	7.9%
		3. Turnitin	6.8%
		4. Content Storage	6.3%
		5. Webinar Tool	5.8%

## OFFICE 365 TRAINING

In partnership with Information Technology Services (ITS), ACT Support services staff have led workshops and chaired three Office 365 sub-working groups to investigate, plan, and make recommendations on the various tools and aspects of the Microsoft Office 365 suite to the **ITS Office 365 Advisory and Implementation Working Group (AIWG)**.

### Office 365 Working Subgroups

- Advisory and Implementation Working Group (Saira Mall, Member)
- Governance of Teams & Groups Sub-Working Group (Saira Mall, Chair and Maryam Shafiei, Member)
- Skype for Business Sub-Working Group (Melvin Chien, Chair)
- Sway, Delve, Planner and Yammer Sub-Working Group (Maryam Shafiei, Chair and Melvin Chien, Member)

Session Type	Session Title	Number of Sessions led by ACT Support Staff	Number of Attendees
Hands-on Training	Office 365: Getting Started (Co-hosted by ITS and CTSI)	21	135
	Office 365 Departmental Training: Getting Started (Student Life)	2	40
	Office 365 Departmental Training: Getting Started (CTSI)	1	25
	Office 365 Departmental Training: Getting Started (Rotman)	1	5