

B) ACADEMIC & COLLABORATIVE TECHNOLOGIES

QUERCUS IMPLEMENTATION METRICS

Course Availability and Instructor Access	
Targeted to have approximately 5,000 courses available for the Fall 2019 term and 10,000 for full year courses.	<p>As of March 24, 2019 on Quercus there are:</p> <ul style="list-style-type: none"> • 13,790 published courses • 94,214 active students • 5,195 active instructors
<p><i>Tool Integration</i></p> <ul style="list-style-type: none"> • All 21 external tool integrations were migrated from Portal to Quercus • 3 UT-created applications were re-developed for Quercus: (UT Advanced Group Tool (UTAGT); UT Optical Mark Recognition (UTOMR); and UT Grade Export Tool (UTGET)) 	
<p><i>Content Migration</i></p> <p><u>Course Content Migration: Clinics, Sessions, Support Resources and Presentations</u></p> <ul style="list-style-type: none"> • Central Content Migration Clinics offered: 30 • Divisional and Departmental Information Sessions: 12 • Divisional Migration Clinics: 75 • Scheduled consultations: approximately 15 (Faculty and staff were directed to attend the clinics) 	
<p><i>Portal Organization Content Migration (identifying, and/or saving, exporting, deleting content)</i></p> <ul style="list-style-type: none"> • 455 Medicine • 445 FAS • 201 FASE • 197 UTM • 190 OISE • 158 UTSC 	



Melody Neumann, Associate Professor, Teaching Stream, Cell & Systems Biology, Faculty of Arts & Science

Courses and workshops offered by CTSI often have impacts far beyond the initial reason that one might take them ...the ongoing mentorship, feedback, and support from CTSI has really been instrumental in the design, launch, and success of my Team Up! App. The Teaching and Learning Symposium was also a great opportunity to present Team Up! and get feedback from a wide range of instructors as it evolves.

U OF T TRAIN-THE-TRAINER PROFESSIONAL DEVELOPMENT

(Training options for educational technology support staff, including workshops, training sessions and information sessions on pedagogical best practices)

Webinars Total Participants: 90	1. Managing webinars in Quercus with Blackboard Collaborate Ultra: 30 participants 2. Teaching with Snagit: Webinar for U of T EdTech Support: 30 participants 3. Quercus and UDL Webinar: 30 participants
Sub-Account Admin Training Total Participants: 92	Workshops: <ul style="list-style-type: none"> 3 workshops (in-person with remote attendees): 52 participants Departmental Training: <ul style="list-style-type: none"> OISE: 5 participants Toronto School of Theology: 15 participants Scheduled Training: 20 staff members across various divisions

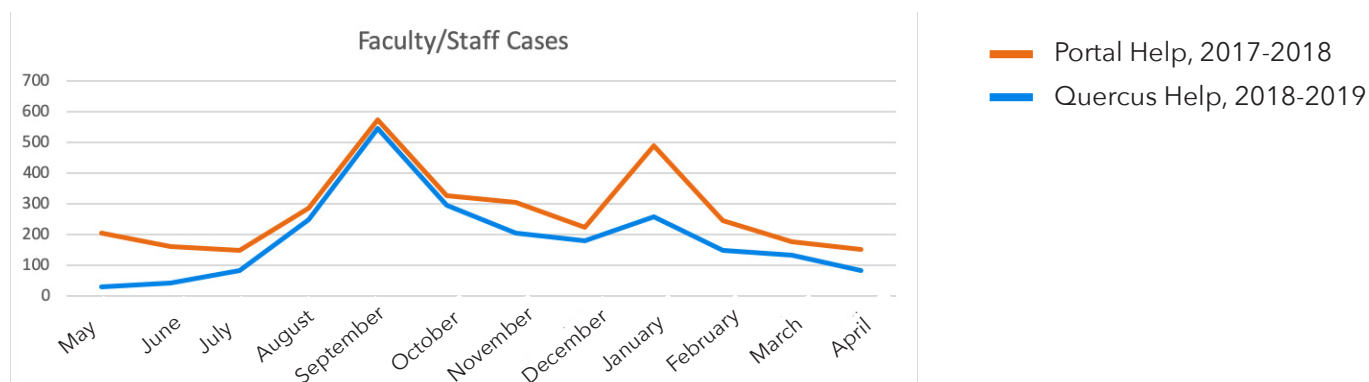
CONSULTATIONS AND OUTREACH

Academic Toolbox Renewal Project	
Total Consultations: 114	Top Categories (from highest number): <ol style="list-style-type: none"> Sub-Accounts Gradebook/Grading Course Design and Organization Integrated tools (iClickers, Turnitin, peerScholar) Mastery Paths Groups/UT Advanced Groups Tool Quizzes/Surveys Cross-Listing Assignment Design Instructional Design
Toolbox Renewal	
Content Migration Assistant Drop-in Consultations (unscheduled) Total Consultations: 262 Faculty and staff	Breakdown by division: <ul style="list-style-type: none"> Faculty of Arts & Science = 138 Faculty of Applied Science and Engineering = 52 Central = 7 Medicine = 16 Toronto School of Theology = 12 Environmental Health and Safety = 13 Nursing = 6 Music = 2 Ontario Institute of Studies in Education = 7 University of Toronto Mississauga = 5 Architecture = 4
CTSI Q Command Total Participants: 11	<ul style="list-style-type: none"> Scheduled drop-ins during first week of fall 2018 classes in CTSI
Quercus Events	
Quercus Day Total Attendance: 275	Breakdown by campus: <ul style="list-style-type: none"> U of T Mississauga, May 07, 2018: 50 U of T Scarborough, May 08, 2018: 75 St. George, May 11, 2018: 150

FACULTY/ STAFF CASES RECEIVED IN FOGBUGZ

The total number of Portal Help faculty/staff cases received during 2017-2018 in FogBugz was 3,398. Quercus Help faculty/staff cases received during 2018-2019 fiscal year in FogBugz is 2,260; a **33.5% decrease** in the total number of cases since Quercus implementation.

A comparison of Quercus Help and Portal Faculty/Staff cases received during a one-year period in FogBugz



PORTAL HELP & QUERCUS HELP FOGBUGZ EMAIL QUERIES: FROM ADMINISTRATIVE TO COURSE MANAGEMENT QUERIES

A Comparison of the Top Portal (Blackboard) and Quercus (Canvas) Faculty/Staff Case Request Categories Received in FogBugz between May 2017 - April 2019

Table 1: Faculty/Staff			
PORTAL HELP (2017-2018)	Number of Cases	QUERCUS HELP (2018-2019)	Number of Cases
Request Category		Request Category	
Content Storage	304	Integrated Tool	234
Enrollment Reactivation	238	Technical Issue	118
Manual Enrollment Request	198	Gradebook	104
Content/Grade Retrieval	176	Training Request	100
Other	170	Course Access	99
Technical Issue	170	Admin Access	91
Total	1256	Total	746

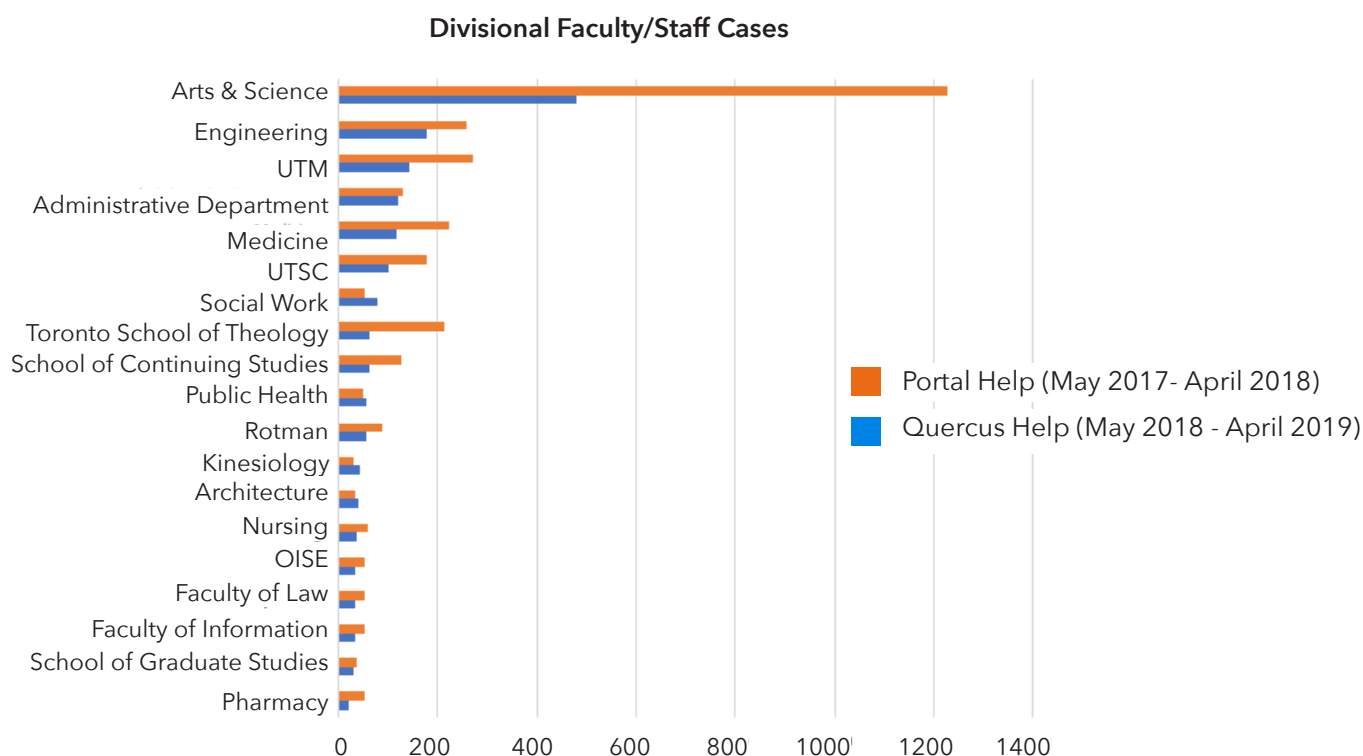
A Comparison of the Top Portal (Blackboard) and Quercus (Canvas) Student Case Request Categories Received in FogBugz between May 2017 - April 2019

Table 2: Students			
PORTAL HELP (2017-2018)	Number of Cases	QUERCUS HELP (2018-2019)	Number of Cases
Request Category		Request Category	
Technical Issue	198	Content/Grade Access	391
Course Access	148	Rich Content Editor	241
Other	83	Course Access	179
Change Personal Information	48	Technical Issue	152
Failed Login	46	Notifications	51
Total	523	Total	1014

DIVISIONAL CASES RECEIVED IN FOGBUGZ

The number of faculty/staff cases received from divisions/departments decreased when the University transitioned to Quercus (Canvas).

Divisional Faculty/Staff cases received in FogBugz 2018-2019 compared to 2017-2018



See page 8 for background information and explanation.

QUERCUS HELP CASES RECEIVED IN FOGBUGZ IN 2018-2019	
Faculty/Staff	2,260
Students	1,447
Total Number of Cases (including multiple cases for each topic)	3,707

FACULTY/STAFF CASES RECEIVED IN FOGBUGZ IN 2018-2019	
Academic Division/Unit	Total Number of Cases
Faculty of Arts & Science (includes Colleges)	478
Faculty of Applied Science and Engineering	179
University of Toronto Mississauga	142
Administrative Department	119
Faculty of Medicine	118
University of Toronto Scarborough	101
Factor-Inwentash Faculty of Social Work	79
Toronto School of Theology	64
School of Continuing Studies	63

Academic Division/Unit (continued)	Total Number of Cases
Dalla Lana School of Public Health	55
Joseph L. Rotman School of Management	55
Faculty of Kinesiology and Physical Education	42
John H. Daniels Faculty of Architecture, Landscape, and Design	41
Lawrence S. Bloomberg Faculty of Nursing	38
Ontario Institute for Studies in Education	35
Faculty of Law	34
Faculty of Information	33
School of Graduate Studies	29
Leslie L. Dan Faculty of Pharmacy	22
Faculty of Forestry	16
Other	9
Faculty of Music	8
Faculty of Dentistry	7
Information Technology Services	7
Multi-Divisional Centres and Institutes	6
U of T Libraries	6
Simcoe Hall	1
Total Number of Unique Cases (not including multiple case emails from individual clients)	1,794

TOOLBOX INTEGRATION RELATED CASES RECEIVED IN FOGBUGZ

Integrated Tools related cases by Faculty/Staff

Integrated Tools	Number of Cases
Turnitin	86
Crowdmark	54
Collaborate Ultra	47
UT Advanced Group Tool	21
iClicker	14
UT OMR Tool	12
peerScholar	9
WebWork	8
UT Grade Export Tool	5
Quizzical	2
UT Admin Tool	1
Total	259

WORKSHOPS & TRAINING

Educational Technology Programming by Tracks/Themes

Programming Track/ Theme	Workshop Title		# Sessions	#Attendees
Welcome to Quercus (In-Person and Online)	Quickstart Quercus (CTSI-Led Sessions)		23	366
	Quickstart Quercus (Departmental Training) <ul style="list-style-type: none"> John H. Daniels Faculty of Architecture, Landscape, and Design Dalla Lana School of Public Health Environmental Health & Safety Engineering Faculty of Forestry Faculty of Law Graduate and Life Sciences Education Faculty of Kinesiology and Physical Education Lawrence S. Bloomberg Faculty of Nursing Ontario Institute for Studies in Education School of Graduate Studies Factor-Inwentash Faculty of Social Work Wycliffe College 		37	306
	Introduction to Quercus (TATP Course Instructor Training Camp)		2	30
	Introduction to Quercus and Turnitin (Departments of Political Science and History)		1	15
Build Your Course	<ul style="list-style-type: none"> Organizing Your Course Assignments and Grading Overview Student Interaction and Collaborative Tools Quizzes and Surveys Teaching with Webinars 		14	72
CTSI Programming, Educational Technology	Teaching with Quercus	Track Student Achievement with Learning Outcomes	1	20
		Multiple Choice Quizzes	1	9
	CTSI Tune into Teaching 2018	Grading - Myths & Realities	1	12
		Getting Ready to Teach with Tech	1	10
CTSI Programming	Strategies for Writing an Effective Teaching & Learning Grant Avi Hyman, Institutional Strategist for Academic Technology; Carol Rolheiser, Director, CTSI; Susan McCahan, Vice-Provost, Innovations in Undergraduate Education and Vice-Provost, Academic Programs; Michelle Beaton, Director, International Strategy & Partnerships, VP-International		1	29
	Strategies for Writing an Effective Teaching & Learning Grant Avi Hyman, Institutional Strategist for Academic Technology; Carol Rolheiser, Director, CTSI; Susan McCahan, Vice-Provost, Innovations in Undergraduate Education and Vice-Provost, Academic Programs; Michelle Beaton, Director, International Strategy & Partnerships, VP-International		1	19
Presentation/ Session Invitations	Turnitin & Quercus U of T Mississauga campus		1	8