

# 2019-2020 CTSI Annual Report Metrics

<b>APPENDIX A: ACT Support</b> .....	<b>23</b>
<b>Quercus Implementation</b> .....	<b>23</b>
Quercus Integrations Completed:.....	23
<b>Quercus Sub-Account Administrative Training</b> .....	<b>24</b>
<b>ACT Consultations and Outreach</b> .....	<b>24</b>
<b>Educational Technology Workshops and Training</b> .....	<b>25</b>
<b>Educational Technology Resources Developed</b> .....	<b>27</b>
Quercus Support Documentation .....	27
<b>Service Management Tickets Received in FogBugz Online Ticketing System and Enterprise Service Centre (ESC) Platforms</b> .....	<b>28</b>
<b>Enterprise Service Centre (ServiceNow)</b> .....	<b>30</b>
<b>Top Quercus Help Categories</b> .....	<b>32</b>
<b>Toolbox Integrated Tool ESC (ServiceNow) Tickets</b> .....	<b>32</b>
<b>Microsoft Office 365 Team Requests</b> .....	<b>33</b>
<b>COVID-19 Continuity and Online/Remote Teaching Technical Operations and Support</b> .....	<b>34</b>
<b>COVID-19 Technical Operations and Support</b> .....	<b>35</b>
<b>ESC (ServiceNow) Tickets</b> .....	<b>36</b>
Quercus Help .....	36
<b>APPENDIX B: Course Evaluations</b> .....	<b>39</b>
<b>Course Evaluation Operations Metrics</b> .....	<b>39</b>
ROSI Express Training Sessions .....	40
Course Evaluation Resource Development.....	40
Course Evaluation System and communications: .....	41
Blue Training Resources:.....	41
Data Verification and Configuration Training Exercises and Resources: .....	42
Fogbugz & ServiceNow .....	42
<b>APPENDIX C: Programming and Communications</b> .....	<b>45</b>
<b>Workshops and Events</b> .....	<b>45</b>
<b>Specialty Programming</b> .....	<b>49</b>
<b>Communications</b> .....	<b>51</b>
<b>APPENDIX D: Scholarship of Teaching and Learning (SoTL)</b> .....	<b>59</b>
<b>Resource Development</b> .....	<b>59</b>
<b>APPENDIX E: Teaching Assistants' Training Program (TATP)</b> .....	<b>60</b>
<b>TATP First Contract and Tutorial Workshops</b> .....	<b>60</b>

First Contract and Tutorial Training Summary .....	61
TA Day .....	61
Course Instructor Training Camps.....	61
TATP Workshops – St. George Campus .....	62
TATP Workshops – UTSC .....	66
Microteaching Sessions .....	67
Cohort Based Practicum .....	67
Certificate Program .....	67
<b><i>APPENDIX F: Conference Presentations and Publications.....</i></b>	<b>68</b>
Conference Presentations .....	68
Edited Book.....	69
Chapters in Books .....	69
Non-Refereed Publications.....	69
<b><i>APPENDIX G: Consultations .....</i></b>	<b>70</b>
<b>2019-2020 Overall CTSI Consultation Metrics .....</b>	<b>70</b>
General CTSI Consultations.....	70
External Consultations .....	72
SoTL Consultation Data.....	72
Course Evaluations Team Consultation Data .....	72
Dossier Consultations .....	73
In-Class Observations.....	74

# APPENDIX A: ACT Support

## QUERCUS IMPLEMENTATION

The ACT Support team works in collaboration with ACT Operations to test, integrate and implement new tools into Quercus.

### Quercus Integrations Completed:

**Table 1**

*New and Third-party Teaching Tools That Have Been Integrated into U of T's Academic Toolbox, Quercus, Available for Use*

Quercus Integration Tool Name	Description
APSC Advisor App	Developed by the FASE Registrar and available to Engineering students through Quercus
Canvas Blueprints	The Blueprints feature in Canvas allows sub-accounts (divisional 'sub-domains') to manage the default course templates in Quercus, among other capabilities. A working group with professional staff was established to review and test the feature. <a href="https://community.canvaslms.com/docs/DOC-11513-canvas-release-blueprint-courses">https://community.canvaslms.com/docs/DOC-11513-canvas-release-blueprint-courses</a>
New Analytics (formerly Canvas Analytics Beta)	<i>Instructure</i> , the company behind the platform on which Canvas runs, has developed a new version of its Canvas Analytics which includes dashboard reports at the course level for instructors. <a href="https://community.canvaslms.com/docs/DOC-15878-analytics-beta-table-of-contents">https://community.canvaslms.com/docs/DOC-15878-analytics-beta-table-of-contents</a>
LibApps	The Library Resources integration allows discipline-specific library resources (also known as research guides, or libguides) to automatically appear in your Quercus course. It also provides students with quick access to commonly used library links, including the library's article and catalogue search. <a href="https://onesearch.library.utoronto.ca/faculty-quercus">https://onesearch.library.utoronto.ca/faculty-quercus</a>
Canvas New Gradebook	<i>Instructure</i> has developed a new version of its gradebook. <a href="https://community.canvaslms.com/docs/DOC-13333-canvas-release-new-gradebook">https://community.canvaslms.com/docs/DOC-13333-canvas-release-new-gradebook</a>
New Quizzes (formerly Canvas Quizzes. Next)	<i>Instructure</i> has developed a new version of its quiz tool. <a href="https://community.canvaslms.com/docs/DOC-15014-67952929189">https://community.canvaslms.com/docs/DOC-15014-67952929189</a>
UTQAT	A U of T Quercus Administrator Tool is a custom developed tool that provides enhanced administrative functions in Quercus

For more information on integrated tools, visit [Academic Toolbox: Projects](#)

## QUERCUS SUB-ACCOUNT ADMINISTRATIVE TRAINING

Scheduled Individual and Group Consultations (In-Person and Online): **25**

**Table 2**

*Sub-Account Administrative Training by Division and Number of Staff Trained*

<b>Divisions/Departments</b>	<b>Number of Attendees for Scheduled Sub-Account Admin Training</b>
Faculty of Law	4
CTSI (ACT Support)	3
Faculty of Architecture/Forestry	3
Public Health	3
Faculty of Medicine	2
OISE	2
School of Continuing Studies	4
U of T Libraries	2
Faculty of Arts and Science (FAS)	1
Faculty of Dentistry	1
Faculty of Information	1
Faculty of Kinesiology & Physical Education	1
Social Work	1
St. Michael's College (FAS)	1
Toronto School of Theology	1
VP-FAL	1
<b>TOTAL</b>	<b>31</b>

## ACT CONSULTATIONS AND OUTREACH

- ACT Support staff offered a total of 214 consultations. The requests for consultations were received through the CTSI General Inquiries email account, Quercus Help, and individual emails sent directly to ACT Support staff from faculty and University staff.
- U of T Community Events

Participation in the following events this year focused on promoting Quercus and the Academic Toolbox not only to faculty and staff but to students as well.

1. New Faculty Orientation – VP-FAL – August 26, 2019
  - Concurrent session, Teaching with Educational Technology overview and introduction to Quercus and the Academic Toolbox.

2. U of T Campus Services Expo – May 14, 2019
  - Promote Quercus, the Academic Toolbox, and the MADLab to staff
  - Approximately 85 people visited the Quercus and MADLab tables
3. UTSC Street Fest – September 11, 2019
  - A day-long student orientation organized by the University of Toronto Student’s Union on St. George street for students to meet clubs, services and sponsors. ACT and CTSI participation in this event promoted Quercus and the MADLab to students. A table game was invented called “A Tree Through the Ages”. Visitors could pick a leaf, answer a question and win a prize.
4. *Instructure* Onsite Training – June 20 & 21, 2019
  - Invited a trainer from *Instructure* to lead two days of professional development workshops for administrative and divisional educational technology staff.
  - June 20
    - Part 1: Administrative overview and discussion on the [EduApp Center](#) which is a collection of Learning Technology Integration (LTI) learning apps from Canvas.
    - Part 2: Training for educational technology professional staff on Quercus Rubrics and Mastery Paths.
  - June 21
    - All day training workshop for educational technology professional staff on Quizzes.Next (now called New Quizzes), Blueprints, Quercus Q & A (large group activity), and Analytics Beta (now called New Analytics).

## EDUCATIONAL TECHNOLOGY WORKSHOPS AND TRAINING

**Table 3:**

*CTSI Educational Technology Workshops and Training*

Programming Track/ Theme	Workshop Title	Format	Sessions	Attendees
Welcome to Quercus	Quickstart Quercus (CTSI led sessions)	In-Person and Online	5	57
Build Your Course	Student Interaction and Collaborative Tools (May 16, 2019)	Webinar	1	5
	Organizing Your Course (June 11, August 21, 2019)	Webinar	2	20
	Assignments and Grading (June 26, 2019)	Webinar	1	4

TATP Workshops	TATP Day-Technology (August 28, 2019)		In-Person	1	13
	TAPT Quercus Workshop (September 27, 2019)		In-Person	1	41
	Quercus for Teaching and Learning: Effective Q-Design and Q-Engagement (January 23, 2020)		In-Person	1	30
	Facilitating Effective Webinars: Strategies for Bb Collaborate Ultra (April 21, 2020)		Webinar	1	88
Departmental Training	Quercus Training for School of Graduate Studies Admins (August 29, 2019)		In-Person	1	25
	Quercus training workshop for Architecture and Forestry (February 21, 2020)		In-Person	1	4
CTSI Programming / Educational Technology	Teaching with Snagit (May 10, 2019)		In-Person	1	35
	CTSI Tune into Teaching 2019	Strategies to Support Active Learning (August 29, 2019)	In-Person	1	35
		Myths and Realities on Grading (August 29, 2019)	In-Person	1	18
		Getting Ready to Teach with Technology (August 30, 2019)	In-Person	1	35
	Universal Design for Learning (UDL) + Quercus	5 Strategies for Structure and Navigation (January 30, 2020)	Webinar	1	39
		5 Strategies for Assessment and Feedback (February 27, 2020)	Webinar	1	29
		5 Strategies for Student Engagement and Community Building (March 26, 2020)	Webinar	1	27
		5 Strategies for Accessible Learning (April 30, 2020)	Webinar	1	108
	Teaching with Quercus: Multiple Choice Quizzes (September 19, 2019)		In-Person	1	18
	Train the Trainer	Designing Pages (March 12, 2020)		Webinar	1
Teaching with Quizzical		Webinar	1	14	

## EDUCATIONAL TECHNOLOGY RESOURCES DEVELOPED

### Quercus Support Documentation

- [Considerations for Large Courses regarding Quercus \(Canvas\) System Performance](#)
- [Download List of Student Emails](#)
- [How To Add People After the Course Ends](#)
- [Integration: Library Resources](#)
- [Integration: Team Up! for Instructors](#)
- [Integration: Team Up! for Students](#)
- [New Analytics](#)
- [New Gradebook](#)
- [New Gradebook Information](#)
- [New Quizzes](#)
- [New Rich Content Editor](#)
- [Redirect Tool](#)
- [Integration: Office 365](#) (additional support pages are currently unpublished; to be published after Office 365 integration pilot)
- Gradebook- tutorial (draft)

### CTSI Teaching with Quercus: Courses Developed

- [CTSI Teaching with Quercus: Learning Outcomes and Rubrics](#)
- [CTSI Teaching with Quercus: Multiple Choice Quizzes](#)
- [CTSI Teaching with Quercus: UDL + Quercus Lunchtime Webinars](#)
- [Daniels-Quercus Training](#)

### Guides

- UDL + Quercus Guide: A Checklist for Design (in-progress)

### Tip Sheets

#### *CTSI*

- [Classroom Management: Active Learning Classrooms \(Table and infographic\)](#)

#### *Quercus*

- [Enter Grades Manually](#)
- [Gradebook Column for No-Submission Assignment](#)
- [Multimedia Feedback in SpeedGrader](#)
- [Embed O365 Form](#)
- [Creating Project Groups in Quercus](#)

- [Options for Student Choice and Randomizing questions in Quercus Quizzes](#)
- [Creating Project Groups in Quercus](#)
- [Options for Student Choice and Randomizing questions in Quercus Quizzes](#)

## SERVICE MANAGEMENT TICKETS RECEIVED IN FOGBUGZ ONLINE TICKETING SYSTEM AND ENTERPRISE SERVICE CENTRE (ESC) PLATFORMS

The following is a breakdown of tickets received by the FogBugz online ticketing system and the ESC (ServiceNow) for Quercus Help and MS Teams from May 1, 2019 to April 25, 2020.

The total number of Quercus Help tickets received in both FogBugz and the Enterprise Service Center (ESC), powered by ServiceNow during the past fiscal year: **2,301\***

\* This number includes the unique tickets. The follow-up inquiries/tickets have been excluded from the total number of tickets.

### FogBugz:

Case tickets were categorized by academic division/unit, educational technology topics and two user/client roles: Faculty/Staff and Students. Tags were also used for further categorization and tracking. FogBugz ticket metrics were captured between May 1, 2019 to January 19, 2020.

Total Number of FogBugz Tickets (both Faculty/ Staff and Students): **1,440**

### Table 4:

*Faculty/ Staff Case Tickets Received by Division Quercus Help in FogBugz, May 1, 2019 – January 19, 2020*

Academic Division/Unit	Faculty/Staff FogBugz Tickets Received
Faculty of Arts and Science (includes Colleges)	295
Faculty of Medicine	103
University of Toronto Mississauga	84
Faculty of Applied Science and Engineering	70
Administrative Department	65
University of Toronto Scarborough	57
Faculty of Information	47
Joseph L. Rotman School of Management	45
School of Continuing Studies	40
Faculty of Law	36
Dalla Lana School of Public Health	34
Ontario Institute for Studies in Education	32
Faculty of Kinesiology and Physical Education	24
Factor-Inwentash Faculty of Social Work	23



John H. Daniels Faculty of Architecture, Landscape, and Design	23
Toronto School of Theology	22
Lawrence S. Bloomberg Faculty of Nursing	21
School of Graduate Studies	12
Faculty of Dentistry	10
Faculty of Forestry	10
Leslie L. Dan Faculty of Pharmacy	8
Other	7
Faculty of Music	5
U of T Libraries (UTL)	4
Multi-Divisional Centres and Institutes	2
Simcoe Hall	1
<b>TOTAL</b>	<b>1,080</b>

**Table 5:**

*Student FogBugz Case Tickets Received by Division Quercus Help, May 1, 2019 – January 19, 2020*

<b>Academic Division / Unit</b>	<b>Student FogBugz Tickets Received</b>
University of Toronto Mississauga	31
University of Toronto Scarborough	19
Joseph L. Rotman School of Management	17
Faculty of Applied Science and Engineering	14
Ontario Institute for Studies in Education	14
Faculty of Medicine	13
Student-generated requests	12
John H. Daniels Faculty of Architecture, Landscape, and Design	9
Lawrence S. Bloomberg Faculty of Nursing	9
Dalla Lana School of Public Health	7
Faculty of Kinesiology and Physical Education	7
Faculty of Law	6
Faculty of Information	5
School of Graduate Studies	5
Administrative Department	4
Leslie L. Dan Faculty of Pharmacy	4
Toronto School of Theology	3
Other	2
Factor-Inwentash Faculty of Social Work	1
Faculty of Forestry	1
<b>TOTAL</b>	<b>360</b>

## ENTERPRISE SERVICE CENTRE (SERVICENOW)

ACT and CTSI Course Evaluation services transitioned from the FogBugz online ticketing system to the Enterprise Service Centre (ESC) platform, powered by ServiceNow, on January 20, 2020. The transition provided an opportunity to add more user roles using the tag feature, providing more insight into who uses our services and what they need. These new roles are: Instructor, EdTech Rep, Staff, Student, TA, Librarian and External.

### Incident Tickets

Total Number of Quercus Help Tickets January 20, 2020 – April 25, 2020: **861**

**Table 6:**

*User Role Tickets Received in Quercus Help by Academic Division/Unit in ESC (ServiceNow) January 20 – April 25, 2020*

Academic Division/ Unit	Total Number of Tickets	Ticket Breakdown by User Role						
		Instructor	EdTech Rep	Staff	Student	TA	Librarian	External
Faculty of Arts and Science (includes Colleges)	230	129	38	20	31	12	-	-
Faculty of Applied Science and Engineering	87	29	32	9	14	3	-	-
University of Toronto Mississauga	78	28	33	2	12	3	-	-
Faculty of Medicine	47	16	9	17	5	-	-	-
University of Toronto Scarborough	47	21	10	4	9	3	-	-
School of Continuing Studies	43	0	13	1	29	-	-	-
Joseph L. Rotman School of Management	42	14	15	7	5	1	-	-
Administrative Department	36	-	2	32	2	-	-	-
Faculty of Information	31	2	25	3	1	-	-	-
Student	26	-	-	-	26	-	-	-
Dalla Lana School of Public Health	25	8	3	11	3	-	-	-
Toronto School of Theology	20	10	6	3	1	-	-	-
Factor-Inwentash Faculty of Social Work	19	8	2	6	1	2	-	-

Faculty of Law	17	5	5	6	1	-	-	-
Ontario Institute for Studies in Education	17	10	2	2	3	-	-	-
Faculty of Kinesiology and Physical Education	16	3	1	12	-	-	-	-
Lawrence S. Bloomberg Faculty of Nursing	16	3	10	-	3	-	-	-
John H. Daniels Faculty of Architecture, Landscape, and Design	15	8	6	-	1	-	-	-
Other	10	1	-	3	3	-	-	2
Faculty of Dentistry	8	3	3	2	-	-	-	-
Leslie L. Dan Faculty of Pharmacy	6	1	4	-	1	-	-	-
Multi-Divisional Centres and Institutes	6	4	-	2	-	-	-	-
Faculty of Music	5	4	1	-	-	-	-	-
Faculty of Forestry	4	3	-	1	-	-	-	-
School of Graduate Studies	4	1	-	2	1	-	-	-
Simcoe Hall	3	1	-	2	-	-	-	-
U of T Libraries (UTL)	3	-	-	1	-	-	2	-
<b>TOTALS</b>	<b>861</b>	<b>312</b>	<b>220</b>	<b>148</b>	<b>152</b>	<b>24</b>	<b>2</b>	<b>3</b>

**Table 7:**

*Breakdown of User Role Tickets by Number and Percentage Received by Quercus Help in ESC (ServiceNow) January 20 – April 25, 2020*

User Role	Number of Tickets	Percentage
Instructor	312	36.2%
EdTech Rep	220	25.5%
Student	152	17.6%
Staff	148	17.1%
TA	24	2.7%
External	3	0.3%
Librarian	2	0.2%

## TOP QUERCUS HELP CATEGORIES

**Table 8:**

*Comparison of Top Faculty/Staff Case Request Categories Received in FogBugz and ServiceNow (ESC)*

<b>FogBugz: May 1, 2019 – January 19, 2020 (Faculty/Staff)</b>		<b>ESC (ServiceNow): January 20, 2020 – April 25, 2020 (Instructor, EdTech Rep, Staff, TA, Librarian)</b>	
<b>Request Category</b>	<b>Number of Tickets</b>	<b>Request Category</b>	<b>Number of Tickets</b>
Integrated Tool	138	Integrated Tool	206
Course Access	85	Quizzes	66
Gradebook	75	Other*	52
Other	62	External Tools	50
ROSI Assignment/HRIS Status	54	Course Access	39

\* **Other** category includes questions that are not categorized under a specific category, including the general inquiries about remote teaching options. Recorded FogBugz data for 8.5 months. ESC (ServiceNow) data were recorded for 4 months.

## TOOLBOX INTEGRATED TOOL ESC (SERVICENOW) TICKETS

Quercus Help received the most tickets related to Integrated Tools in both FogBugz and ESC (ServiceNow). Table 9 provides a breakdown of the top educational technology tools for the Integrated Tool category. Turnitin and Blackboard Collaborate Ultra are the top queries received in FogBugz, and they continue to be the top queries in ESC (ServiceNow). Ticket queries related to videoconferencing increased dramatically since mid-March when COVID-19 and enhanced support for online/ remote teaching began. Blackboard Collaborate Ultra tickets rose from 21 tickets received in FogBugz to 153 tickets received in ESC (ServiceNow). This significant ticket increase is due to instructor support requests for online synchronous teaching with Blackboard Collaborate Ultra, and the recommendations to contact the [q.help@utoronto.ca](mailto:q.help@utoronto.ca) email address in Continuity, COVID-19 and online/remote teaching support documentation, CTSI and ACT communications, CTSI programming and university messages.

**Table 9:**

*Integrated Tools: Related Tickets by Faculty/ Staff Received in FogBugz and ServiceNow*

	<b>Incident Case Tickets</b>		
	<b>FogBugz (Faculty/Staff) May 1, 2019 – January 19, 2020</b>	<b>ESC (ServiceNow) (Instructor, EdTech Rep, Staff, TA, Librarian) January 20, 2020 – April 25, 2020</b>	<b>Total Number of Tickets</b>
<b>Integrated Tool</b>			
Bb Collaborate Ultra	21	153	174
Turnitin	47	27	74
Crowdmark	10	7	17

WebWork	11	2	13
iClicker	10	1	11
UT Advanced Group Tool	8	3	11
UT OMR Tool	6	3	9
Blueprint	6	0	6
UT Quercus Admin Tool (UTQAT)	1	4	5
peerScholar	3	1	4
Quizzical	3	0	3
Team Up!	2	1	3
Top Hat	2	0	2
Office 365	2	0	2
Pepper	1	1	2
Course Reserves	1	1	2
UT Grade Export Tool (UTGET)	0	2	2
WileyPlus	1	0	1
Vocabulary Expansion Accelerator (VEA)	1	0	1
Teams	1	0	1
Pearson	1	0	1
<b>TOTALS</b>	<b>138</b>	<b>206</b>	<b>344</b>

## MICROSOFT OFFICE 365 TEAM REQUESTS

Total number of tickets in FogBugz and ESC(ServiceNow): **1,068**

Fog Bugz: May 1, 2019 – January 19, 2020

Total Number of Tickets: **370**

ESC (ServiceNow): January 20, 2020 – April 25, 2020

Total Number of Tickets: **699**

### Table 10:

*MS Office 365 Teams Requests in FogBugz and ServiceNow (ESC) Received by Academic Division/Unit*

Academic Division/Unit	Number of tickets in FogBugz	Number of tickets in ServiceNow	Total Number of Tickets
Faculty of Applied Science and Engineering	56	86	142
Faculty of Arts and Science (includes Colleges)	32	90	122
University of Toronto Scarborough	45	66	111
University of Toronto Mississauga	36	66	102
Simcoe Hall	42	45	87
Administrative Department	12	56	68

Multi-Divisional Centres and Institutes	16	50	66
Information Technology Services (ITS)	33	22	55
Faculty of Medicine	15	40	55
Ontario Institute for Studies in Education	16	32	48
Leslie L. Dan Faculty of Pharmacy	6	28	34
Faculty of Kinesiology and Physical Education	19	8	27
U of T Libraries (UTL)	7	18	25
Joseph L. Rotman School of Management	8	12	20
Faculty of Dentistry	2	15	17
Dalla Lana School of Public Health	1	16	17
Faculty of Information	4	11	15
Faculty of Music	1	11	12
John H. Daniels Faculty of Architecture, Landscape, and Design	2	9	11
School of Continuing Studies	7	3	10
Faculty of Law	3	6	9
Toronto School of Theology	3	2	5
Other	2	2	4
Lawrence S. Bloomberg Faculty of Nursing	1	3	4
School of Graduate Studies	1	1	2
Factor-Inwentash Faculty of Social Work	-	1	1

## COVID-19 CONTINUITY AND ONLINE/REMOTE TEACHING TECHNICAL OPERATIONS AND SUPPORT

### Online/Remote Teaching Resources

Resources were developed collaboratively between CTSI, OLS and ACT teams.

#### *Quercus Support Resources Documentation*

- [Quercus Videos and Workshop Recordings](#)
- [Integration: Microsoft Teams Meetings](#)

#### *Ed Tech Admin Support Resource & Development Hub Documentation*

- [Blackboard Collaborate Ultra Large-Scale Events](#)
- [Facilitator Packages: Online/Remote Teaching Webinar Series](#)

#### *CTSI Website*

- [Classroom Management: Active Learning Classrooms](#)
- [Continuity Planning](#)
- [Online Tests and Exams](#)
- [Teaching Online-Remotely – Planning for Next Term](#)
- [How to Hold a Vote to Modify Methods of Evaluation](#)

- [Continuity Planning Checklist](#)
- [Contact Students During a Disruption](#)
- [Resources and Support](#)
- [iClickers](#) (Updates)
- [Turnitin](#) (Updates)
- [Top Hat](#) (Updates)

*Guides*

- [Quick Guide for Continuity Planning](#)

*Tip Sheets*

- [Continuity Planning Checklist](#)

*Videos / Screencasts*

- [Turnitin Conditions of Use statement](#)
- [Using Quercus Quizzes Tool for Automated Online Test](#)
- [Accessibility and Accommodation Options in Quercus Quizzes](#)
- [Hold a Vote to Modify Methods of Evaluation](#)
- [Administer Take-Home Exams Using the Assignments Tool on Quercus](#)

*Online/Remote Training Course*

- [Assessment and Feedback in Quercus-Template Course](#)
- [Example Online Course Template for download](#)

**Table 11:**

*CTSI Online/Remote Teaching Webinars*

<b>Webinar Title</b>	<b>Date</b>	<b>Number of Attendees</b>
Planning and Preparing Your Online Course	April 2, 2020	74
Connecting and Interacting with Your Students Online	April 3, 2020	56
Planning and Preparing Your Online Course	April 7, 2020	68
Connecting and Interacting with Your Students Online	April 9, 2020	50
Organizing Your Course Content in Quercus	April 15, 2020	63
Assessing Student Work and Providing Feedback Through Quercus	April 23, 2020	117
Teaching from a Distance: Webinars and Lecture Recordings	April 28, 2020	58

**COVID-19 TECHNICAL OPERATIONS AND SUPPORT**

**Quercus Integrations and Toolbox Enhancements**

- [MS Teams Meetings. Users can schedule an MS Teams meeting from Quercus and provide invitation information on how to join to students.](#)
- Blackboard Collaborate Ultra

- [Telephony local phone number](#). A local 416 teleconferencing number is available to join a Blackboard Collaborate Ultra session. Long-distance charges may apply if users are calling in from outside of the GTA.
- [Large Scale Events](#). All users can create a session in webinar mode and Allow 250+ attendees to join.

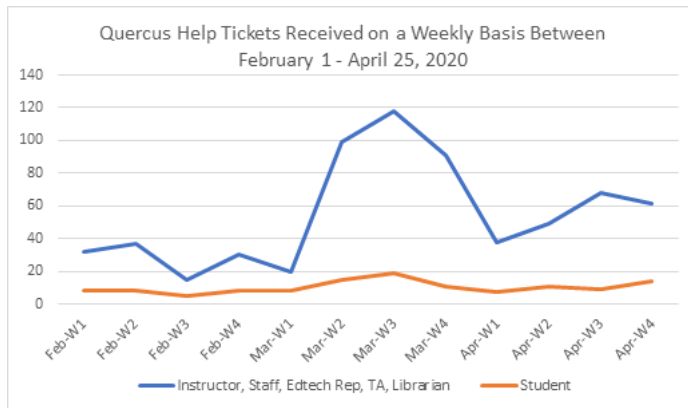
## ESC (SERVICENOW) TICKETS

### Quercus Help

The section highlights technical operations and support during COVID-19 continuity and online/remote teaching.

**Figure 1**

*COVID-19 Continuity Support: Quercus Help Tickets February 1 – April 25, 2020*



Highlights and achievements for technical operations and support during COVID-19 continuity and online/remote teaching have been divided into two main areas:

1. the first nine days of COVID-19 emergency continuity, March 14 to March 22, 2020 and,
2. the peak period for online/remote teaching instructor support for the month of April 2020.

Information about COVID-19 continuity and online/remote teaching support, between March 14 to April 25 has been recorded in the [Enterprise Service Centre \(ServiceNow\)](#) section of the Appendix in this report. Metrics recorded in ESC (ServiceNow) indicate a ticket increase, and an increase for instructor support.



**1. The First Nine Days of COVID-19 Continuity, March 14 to March 22, 2020**

**Table 12:**

*Quercus Help tickets Received Based on User Role for Emergency Continuity Support Between March 14-22, 2020*

COVID-19 Continuity Support Dates	Total Number of Quercus Help Tickets	Quercus Help Tickets Breakdown by User Role					Quercus Help Tickets received between 6:00 pm – 9:00 pm
		Instructor	EdTech Rep	Staff	Student	TA	
March 14	58	50	5	2	0	1	
March 15	35	28	1	2	1	3	
March 16	27	13	2	4	7	1	4
March 17	26	15	3	4	2	2	1
March 18	18	10	3	2	1	2	5
March 19	10	3	2	2	3	0	3
March 20	14	2	4	2	4	2	3
March 21	3	2	1	0	0	0	
March 22	4	4	0	0	0	0	

**2. Quercus Help Tickets Received on a Weekly Basis in April 2020 to Support Online/Remote Teaching**

During the month of April 2020, Quercus Help transitioned from emergency response support to a peak period for online/remote teaching instructor support as instructors worked to close out the term and plan their courses for the Spring/Summer term.

**Table 13:**

*Number of Weekly Quercus Help Tickets for April 2020*

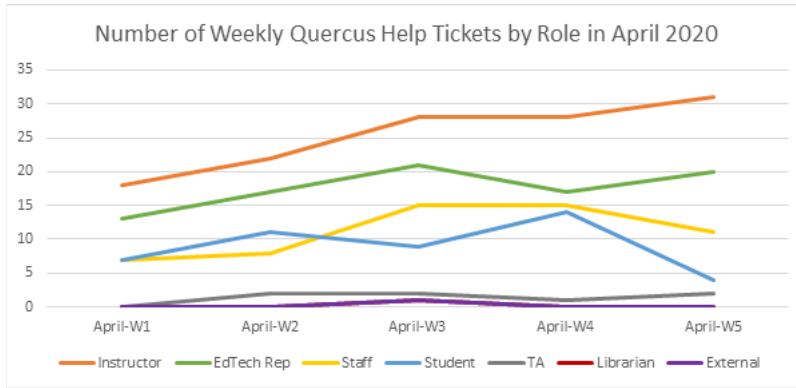
Role	April-W1	April-W2	April-W3	April-W4	April-W5
Instructor	18	22	28	28	31
EdTech Rep	13	17	21	17	20
Staff	7	8	15	15	11
Student	7	11	9	14	4
TA	0	2	2	1	2
Librarian	0	0	1	0	0
Student	0	0	1	0	0
<b>Total</b>	<b>45</b>	<b>60</b>	<b>77</b>	<b>75</b>	<b>68</b>

- April-W1: Wednesday, April 1 – Saturday, April 4 (short week)

- April-W2: Sunday, April 5 – Saturday, April 11 (full week)
- April-W3: Sunday, April 12 – Saturday, April 18 (full week)
- April-W4: Sunday, April 19 – Saturday, April 25 (full week)
- April-W5: Sunday, April 26 – Thursday, April 30 (short week)

**Figure 2:**

*Number of Weekly Quercus Help Tickets by User Role in April 2020*



## APPENDIX B: Course Evaluations

### COURSE EVALUATION OPERATIONS METRICS

**Table 14:**

*Course Evaluations Operations*

Metrics	Summer 2019	Fall 2019	Winter 2020	TOTAL
Evaluation windows	74	54	48	176
Number of courses evaluated	1,315	4,555	5,464	11,334
Number of Divisions	16	19	19	
Number of student-course pairings	61,472	257,448	259,398	578,318
Number of report batches	49	55	61	165

*Divisions in which the Course Evaluation Framework has been implemented*

The Course Evaluation Team’s work involves many ongoing and new collaborations with a diversity of units across the University of Toronto. This work includes initial implementation, where the team provides guidance and facilitation for item design and process. This work also includes operational work (technical and data) both for initial and continuing implementation and support.

**Implemented divisions:**

- 19 individual Divisions – this number treats Divisions with undergraduate and graduate as separate entities
- 12 Divisions – this number groups Divisions with undergraduate and graduate into a single entity

**Table 15:**

*Course Evaluation Implementation*

Division	Grad	Undergrad
APSC	Y	Y
ARTSC	Y	Y
Dent		Y
FI	Y	Y
KPE		Y
Music		Y
NUR	Y	Y
OISE	Y	
Pharm	Y	Y

SWK	Y	
UTM	Y	Y
UTSC	Y	Y
Total:	9	10

*Ongoing and new work with Divisions in the 2019-2020 academic year:*

### **Ongoing**

- Faculty of Information Undergrad – pilot testing CE Framework in newest program
- OISE – supporting the improvement of data management processes in The Department of Curriculum, Teaching and Learning
- APSC – analysing data to support divisional discussions on revising divisional items

### **Completed**

- Pharmacy – all items for all programs have all been designed and implemented

### **New and upcoming (not included in above total)**

- Dalla Lana – advising on the crafting of divisional guidelines
- Rotman – actively engaged in collaborative item design and operational design work
- Architecture – ongoing early discussions

### **ROSI Express Training Sessions**

Drop-in training sessions provided for administrators using ROSI Express to set courses up for evaluations.

- May 9, 2019: 3 hours
  - ARTSC: MAT UG, PHY SGS
  - PHM SGS
- May 14, 2019: 2 hours
  - ARTSC: MAT UG, EAS SGS
- September 25, 2019: 2 hours
  - ARTSC: CERES UG/SGS, ECO UG
- September 27, 2019: 2 hours
  - ARTSC: PHY SGS, DRAMA SGS

### **Course Evaluation Resource Development**

The development of educational resources for a range of stakeholders is core to our work. This includes resources for administrators (e.g., chairs), administrative staff, instructors, and students. Resources support Course Evaluations in a range of ways, including ensuring the smooth technical operation of the Course Evaluation System, as well as to help ensure the valid interpretation and use of Course Evaluations.

### *Disseminated analysis and interpretation resources:*

Six disseminated analyses and interpretation resource reports/resources were produced:

- **Analysis of APSC Divisional Items.** Sent to the APSC Teaching Methods & Resources Committee for a presentation given by Gregory Hum and Tamara Rosner on December 2, 2019. Examined descriptive statistics and factor structure of APSC Divisional Items and Institutional Items.
- **Survey Design Tipsheet.** Sent to participants of the SoTL Workshop Series: Survey Design workshop on March 11, 2020. This tipsheet contains summary information from the workshop on things to consider when designing a survey.
- **eXplorance Item Bank Update.** Sent to Yeona Jang of eXplorance (U of T Course Evaluations vendor) on October 4, 2019. This document contains the full list of items asked at the institutional, divisional, and departmental level within the framework, as well as all the instructor-selected items. Along with the item bank, a summary document was provided explaining the structure of the item bank being sent.
- **Arts & Science Flipped Scales Analysis.** This document explains the history of the Arts & Science divisional item scale orientation, and contains analyses finding that the scale orientation did not impact response patterns in a significant way.
- **Qualitative Analysis Report.** This work and report on course evaluation data found that problematic comments on the part of students or reporting problematic behaviours of instructors were rare. Nonetheless, problematic comments while rare, were present and the nature of these comments are important to consider for the crafting of informed policy and practice.
- **Qualitative Policy Report.** This work reviewed existing practices at other leading institutions with regards to course evaluation to inform our own policy and practice.

An analysis and companion report on Concerning Comments was done. A full review of policies across Canada, the United Kingdom, and the United States was written. Summaries of both were submitted to Susan McCahan and presentations were made to the Course Evaluation Advisory Group. Based on this, decisions regarding policy and practice are being considered.

### **Course Evaluation System and communications:**

- Divisional newsletter sent out 4 times
  - 13 individualized communications per Division per term
    - 13 Divisional newsletters per course evaluation cycle = 52 individual newsletters sent
- ROSI Express process documentation created for use in ROSI Express training sessions

### **Blue Training Resources:**

- Mini Guides for team training and staff onboarding
  - 2 Mini Guides created for training team members in data pulls, and data uploads into Blue

## Data Verification and Configuration Training Exercises and Resources:

- Initial and secondary data verification documentation created for team training and staff onboarding

## Fogbugz & ServiceNow

The vast majority of e-mail queries received are via Fogbugz/ServiceNow, although the entire Course Evaluations team receives regular CE queries via e-mail, phone, and in-person drop-ins to CTSI. Note that the CE team transitioned to using ServiceNow in late January 2020.

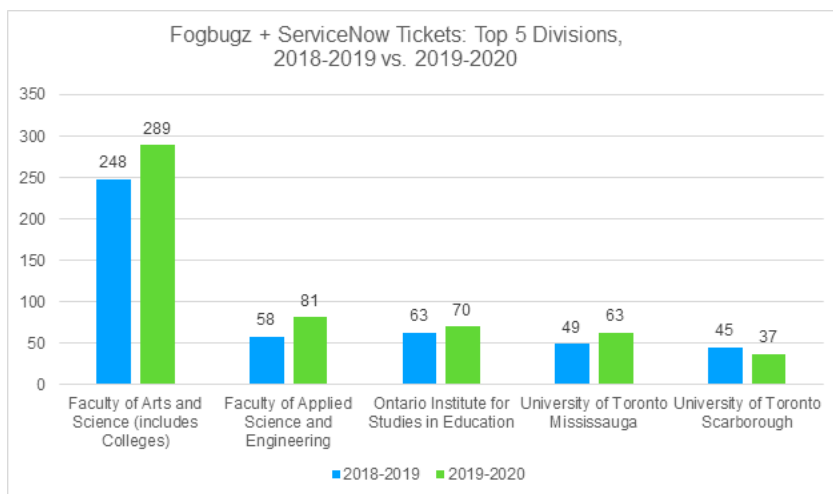
### *General numbers, highlights, and trends (March 2019-April 2020)*

- In total, there were **444 Fogbugz** cases that the CE Team collectively responded to from March 2019 to end of January 2020.
- In total, there were **170 ServiceNow** cases that the CE Team collectively responded to from end of January 2020 to March 31, 2020.
- The average response time to a Fogbugz case (including weekends and holidays) was 5 days; the average response time to a ServiceNow case (including weekends and holidays) was 3 days.
- The median response time to a Fogbugz case (including weekends and holidays) was 2 days; the median response time to a ServiceNow case (including weekends and holidays) was 1 day.

Between last year and this year, there was no change to the top five Divisions in terms of who contacted CTSI Course Evaluations team most frequently. This is to be expected, as these Divisions are large in terms of course offerings.

## Figure 3

*Fogbugz + ServiceNow Tickets: Top 5 Divisions 2018-2019 vs. 2019-2020*

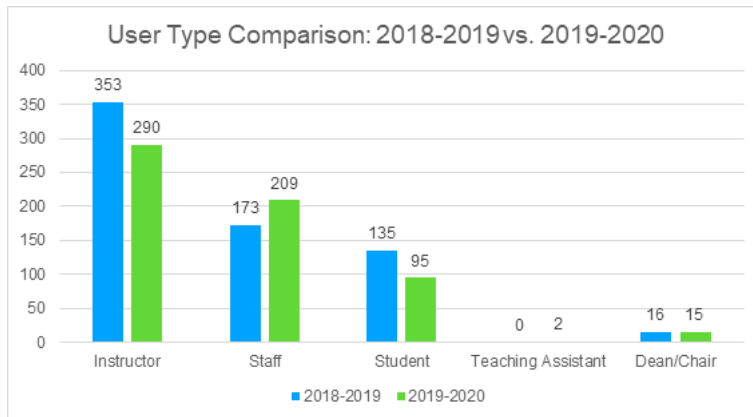


Between last year and this year, we saw a slight decrease in the number of instructors and students who contacted us, but we saw an increase in the number of staff who contacted us. While we are not able to

determine specifically why this occurred, it is probable that the decrease in the number of instructors and students contacting us could be due to factors such as the improved Fill Out (FO) period e-mail and the Question Personalization (QP) landing page, or the loss of the pop-up reminder that appeared to students in the former Portal learning management system when we switched over to Canvas.

**Figure 4**

*User Type Comparison: 2018-2019 vs. 2019-2020*



When the CE team transitioned to using ServiceNow, we re-evaluated our Fogbugz ticket classification categories, which resulted in a change to the list of selectable ticket categories. As such, they are presented in two separate tables below.

**Table 16**

*Course Evaluations Fogbugz Email Queries Category Count*

Fogbugz Categories	Count
General Inquiry & Assistance	145
Technical Access	138
Technical Assistance	80
Errors	51
Academic Assistance	12
Feedback	7
<b>Total</b>	<b>433</b>

**Table 17**

*Course Evaluations ServiceNow Email Queries Category Count*

ServiceNow Categories	Count
General Inquiry & Assistance	104
Data Changes	37

Technical Assistance	19
Feedback	8
External consultation/question	1
Internal consultation/question	1
<b>Total</b>	<b>170</b>



# APPENDIX C: Programming and Communications

## WORKSHOPS AND EVENTS

**Table 18:**

*CTSI Programming*

<b>Title</b>	<b>Facilitators</b>	<b>Date</b>	<b>Attended</b>
Course Design Day: Finding the Right “Mix” for Engaging Your Learners	Mike Kasprzak, Assistant Director, TATP/CTSI Laurie Harrison, Director, Online Learning Strategies Will Heikoop, Online Learning Coordinator	6- May- 20	18
Instructor Summer School	Mike Kasprzak, Assistant Director, TATP/CTSI	14- Aug- 19	18
Strategies for Writing Teaching and Learning Grants	Susan McCahan, Vice-Provost, Innovations in Undergraduate Education, and Vice-Provost, Academic Programs Carol Rolheiser, Director, CTSI Cora McCloy, Faculty Liaison Coordinator, Scholarship of Teaching and Learning, CTSI Michelle Beaton, Director, International Strategy and Partnerships, Vice-President, International Michal Kasprzak, Assistant Director, TATP/CTSI	19- Aug- 19	29
Tune in to Teaching: Syllabus Design	Megan Burnett, Associate Director, CTSI Mike Kasprzak, Assistant Director, CTSI/TATP	22- Aug- 19	15
Tune in to Teaching: Setting the Tone for Success – The First Day and Beyond	Megan Burnett, Associate Director, CTSI Cora McCloy, Faculty Liaison Coordinator, Scholarship of Teaching & Learning, CTSI	28- Aug- 19	23
Tune in to Teaching: Assignment Design	Andrea Williams, Associate Professor, Teaching Stream & WIT Coordinator, Faculty of Arts & Science Andrea Graham, Learning Strategist, Academic Success Carol Rolheiser, Director, CTSI	28- Aug- 19	22
Tune in to Teaching: Strategies to Support Active Learning	Carol Rolheiser, Director, CTSI Kelly Gordon, Assistant to the Directors & Special Projects Coordinator, CTSI Hedieh Najafi, Researcher Anna Limanni, Faculty Liaison, Teaching, Learning & Technology, CTSI	29- Aug- 19	29

Tune in to Teaching: Myths and Realities about Grading	Megan Burnett, Associate Director, CTSI Saira Mall, Manager, ACT Support, CTSI Cora McCloy, Faculty Liaison Coordinator, Scholarship of Teaching & Learning, CTSI	29-Aug-19	12
Tune In to Teaching: Getting Ready to Teach with Technology	Saira Mall, Manager, Academic & Collaborative Technology Support, CTSI Will Heikoop, Online Learning Coordinator, CTSI Anna Limanni, Faculty Liaison, Teaching, Learning & Technology, CTSI	30-Aug-19	22
Teaching with Quercus: Multiple Choice Quizzes	(webinar) Anna Limanni, Faculty Liaison, Teaching, Learning and Technology, CTSI Tamara Rosner, Data Analyst, Course Evaluations, CTSI	19-Sep-19	16
Dossier Series: Looking Ahead: Identifying and Articulating Teaching Success	Megan Burnett, Associate Director, CTSI Erin Macnab, Coordinator, Programs & Strategic Initiatives, CTSI	25-Sep-19	19
See Yourself In SoTL: Creating a Space for inquiry	Cora McCloy, Faculty Liaison Coordinator, SoTL, CTSI	1-Oct-19	12
Creating Equitable Classrooms: How to Better Understand and Overcome the Fear and Hesitancy About Equity Issues	Jasjit Sangha, Learning Strategist, Academic Success Centre David Roberts, Assistant Professor, Teaching Stream, Geography & Planning Mairi McKenna Edwards, Coordinator, Equity and Diversity Training, Student Life	2-Oct-19	8
Searching the Higher Education Literature	Cora McCloy, Faculty Liaison Coordinator, SoTL, CTSI Navroop Gill, Kaitlin Fuller and Paulina Rousseau, PASS Librarians	21-Oct-19	8
Know Your Responsibilities & Deepen Your Practice: Racial Discrimination in the Learning Environment	Jodie Glean, Director, ARCDO Nikki Samuel, Program Coordinator, ARCDO	25-Oct-19	12
Dossier Series: Working with Your Course Evaluations	Gregory Hum, Assistant Director, Teaching Assessment, CTSI Tamara Rosner, Data Analyst, Course Evaluations, CTSI	14-Nov-19	14

Research Ethics: Conducting Scholarly Enquiry on Your Teaching	Cora McCloy, PhD, Faculty Liaison Coordinator, SoTL, CTSI	Nov. 27, 2019	11
Creating Equitable Classrooms: Bringing an Equity Lens Into Teaching Practices in Small Classes	Jasjit Sangha, Learning Strategist, Academic Success Centre David Roberts, Assistant Professor, Teaching Stream, Geography & Planning Ananya Tina Banerjee PhD, Assistant Professor, Social & Behavioural Health Sciences, Epidemiology	28-Nov-19	5
Best Practices in Graduate Supervision: Setting your Students up for Success	Carol Rolheiser, Director, CTSI Charmaine Williams, Acting Dean and Acting Vice-Dean, Students, SGS Mike Kasprzak, Assistant Director, TATP/CTSI	10-Dec-19	23
Engaging Work Study Students in Your Research on Teaching: A SoTL Lunch 'n Learn	Cora McCloy, Faculty Liaison Coordinator, SoTL, CTSI	23-Jan-20	10
Dossier Series: Statement of Teaching Philosophy	Megan Burnett, Associate Director, CTSI	23-Jan-20	41
Creating Equitable Classrooms: How to Better Understand the Needs of International and First in the Family Students	Jasjit Sangha, Learning Strategist, Academic Success Centre David Roberts, Assistant Professor, Teaching Stream, Geography & Planning Adonica Huggins, Student Life Coordinator, Academic and Peer Programs Rachel La Touche, Assistant Professor, Sociology	28-Jan-20	18
UDL + Quercus: 5 Strategies for Structure and Navigation	Anna Limanni, Faculty Liaison, Teaching, Learning & Technology, CTSI Ben Poynton, U of T AODA Officer Chris Sabatinos, Web Accessibility Specialist (AODA) Mike Kasprzak, Assistant Director, TATP/CTSI	30-Jan-20	38
Cultural Fluency in the Classroom	Nouman Ashraf, Assistant Professor, Teaching Stream, Rotman School of Management	5-Feb-20	19

SoTL: Searching the Higher Education Literature	Cora McCloy, Faculty Liaison Coordinator, SoTL, CTSI Navroop Gill, Kaitlin Fuller and Paulina Rousseau, PASS Librarians	10-Feb-20	8
UDL + Quercus: 5 Strategies for Assessment and Feedback	Anna Limanni, Faculty Liaison, Teaching, Learning & Technology, CTSI Ben Poynton, U of T AODA Officer Chris Sabatinos, Web Accesibilty Specialist (AODA) Mike Kasprzak, Assistant Director, TATP/CTSI	27-Feb-20	29
Course ReDesign Day: Finding the Right "Mix" for Engaging Your Learners	Laurie Harrison, Director, Online Learning Strategies Will Heikoop, Online Learning Coordinator, CTSI	27-Feb-20	25
Creating Equitable Classrooms: Bringing an equity lens into teaching practices in large classes	Jasjit Sangha, Learning Strategist, Academic Success Centre Seika Boye, Lecturer, Centre for Drama, Theatre & Performance Studies Jacqueline Smith, Assistant Professor, Teaching Stream, Computer Science	11-Mar-20	3
SoTL survey session	Gregory Hum, Assistant Director, Teaching Assessment, CTSI Tamara Rosner, Data Analyst, Course Evaluations, CTSI Cora McCloy, Faculty Liaison Coordinator, SoTL, CTSI	11-Mar-20	22
UDL + Quercus: 5 Strategies for Student Engagement and Community Building	Anna Limanni, Faculty Liaison, Teaching, Learning & Technology, CTSI Ben Poynton, U of T AODA Officer Chris Sabatinos, Web Accesibilty Specialist (AODA) Mike Kasprzak, Assistant Director, TATP/CTSI	26-Mar-20	25
Planning and Preparing Your Online Course (Webinar)	Will Heikoop, Online Learning Coordinator, CTSI Justin Fletcher, Faculty Liaison, Teaching, Learning and Technology, CTSI	2-Apr-20	74
Connecting and Interacting with Your Students Online (Webinar)	Will Heikoop, Online Learning Coordinator, CTSI Cristina D'Amico, Curriculum Developer, CTSI/TATP	3-Apr-20	56
Planning and Preparing Your Online Course (Webinar)	Will Heikoop, Online Learning Coordinator, CTSI Saira Mall, Manager, Academic & Collaborative Technology Support, CTSI	7-Apr-20	63

Connecting and Interacting with Your Students Online (Webinar)	Will Heikoop, Online Learning Coordinator, CTSI Cristina D'Amico, Curriculum Developer, CTSI/TATP	9-Apr-20	59
Organizing your Course Content in Quercus (Webinar)	Justin Fletcher, Faculty Liaison, Teaching, Learning and Technology, CTSI Will Heikoop, Online Learning Coordinator, CTSI	15-Apr-20	63
Dossier Series: Preparing the Teaching Dossier	Megan Burnett, Associate Director, CTSI	16-Apr-20	50
Assessing Student Work and Providing Feedback Through Quercus	Anna Limanni, Faculty Liaison, Teaching, Learning and Technology, CTSI Cora McCloy, Faculty Liaison, Scholarship of Teaching and Learning, CTSI	23-Apr-20	104
Teaching from a Distance: Webinars and Lecture Recordings	Justin Fletcher, Faculty Liaison, Teaching, Learning and Technology, CTSI Tamara Bahr, Faculty Liaison Coordinator, Academic & Collaborative Technology, ITS	28-Apr-20	49
UDL + Quercus: 5 Strategies for Accessible Learning	Anna Limanni, Faculty Liaison, Teaching, Learning & Technology, CTSI Ben Poynton, U of T AODA Officer Chris Sabatinos, Web Accessibility Specialist (AODA) Mike Kasprzak, Assistant Director, TATP/CTSI	30-Apr-20	102

## SPECIALTY PROGRAMMING

Association of College and University Educators (ACUE) *Certificate in Effective University Instruction*, year-long hybrid learning program involving the successful completion of 25 online modules and participation in 4 in-person workshops. The completion rate was 96% (43 out of the 45 instructors completed the full course) and faculty members received a certificate endorsed by the American Council of Education.

**Table 19:**

### *Certificate in Effective University Instruction Participants*

<b>Total Participants</b>		<b>45</b>
<b>Campus</b>	St. George	26
	UTM	11

	UTSC	8
<b>Appointment Status</b>	Assistant Professor	12
	Assistant Professor, Teaching Stream	24
	Associate Professor	2
	Associate Professor, Teaching Stream	7
<b>Divisions</b>	Faculty of Applied Science and Engineering	6
	Faculty of Arts and Science	9
	Faculty of Information	2
	Faculty of Kinesiology and Physical Education	1
	Faculty of Medicine	1
	Ontario Institute for Studies in Education	3
	Rotman School of Management	3
	Faculty of Social Work	1
	UTM	11
	UTSC	8

**13<sup>th</sup> Annual Teaching and Learning Symposium, *Learning Spaces & Places*, May 28, 2019**

Number of registrations: 345  
Number attended 300  
Number of evaluation responses: 56  
Overall rating: 4.3 out of 5

## COMMUNICATIONS

**Table 20:**

*Consolidated Website Data for 2019-2020*

	CTSI Website	TATP Website	TLS Website	CE Website	RE:THINK Website
<b>Overall User Behaviour</b>					
Pageviews	346,982	146,606	7,614	1,134,093	1,976
Average session	2:01	1:30	1:49	0:32	1:40
Peak Time	Mar-20	Aug-19	May 27, 2019 March 2, 2020 (CFP)	2-Apr-20	Oct-20
Most Visited Pages	Learning Outcomes, Home Page, Continuity Planning, Peer Observation of Teaching	Becoming a TA, Events, Job Postings, TA Awards, Preparing Teaching Dossier Guidelines	Agenda 2019, Call for Proposals 2020	Faculty and Admin, Using Class Time for Course Evaluation, Important Dates	Mapping the History of Sex Work in Canada, Architecture of Active Learning, Community in the Classroom, Teaching Fellows

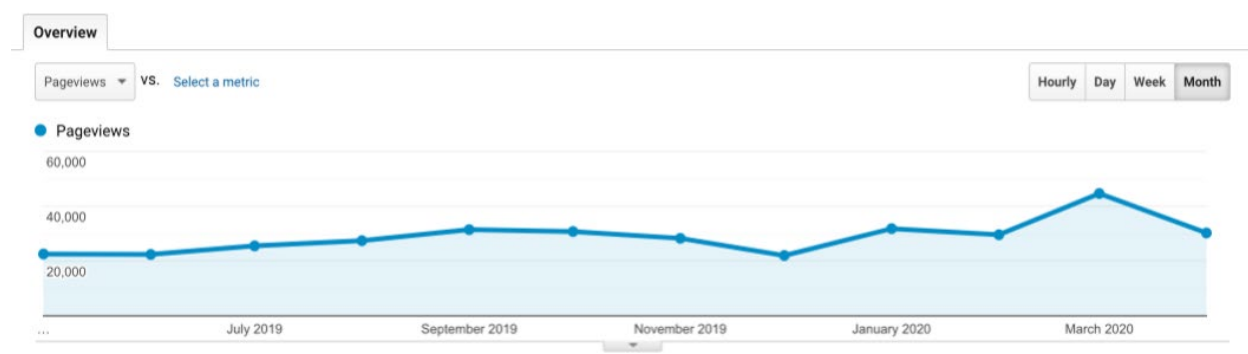
**Table 21:**

*CTSI Website User Behaviour*

<b>Overall User Behaviour</b>	
Pageviews	346,982
Average session	2:01
Peak Times	See Figure 5
User Flow	See Figure 6

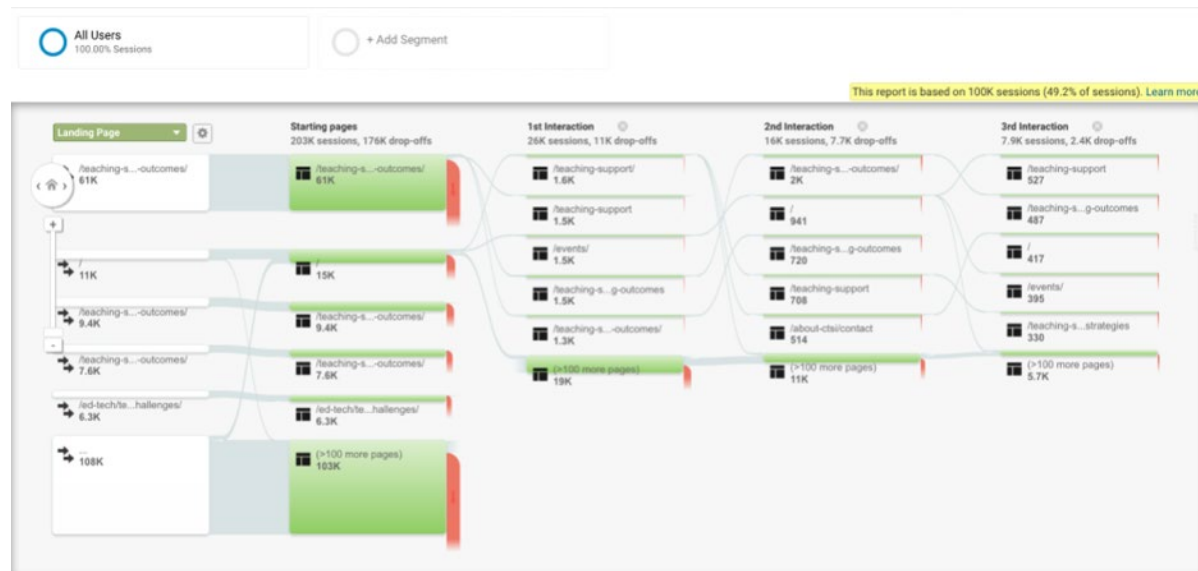
**Figure 5**

*Overview of CTSI Website Pageviews: Peak Times*



**Figure 6**

*CTSI Website: User Flow*



**Table 22:**

*Most Visited Pages on the CTSI Website*

Most Visited Pages	
What are Learning Outcomes?	70,976
Home Page	15,988
Examples of Learning Outcomes	11,773
Characteristics of Good Learning Outcomes	11,258
Peer Observation/part3-tools	8,869
Continuity Planning	7,552



Teaching Social Media/Benefits-Challenges	7,270
Teaching Dossier/Teaching Responsibilities	5,946
Turnitin	4,938

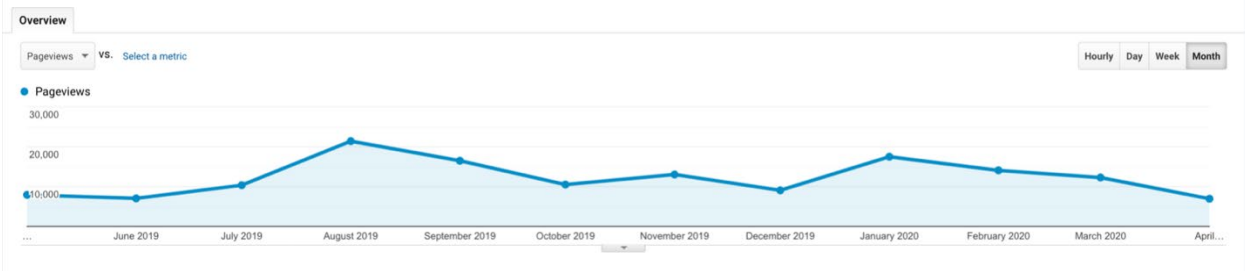
**Table 23:**

*Overall User Behaviour for the TATP Website*

Overall User Behaviour	
Pageviews	146,606
Average session	1:30
Peak Time	Figure 7
User Flow	Figure 8

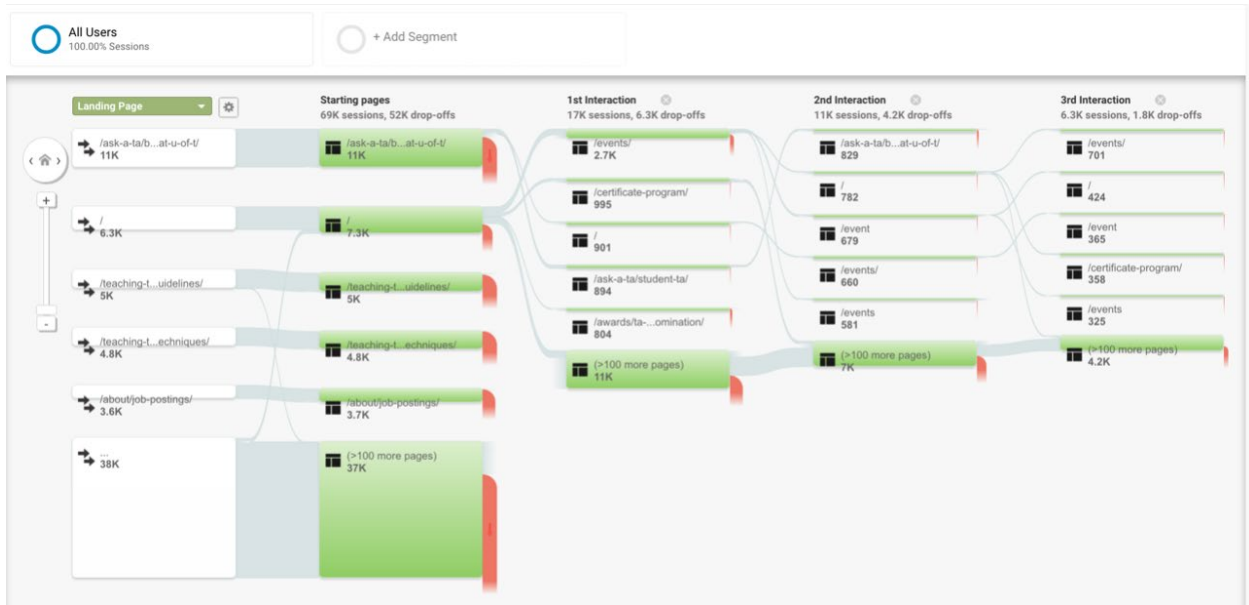
**Figure 7**

*Overview of TATP Website Pageviews: Peak Times*



**Figure 8**

*TATP Website: User Flow*



**Table 24:***Most Visited Pages for the TATP Website*

Page Title	Number of Page Views
Ask a TA / Becoming a TA	13,473
Home Page	9,615
Events	7,790
Job Postings	7,156
Preparing Teaching Dossier Guidelines	6,561
First Time TA Questioning Techniques	6,026
Tri-campus TA Day	4,816
TA Awards	3,605
TA Awards Student Nominations	3,390

**Table 25:***Teaching and Learning Symposium Website*

TLS Website – Google Analytics - May 1, 2019-April 22, 2020	
<b>Overall User Behaviour</b>	
Pageviews	7,614
Average Session	1:49
Peak Times	371 pageviews May 27, 2019 (TLS day) 324 pageviews March 2, 2020 (CFP closing)
<b>Most Visited Pages</b>	
Agenda 2019	1,646
Home Page	1,594
2020 CFP	1,436
2020 CFP/Teaching Strategies Form	265

**Table 26:***Course Evaluations Website*

<b>Course Evaluation Website – Google Analytics - May 1, 2019 - April 22, 2020</b>	
<b>Overall User Behaviour</b>	
Pageviews	1,134,093
Average Session	0:32
Peak Time	47,288 pageviews - December 6, 2019 82,991 pageviews - April 3, 2020
<b>Most Visited Pages</b>	
Home Page	9,731
Important Dates/Evaluation Sessions	1,708
Faculty / Administration	1,073
Using in Class Time for Course Evaluations	705
Report Release Dates	570
Important Dates	548
Students	513

**Table 27:***RE:Think Website*

Pageviews	1,976
Average Session	1:40
Peak Time	October 7, 2019 (86 users)
<b>Most Visited Pages</b>	
Mapping the History of Sex Work in Canada	330
Home Page	302
Architecture of Active Learning	177
Community in the Classroom	90
Teaching Fellows	70

**Table 28:***CTSI Connect Newsletter Metrics May 2019 - April 2020*

			2018-19 Comparison
Total Communications Sent	49		46
Average number of Recipients	1893.3		1837.5
<b>Average Open Rate</b> (The percentage of successfully delivered campaigns that registered as an open.)	40.99%	Mailchimp Benchmark for Education/Training industry = 23.42%	37.4%
<b>Average Click Rate</b> (The percentage of successfully delivered campaigns that registered a click).	4.88%	Benchmark for Education/Training industry = 2.90%	5.28%

**Table 29:***Other CTSI Listserv Metrics*

Listserv	Total Communications Sent	Average # Recipients	Average Open Rate	Average Click Rate
TATP Newsletter (MailChimp)	13	1682	40%	4.22%
SoTL List (List-serv)	41	296	N/A	N/A

**Table 30:***Twitter Metrics 2019-2020*

<b>Total Followers:</b>	<b>1712</b>
Likes (month average)	45
Retweets (month average)	25
Links Clicked (month average)	62
Mentions (month average)	30
Profile Viewed (over year)	2,018

**Table 31:**

*CTSI YouTube Video Metrics*

Total number of videos: 6
Total Number of Participants: 5
Most View: Learning Spaces + Places: Preparation -- 742

<b>Video Title</b>	<b>Participants</b>
Learning Spaces + Places: Assessment	Sarah Mayes-Tang
Learning Spaces + Places: Teaching	Sarah Mayes-Tang
Learning Spaces + Places: Preparation	Sarah Mayes-Tang
Learning Spaces + Places: Myhal 150 (update)	Sarah Mayes-Tang
Managing Grades in Online Courses in Quercus (update)	Jessica Hill
Invitation to Apply to the PASS Program (update)	Julie Hannaford, Tim Neufeldt, Heather Buchansky

# APPENDIX D: Scholarship of Teaching and Learning (SoTL)

## RESOURCE DEVELOPMENT

### [Academic Integrity and the Role of the Instructor](#)

Drew on evidence-based materials to inform the guide: Cora McCloy, Carol Rolheiser, Megan Burnett (in collaboration with Vice-Provost, Innovations in Undergraduate Education, Online Learning Services)

### [Teaching Online/Remotely – Planning for Next Term](#)

Developed collaboratively by CTSI and Online Learning Strategies – Information Technology Services at the University of Toronto (April 14, 2020).

### [Instructor Resource to Help Students: 5 Tips for Students](#)

Developed collaboratively by CTSI and Academic Success (March 2020)

[SoTL Survey Design Tip Sheet](#). Developed by Tammy Rosner and Gregory Hum.

## APPENDIX E: Teaching Assistants' Training Program (TATP)

### TATP FIRST CONTRACT AND TUTORIAL WORKSHOPS

**Table 32:**

*TATP First Contract and Tutorial Workshops*

Date	Title	Reg. #	Att. #	% Att.
10 May, 2019	UTSC: First Contract Training for All Disciplines	14	18	129
29 Aug, 2019	UTM: First Contract Training for All Disciplines	68	59	87
29 Aug, 2019	UTM: Labs and Practicals	22	19	86
29 Aug, 2019	UTM: Skills Based Tutorials: Problem Sets	19	17	89
29 Aug, 2019	UTM: Grading for the Humanities and Social Sciences	18	15	83
29 Aug, 2019	UTM: Grading for the Sciences and Engineering	14	8	57
29 Aug, 2019	UTM: Discussion Based Tutorials	13	4	31
29 Aug, 2019	UTM: Supporting Student Writing	15	6	40
29 Aug, 2019	UTM: Quickstart Quercus	7	9	129
30 Aug, 2019	UTSC: First Contract Training for All Disciplines	80	64	80
30 Aug, 2019	UTSC: Discussion Based Tutorials	23	11	48
30 Aug, 2019	UTSC: Grading	38	13	34
30 Aug, 2019	UTSC: Skills Based Tutorials: Problem Sets	15	5	33
30 Aug, 2019	UTSC: Quickstart Quercus	6	5	83
30 Aug, 2019	UTSC: Quickstart Quercus	11	10	91
11 Sep, 2019	First Contract Training for the Humanities and Social Sciences	54	33	61
11 Sep, 2019	Discussion Based Tutorials for the Humanities and Social Sciences	18	5	28
11 Sep, 2019	Grading for the Humanities and Social Sciences	33	22	67
13 Sep, 2019	First Contract Training for the Sciences and Engineering	55	24	44
13 Sep, 2019	Labs and Practicals	21	6	29
13 Sep, 2019	Skills Based Tutorials: Problem Sets	9	7	78
13 Sep, 2019	Grading for the Sciences and Engineering	23	9	39
13 Sep, 2019	UTSC: First Contract Training for All Disciplines	61	54	89
27 Sep, 2019	UTM: First Contract Training for All Disciplines	48	46	96
30 Sep, 2019	First Contract Training for the Sciences and Engineering	54	50	93
1 Oct, 2019	First Contract Training for All Disciplines	53	51	96
9 Jan, 2020	UTM: First Contract Training for All Disciplines	40	48	120
13 Jan, 2020	Discussion Based Tutorials for All Disciplines	21	16	76
14 Jan, 2020	Labs and Practicals	28	23	82
15 Jan, 2020	Skills Based Tutorials: Problem Sets	38	25	66
16 Jan, 2020	Skills Based Tutorials: Supporting Student Writing	16	14	88
17 Jan, 2020	First Contract Training for the Humanities and Social Sciences	41	35	85
17 Jan, 2020	First Contract Training for the Sciences and Engineering	48	42	88
20 Jan, 2020	UTSC: First Contract Training for All Disciplines	58	54	93
Feb 6, 2020	UTSC: First Contract Training for All Disciplines	38	22	58



Feb 6, 2020	UTSC: Review and Q&A	16	9	56
Feb 6, 2020	UTSC: Skills Based Tutorials: Problem Sets	15	9	60
<b>Total/Average</b>		<b>1151</b>	<b>867</b>	<b>75</b>

## FIRST CONTRACT AND TUTORIAL TRAINING SUMMARY

**Table 33:**

### *Training Summary*

Semester	Total Reg #	Total Att. #	Avg. % Att.
Summer 2019	14	18	129
Fall 2019	349	245	70
Winter 2020	319	249	78

## TA DAY

**Table 34:**

### *TA Day*

Event	Total Reg #	Total Att. #	% Att.
Tri-Campus TA Day	241	204	85

## COURSE INSTRUCTOR (CI) TRAINING CAMPS

**Table 35:**

### *CI Training Camps*

Date	# Registered	# Attended
August 16, 2019	18	16
December 6, 2019	18	10
April 22, 2020	60	39

**Departmental Training Session:** 25 sessions, 561 students attended

**Total Training Attendance (First Contract, Tutorial, TA Day, CI Camp, Departmental): 1,697**

## TATP WORKSHOPS – ST. GEORGE CAMPUS

**Table 36:**

### STG Workshops

	# of Workshops	Total Attendance	Average % Attendance	Average % Evaluation Response	Average Overall Rating
<b>Spring 2019</b>	5	121	69	5	4.75
<b>Fall 2019</b>	16	525	80	20.7	4.5
<b>Winter 2020</b>	20 (28)*	563	70	N/A	N/A
<b>Overall</b>	41	1209	73	N/A	N/A

\*8 workshops were cancelled or postponed due to COVID-19

Date	Title	Facilitators	Att. #
23 May, 2019	Cellphilms as Pedagogy	Fady Shanouda, TATP Social Sciences Coordinator Lisa Aikman, TATP Humanities Trainer	15
30 May, 2019	Statement of Teaching Philosophy Clinic	Michal Kasprzak, Assistant Director, TATP/CTSI Alli Diskin, Program Assistant, TATP	11
18 Jun, 2019	Effective and Efficient Grading	Fady Shanouda, TATP Social Sciences Coordinator Lisa Aikman, TATP Humanities Trainer	31
25 Jun, 2019	Preparing Your Teaching Dossier	Mike Kasprzak, Assistant Director, CTSI/TATP	28
3 July, 2019	Setting Students Up for Success: Skills Based Learning in Entry Level Situations	Fady Shanouda, TATP Social Sciences Trainer Lisa Aikman, TATP Humanities Trainer	36
27 Sep, 2019	Quercus for Teaching and Learning: Effective Q-Design and Q-Engagement	Anna Limanni, Faculty Liaison, Teaching, Learning and Technology, CTSI Cristina D'Amico, Curriculum Developer, TATP	39
9 Oct, 2019	Teaching and Learning Transferable Skills: For Yourself and Your Students	Michal Kasprzak, Assistant Director, TATP/CTIS Kathleen Ogden, Academic Advisor, Learning Outcomes & Assessment, Rotman	41
24 Oct, 2019	Universal Design for Learning: Engaging All Your Students	Ben Poynton, U of T AODA Officer Harjinder Rana, User Services and Accessibility Librarian	51
28 Oct, 2019	Demystifying Library Research for Your Students	Navroop Gill, Teaching and Learning Project Lead Kaitlin Fuller, Liaison and Education Librarian, Gerstein Sciences Information Centre Paulina Rousseau, Liaison Librarian & Special Collections Librarian, UTSC	33

<b>Date</b>	<b>Title</b>	<b>Facilitators</b>	<b>Att. #</b>
29 Oct, 2019	Preparing Your Teaching Dossier	Mike Kasprzak, Assistant Director, TATP/CTSI	41
5 Nov, 2019	Brown Bag Lunch: Challenging 'Challenging' Situations in the Classroom	Nakia Lee-Foon, TATP Sciences Coordinator	13
5 Nov, 2019	Creative Pedagogical Uses of Media	Diane Michaud, Reader Services & Instruction Librarian, E.J. Pratt Library Will Heikoop, Online Learning Coordinator, CTSI	28
12 Nov, 2019	Statement of Teaching Philosophy Clinic	Cristina D'Amico, Curriculum Developer, TATP	22
13 Nov, 2019	Overcoming Impostor Phenomena: Learning Strategies for Success	Jasjit Sangha, Learning Strategist, Academic Success Mike Kasprzak, Assistant Director TATP/CTSI	41
18 Nov, 2019	Learning to Write/Writing to Learn: Building Students' Writing Capacities in Your Tutorials	Cristina D'Amico, Curriculum Developer, TATP Erin Vearncombe, Assistant Professor of Writing	44
19 Nov, 2019	Teaching a Community-Engaged Learning Course	Jennifer Esmail, Assistant Director, Experiential Learning and Centre for Community Partnerships	33
26 Nov, 2019	Fostering Equity and Inclusion in Teaching and Learning	Mairi McKenna Edwards, Coordinator Equity, Diversity & Inclusion Training Jasjit Sangha, Learning Strategist, Academic Success Centre	40
27 Nov, 2019	Mock Academic Interview	Matthew Patience, TATP Course Instructor (CI) Coordinator Samantha Chang, TATP Humanities Trainer Anjali Helferty, TATP Social Sciences Coordinator	36
2 Dec, 2019	Deepening Practices: Understanding Racial Discrimination in the Learning Environment	Jodie Glean, Director, Anti-Racism and Cultural Diversity Office Nikki Samuel, Program Coordinator, Anti-Racism and Cultural Diversity Office	30
3 Dec, 2019	Brown Bag Lunch: Translating our Teaching Lows into Concrete Future Strategies	Nicole Birch-Bayley, TATP Humanities Trainer	7
11 Dec, 2019	Identify, Assist, Refer Plus Training (IAR+)	Alysha Bulman, Health Education Coordinator, Health and Wellness	26

<b>Date</b>	<b>Title</b>	<b>Facilitators</b>	<b>Att. #</b>
21 Jan, 2020	Effective Science Communication	Stephanie Gagliardi, TATP Sciences Trainer Sepehr Semsar, TATP Sciences Trainer	32
22 Jan, 2020	Developing Intercultural Competencies for Use in Culturally Diverse Classrooms	Sanja Ivanov, CIE TA Trainer Amir Lavie, CIE TA Trainer	24
22 Jan, 2020	Quercus for Teaching and Learning: Effective Q-Design and Q-Engagement	Cristina D'Amico, Curriculum Developer, TATP Anna Limanni, Faculty Liaison, Teaching, Learning and Technology, CTSI	29
27 Jan, 2020	Equity and Access in the Classroom	Anjali Helferty, TATP Social Sciences Coordinator Nakia Lee-Foon, TATP Sciences Coordinator	33
30 Jan, 2020	PowerPoint and Beyond: Creating Accessible Visual Aids	Lisa Aikman, TATP Humanities Trainer Samantha Chang, TATP Humanities Trainer	30
12 Feb, 2020	The Fundamentals of Course Design: From Outcomes to Assessments	Matthew Patience, TATP CI Coordinator Michal Kasprzak, Assistant Director, TATP/CTSI	26
12 Feb, 2020	Effective Practices for Engaging Online Learning	Matthew Patience, TATP CI Coordinator Cristina D'Amico, Curriculum Developer, TATP	19
21 Feb, 2020	Preparing Your Teaching Dossier	Michal Kasprzak, Assistant Director, TATP/CTSI	20
3 Mar, 2020	Situating Your Discipline	Stephanie Gagliardi, TATP Sciences Trainer Victoria Marshe, TATP Sciences Trainer Jacqueline Briggs, TATP Social Sciences Trainer	17
3 Mar, 2020	Write and Workshop Your Own Land Acknowledgement	Kristen Bos, TATP Social Sciences Trainer Anjali Helferty, TATP Social Sciences Coordinator	13
4 Mar, 2020	Teaching and Learning with Emotional Intelligence	Nicole Birch-Bayley, TATP Humanities Trainer Philip Albert, TATP Humanities Coordinator	38
5 Mar, 2020	Strategies and Tools to Cultivate a Reflective Practice	Victoria Marshe, TATP Sciences Trainer Cristina D'Amico, Curriculum Developer, TATP	30
10 Mar, 2020	Putting the "Info" in Infographics: Using Infographics as a Teaching Tool in the Classroom	Nakia Lee-Foon, TATP Sciences Coordinator Samantha Chang, TATP Humanities Trainer	30
11 Mar, 2020	Creative Pedagogical Uses of Media	Diane Michaud, Reader Services & Instruction Librarian, E.J. Pratt Library Will Heikoop, Online Learning Coordinator, CTSI	15

<b>Date</b>	<b>Title</b>	<b>Facilitators</b>	<b>Att. #</b>
12 Mar, 2020	Statement of Teaching Philosophy Clinic	Cristina D'Amico, Curriculum Developer, TATP	17
13 Mar, 2020	Preparing Your Teaching Dossier (Webinar)	Michal Kasprzak, Assistant Director TATP/CTSI Cristina D'Amico, Curriculum Developer, TATP	33
23 Mar, 2020	Bake Your Teaching Philosophy – POSTPONED, DATE TBD	Anjali Helferty, TATP Social Sciences Coordinator	n/a
24 Mar, 2020	Role-play as a Pedagogical Tool – POSTPONED, DATE TBD	Anjali Helferty, TATP Social Sciences Coordinator Lisa Aikman, TATP Humanities Trainer	n/a
27 Mar, 2020	Redesigning Your Teaching With Open Educational Resources – POSTPONED, DATE TBD	Halim Abdul, TATP Sciences Trainer Jacqueline Briggs, TATP Social Sciences Trainer	n/a
31 Mar, 2020	Decolonizing the Syllabus – POSTPONED, DATE TBD	Kristen Bos, TATP Social Sciences Trainer Nakia Lee-Foon, TATP Sciences Coordinator	n/a
31 Mar, 2020	Teaching in Ontario Colleges – POSTPONED, DATE TBD		n/a
1 Apr, 2020	Facilitating the 4 C's (Communication, Critical Thinking, Collaboration, Creativity) for Student Professional Development – POSTPONED, DATE TBD	Jacqueline Briggs, TATP Social Sciences Trainer Philip Albert, TATP Humanities Coordinator	n/a
3 Apr, 2020	Teaching Out Loud: A Primer on Lecturing and Oral Presentation Skills – POSTPONED, DATE TBD	Cameron Crookston, TATP Humanities Trainer Geither Maal-Bared, TATP Sciences Trainer	n/a
8 Apr, 2020	Teaching and Assessing Oral Presentations – POSTPONED, DATE TBD	Cameron Crookston, TATP Humanities Trainer Alli Diskin, Program Assistant, TATP	n/a
9 Apr, 2020	Roundtable with Teaching-Stream Faculty – POSTPONED, DATE TBD		n/a
14 Apr, 2020	Undergraduate Mentorship and Training in the Research Laboratory (Webinar)	Geith Maal-Bared, TATP Sciences Trainer Sepher Semsar, TATP Sciences Trainer	n/a
21 Apr, 2020	Facilitating Effective Webinars: Strategies for Bb Collaborate Ultra (Webinar)	Mike Kasprzak, Assistant Director, TATP/CTSI Anna Limanni, Faculty Liaison, Teaching, Learning and Technology, CTSI	75
29 Apr, 2020	Integrating Universal Design for Learning	Michal Kasprzak, Assistant Director, TATP/CTSI Ben Poynton, U of T AODA Officer	82

Date	Title	Facilitators	Att. #
	Principles in Online Teaching and Learning (Webinar)		

## TATP WORKSHOPS – UTSC

**Table 37:**

### UTSC Workshops

	# of Workshops	Total Attendance	Average % Attendance
<b>Fall 2018</b>	<b>5</b>	<b>23</b>	<b>33</b>
<b>Winter 2019</b>	<b>1*</b>	<b>5</b>	<b>63</b>
<b>Overall</b>	<b>6</b>	<b>27</b>	<b>35</b>

\*One workshop was cancelled due to COVID-19

Date	Title	Facilitators	Att. #
20 Sep, 2019	UTSC: Classroom Management Strategies	Malama Tsimenis, Associate Professor, Teaching Stream, French and Linguistics, UTSC	4
1 Oct, 2019	UTSC: Fostering Academic Integrity Among Your Students	Sarah King, Associate Professor, Teaching Stream, Writing Centre Coordinator, UTSC	2
7 Oct, 2019	UTSC: Leveraging Teaching and TA-ship as Professional Development Opportunities	David Chan, Educational Developer, CTL Kris Kim, Assistant Professor, Teaching Stream, Department of Physical & Environmental Science	2
30 Oct, 2019	UTSC: How to Assess Students' Learning and Performance: Effective Strategies for Compelling Assessments	Kosha Bramesfeld, Assistant Professor, Teaching Stream Mike Kasprzak, Assistant Director, TATP/CTSI	6
19 Nov, 2019	UTSC: Developing Your Teaching Philosophy and Dossier	Mike Kasprzak, Assistant Director, TATP/CTSI	9
11 Mar, 2020	UTSC: Effective Science Communication	Stephanie Gagliardi, TATP Sciences Trainer Halim Abdul, TATP Sciences Trainer	5
1 Apr, 2020	UTSC: Equity and Access in the Classroom – POSTPONED, DATE TBD	Stehanie Gagliardi, TATP Sciences Trainer Nicole Birch-Bayley, TATP Humanities Trainer	n/a

## MICROTEACHING SESSIONS

**Table 38:**

### *Microteaching Sessions*

Date	# Registered	# Attended
Microteaching I – May 27, 2019	5	5
Microteaching II – June 20, 2019	5	5
Microteaching I - October 10, 2019	3	3
Microteaching I - October 22, 2019	6	5
Microteaching II - November 13, 2019	3	3
Microteaching II – November 25, 2019	5	5
Microteaching I – March 4, 2020	6	5
Microteaching II – March 24, 2020	5	CANCELLED
Microteaching II – April 9, 2020	5	CANCELLED
<b>Total</b>	<b>33*</b>	<b>31</b>

## COHORT-BASED PRACTICUM

**Table 39:**

### *Cohort-Based Practicum*

Date	Session Title	Facilitators	Attendance
March 2, 2020	Practicum Framework and Building Our Community	Alli Diskin, Program Assistant, TATP Geith Maal-Bared, TATP Sciences Trainer	16
March 9, 2020	Vocal Awareness	Alli Diskin, Program Assistant, TATP Nicole Birch-Bayley, TATP Humanities Trainer	16
March 16, 2020	Strategies for Spontaneity	Alli Diskin, Program Assistant, TATP Philip Albert, TATP Humanities Coordinator	POSTPONED
March 23, 2020	Practical Experimentation and Reflection	Alli Diskin, Program Assistant, TATP Lisa Aikman, TATP Humanities Trainer	POSTPONED

## CERTIFICATE PROGRAMS

- In Class-Observation (ICO) Requests: 22
- Teaching Dossiers Submitted: 20
- Users Enrolled in EVE: 1,273
- Teaching Fundamentals Certificate Enrollment (EVE): **214**
- Advanced University Teaching Preparation (AUTP) Certificate Enrollment (EVE): **291**

## APPENDIX F: Conference Presentations and Publications

### CONFERENCE PRESENTATIONS

Hum, G. (2019, August). *Square pegs and round holes? Aligning academic policy and course evaluations technology tools: Opportunities and challenges*. [Conference panelist]. The Bluenotes Global 2019 Conference, Chicago, IL.

Hum, G. (2020, January). *Survey design and analysis*. [Invited presentation]. Google, Mountain View, CA.

Hum, G. & Jang, Y. (2019, August). *Architecting change leadership (ACL) roundtable: Interpreting and using qualitative student feedback in a meaningful way*. [Roundtable presentation]. The Bluenotes Global 2019 Conference, Chicago, IL.

Hum, G., Rosner, T.M. & Rolheiser, C. N. (2020, April). *Determining course evaluation response rate guidelines using local institutional data to inform interpretation and use by organizational stakeholders*. Paper presented at the annual meeting of the American Educational Research Association (AERA), San Francisco, CA. <http://tinyurl.com/vna2ouu> (Conference cancelled)

Hum, G. & Wells, T. (2019, August). *Identifying and understanding concerning student comments using the Blue Text Analytics Tool*. Paper presented at the Bluenotes Global 2019 Conference, Chicago, IL.

Hum, G., Wells, T. & Burnett, M. (2019, June). *Facilitating university teacher growth through the intentional design of course evaluation strategies and processes*. [Interactive workshop]. The Society for Teaching and Learning in Higher Education (STLHE) Annual Conference, Winnipeg, MB.

McCahan, S., & Rolheiser, C. (2019, May). *Design with purpose: Pedagogical underpinnings that strengthen new spaces*. [Closing keynote]. Beyond Hammers: Building a Technology Enhanced Active Learning (TEAL) Toolkit Conference, Faculty of Engineering, University of Toronto, Toronto, ON.

McCloy, C. (March 6, 2020). *Faculty Fellows Workshop: SoTL Q&A* [Invited speaker]. Request from Heather Hermant, Lead Coordinator, Academic Initiatives, Centre for Community Partnerships, University of Toronto.

McCloy, C., & Burnett, M., & Rolheiser, C. (2020, June). *Re-imagining faculty professional development: The role of cohort programs to support teaching and enhance culture*. [Research presentation]. International Consortium of Educational Developers Conference, Zurich, Switzerland. (Conference cancelled)

McCloy, C. and Hong, R. *Creating space for teaching: The role of peer mentoring at the University of Toronto*. (2020, May). Paper to be presented at the German Studies Symposium: *Sites of Learning - Teaching and Learning Spaces in and outside the Classroom*. University of Toronto. (Conference cancelled)

McCloy, C., Hum, G., & Ashok, A. (November 20, 2019). [Invited speakers]. Educator Exchange, Centre for Teaching and Learning, University of Toronto Scarborough.



Rolheiser, C., Carbone, A., Lieff, S., & Ye, J. (2020, October). *The scholarship of leading: New paradigms for academic leadership*. [Research presentation]. The International Scholarship of Teaching and Learning (ISSOTL) conference, Perth, Australia. (Conference cancelled)

Rolheiser, C., Carbone, A., McNab, E., & Ye, J. (2019, October). *The scholarship of leading: Mini-cases of educational leadership in action*. [Workshop presentation]. The International Scholarship of Teaching and Learning (ISSOTL) conference, Atlanta, GA.

Rolheiser, C., Burnett, M., Gordon, K., Olmstead, K., & Macnab, E. (2019, November). *The Road Travelled, The Road Ahead: Teaching Center Strategic Change*. [Workshop presentation]. The Professional and Organizational Development (POD) Network's 44rd Annual Conference, Pittsburgh, PA.

**Rolheiser, C.**, Najafi, H., Gordon, K., & McCahan, S. (2020, June). *Transforming the instructional landscape: Dialogues between pedagogy and space*. Paper presented at the annual SALTISE conference, Concordia University, Montreal, QC. (Conference cancelled but modest proceedings produced: <https://www.saltise.ca/saltise-conference/saltise-2020-proceedings/>)

Wells, T. & Hum, G. (2019, August). *Engaging all stakeholders to change the response rate conversation*. [Presentation]. The Bluenotes Global 2019 Conference, Chicago, IL.

## EDITED BOOK

Rolheiser, C., Carbone, A., Macnab, E., & Ye, J. (Eds.). (2019). *The scholarship of leading: Mini-cases of educational leadership in action*. Toronto, ON: Centre for Teaching Support & Innovation, University of Toronto. <https://teaching.utoronto.ca/sotl/scholarship-of-leading/> and also available at <http://aautn.org/resources/>

- Book used as part of the 3M National Teaching Fellows Retreat, November 2019

## CHAPTERS IN BOOKS

Rolheiser, C. (2019). Enhancing teaching and learning through a new institutional cascaded course evaluation framework. In C. Rolheiser, A. Carbone, E. Macnab & J. Ye (Eds.). *The scholarship of leading: Mini-cases of educational leadership in action*. (pp. 20-22). Toronto, ON: Centre for Teaching Support & Innovation, University of Toronto. <https://teaching.utoronto.ca/sotl/scholarship-of-leading/> and also available at <http://aautn.org/resources/>

## NON-REFEREED PUBLICATIONS

Rolheiser, C., Olmstead, K., & Gordon, K. (2020, January). *How to shake up active learning assumptions: Strategies to get students excited about class participation*. Harvard Business Publishing Education. Retrieved from <https://test.hbsp.harvard.edu/inspiring-minds/how-to-shake-up-active-learning-assumptions>

Rolheiser, C., Olmstead, K., & Gordon, K. (2019, October). Goodbye lecture halls, hello active learning spaces: Strategies to transform your classroom into a lively, student-centred learning environment. Harvard Business Publishing Education. Retrieved from <https://hbsp.harvard.edu/goodbye-lecture-halls-hello-active-learning-spaces/>

## APPENDIX G: Consultations

### 2019-2020 OVERALL CTSI CONSULTATION METRICS

**Table 40:**

#### *Overall Consultation Metrics*

	<b>2019/2020</b>	<b>2018/2019</b>	<b>2017/2018</b>	<b>2016/2017</b>
CTSI Internal consultations	<b>176</b>	236	188	130
Total Dossier Requests (each individual dossier review involves numerous interactions)	97	49	52	45
In-class Observation Requests	8	8	12	16
CTSI External Consultations (including presentations for delegations/individuals from across Canada and 5 other countries)	74	65	3	3

#### **General CTSI Consultations**

**Table 41:**

#### *General Consultations*

<b>Requests:</b>		<b>251</b>
<b>Topics*</b>	Teaching strategies	21
	Interpreting course evaluation data	23
	Course design, development and/or review	38
	Working with graduate students and teaching assistants	7
	Using educational technology in the classroom	15
	Teaching award nominations	7
	Research on pedagogical topics (Scholarship of Teaching and Learning)	34
	Online learning	10
	CTSI initiatives, leadership and strategic work	22
	Other	57
*some consultations with one individual		

touched upon multiple topics. These metrics are categorized by topics. ** Including but not exclusive to presentations for delegations/individuals from across Canada and 5 other countries		
<b>Campus</b>	St. George	132
	UTM	14
	UTSC	5
	External	42
<b>Appt. Status</b>	Assistant Professor	21
	Assistant Professor, Teaching Stream	34
	Associate Professor	12
	Associate Professor, Teaching Stream	18
	Professor	26
	Professor, Teaching Stream	1
	Lecturer	4
	Other	57
	Sessional	17
	Status Only Appointment	3
<b>Division</b>	Dalla Lana School of Public Health	4
	Faculty of Applied Science and Engineering	5
	Faculty of Architecture, Landscape and Design	3
	Faculty of Arts and Science	62
	Faculty of Dentistry	1
	Faculty of Information	5
	Faculty of Kinesiology and Physical Education	1
	Faculty of Law	1
	Faculty of Medicine	16
	Faculty of Music	1
	Faculty of Nursing	2
	Faculty of Pharmacy	0
	Faculty of Social Work	0
	Ontario Institute for Studies in Education	11
	Other	10
	Rotman School of Management	10

	Toronto School of Theology	0
	UTM	14
	UTSC	5
	EXTERNAL	42

## External Consultations

CTSI staff often connect and collaborate with colleagues across various national and international educational institutions. Topics of discussion varied, including discussions focused on U of T's Course Evaluation Framework and system; effective practices related to university teaching culture; peer observation of teaching; postsecondary scholarship regarding teaching and learning; institutional support for SoTL; SoTL and scholarship of leading; building capacity for instructional design; technology and curriculum review; innovations in educational and faculty development; research on the enhancement of teaching in universities; accessibility standards in teaching and learning environments; new pedagogies for deep learning; and, online learning.

A total of **74 External Consultations** were conducted including presentations for delegations/individuals from:

- University of Saskatchewan
- University of British Columbia
- University of Toronto, Continuing Education
- University of Victoria
- University of Melbourne
- Sheridan College
- Loyola Marymount University
- Belmont University
- Waterloo
- University of Guelph
- Purdue
- eXplorance
- University of Florida and Explorance
- The University of Newcastle Australia
- University of Windsor
- University of Southern Queensland
- Mohawk College
- Tecnologico de Monterrey, Mexico
- Aga Khan University
- Brunel University London
- Acadiate: Digital Portfolios
- Higher Education Council of Ontario (HEQCO)
- Dalhousie University
- Quinn Consultants
- Harvard Business School's Baker Library

## SoTL Consultation Data

### Course Evaluations Team Consultation Data

The course evaluations team frequently consults with, and for, members of the U of T community and for other higher education institutions. Over this past year 45 U of T consultations were provided on a variety of topics including interpretation, implementation, SoTL and ROSI express training.

Note: Several course evaluations consultations listed below were joint efforts between the SoTL and course evaluations team.

## Dossier Consultations

**Table 42:**

### *Dossier Consultations*

<b>Dossier Consultations</b>		
Requests		<b>97</b>
<b>Division:</b>	Faculty of Arts and Science	22
	Ontario Institute for Studies in Education	10
	Faculty of Medicine	9
	Faculty of Applied Science and Engineering	5
	Dalla Lana School of Public Health	1
	Faculty of Information	3
	Faculty of Music	0
	UTSC	11
	Faculty of Nursing	5
	Faculty of Pharmacy	3
	Faculty of Social Work	3
	Faculty of Dentistry	2
	Faculty of Architecture, Landscape and Design	0
	Faculty of Kinesiology and Physical Education	5
	UTM	13
	Toronto School of Theology	0
	Rotman School of Management	6
	Faculty of Law	0
<b>Appt. Status</b>	Assistant Professor	44
	Associate Professor	3
	Assistant Professor, Teaching Stream	44
	Associate Professor, Teaching Stream	5
	Other	1
<b>Consultation Type</b>	Initial Consultation	23
	Review of Partial Draft or Statement of Teaching Philosophy	32
	Review of Full Draft	38
	Other	4

## In-Class Observations

**Table 43:**

### *In-Class Observations*

<b>Requests:</b>		<b>8</b>
Department	Pharmacy	1
	Physics	1
	Political Science	1
	Ecology and Evolutionary Biology	1
	Human Biology Program	1
	Computer Science	2
	Philosophy	1
Appt. Status	Assistant Professor	4
	Assistant Professor, Teaching-Stream	3
	Other	2