APPENDIX C: TEACHING, LEARNING & TECHNOLOGY (ACT SUPPORT)

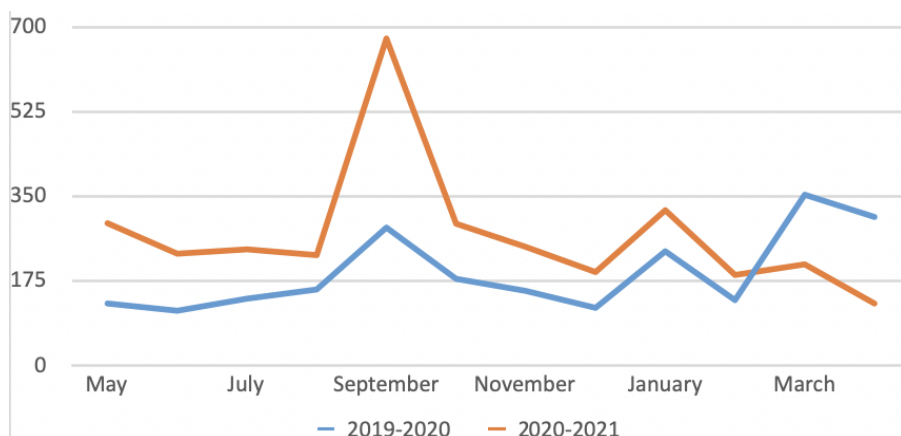## Online ticket System

Total Tickets by Role
May 1, 2020 – April 25, 2021
- Total Number of Quercus Help Tickets: 3245
- Total Number of Faculty/Staff Tickets: 2518
- Total Number of Student Tickets: 727

Breakdown of User Role tickets by number and percentage received by Quercus Help

User Role	Number of Tickets	Percentage
Instructor	1092	33.7%
EdTech Rep	688	21.2%
Staff	590	18.2%
Student	727	22.4%
TA	124	3.8%
Librarian	15	0.5%
External	9	0.3%

Monthly Quercus Help Tickets

Top 5 Request Category Trend Over 3 Academic Years

2018-2019		2019-2020		2020-2021	
Request Category	**Number of Tickets**	**Request Category**	**Number of Tickets**	**Request Category**	**Number of Tickets**
Content/Grade Access	475	Integrated Tool	344	Integrated Tool*	584
Course Access	284	Course Access	124	External Tools**	441
Technical Issue	272	Other	114	Course Access	312
Integrated Tool	269	Gradebook	75	Quizzes	257
Rich Content Editor	265	Quizzes	66	Other	183

*Top Integrated Tool Tickets (2020-2021)

Integrated Tool	Number of Tickets
Collaborate Ultra	318
Turnitin	58
peerScholar	24
Crowdmark	19
UTAGT	17
Piazza	17
Teams Meetings	17

**Top External Tools Tickets (2020-2021)

External Tools	Number of Tickets
Zoom	333
MyMedia	62
Stream	22

User Role tickets received in Quercus Help by Academic Division/ Unit

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)	1280	39.4%	607	125	145	329	73	1	0
University of Toronto Mississauga	251	7.7%	57	117	25	50	2	0	0

Faculty of Applied Science and Engineering	233	7.2%	83	54	47	39	10	0	0
University of Toronto Scarborough	210	6.5%	73	58	9	61	9	0	0
Temerty Faculty of Medicine	186	5.7%	71	18	61	30	6	0	0
Administrative Department	104	3.2%	1	7	79	15	2	0	0
School of Continuing Studies	87	2.7%	9	27	3	48	0	0	0
Joseph L. Rotman School of Management	86	2.7%	13	41	13	15	4	0	0
Faculty of Kinesiology and Physical Education	72	2.2%	20	40	7	3	2	0	0
Ontario Institute for Studies in Education	70	2.2%	16	26	7	21	0	0	0
John H. Daniels Faculty of Architecture, Landscape, and Design	68	2.1%	23	20	21	3	1	0	0
Faculty of Law	51	1.6%	10	7	24	8	1	1	0
Factor-Inwentash Faculty of Social Work	50	1.5%	18	12	13	3	4	0	0
Faculty of Information	50	1.5%	8	29	5	7	1	0	0
Lawrence S. Bloomberg Faculty of Nursing	42	1.3%	9	20	3	9	1	0	0
Dalla Lana School of Public Health	41	1.3%	6	19	5	9	2	0	0
School of Graduate Studies	41	1.3%	11	3	16	11	0	0	0
Faculty of Dentistry	40	1.2%	7	18	14	1	0	0	0
Other	37	1.1%	13	1	13	2	0	0	8
Toronto School of Theology	32	1.0%	7	13	6	6	0	0	0
Student	27	0.8%	0	0	0	27	0	0	0
Leslie L. Dan Faculty of Pharmacy	26	0.8%	4	10	8	4	0	0	0
Faculty of Music	19	0.6%	8	5	2	2	2	0	0

U of T Libraries	15	0.5%	0	0	2	0	0	13	0
Simcoe Hall	12	0.4%	2	0	10	0	0	0	0
Information Technology Services	4	0.1%	0	0	4	0	0	0	0
Transitional Year Programme	4	0.1%	2	0	1	0	1	0	0
Faculty of Forestry	3	0.1%	2	1	0	0	0	0	0
Multi-Divisional Centres and Institutes	2	0.1%	0	1	1	0	0	0	0
Uncategorized	102	3.1%	12	16	46	24	3	0	1
Totals	**3245**	**100%**	**1092**	**688**	**590**	**727**	**124**	**15**	**9**

CTSI Programming: Educational Technology Sessions

The data below represent the number of workshops, webinars and training sessions provided to the teaching community (e.g., instructors, TAs)

	2019	2020	Percentage of Increase in 2020 Compared to 2019
Number of workshops and training sessions	26	56	115.5%
Number of Attendees	394	2519	539%

Webinars for Faculty

	WORKSHOP TITLE (Summer Programming)	ATTENDED
1	Teaching from a Distance: Webinars and Lecture Recordings (May 5, 2020)	48
2	Planning and Preparing Your Online Course (May 20, 2020)	72
3	Organizing Your Course Content in Quercus (May 28, 2020)	47
4	Team Up! A new browser-based assessment tool (June 10, 2020)	74
5	Assessing Student Work and Providing Feedback through Quercus (Part II) (June 11, 2020)	77
6	Teaching from a Distance: Webinars and Lecture Recordings (June 17, 2020)	85
7	Assessing Student Work and Providing Feedback Through Quercus (PART I) (July 8, 2020)	26
8	Connecting and Interacting with Your Students Online (July 15, 2020)	44
9	Planning and Preparing Your Online Course (July 16, 2020)	57
10	Organizing Your Course Content in Quercus (August 4, 2020)	41

11	Teaching with Quercus: Learning Outcomes & Rubrics (August 6, 2020)	32

12	Teaching from a Distance: Webinars and Lecture Recordings (August 18, 2020)	58
13	Active Learning Strategies for Online Teaching (August 19, 2020)	70
14	Assessing Student Work and Providing Feedback through Quercus (Part II) (August 20, 2020)	22
	WORKSHOP TITLE (Fall Programming)	ATTENDED
15	Teaching with Quercus: Managing Difficult Conversations Online (Oct. 6, 12020)	46
16	Q&A: Planning and Preparing Your Online Course (Oct 22,2020)	1
17	Accommodations and Accessibility in Remote/Online Teaching (Oct 27, 2020)	38
18	Discovering Teaching and Learning Tools in Office 365 (Oct 29, 2020)	46
19	Active Learning Strategies for Online Teaching (Nov 4, 2020)	55
20	Q&A: Connecting and Interacting with your Students (Nov 18, 2020)	8
21	Quercus Q&A: Assessing student work and providing feedback (parts 1 & 2) (Nov 25, 2020)	4
22	Explore Captioning and Transcription Tools (Nov 26, 2020)	50
	WORKSHOP TITLE (Winter Programming)	ATTENDED
23	Active Learning Strategies for Online Teaching (Jan 14, 2021)	40
24	Organizing Your Course Content Using Office 365 Tools (Jan 28, 2021)	32
25	Exploring Captioning and Transcription Tools (Feb 3, 2021)	33
26	Teaching with Quercus: Managing Online Discussions of Difficult Topics (Feb 17, 2021)	14
27	Connecting and Communicating with Students Using Office 365 Tools (Feb 18, 2021)	16
28	Assessing Student Work and Providing Feedback Using Office 365 Tools (Mar 16, 2021)	26
29	Top Ten Tips and Tricks to Make Quercus Work for You (Mar 25, 2021)	25
30	Teaching from a Distance Using Office 365 Tools: Webinars and Lecture Recordings (Apr 7, 2021)	23

Train the Trainer (For Ed Tech Colleagues)

The data below reflect Educational Technology Support Representatives (as part of the Train the Trainer model) on the pedagogical best practices of using educational technology tools to facilitate teaching and learning.

Departmental Training
Number of Sessions: 7
Number of Attendees: 136

Session Title	Department/Unit	Date	Facilitator(s)	Number of Attendees
Blackboard Collaborate Ultra	Faculty of Law, ITS Communications, Alumni Relations	2020-04-30	Anna Limanni, Maryam Shafiei	17
Blackboard Collaborate Ultra	CTSI Staff	2020-05-21	Anna Limanni, Maryam Shafiei	20

Accommodation Options in Quercus Quizzes	Accommodated Testing Services (ATS)	2020-06-16	Maryam Shafiei	5
Quercus Training	SGS (Admins and EdTech Specialists)	2020-07-09	Anna Limanni, Maryam Shafiei	60
Blackboard Collaborate Ultra	U of T Libraries	2020-08-12	Anna Limanni, Maryam Shafiei	27
Blackboard Collaborate Ultra	ITS (CISO and Information Security Architect)	2020-10-26	Maryam Shafiei	2
Assignments and Grading Overview	OISE (EdTech Specialists)	2021-02-17	Maryam Shafiei	5
Sub-Account Training	See below	Ongoing	Maryam Shafiei	See below

Sub-Account and Course Admin Training
Number of Sessions: 30
Number of Attendees: 42

Educational and Online Learning Technology Consultations

		TOTAL Requests: 103
		Some consultations included more than one client
Appt. Status	Assistant Professor	15
	Assistant Professor, Teaching Stream	17
	Associate Professor	10
	Associate Professor, Teaching Stream	6
	Professor	8
	Sessional Instructor	12
	Course Instructor	3
	Lecturer	1
	External Consultation	2
	U of T Staff	15
	Teaching Assistant	4
	Library	1
	Post-Doctoral Fellow	1
	Other	1
Division	Faculty of Applied Science and Engineering	2
	Other	6
	Dalla Lana School of Public Health	2

	Medicine	9
	Dentistry	1
	Factor-Inwentash Faculty of Social Work	4
	Faculty of Arts and Science	47
	Faculty of Law	2
	Faculty of Music	2
	John H. Daniels Faculty of Architecture, Landscape, and Design	1
	Lawrence S. Bloomberg Faculty of Nursing	3
	OISE	11
	Rotman School of Management	1
	UTM	6
	UTSC	6
	External	2