



UT TeleCampus Communiqué
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In this Issue

- *New UTTC Website*
- *TRACK*
- *UTTC Spring 2004 Enrollment*
- *New Program Information Updated*
- *Spring 2004 Courses and Activities*
- *UTTC Digital Library News*
- *Spring 2004 Pre-Course Survey Results*
- *Blackboard News*
- *WebBoard*
- *Embanet Statistics*

New UTTC Website

The new UTTC website, launched earlier this month, was a team effort that involved every person in the TeleCampus organization. The new site contains over 400 pages of content divided into the following main categories:

- Catalog 66%
- Digital Library 9%
- Enrollment 7%
- Faculty Resources 4%
- Technical Support 4%
- Quicklink Pages 4%
- About UTTC 3%
- Contact Us 2%

The website represents a milestone in UTTC technology development: it is the first public presentation of a database-driven application, using CSS2, XHTML, and CF MX technologies. In short, complete style overhauls (such as a PDA-compatible version of the website) can be accomplished very quickly; and multiple teams within the TeleCampus are now able to make additions and edits

to every page within the website – simply from a browser. While we do not expect TeleCampus employees to begin managing the website from Internet cafes in Spain, they could.

Of those who have responded to our redesign survey (<http://www.surveymonkey.com/s.asp?u=1049359217>) to date, 89% were able to find the information they were looking for on our site and 100% rated the content as average or above.

TRACK

TRACK (TAKS Readiness and Core Knowledge) was launched February 16, 2004! After four days, almost 4,000 free accounts have been opened and over 1000 diagnostic tests completed or in progress. Over the next weeks, corrections and upgrades to the learning materials will be made based on reviews received from a panel of national experts in their respective fields, TRACK team leaders, and other subject matter experts who wrote TRACK material. Please see the UTTC website (www.telecampus.utsystem.edu) and click on TRACK to take a look.

New Program Information Updated

We have expanded the information on our website about two programs.

- Paralegal Certificate (<http://www.telecampus.utsystem.edu/index.cfm/4,613,82,56.html>) offered by the UTSA Center for Professional Excellence
- Graduate Certificate: Nursing Education (<http://www.telecampus.utsystem.edu/index.cfm/4,1045,82,56.html>) offered by the UTEP School of Nursing

UTTC Spring 2004 Enrollment

Total UTTC enrollment for the Spring is 3325 in 117 course offerings (some with multiple sections) with 120 assigned faculty and 55 assigned TAs. This is based on census day student enrollment from the rosters in the TIS (TeleCampus Information System).

Spring 2004 Courses and Activities

With well over 100 courses offered for Spring 2004, all but two were launched on or before the first day of class. Increasingly, all UT System components are handling standard production issues, allowing the TeleCampus course development team to focus on System-wide initiatives (the K-12 TRACK project), System-wide support (HIPAA training), System-wide course development

(medical simulations), and next generation course technologies (XML-based SMIL videos).

UTTC Digital Library News

To strengthen our collaborative efforts, allowing us to brainstorm on the best method to promote our services, we have reserved the following dates for two 2004 UT System Distance Learning Task Force video conferences:

- On Friday, February 20, 2004, 10am to noon, we focused on the Ask a UT System Librarian reference service.
- On Friday, April 30, 2004, 10am to noon, we will cover various UT System distance learning topics.

We will post more information about these meetings as well as the location on your campus to participate on OFFCAMP <http://www.lib.utsystem.edu/offcamp/>. Additionally, the OFFCAMP listserv is an open forum where we post Task Force information, so please feel free to sign up at your convenience; <http://www.lib.utsystem.edu/offcamp/list.html>. Please contact Terry Barksdale (tbarksdale@utsystem.edu) for more information.

Spring 2004 Pre-Course Survey Results

Over 2,000 respondents took the time to share their expectations and reasons for learning online. Here are some summary points:

- 41% of respondents are taking their courses as part of a UTTC-based online degree program
- 55% of respondents said that this was their first time taking courses through the UT TeleCampus
- 46% agreed that their involvement with the UT System was a direct result of the UT TeleCampus online program

Blackboard News

Students are now removed "automagically" from their courses at the end of the semester upon receipt of a completion status (a grade or an incomplete) from the campus student information systems. And in close coordination with Student and Faculty Services, the TIS now inserts students and faculty into Blackboard portal organizations based on program affiliation. The organizations will be expanded next semester to include "home" and "host" campus organizations, allowing the UT System components to directly "talk" with their UTTC users through a custom group within Blackboard.

WebBoard

It's time to say good-bye to an old, trusted friend: at the end of the Spring 2004 semester, WebBoard will be retired. WebBoard was launched in 1998 when the courseware management system at the time (VCampus) declined to provide a hosted chat application. With the migration to Prometheus, and then to Blackboard, usage of WebBoard has declined to two courses; as a result, the application will be removed from the suite of services offered by the TeleCampus. While we will burn to CD the entire set of WebBoard files, if you need the archive for a specific course and semester, please send an email to UTTCTechSup@utsystem.edu before March 30th. Look for the launch of a new, next-generation communication service from the TeleCampus in the next 12 months.

Embanet Statistics

December, 2003

- Phone Calls 33 (48.5%)
 - Emails 16 (23.5%)
 - Web Forms 19 (27.9%)
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- Average time to complete email requests 12 minutes
 - Average time to complete phone requests 14 minutes
 - Average time to complete webform requests 31 minutes

January, 2004

- Phone Calls 282 (55.5%)
 - Emails 45 (8.9%)
 - Web Forms 182 (35.8%)
-
- Average time to complete email requests 1 hour 02 minutes
 - Average time to complete phone requests 12 minutes
 - Average time to complete webform request 1 hour 27 minutes

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