

## **UT TeleCampus Communiqué**

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### **New UT4Me Design**

The seventh edition of UT4Me, the web-based newsletter of the UT TeleCampus, has a new look. In addition to the changed graphics, we have integrated the newsletter inside the UTTC website for easier browsing. We hope you enjoy the changed format. As always, your input is welcome. Email us at [UT4Me@utsystem.edu](mailto:UT4Me@utsystem.edu). <http://www.ut4me.org>

### **CEO Launches**

Career Enhancement Online (CEO) has officially launched; the first course running in the new system is the Paralegal continuing education certificate program. The full roll-out of CEO, with expanded catalog and credit card processing capability, will occur next month. Continuing education courses currently running in manual enrollment mode (courses from MD Anderson Cancer Center, UT Austin's Software Quality Institute, and others) will be migrated to the CEO platform over the summer. CEO is the culmination of a year-long development led by Kristin Logan, UTTC Technology Team Leader, as the project manager. Built and hosted by Decision Academics and based on reusable code from the TIS, CEO represents a significant step forward in UTTC system development. CEO offers a self-service interface where users can select from a catalog of courses and services and pay online (with or without an approval step). CEO opens the possibility of offering non-credit courses to a large community, generating additional revenue for the UT System components.

### **Spring Course Access**

Due to an update of the TIS (TeleCampus Information System) processes, students taking Spring courses will lose their access to each course as the course grades are received on the roster sent to the TIS by the campus SIS. When a student's grade or an incomplete is added to the TIS roster, the grade is also added to the student's unofficial transcript in the TIS and the student is removed from the course in Blackboard.

Spring students' access to the TeleCampus digital library and their semester Smarthinking accounts will also end this month in preparation for the Summer terms. TAs and guests will be removed from Spring courses within the month. Course access for faculty will be continued.

To extend a student's course access to finish an incomplete, the faculty member should send an email request to <mailto:telecampus@utsystem.edu>. Be sure to provide the student's name, the course and the version of the course (the semester offered) to which the student should be given access. (Students with incompletes can be left in a closed course or added to a new course offering.)

### **TRACK**

Over 48,000 TRACK accounts have been established since the February 16 launch, and approximately 30,000 tests started or completed. If you have not had a chance to look at the TRACK learning materials, please start at the website of [www.track.uttelecampus.org](http://www.track.uttelecampus.org) to create an account. There are approximately 340 tutorials on TRACK in math (Algebra I and Geometry), Science (Integrated Physics/Chemistry and Biology), Social Studies (American History) and English Language Arts. Many tutorials include questions to check for student understanding; students are given feedback with the correct answer and an explanation.

TRACK presentations for June will be the Texas Association of Secondary School Principals Summer Workshop June 9 (Austin), and Gladewater ISD and ESC Region VII 2nd Annual "Technology Roundup."

### **Summer Courses**

The TeleCampus is offering 49 courses this Summer. Two courses started on May 10 and the remainder of the First and Long Session courses will open by June 7. Thanks to the work of course developers and faculty at the System components, 50 of the 52 UTTC Summer, 2004 courses were completed on time for tech review.

### **UTTC Staff Update**

In a move to streamline and improve IT services, Jimmy Holloway has moved to OTIS (Office of Telecommunications and Information Services) effective May 1. While this reduces the Technology staff at the TeleCampus by 33%, the move is designed to provide UTTC with increased service through human back-up; in the past, if Jimmy was sick, server problems were difficult to solve until he returned. While we'll personally miss Jimmy, the move allows him to expand his networking knowledge (he came to the TeleCampus from a high school teaching job).

### **RFP for Online Bookstore**

To centralize the process of securing course materials for UTTC students, an RFP for the UT TeleCampus Online Bookstore was recently posted and proposals have been received. The online bookstore will not only provide students with a site to view and purchase textbooks for TeleCampus courses, but will also enable students to purchase TeleCampus merchandise. TeleCampus management is now reviewing the proposals. Our goal is to have the online bookstore functioning by this fall.

### **UTTC Digital Library News**

The first UTTC Digital Library Videoconference for Faculty was held Friday, April 23, and was well-attended. Thanks to everyone who came to learn about the library and share methods for using this valuable resource. This was a great opportunity for our on-campus librarians to meet UTTC faculty. We look forward to offering this videoconference in conjunction with UTTC Faculty Training in the Fall and Spring of each year.

UT System Libraries Distance Learning Videoconference was held Friday, April 30, and covered topics of interest to librarians supporting distance education, including a review of licensing and copyright issues, persistent links, and sharing information among campuses on issues such as new webpage designs and the TAROT project. Watch the OFFCAMP listserv for links to available handouts and presentations. We hope to offer more of these informative videoconferences in the future.

### **TIS Update**

Now that the 2003 upgrade project (creation of the Financial Aid Officer role, automated Blackboard organization feeds, custom email interface) has been completed, primary responsibility for the TeleCampus Information System (TIS) has now moved to Student and Faculty Services. SFS plans a significant upgrade to TIS in 2004; if you have comments and suggestions, please feel free to talk directly with Lori McNabb and Tasha Davis.

### **GCAT 2004**

Course Development completed the revision of GCAT 2004 (General Compliance Awareness Training) for UT Health Science Center at San Antonio, and the Flash-based course is now running on UTHSCSA servers for their 5,000+ employees. This is the third consecutive year that UTHSCSA has selected the TeleCampus to produce GCAT. As with previous compliance training for numerous UT System components, this course is designed as a series of SCORM-compliant learning objects. This open design allows the modules to "talk" to any learning management system (UTHSCSA uses PeopleSoft); the LMS "tells" the GCAT module the name of the person accessing the module, and when the person finishes, the module "tells" the LMS the individual's test score. A new feature of GCAT 2004 is the use of XML templates to provide audio file markers within Flash; this innovation cut development time by 50%.

### **New UTTC Brochures**

The new 2004-2005 TeleCampus program brochures are in! These brochures are generally handed out at conferences and mailed to prospective students that contact UTTC. Copies were mailed out to UTTC faculty and campus partners in the last two weeks. To order free additional copies, please email Maggie Galbreath at [mgalbreath@utsystem.edu](mailto:mgalbreath@utsystem.edu) with your address and quantity requesting.

### **WebBoard**

WebBoard will officially retire at the end of May. Research into the next generation of TeleCampus advanced Internet-based communication services is underway. Anyone with input into the features needed by the new system should contact Michael Anderson at [manderson@utsystem.edu](mailto:manderson@utsystem.edu). Initial plans are to test and implement a VoIP (Voice over Internet Protocol, aka Internet phone) solution to enable audio chat; however, our search will be driven by your needs, so you may also want us to consider products that include Internet videoconferencing capabilities.

## Embanet Statistics (12-14 Month Report)

### Contacts (12 months)

Month	Total	Phone	Web	Email
May-03	84	53	13	18
Jun-03	174	68	63	43
Jul-03	88	36	26	26
Aug-03	252	162	69	21
Sep-03	360	245	91	24
Oct-03	10	66	31	10
Nov-03	59	40	13	6
Dec-03	73	38	19	16
Jan-04	599	375	180	44
Feb-04	308	186	79	43
Mar-04	139	71	56	12
Apr-04	153	77	59	17
TOTAL	2396	1417	699	280
PERCENT		59.1%	29.2%	11.7%

### Top 15 Inquires (14 months)

Subject	Contacts	%
Access to Course Area/Blackboard	516	21.5%
Internet Browser Issue	237	9.9%
Access/Problem with Course Content	166	6.9%
Request for Information	131	5.5%
Discussion Board	103	4.3%
Submitting Exam/Quiz/Survey	102	4.3%
Invalid Userid/Password	101	4.2%
Third-Party Software	89	3.7%
Follow Up With Client	71	3.0%
Missing Course	53	2.2%
Access to Non-Embanet Website	49	2.0%
Access to UTTC Website	49	2.0%
Grade Book	44	1.8%
Question Regarding Course Content	43	1.8%
Access to TIS Website	42	1.8%

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