

DRAFT

TLTR Regional Meeting
December 5, 2014
Chancellor's Conference Room

In attendance:

Bethany Wilkes, Lee Graham, Jason Amundson, Diana Collins, Kimberly Schulte, Gabriel Wechter, Colleen McKenna (filling in for Julie Hamilton), Andrew McDonough, Ann Spehar, John Long, Maureen O'Halloran, Marnie Chapman, Susie Feero, Kathi Baldwin, Jill Hanson

UAS Online with "My Blackboard" enabled

TLTR passed the following resolution, to be forwarded to the provost and the faculty senate:

TLTR recommends that full functionality of "My Blackboard" be turned on, and that this be evaluated by TLTR with supporting metrics. We might then have good information about how well this configuration supports the needs of faculty, staff and students, may make a more long-term recommendation.

In favor = 12

Opposed = 1

Abstain = 2

Peer review process of distance courses

Kathi Baldwin reported that the peer review committee has grown and now includes faculty from all campuses. The committee is working to streamline the process in order to get feedback to faculty more quickly *and* to make it clear that the review is between the faculty member and the review committee. The review process is currently using the Quality Matters rubric.

Lee Graham and Kimberly Schulte discussed Quality Matters with the provost. He would like to know if TLTR thinks we should move forward with the Quality Matters peer review so that we can allocate resources to cover training, local peer review, and potential review by Quality Matters.

Rick Caulfield will be invited to the next TLTR meeting to discuss Quality Matters. TLTR will formulate a recommendation after the discussion.

Egan Library Virtual Open House

Bethany Wilkes reported on the Egan Library Virtual Open House for e-learners. 40 students attended; the majority of participants were from the School of Management.

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The open house was listed on the school website and notifications were sent via e-mail. The library is looking for ways to increase enrollment in the future. One way to do this is have e-learners automatically enrolled (in Blackboard/UAS Online) in the open house.

Helpdesk 24/7

TLTR passed the following resolution, to be forwarded to the provost and the faculty senate:

“TLTR requests metrics from the helpdesk which can assist us in understanding the effectiveness of the full functionality of Blackboard within UAS Online.

We would like to track information such as: number of calls per day, wait time for each call, percentage of resolved calls, and any outstanding IT issues during the reporting period. We request that the helpdesk be provided with a ticketing system so that appropriate metrics may be proved to us and to other decision making groups. Ideally, the TLTR would have liked this reporting to begin in January 2015. Given the need to examine systems and train helpdesk workers in a ticketing system, we would like this reporting to begin ASAP but no later than May 2015 if possible.”

In favor = 14

Opposed = 0

Abstain = 1