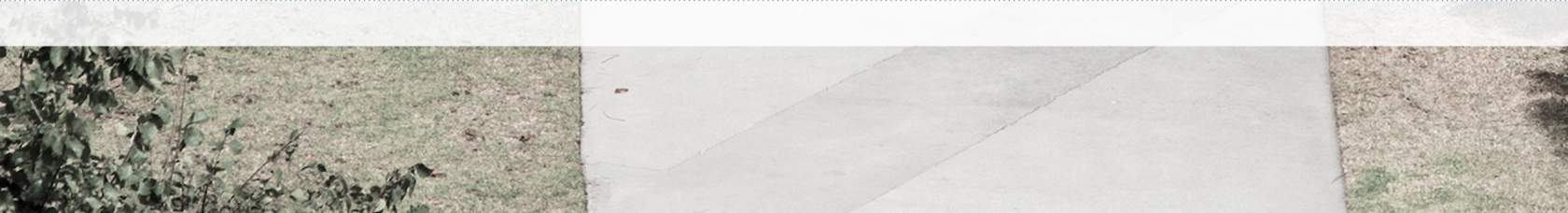


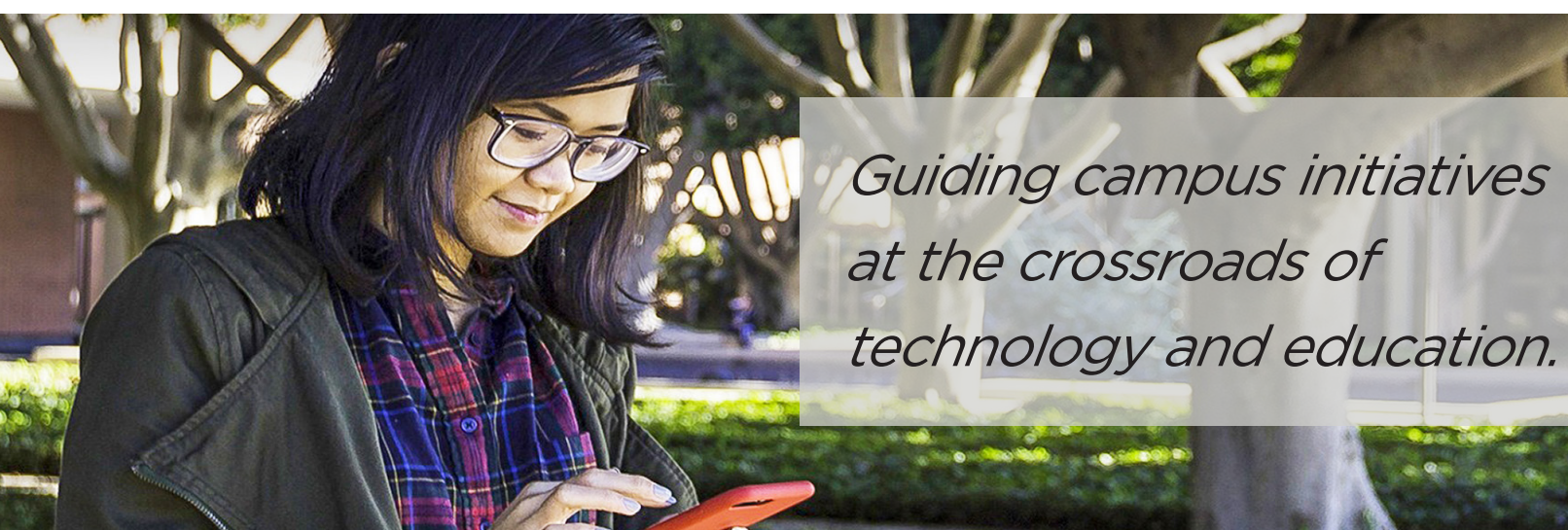


Academic
Technology
Services

ANNUAL
REPORT

17-18
academic year





Guiding campus initiatives at the crossroads of technology and education.

growing online education

Academic Technology Services Facilities

Construction was completed in Fall 2017 bringing together Academic Technology Services' (ATS) teams into an open, collaborative space.

The remodeled office includes an accommodating reception lobby, an Active Learning Classroom training room, a Learning Glass Studio, faculty consultation areas, and the BeachBoard Support Desk.

Faculty comprised 88% of our walk-in traffic; 77% of faculty questions were related to BeachBoard.

Online Course Management System

BeachBoard, the campus Learning Management System (LMS), was upgraded in Spring 2018 to a mobile-friendly platform, improving usability, adding new features including a brighter, more pleasing interface design.

Since its launch in January 2018, more than 40,000 users logged into BeachBoard over 2.3 million times experiencing no system downtime interruptions.

Digital Media and Accessibility Resources

The Learning Glass and dedicated recording studio was assembled by ATS staff in Fall 2017.

Working closely with our team of Instructional Designers, faculty developed and recorded over 34 hours of lecture content to use in their BeachBoard courses.

Kaltura Media, a powerful video tool, was integrated into Beachboard, providing faculty with auto-captioning capabilities that meet accessibility standards.

empowering csulb



In partnership with campus faculty and staff, new instructional design programs were launched in 2017-18:

▲ The Academic Innovation Design Initiative (AIDI)

Implemented in the Fall 2017, our Instructional Design team supported departments' curriculum design process to convert courses to online and hybrid formats. Over 80 courses were transformed, expanding digital access to course content for hundreds of students.

▲ The Faculty Accessibility Advocacy Program

In this program, ATS and the AIM Center worked in close collaboration to train faculty on accessibility standards for their course materials. The first cohort consisted of 18 faculty members, impacting over 320 students.

▲ The Active Learning Classrooms (ALC) Faculty Mentorship Program

This initiative provided a structured community for cross-discipline faculty peers to exchange course reviews and share ALC teaching techniques. Faculty participants were matched according to their teaching goals and worked together throughout the Spring 2018 semester to adapt classroom activities and materials to the ALC environment.

digital advance

Campus Website Development

Our web team developed over 2500 new pages for campus websites. All pages meet accessibility, usability, and identity standards.

We trained over 200 CSULB staff editors on using our content management system and best practices for crafting their content for a modern, mobile-first audience.

The team completed the build on 20 major sites, including moving the entire College of Education in Fall 2017.

Campus Curriculum Support

Partnering with Academic Programs, ATS staff completed a redesign of the Undergraduate and Graduate Catalog and transitioned academic program information to Digarc, a new interactive platform. This collaborative online tool will significantly improve the process for faculty and staff to make changes to campus curriculum.

Software Access for All

Licenses for academically-related software products such as Lynda.com, Qualtrics, Mathematica, SPSS, MS Office 365, SAS, and Adobe Creative Cloud are maintained by Academic Technology Services through our Software Depot site. New software additions in the past year include SPSS (home use for students, NVivo (home use), and MATLAB.



foundational efficiency

Classroom and Desktop Support

Our Classroom Support team responded in-person to over 4200 service calls to assist faculty with media equipment and computer operations in University-supported classrooms. In addition, we replaced and upgraded media equipment in numerous university-supported classrooms as well as the Barrett Conference Room and Anatol Center.

The primary focus this year for our Desktop Support team was to improve the faculty experience with computer equipment in university-supported classrooms. An auto-login system was enabled and instructors' access privileges were elevated. "Deep Freeze" software was also installed to safeguard private information by returning computers to their pristine state upon reboot.



SOAR Redesign Project Wins Gold

In the fall of 2017, Academic Technology Services worked closely with Student Affairs to redesign the freshman and transfer orientation program (SOAR) to convert some of the in-person content to an online course.

The reimagined, digital orientation gave students a convenient way to access important information for a positive first-year experience at CSULB. By saving time out of a busy day at SOAR, students were able to focus more on making connections with peers and consulting with advisers.

ATS and the CSULB team received the Gold Award in the category of 'Supporting Student Success' as part of the Cal State Tech Conference in August 2018.

the future

Curating technology that is best suited for an academic environment requires critical analysis and testing.

Academic Technology Services actively investigates emerging trends and tools to assess their viability for CSULB. Some initiatives in progress for the next academic year include the following:

BeachBoard Portfolio

A digital platform to showcase the variety of ways students gain knowledge, skills, and abilities to use for academic advancement or job applications.

Learning Object Repository (LOR)

Integrated into BeachBoard, the LOR is an open, educational resource where course materials and templates can be shared among CSULB faculty.

24/7 Chat Support for Students and Faculty

This after-hours service is available for students and faculty when the BeachBoard Support desk is closed.

Educational Data and Analytics

ATS is re-envisioning the way it looks at institutional and educational data and plotting out methods to better connect faculty and students with success.



Quality Assurance for Online/Hybrid Courses

Quality Matters (QM) is a faculty-centered, peer review process designed to certify the quality of online courses. ATS aims to build awareness of QM, instilling a different training and development workflow style for faculty.

Artificial Intelligence Support Integration

Engineers in ATS are looking at new ways to use artificial intelligence to bolster our support and critical analysis abilities for faculty, students, and staff.

Student Perceptions of Teaching (SPOT) Process Enhancement

A new, more robust, web-based course selection interface is being developed to replace the current, manual process.

Natural User Interface Research

Closely following trends in other fields, ATS plans to pilot gesture and speech recognition tools to boost digital equity and accessibility across campus.



csulb.edu/ats