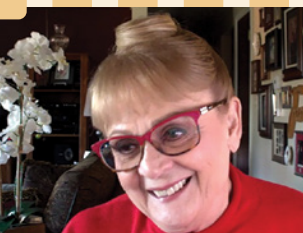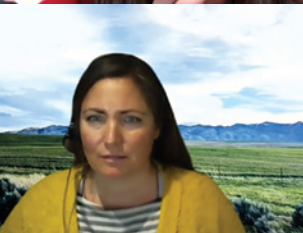Connected 26,000+ partners and community members with Career Education news and resources

Marketed video tutorials to help teachers, resulting in over 72,000 YouTube views

KUEN LOCAL CONTENT AND SERVICE REPORT TO THE COMMUNITY FOR 2020

PRESENTED BY THE UTAH EDUCATION AND TELEHEALTH NETWORK, JANUARY 2021

Redesigned UEN-TV's daytime schedule to include more programs for children learning from home

Procured and installed a new mountaintop transmitter for KUEN in under 30 days

Provided advanced malware protection software for every system connected to the network from 75 healthcare sites

KUEN BROADCAST AREA

100 GIGABITS/SECOND BACKBONE

40 GIGABITS/SECOND BACKBONE

20 GIGABITS/SECOND BACKBONE

10 GIGABITS/SECOND BACKBONE

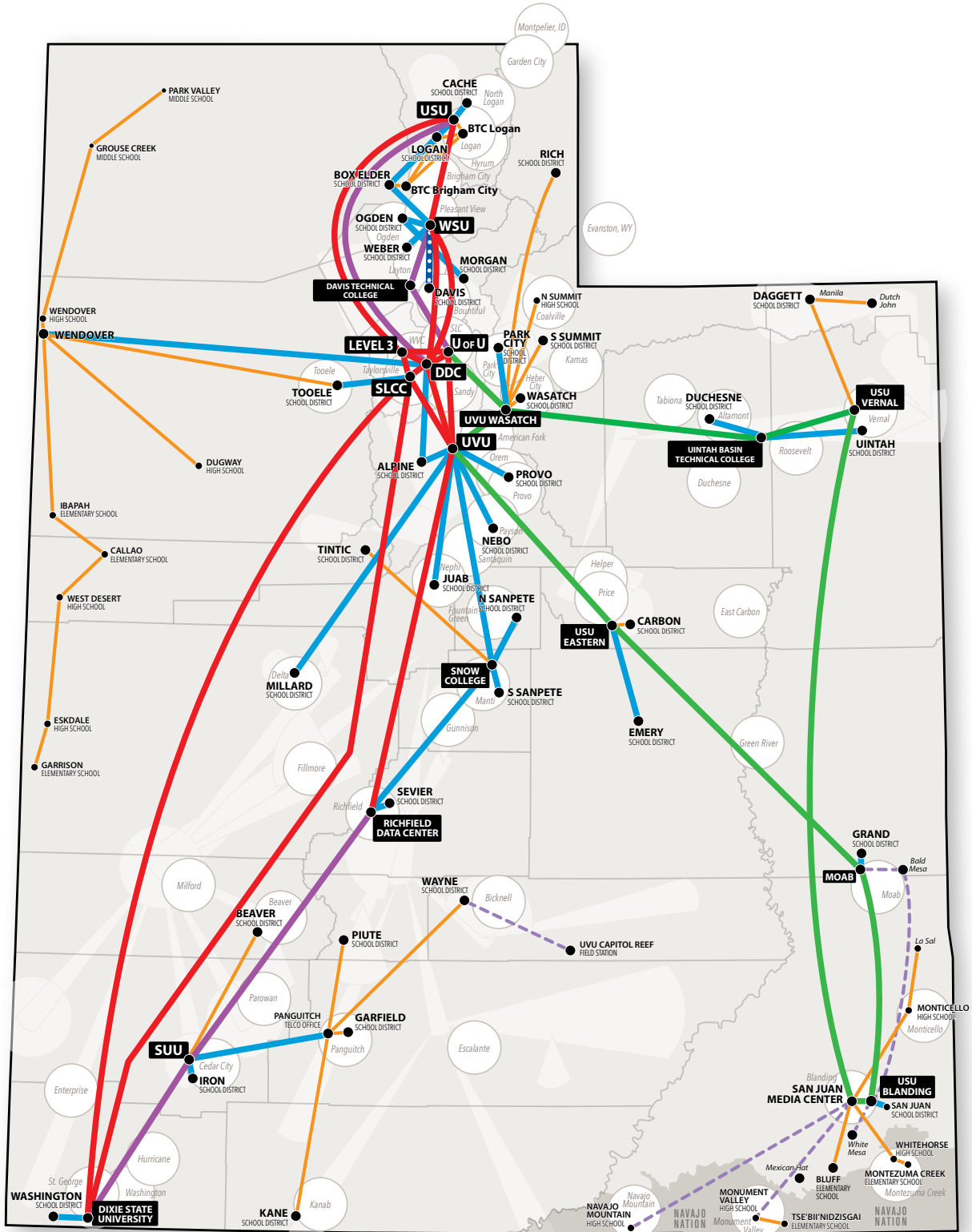**10 GIGABIT/SECOND ETHERNET**

1 GIGABITS/SECOND ETHERNET

200 MEGABITS/SECOND ETHERNET MICROWAVE

NAME POINT OF PRESENCE (POP)

Name COMMUNITIES SERVED BY UTAH TELEHEALTH NETWORK (UTN)

We're here for Utah
We're here for you

uen
Utah Education and Telehealth Network

Members of the KUEN/UETN Community:

This space in our *Annual Report to the Community* is usually dedicated to summarizing our services and accomplishments. And while you'll see plenty of that in the pages to come, it seems a different approach is in order for 2020. Rather than reflecting on what we have done for Utahns, we'd like to open our report by extending gratitude for what our community has done for us, the leaders and staff of UETN.

Thank you for your partnership. While adjusting to a home-based workforce and the combined stressors of pandemic, earthquakes, tree-toppling windstorms, economic uncertainty and civic tensions, our partners joined with us to collaborate in new and innovative ways. We are grateful that long-established relationships with partner organizations and individuals achieved beneficial results.

Thank you for your patience. This year, guidance from our community reminded us to value well-being and inclusivity above deadlines and deliverables. In support of these priorities, we were able to retain 100% of staff positions and find innovative ways to work together. We are grateful that our governing board and community gave UETN the space we needed to adjust, recraft and approach our work anew.

Thank you for your trust. The Utah legislature appropriated to us federal CARES Act funds three times our usual annual budget and entrusted us with over 250 projects to benefit education, libraries and healthcare. We are grateful for the confidence of leaders and the institutions we serve. As you'll see in this report, we delivered.

Enjoy reading the stories of success in this report. Our entire community had a hand in achieving them.

Sincerely,

Laura G Hunter, PhD
KUEN Station Manager
UETN Chief Operating Officer

Broadcasting in the Beehive State
SINCE 1986

uen
UTAH EDUCATION NETWORK
UEN.ORG

UEN-TV | TV for Thinkers: education programs for lifelong learners of all ages on channel 9.1
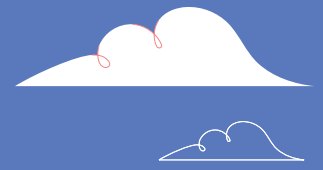
FNX
FIRST NATIONS EXPERIENCE

FNX | Native American and Indigenous entertainment and news on channel 9.3

NHK WORLD JAPAN

NHK World-Japan | English-language news and culture programming from Japan on channel 9.4

We're here with critical infrastructure

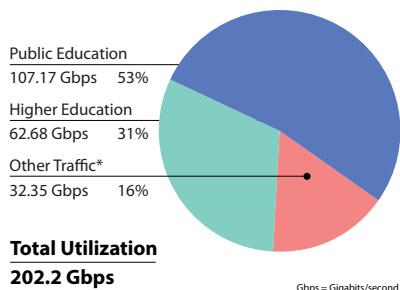## Helping rural counties gain Internet access

Laying fiber-optic conduit in soft ground is one thing. Cutting through solid rock to facilitate fiber is another. On September 23, UETN celebrated a major milestone with Strata Networks in extending broadband capacity to the Daggett County School District in Utah's Daggett County. With 426 households spread over 700 square miles, the county is one of Utah's least populous and is the location of the Flaming Gorge Dam and National Recreation Area. Community leaders praised UETN's work, noting the economic, education and healthcare opportunities that will result.
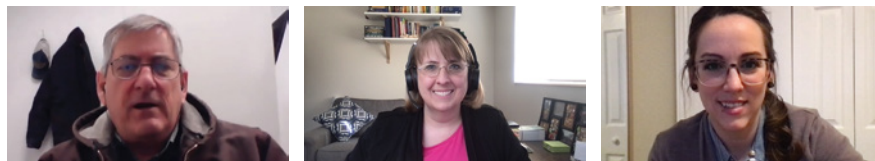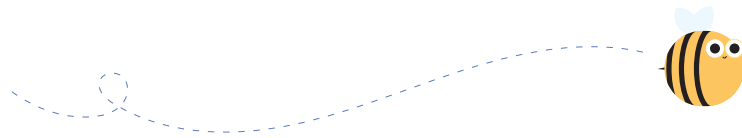
Coordinated first-ever broadband fiber to Daggett county and portions of San Juan county including the Utah portion of the Navajo Nation, bringing high-speed broadband to rural Utah

Overall Bandwidth Utilization

Public Education
107.17 Gbps   53%

Higher Education
62.68 Gbps   31%

Other Traffic*
32.35 Gbps   16%

Total Utilization
202.2 Gbps

Gbps = Gigabits/second

Bandwidth measured by peak 95th percentile. UETN NOC 11/20
Libraries, healthcare, State of Utah, etc.

> "We wouldn't have been able to do everything that we did to impact as large an area as we did without UETN's help."
>
> **– KURTIS OLSEN, UTAH VALLEY UNIVERSITY NETWORK AND TELECOM**

Boosting broadcast signal to reach more Utahns

In December, UEN-TV implemented a new broadcast transmitter that improves service to rural areas, including preparing for the rollout of ATSC 3.0 broadcast. KUEN reaches 952,470 households, making its market 30th in the nation.

Supporting government transparency during crisis

In an unprecedented technical feat, UETN coordinated emergency legislative sessions related to the pandemic. Lawmakers convened over UETN's video conferencing infastructure, and sessions were simulcast and captioned for the public on two KUEN broadcast channels.

Creating safer on-site learning

Social distancing created an immediate need for broader wireless coverage in Utah schools and colleges. UETN helped 130 schools add more wireless access points to support social distancing while still providing internet access for learners.

Worked with 130 local schools to improve access to wireless internet for their students

We're here for our community
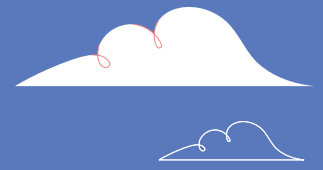
Celebrating Education Wins in 2020

Utah educators met this year's unprecedented challenges with innovative ways to help learners stay on course, and UETN Media Services met them with new ways to tell their stories.

Using virtual production techniques and a nod to John Krazinski, our crew created *Some Good Education News*, a fun way to amplify stories of resilience and dedication across the state. UETN produced more than 150 new videos and podcasts in 2020.

"I so enjoyed Some Good Education News. It was a breath of fresh air to hear some positive stories occurring amongst so much turmoil."

– RICK GAISFORD, UEN ADVISORY COUNCIL

155 new productions   IN 2020

700+ Internet devices
TO THOUSANDS OF PUBLIC LIBRARIES

Produced safely distanced interviews for original programs like *Some Good Education News*

Helping thousands of library patrons check out the internet

UETN worked with Utah State Library to launch hotspot lending programs that brought more than 700 internet devices to the households of thousands of patrons in high need communities.

Keeping college students on track

When campuses closed due to COVID, students reliant on campus tech services were in danger of falling behind. Through a program administered by UETN, campus libraries created programs for emergency lending of laptops, hotspots and software empowering college students to stay on track to graduation.

Delving into professional learning

UETN's PDTV series spread the word about smart solutions and effective practices for educators on a range of relevant topics such as Accessibility, Canvas and more.
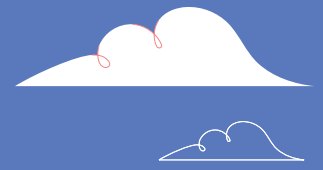
Turning educators into producers

Seeing a need from faculty producing online instruction for the first time, UETN's production team rapidly produced a video series on remote production for educators including tips for lighting, audio, framing and green screen.

Engaged more than 1,000 community members through events featuring UEN-TV programming and services

We're here for learners

Distance Education essential during COVID

Utah's foresight to invest in connecting students helped our state pivot to online and blended learning during the pandemic:

- UETN facilitated educational software purchases totaling $29 million, benefiting Utah learners and educators.

- UETN's distance learning system hosted 40,500 online courses, many for dual college and high school credit.

- Online courses in Canvas, the learning management system that UETN licenses and supports, reached 485,000, making the emergency transition to remote learning due to the pandemic less disruptive.

Saved schools more than $11 million this year through software consortium purchases

Connecting learners with critical platforms

In response to the pandemic, with CARES funds, UETN ramped up access to learning software to 100% of Utah public school students. Statewide licensing of Canvas, Portfolium, Proctorio, Turnitin, Unicheck, Zoom, Webex, Nearpod and Adobe platforms meant learning could take place in school or at home without disruption.

## Supporting teachers and students with Canvas

UETN was able to use CARES funding for Canvas software to continue providing educational services during periods of COVID-19 health closures and restrictions. This software supported distance learning for students, asynchronous and synchronous blended learning, and telework capabilities for faculty and instructors.

Extending access to online learning

When remote teaching accelerated the need to improve inclusivity, UETN partnered with captioning companies and community experts to fund webinars, consulting and other support for colleges to rapidly adapt online instruction to better serve all students.
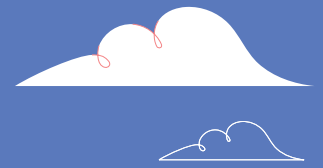
40,500 online courses

HOSTED VIA UETN DISTANCE LEARNING

SEPTEMBER 2019 **336,589** +41%
2020 **475,871**

GROWTH IN K-12 CANVAS USAGE
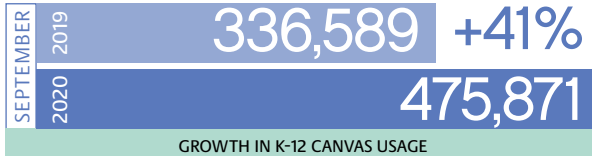
Helped deliver technical support and training for 25,000 new web conferencing accounts

We're here for educators

UETN helps Reimagine Teaching

The Reimagine Teaching program recognized 7,240 educators and librarians who used personal time to adapt instruction and services to pandemic conditions. With support from the CARES Act, K-12 and higher education educators and public library staff who completed four hours of relevant professional learning received $200 gift cards to compensate them for their time. The program also made available hundreds of professional learning opportunities, empowering participants to engage in topics that best fit their individual needs and boosting morale for hard-working faculty and librarians.

28,960 hours
OF PROFESSIONAL LEARNING COMPLETED BY PARTICIPANTS IN *REIMAGINE TEACHING*

Helped recognize more than 7,000 educators and librarians for extra work in exceptional circumstances

> "The professional development that I participated in through *Reimagine Teaching* has improved not only my pandemic teaching, but my overall teaching."
>
> **– MELISSA VOORHEES, TEACHER, MURRAY SCHOOL DISTRICT**

Creating resources for blended learning

UETN funded dozens of community partners like Utah science and art museums to adapt in-person activities to online experiences and instructional materials. At a time when patron support and ticket sales ceased, this partnership benefited local organizations and the Utahns who rely on their services.

Supporting teacher and student well-being

To meet demand in a year of radical uncertainty, UETN worked with partners including the Utah Division of Multicultural Affairs to create 18 courses to help educators address social and emotional barriers to learning. Course topics included mindful meditation, recognizing systemic racism and gender biases, and universal design for inclusive and effective learning environments.

Shared ed tech strategies at UEN's Reimagine Learning Virtual Conference for 1,066 educators

We're here for health
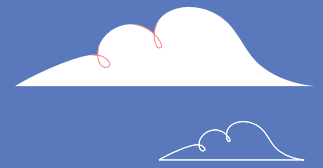
Meeting increased demand for telehealth

As the regional hub for the Northwest Regional Telehealth Resource Center (NRTRC), UETN saw a 700% increase in technical assistance requests from 2019 to 2020. The growth is part of a national explosion in demand for virtual healthcare. To better serve providers and patients, UETN boosted telehealth capacity with enhanced security, backup power supplies for rural sites and additional staff.

NATIONAL TELEHEALTH DEMAND SURGED BY

4,000%

700%

INCREASE IN TELEHEALTH TECHNICAL ASSISTANCE

747 hours

OF HEALTH AND FITNESS PROGRAMMING AIRED ON UEN-TV

Advised the Legislature's Health and Human Services Interim Committee on policy to increase access to telehealth

School-based telehealth for rural districts

UETN procured telehealth kits for 175 schools that lack a full time nurse on site. The kits include tools like digital stethoscopes and dedicated tablets for HIPAA-compliant care even when miles separate students from their school nurse.

Training telehealth providers

UETN helped create three new online courses to deliver much-needed professional learning for successful telehealth delivery. Nearly 9,000 healthcare professionals registered for the program.

### UTECH virtual labs for nurses

Unable to get clinical experience during the pandemic, nursing students were at risk of falling behind. With simulation software and equipment made possible through UETN, Bridgerland and Uintah Basin Technical Colleges were able to keep students on track to getting workforce ready.

Documented milestones with photography and articles for national publications

We're here for partners
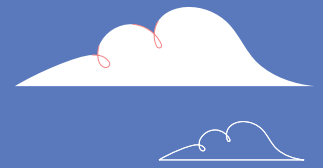
Empowering partners to address digital learning surge

UETN's tools for distance education proved essential to higher education partners when the pandemic hit. The ability to seamlessly integrate numerous UETN-procured tools within Canvas has been particularly helpful. Kevin Reeve, Director of Academic and Instructional Services at Utah State University, explains that faculty use Kaltura to produce and embed video, Verbit for automatic closed captioning and Proctorio for administering exams, all from within their Canvas classrooms. Such efficiencies are more than a convenience: they have allowed busy educators and students to better focus on content while improving accessibility and addressing an exponential increase in demand.

"All the integration with our tools will be beneficial long after COVID is over."

– SHELLEY BELLFLOWER, UEN ADVISORY COUNCIL

7,000+ hours
OF ONLINE COURSE VIDEO CAPTIONING

Guided seven informal science education partners to shift from in-person to online field trips

E-RATE guidance saves districts time and money

UETN provided more than 30 trainings to help school administrators streamline application efforts for telecommunications reimbursements.

Leveraging partner strengths

UETN worked with more than 150 partners to complete more than 250 projects addressing critical infrastructure and resource needs created by pandemic conditions. Utah CARES Act funding provided support.

STEM programs reach new audiences

With the Natural History Museum of Utah, UETN made Research Quest, an engaging science experience, available online to kids everywhere. Research Quest delivered live and on-demand science inquiry activities to thousands of middle-school learners and their families.
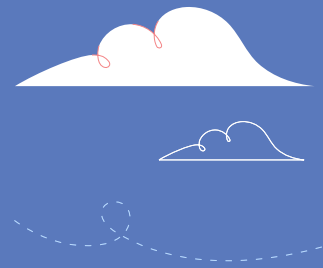
Celebrating Women's History Month

Hundreds of community members participated in screenings of *Warrior Women* and discussions with special guest Madonna Thunder Hawk, who shares her story in the film.
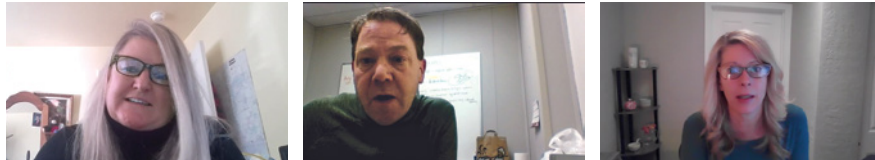
Convened more than 600 technology leaders and specialists at virtual Tech Summit

We're here for public service

Performing with the highest professionalism and quality

We follow sound fiscal and management practices in a responsible and efficient way. We create and reinforce trust by communicating openly about our work.

Income

State Appropriations	$32,314,609	63%
Federal E-Rate	$13,490,736	26%
KUEN Grant	$4,147,917	8%
Other	$1,221,056	3%
TOTAL	**$51,174,318**	**100%**
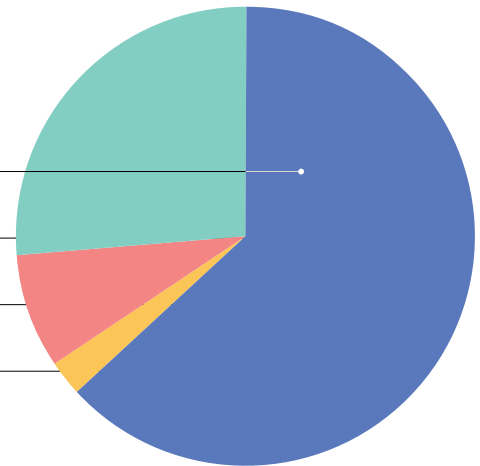
Expenses

Network	$29,443,580	58%
Applications	$10,241,362	20%
Operations	$5,076,798	10%
Support	$2,239,793	4%
Broadcast	$2,147,831	4%
Telehealth	$2,024,954	4%
TOTAL	**$51,174,318**	**100%**
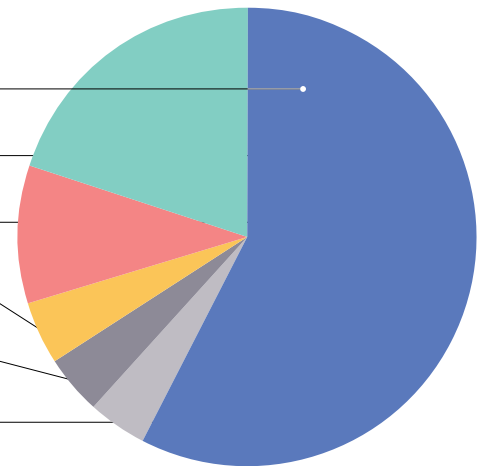
FY2020 Financials excluding CARES Act

UETN CONNECTS

665,306
K-12 STUDENTS AT **1,022** SCHOOLS AND FACILITIES

70+
HOSPITALS, COMMUNITY HEALTH CENTERS, CLINICS, LOCAL HEALTH DEPARTMENTS, AND DIALYSIS CENTERS

MORE THAN
1.6 MILLION PAGEVIEWS OF
Utah's Online **Library**

5.5 million+ unique visits to uen.org, UTAH'S PUBLIC MEDIA WEBSITE FOR EDUCATION

189,021
POSTSECONDARY STUDENTS AND TRAINEES

3.2 MILLION POTENTIAL PATRONS
AT **134** PUBLIC LIBRARIES & BRANCHES

81,774
EDUCATORS AND STAFF FROM PRE-K THROUGH COLLEGE

70,884 page views OF PRESCHOOL PIONEER AND ESCUELA PREESCOLAR, UTAH'S LIBRARY FOR YOUNG LEARNERS

50,000 UNIQUE CLASSROOM VIDEO SESSIONS
VIA CONFERENCING FOR THE 2020 SCHOLASTIC YEAR

1,600+
EDUCATION AND COMMUNITY SITES AND HEALTHCARE FACILITIES CONNECTED VIA UETN'S WIDE AREA NETWORK

475,871
K-12 STUDENTS
—AND—
215,415
HIGHER ED STUDENTS
ENROLLED IN COURSES DELIVERED THROUGH CANVAS LMS

1 MILLION
—HOUSEHOLDS—

PUBLIC SERVICE PROGRAMMING ON KUEN'S BROADCAST CHANNELS:
UEN-TV 9.1 | **FNX 9.3** | **NHK WORLD-JAPAN 9.4**

$25.3 MILLION
IN TELECOMMUNICATION FUNDS RECOVERED FOR UTAH SCHOOLS THROUGH THE E-RATE PROGRAM
Fund Year 2019

EMEDIA GROWTH:
11,372 — Open Educational Resources (OER)
101 — Resource Collaboration Groups
20,000+ — Digital Instructional Resources

241,079
VISITS TO EMEDIA

203,545 VIEWS OF VIDEOS ON UETN WEB PAGES

15,992
PARTICIPATED IN
176,194 HOURS OF
UETN PROFESSIONAL LEARNING FOR EDUCATORS

As of November 2020

2020 Productions

ART CONNECTION: UMFA Art Ambassadors / Utah Women's History Through Art / **CAMP TV:** Animal Adaptations / Food Webs / Our Backyard / **CONSIDERING CAREERS: STACI SNOW** / **HOGLE HOME SAFARI:** Adaptations / Food Webs / Sexual Selection / **LEARN @ HOME:** Adding Time to Climb to Nearpod Lesson / Admin Communication Norms / Canvas Communication / Canvas K-2 / COVID-19 Lessons from Nearpod / Creating and Using Flipgrid / Creating Canvas Discussions / Customize YouTube Videos with Playposit / Effective Online Discussions / Exploring Wonderopolis / Gale Opposing Viewpoints / Google Docs Cloud Assignment in Canvas / Integrating Flipgrid with Nearpod / Making the Most With Modules / Managing Modules in Canvas / Mobilizing Learning with Canvas Apps / Monitoring Student Analytics in Canvas / Nearpod - Student Paced Lesson / Nearpod Integration for Google Slides / Preschool Pioneer Tools / Quizzes with Google Forms / Recording Video in Canvas / Secure Your Zoom Room / Seesaw for K-6 Classrooms / Sharing Online Educational Games and Activities with Your Students / Using Gale Research Database LTI in Canvas / Using Nearpod with Canvas / Video Chats with Google Meet / Visual Canvas Home Page / YouTube Playlists / **PDTV:** Accessibility / Canvas Course Templates / Computer Science Course & AR/VR Tools / CS in Juab School District / Minecraft EDU / Tech Tools for Personalized Learning / **ONLINE PROFESSIONAL LEARNING NORMS** / **REMOTE PRODUCTIONS:** Green Screen / Hard Drive / iPad & Accessories / Lighting Pt 1-Ring Light / Lighting Pt 2-Mini LED / Lighting Pt 3-Demo / Rode Mini Microphone and Apple AirPods / What's in Your Bag / **SCITECH NOW: RESEARCH QUEST** / **SOME GOOD EDUCATION NEWS:** Back to School: Stronger Together /

Continuing the Hard Work of Learning / Finding the Good / Utah Keeps Learning / **THE UEN CANVAS REPORT / UEN ADOBE SPOTLIGHT: BEGINNERS GUIDE TO ADOBE SPARK / UEN CANVAS TUTORIALS:** Add Files to Module / Adding a Commons Template to a Course / Content Pages / Course Navigations / Creating a Homepage / Discussion Rubric / Due Date Flexibility / Giving Feedback / Gradebook / Group Assignments / How to Use Commons / How to Use Rubrics / How to Use the Discussion Tool / Importing Content / Mastery Paths / Mobile Device Design / Module Navigation / Module Prerequisites / Module Requirements / Modules / New Quizzes / Peer Review Assignments / Question Banks / Quizzes / Setting Up Assignments / Speedgrader Demo / Student Progress / Touring the Inbox / Using Announcements / Using LTIs / Using the Calendar / Videos in Discussions / **UEN HOMEROOM:** Addressing Racism in Schools / Back to School series / Bringing Play to the Classroom / Building Culture Through Language / Burned In Teacher / Digital Citizenship for Modern Learners / Digital Literacy for Students / Digital Teaching and Learning Across Utah / Enhancing Student Learning Using Robotics / Exploring Creativity with Adobe Tools / Games Are for Learning / Google Certified Coaching / Grassroots Learning at Edcamp St. George / Hour of Code / Innovation During COVID / Learn @ Home series / Next Vista for Learning / Providing Students Real World Experiences / Providing Support for LGTBQ+ Students and Faculty / Public Media and Education / Reimagine Teaching / Scrible for Improved Research / Supporting Parents During COVID Learning / The Power of Coaching in Education / The Power of Structured Classroom Discussions / UCET Live series / Year Two in Review / **UEN NEARPOD NEWS / USING THE NEW RICH CONTENT EDITOR IN CANVAS:** Adding Documents in RCE / Adding Video in RCE / New Apps Tool in RCE / New Image Tool in RCE / Using the Link Tool in RCE / **UWLP:** Emotional Wellbeing / Exploring Intersectionality / Feeling Like a Fraud / Getting It Together / The Gender Wage Gap / Writing for the Popular Press

Utah Education and Telehealth Network

We network for education and healthcare

Strategic Plan 2020-2025

UEN
UEN.ORG

UTN.ORG

PURPOSE

We connect people and technologies to improve education and healthcare in Utah.

INITIATIVES

NETWORK
We will administer a secure, advanced, and stable network.

Grow capacity > Anticipate and plan for demand and other exigencies > Manage security risk > Support High Performance Computing for research > Merge UEN and UTN infrastructure > Leverage peering

APPLICATIONS
We will curate and support high quality resources and tools.

Align to core needs and standards > Support certificate and degree programs of our partners > Maximize cost savings and collaborations through consortia > Improve accessibility

SUSTAINABILITY
We will secure ongoing funding for our work.

Be transparent and efficient > Maximize E-Rate and HealthCare Connect > Seek grants and partnerships > Leverage state and national initiatives > Liaise with appropriators and partners

BROADCAST
We will deliver programs and projects to benefit our community.

Program content to educate and inspire > Produce new media > Engage with and amplify the work of community partners > Build capacity with emerging media platforms: cross reality media, live linear streaming, NextGen TV, and others > Collaborate with peer stations

TELEHEALTH
We will assist health care organizations to achieve the triple aim of reduced costs, higher quality, and increased patient satisfaction.

Foster telehealth adoption and deployment > Serve as a regional Telehealth Resource Center > Develop valuable and timely telemedicine resources > Serve as a neutral convener for telehealth initiatives > Maintain HIPAA compliant systems and environment > Advance access to telehealth services

PROFESSIONAL LEARNING
We will provide excellent professional learning experiences to support our stakeholders.

Coordinate and provide training for state-licensed software > Increase support for school administrators, libraries and higher education > Provide opportunities to earn Ed Tech endorsement and related credentials > Produce quality multimedia professional learning content > Continue to understand and promote progressive practices that enhance education through technology

OPERATIONS
We will make decisions and take actions that match our values.

Support Board governance and Advisory Councils > Update policies and service catalog > Improve diversity and inclusion > Communicate our work through publications and media

PERFORMANCE INDICATORS
We will track and report our performance, learn from and make decisions using data.

1. 100% of sites are connected at sufficient capacity to meet need 2. Network uptime and availability are 99.9% or greater 3. Number of videoconferencing clases for education and telehealth increase 4. Amount of telehealth technical assistance provided 5. Website, social media and app utilization metrics show increased engagement 6. Data show cost savings through consortia purchasing 7. Increase in PD-courses, credit hours, and endorsements completed 8. Finances are stable and sustainable 9. The percentage of return on E-Rate and Rural Healthcare funds increases 10. The percentage of return on E-Rate and Rural Healthcare funds increases 11. Measures of staff and constituent satisfaction remain positive

VALUES

Service: *open, honest, clear and respectful interactions, documented policies and actions*

Innovation: *new ideas and creative solutions, a responsible risk-taking culture*

Diversity: *inclusion and respect for all, staff and governance representative of all we serve*

Integrity: *fairness, impartiality, balance, equity*

Fiscal Responsibility: *good stewardship, public trust*

Empowered Staff: *opportunities for professional growth, market-aligned compensation*

Communication: *seek input; give voice to staff and stakeholders, support engagement across platforms*

Safety: *welfare, security, and well-being of staff and constituents*