

Utah Education Network

2004 Strategic Plan



FY 2004 Plan Instructional Services Update Q3

Goal 2: Aggregate and deliver a suite of high quality educational resources for students, educators, staff, and administrators that are determined by our stakeholders to be best provided at a statewide level.

Objective 1: Provide resources aligned to academic disciplines and curricula.

- Once again, visitors to the UEN website increased this quarter.
- UEN.org recorded over half a million visitors in March - averaging around 18,000 visitors each day (best month ever outside of Feb 2002)

Objective 2: Establish audience-specific web sites with easy access to resources.

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Objective 3: Build Pioneer utilization and awareness.

- In March alone, K-12 Pioneer Library added nearly 18,000 visitors, almost 30,000 more than March of last year
- Ongoing work with Technical Services to resolve IP addressing and Pioneer authentication issues.

Objective 4: Support USOE testing and electronic portfolio initiatives.

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Objective 5: Support USHE pilot testing and potential deployment of enterprise-level e-learning tools and services.

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Objective 6: Support faculty use of Internet 2.

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Objective 7: Conduct technology integration workshops focused on UEN tools and services.

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Objective 8: Establish an online library of professional development resources.

- Completed and posted 34 flash tutorials for professional development

Objective 9: Implement my.uen enhancements.

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Goal 3: Deliver distance learning classes and programs offered by public and higher education that use reliable, real-time, and broadcast-quality videoconferencing technologies.

Objective 1: Establish an IP Video delivery system.

Objective 2: Develop and implement strategies that successfully combine existing EDNET and new IP Video technologies.

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Objective 3: Outline five-year UENSS plan based on emerging transponder scenarios.

Goal 4: Take advantage of KULC's DTV capability using new datacasting and multicasting services.

Objective 1: Multicast digital Annenberg/CPB channel.

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Objective 2: Datacast digital media resources to institutions.

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Objective 3: Encode, index, host, and deliver KUED productions.

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Objective 4: Complete digital master control room and staff training.

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Objective 5: Monitor and communicate emerging research and practices on DTV.

- Ongoing participation in professional development activities, reading professional journals, listservs, and teleconferences with NETA and PBS.

Goal 5: Maintain and improve the competence of UEN staff, and support growth in technological competence of teachers, faculty, and public education and university/college IT staff members.

Objective 1: Ensure internal UEN staff has proper training to support current and future network goals and operations.

- Staff attended professional development workshops, including required personnel and management training from University of Utah Human Resources department.

Objective 2: Provide training to enhance the technological competence of higher education, public education, library, and other stakeholder staff members.

- Conducted 21 Web Academy workshops

Objective 3: Ensure that UEN staff has knowledge of best educational practices and their application with technology to support future goals and operations.

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Objective 4: Participate in and conduct workshops that support best technical and educational practices.

- Licensed and presented PBS Adult Learning Service satellite workshop for distance educators and administrators, 8 participants from 4 sites
- 4,662 teachers trained through Intel Teach to the Future, surpassing goal of 4,400
- 60 teachers participated in Seeing Reason pilot workshops
- 86 teachers completed a 6 week online course from PBS Teacherline
- 117 professional development classes were taught in Q2 for 1691 participants

Goal 6: Strengthen educational technology governance at the state, regional, and local levels through improved coordination and cooperation among UEN’s stakeholders.

Objective 1: Identify and eliminate gaps in the effective governance of UEN by our education stakeholders.

Objective 2: Improve coordination with UEN Steering Committee, subcommittee, and advisory committee members.

Objective 3: Request new state funding only for the highest priority needs of the Network, and maximize the benefit of state tax funds through increased support from external grants and other revenue sources.

Objective 4: Increase revenue from grants and E-rate reimbursements.

Objective 5: Assure that Utah Education Network policies and procedures provide structure for state-level IT coordination, and are fully accessible, well-organized, current, and complete.

Objective 6: Develop network operating agreements with higher education institutions and school districts that do not yet have agreements.

Goal 7: Be accountable to our stakeholders by measuring, tracking, and reporting performance and satisfaction with UEN-provided services.

Objective 2: Fully implement the UEN Service Report on network performance.

Objective 3: Report monthly statistical analyses of usage of www.uen.org, EDNET, UENSS, and other UEN programs and services.

- Web use reported on www.uen.org/is, link in the right column

Objective 4: Report on pilot-tests of new delivery systems, technical experiments, and product trials.

Objective 5: Solicit and report findings from informal and formal feedback on services.

Objective 6: Research and publish white papers on timely issues.

- Distributed (Howell, S., Williams, P., and Lindsay, N. (2003) *Thirty-two trends affecting distance education: An informed foundation for strategic planning*. To E-Learning workshop and Continuing Education Deans and Directors.