The COVID-19 pandemic has provided The Utah Education and Telehealth Network with an array of challenges in 2021. UETN responded quickly to support Utah’s K-12 schools, colleges, universities, libraries, clinics, and hospitals.

UETN has a wide-ranging mission to provide broadband internet access in service of Utah’s educational and healthcare institutions, and to provide services to teachers and learners and clinicians and patients. Our response to the pandemic has required investments in hardware to advance our technological mission, and investments in software and services to help those who use our network.

We believe access to educational and healthcare services is a critical state function, and during these challenging times, UETN has stepped forward to provide top-tier services to the people of Utah and to our client organizations.

During the pandemic, the Utah Legislature provided a one-time grant of $125 million of CARES funding to UETN to make critical network upgrades and distribute urgent funding to its stakeholders for pandemic-related expenditures. UETN and its partners completed more than 250 projects including:

- Significant network upgrades to support enhanced equipment and tools to respond to the pandemic and accommodate ongoing growth.
- Extensive WiFi upgrades at both K12 and higher education institutions throughout every part of the state to support increased technology usage as instructors provided remote and blended learning.
- Multiyear software contracts to allow K12 and higher education instructors to utilize technology both in the classroom and remotely.
- Providing Utah’s higher education institutions and libraries an opportunity to purchase laptops and hotspots. These devices were lent to students and patrons to support remote learning, working from home, and other key functions.
- Opportunities and incentives for Utah’s teachers to obtain additional professional development training as they moved to online and blended teaching.
- Telehealth kits to Title I schools in rural and remote areas, to ensure access to nursing services.

Because this work is funded by the public, we take our stewardship of those dollars seriously. We pride ourselves on building partnerships, on finding ways to be cost-efficient, on being innovative in ways that stretch every dollar.

We invite you to learn more about us in the following pages and at our website www.uen.org.
We connect people and technologies to improve education and healthcare in Utah.

PURPOSE

- Educational Equity
- Quality Learning
- System Values
- Affordable Participation
- Timely Completion
- Innovative Discovery
- Technically-skilled workers to Utah employers
- Promotion of local and statewide economic development
- Market-driven technical education

UETN SERVES:
- 21 Organizations and 75 Rural and Critical Access Hospitals, Community Health Centers, Clinics, Dialysis Centers and Local Health Departments
- 141 Public Libraries, Branches and Bookmobiles Serving 3.23 Million Utahns
- 202,555 Students
- 42,412 Faculty and Staff
- 16 Institutions
- 8 Technical Colleges
- 675,247 Students
- 36,586 Educators

Note: Includes Technical Colleges

FINANCES

- Utah State Library Division, 2020
- Utah State Library Division, 2020

- 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 classes 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. Measures of staff and constituent satisfaction remain positive

Updated by UETN Governing Board, October 2021

Strategic Plan 2020-2025
Utah Education and Telehealth Network
We network for education and healthcare
UETN manages a large data network – UETN Video
This statewide service

First Nations Experience (FNX) 9.3 shows programs by
full schedule of programs to engage learners of all ages;
organizations to avert large threats and incidents.
works in partnership with national and global security
trends, and mitigates infrastructure vulnerabilities. UETN
attacks on the Network, identifies miscreant tools and
Network Support continuously tracks, reports and
thousands of dollars per month by purchasing Internet
clinics and hospitals. The Network saves Utah institutions
schools and universities, State and county agencies, libraries,
used by the State of Utah to support the state’s growth and
infrastructure carries high speed Internet data and

INTERNET ACCESS – UETN manages a large data network
used by the State of Utah to support the state’s growth and
economic development goals. It also provides the capacity
for more than 840Gbps (gigabits per second) of Internet

INTERNET FILTERING – UETN licenses content filtering
software on behalf of Utah K-12 public schools, and public
libraries to limit child exposure to harmful content such as
violence and pornography. In addition to protecting
children, this enables Utah schools and libraries to meet
requirements of the Children’s Internet Protection Act
(CIPA) and maintain eligibility to receive E-Rate funding.
UETN also provides and coordinates internet filtering with
healthcare facilities.

2. Application Services

Working with stakeholders, UETN licenses or develops
multiple applications that meet education and telehealth
needs. It optimizes costs of services through shared
support, infrastructure and procurement.

UETN VIDEO CONFERENCING – UETN Video
Conferencing is Utah’s high quality, high definition
conference system for education, telehealth and
government. Tousands of students and educators use it
evry day for live, instructor led classes, collaborative
meetings, training and other special educational events.
UETN Video Conferencing also incorporates robust
desktop video conferencing option, such as Webex and
Zoom, allowing students, instructors, and administrators
to collaborate from almost anywhere.

LEARNING MANAGEMENT SYSTEM (LMS) – Working
with other Utah institutions, UETN licenses and supports
software to manage on-line components of in-person and
online classes; a shared platform for information sharing
learning collaboration. UETN contracts with Utah-based
Instructure for its Canvas LMS. T e eNetwork regularly
convenes higher and public education partners who work
collaboratively to maximize this service.

UTAH’S ONLINE LIBRARY – T e statewide network
purchases on-line library resources from national suppliers
at consortium discounts. T e Library provides Utahns
access to research sources such as newspaper articles,
magazines, professional journals and eBooks. UETN
pays for the K-12 portion of the service, with Public
Libraries and Academic/College Library beneficent from
consortium pricing. Preschool Pioneer is UETN’s online
library of resources for young children and their parents
and caregivers.

WEB CONFERENCING – UETN licenses and support
desktop-based conferencing that creates a live, virtual
classroom or, of course, conferences room with two-way audio
video, interactive whiteboard, computer desktop sharing,
one-on-one interviews and chat. Tools available consist of
Zoom (40,000 accounts for K12), Webex (10,000 accounts
for all educational institutions and traditional video
conferencing classroom equipment. Zoom and Webex
conferencing software is instrumental for online education
throughout Utah K-12, academic and beyond. T e tools are
used in interactive classrooms, mentoring, virtual of ce
hours and presentations that include district wide administrative
collaborations.

TEACHING AND LEARNING TOOLS – UETN provides
Utah educators, faculty, and pre-service educators with
tools they need to teach effectively. UETN also supports
various web projects aligned to state education goals,
such as SED( Utah Science with Engineering Education)
learning resources and MediaLibrity. UETN’s eMedia
service includes more than 20,000 videos, images, lesson
plans, and open educational resources. UETN works
closely with the Utah State Board of Education (USBE)
to develop curriculum applications such as the Utah
Core Curriculum Database with curated lesson plans,
applications, and links.

3. Support Services

Support Services provide learning assistance to the users
of UETN infrastructure and applications.

PROFESSIONAL LEARNING – UETN provides courses,
workshops and presentations to help end-users (teachers,
faculty, librarians, principals and clinicians) use
technology and Network infrastructure services of ectively.
Utah’s eTKI technology integration training in-person
and online via the Utah LMS, on-demand training videos
and the Homeroom audio podcast. Our professionals
work closely with district and school leaders to provide
workshops specific to local school needs including include
endorsements and technology credentials for teachers.

REGIONAL SUPPORT – T e UETN Operation Center
and UETN Field Operations provide 24x7 monitoring,
management and regional assistance to the data and
video conferencing network. In addition, UETN helps
sustain four Regional Educational Service Agencies (RESAs)
with technical support, instructional technology support
and personnel funding. T e agencies include NUES,
Northern Utah Educational Services in Heber City;
CUES, Central Utah Educational Services in Richfield;
SEDCC, the Southeast Educational Development Center in
Cedar City; and SESC, the Southeastern Educational
Service Center in Price. T e RESAs provide technical
support, technology services and professional development
to the LEAs within their service area.

4. Operational Services

T e Utah Communication Commission’s Universal Service Fund.
Consumers, such as cell phone users, pay into this fund
as a part of their monthly bills. With UETN’s E-Rate and
Healthcare Connect Fund support, Utah schools,
libraries and healthcare facilities are laying claim to
millions of dollars in funding.

5. Operational Services

T e UETN Video Conferencing, UETN Video

E-RATE AND RURAL HEALTH CARE SUPPORT – UETN
assists Utah public school districts, charter schools,
private schools, libraries, Head Start programs and
healthcare providers to obtain E-Rate and Healthcare
Connect Fund support.

For more information, please visit http://www.uen.org/
UETN Infrastructure Map

Connecting 1700+ locations throughout Utah
What are the main sources of UETN funding and how is it allocated?

As of June 30, 2021

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<td>Interactive Video Conferencing (IVC)</td>
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UETN by the numbers

- **K-12 Students at Schools and Facilities**: 675,247
- **Higher Ed Students**: 215,415

**Enrolled in Courses Delivered Through Canvas LMS**
- Educators and Staff from Pre-K Through College: 78,998
- Postsecondary Students and Trainees: 192,720
- Public Libraries, Branches, & Bookmobiles: 3.2 million potential patrons at 134

**Telehealth Visits Facilitated Per Month**
- 1,800

**UETN Connects**
- 50,000 unique classroom video sessions via conferencing for the 2020 scholastic year
- 1,700+ education and community sites and healthcare facilities connected via UETN’s wide area network

**Public Service Programming on KUEN’s Broadcast Channels**
- UEN-TV 9.1
- FNX 9.3
- NHK World-Japan 9.4

**Cares Projects**
- 250

**Online Telegenic Course Enrollments and Course Completions**
- 41,832 enrollments
- 26,869 completions

**Emedia Growth**
- 11,372 open educational resources (OER)
- 101 resource collaboration groups
- 20,000+ digital instructional resources

**Visits to Emedia**
- 241,079

**Pageviews of UEN.org**
- 70,884

**Unique Visits to Utah’s Library for Young Learners**
- 5.5 million+

**Pageviews of Emedia**
- 241,079

**Visits to Emedia**
- 203,545

**Malathon Participation**
- 15,992

**Public Service Hours**
- 176,194

**UTAH LEGISLATURE PROVIDED A ONE-TIME GRANT OF $125 MILLION OF CARES FUNDING TO UETN**

- **Telehealth Visits**
  - 1,800
  - 50,000

- **Online Telegenic Course Enrollments**
  - 41,832
  - 26,869

- **New Educational Resources**
  - 11,372
  - 101
  - 20,000+

- **Visits to Emedia**
  - 241,079

- **Pageviews of UEN.org**
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- **Unique Visits to Emedia**
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