Welcome to UETN

We network for education and healthcare

UETN connects Utah's K-12 schools, technical colleges, institutions of higher education and public libraries, as well as patients and healthcare providers throughout the state. Whether you're a teacher in Tooele or a physician in Fillmore; a patient in Parowan or a student in San Juan County, UETN provides robust infrastructure, applications, and support for education and healthcare.

As one of the nation's premiere broadband and educational broadcast networks, UETN's success is based on collaboration with lawmakers, the Governor's office, and education and healthcare leaders. Teaming up with technology and telecom providers, we deliver cost effective services to Utahns in urban, suburban and rural areas.

Because this critical work is funded by the public, we pride ourselves on building collaborative partnerships and creating cost efficiencies and innovations that stretch every dollar to benefit the people we serve.

Quality education and accessible healthcare should be available to everyone, regardless of location or circumstance. Our teamwork and technology serve to meet that vision. UETN empowers educators and learners, providers and patients statewide. We invite you to learn more about us in the following pages.

Ray Walker
Chair, UETN Governing Board

Ray Timothy
CEO and Executive Director, UETN
Utah Education and Telehealth Network
We network for education and healthcare

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

**Initiatives**

<table>
<thead>
<tr>
<th>NETWORK</th>
<th>We will administer a secure, advanced, and stable network.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>We will curate and support high quality resources and tools.</td>
</tr>
<tr>
<td>Sustainability</td>
<td>We will secure ongoing funding for our work.</td>
</tr>
<tr>
<td>Broadcast</td>
<td>We will extend programs and projects to benefit our community.</td>
</tr>
<tr>
<td>Development</td>
<td>We will provide excellent professional learning experiences integral to the work of our stakeholders.</td>
</tr>
</tbody>
</table>

**Values**

- Service: open, honest, clear, and respectful
- Innovation: new ideas and creative solutions, a responsible risk-taking culture
- Diversity: respect for all
- Fiscal Responsibility: stewardship, public trust
- Empowered Staff: opportunities for professional growth
- Communication: seek input, give voice to staff and stakeholders
- Safety: welfare, security, and well-being of staff and constituents

**Performance Indicators**

1. 100% of sites connected at sufficient capacity to meet need
2. Network uptime and availability at 99.9% or greater
3. # of videoconferencing classes
4. Increase in composite # of telehealth enabled activities
5. Website utilization metrics
6. $ savings through consortia purchasing
7. # of PD courses and credit hours completed
8. Finances stable and sustainable
9. % of return on E-Rate and Rural Healthcare funds

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**UETN serves customers throughout Utah**

<table>
<thead>
<tr>
<th>UETN serves:</th>
<th>In Support of:</th>
<th>And their mission to provide:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utah Public K-12 Education</td>
<td>652,348 students</td>
<td>Educational Equity</td>
</tr>
<tr>
<td>35,116 educators</td>
<td>Quality Learning</td>
<td></td>
</tr>
<tr>
<td>1,113 schools</td>
<td>System Values</td>
<td></td>
</tr>
</tbody>
</table>

| Utah System of Higher Education | 180,034 students | Affordable Participation |
| 36,990 faculty and staff | Timely Completion |
| 8 institutions | Innovative Discovery |

| Utah System of Technical Colleges | 12,168 students | Technically-skilled workers to Utah employers |
| 8 technical colleges | Promotion of local and statewide economic development |
| 8 institutions | Market-driven technical education |

| Utah Public Libraries | 135 public libraries and branches | Development, leadership and delivery of exceptional services |
| Serving 3 million Utahns | Optimization of Utah's investment |
| 8 institutions | |

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**Rural and Urban Healthcare**

70+ rural and critical access hospitals, community health centers, clinics, dialysis centers and local health departments

| | Access and availability |
| | Care, disease prevention and promotion of wellness |
| | Efficient use of resources |

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*Updated by UETN Governing Board, September 2018*
1. Networking Services

Networking Services extend and maintain UETN’s wide area broadband and digital TV networks. Students, parents, educators, patients and healthcare providers all benefit from these services.

WIDE AREA NETWORK (WAN) – The Network infrastructure carries high speed data and real-time applications including video to communities throughout the state. UETN connects the majority of educational institutions at a minimum of 1Gbps and healthcare sites at 100MB-1Gbps. Network engineers and staff research, design, build, monitor and contract with multiple Utah service providers across the state. This public/private partnership benefits businesses and homeowners who gain increased bandwidth because UETN is the anchor tenant for their local community.

INTERNET ACCESS – UETN manages a large network used by research institutions in Utah to support the state's science and economic development goals. It also provides the capacity for more than 170 Gbps of Internet traffic from several Internet Service Providers (ISPs) to and from Utah schools, colleges, libraries, clinics and hospitals. The Network saves Utah institutions thousands of dollars per month by purchasing Internet access in bulk from multiple competing ISPs.

NETWORK SUPPORT AND SECURITY MONITORING – Network Support continuously tracks, reports and manages Internet, data and video traffic on UETN’s Wide Area Network (WAN). Security monitoring detects attacks on the Network, identifies miscreant tools and trends, and mitigates infrastructure vulnerabilities. UETN provides in-depth leadership in security training and works in partnership with national and global security organizations to avert large threats and incidents.

BROADCAST – UEN-TV broadcasts four TV channels statewide. UEN-TV 9.1 provides 247 programs to engage educators and lifelong learners; MHz Worldview 9.2 features global news, mysteries and more; First Nations Experience (FNX) 9.3 shows programs by and about American Indian and Indigenous people; and NHK World-Japan 9.4 offers English-language news and lifestyle programming from Japan.

INTERNET FILTERING – UETN licenses content-control software on behalf of Utah K-12 public schools, charter 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. This optimizes cost efficiencies through shared support, infrastructure and procurement.

INTERACTIVE VIDEO CONFERENCING (IVC) – UETN IVC is Utah’s high quality, high definition, conferencing system for education, telehealth and government. Thousands of students and educators use it every day for live, instructor-led courses, collaborative meetings, training and other special educational events. IVC connects over 1200 locations in Utah through more than 350 daily educational events. UETN IVC also incorporates robust desktop video conferencing options, with over 1700 users, allowing students and administrators to collaborate from almost anywhere.

LEARNING MANAGEMENT SYSTEM (LMS) – Working with other Utah institutions, UETN licenses and supports software applications that manage online components of in-person and online classrooms, a shared platform for information sharing and collaboration. UETN contracts with Utah-based vendors for its Canvas LMS. The Network regularly convenes higher and public education partners who work collaboratively to maximize this service.

UTAH’S ONLINE LIBRARY – This statewide service provides online library resources from national suppliers at consortium discounts. The 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 Libraries benefiting 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 supports desktop-based conferencing that creates a live, virtual classroom, office or conference room with two-way audio, video, interactive whiteboard, computer desktop sharing, one-on-one interviews and chat. This tool is available statewide for educational use such as meetings, mentoring, virtual office hours, presentations and tutoring.

TEACHING AND LEARNING TOOLS – UETN provides Utah’s K-12 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 STEM (Science, Technology, Engineering and Math) learning resources, Utah Futures college and career planning, Internet Safety and Financial Literacy. UETN’s eMed service includes more than 20,000 digital videos, images 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 with curated lesson plans, open educational resources, and links.

3. Support Services

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

PROFESSIONAL DEVELOPMENT – UETN provides courses, workshops and presentations to help end-users (teachers, faculty, librarians, principals and clinicians) use Network infrastructure services effectively. We coordinate with K-12 and higher education specialists, then provide courses, workshops, and teaching materials to support their educational technology work. UETN offers technology integration support in-person and via Canvas LMS, online streaming and podcasts. Our professionals work closely with district and school leaders to provide workshops specific to local school needs including license endorsements and technology credentials for teachers.

REGIONAL SUPPORT – UETN’s regionally located field support centers provide 24/7 assistance to the data and IVC network. UETN helps sustain these four Regional Service Centers with technical support, grant support and personnel funding. The centers include UUES, Northeastern Utah Educational Services in Heber City; CUES, Central Utah Educational Services in Richfield; SDEC, the Southwest Educational Development Center in Cedar City; and SESC, the Southeastern Educational Service Center in Price.

E-RATE SUPPORT – UETN assists Utah public school districts, charter schools, private schools, libraries, Head Start programs and healthcare providers in obtaining E-Rate and Healthcare Connect Fund reimbursements for broadband circuit costs. The programs are part of the Federal 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 reimbursement dollars set aside for education and healthcare.

4. Telehealth Services

UETN links rural healthcare providers and their patients with services generally available only in more populated urban areas. Whether live-streaming surgery grand rounds, transmitting radiology images, or linking behavioral health providers to patients in their homes, the telehealth network helps provide healthcare to rural and underserved populations throughout the state. UETN provides high quality broadband to rural healthcare providers and collaborates with their IT staff on cyber security initiatives to maintain patient confidentiality and privacy. UETN supports patient care, provides continuing education to health professionals, and facilitates administrative meetings. The network also offers telehealth applications for primary care providers to their patients providing access in homes, nursing homes and other locations.

5. Operational Services

These business functions provide the operational foundation for UETN’s networking, application, support and telehealth services. They include basic operations and maintenance, administration, accounting, internal telecommunications, utilities, database backups and internal security tools.
lotte, healthcare, State of Utah, etc.

Bandwidth measured by peak 95th percentile. UETN NOC 11/18

Overall Bandwidth Utilization

<table>
<thead>
<tr>
<th>Category</th>
<th>Bandwidth</th>
<th>Utilization</th>
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</thead>
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<tr>
<td>Public Education</td>
<td>46.10 Gbps</td>
<td>47%</td>
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<tr>
<td>Higher Education</td>
<td>37.28 Gbps</td>
<td>38%</td>
</tr>
<tr>
<td>Other Traffic*</td>
<td>15.42 Gbps</td>
<td>15%</td>
</tr>
</tbody>
</table>

Total Utilization: 98.8 Gbps

*Libraries, healthcare, State of Utah, etc.
What are the main sources of UETN funding and how is it allocated?

### UETN Budget by service

**Wide Area Network (WAN)**
- $23,551,520
- **$1.23%**

**Teaching and Learning Tools**
- $5,423,012
- **11.80%**

**Operational Services**
- $3,701,688
- **8.05%**

**Security Monitoring**
- $2,376,520
- **5.17%**

**Interactive Video Conferencing (IVC)**
- $2,282,301
- **4.97%**

**Telehealth Services**
- $2,067,254
- **4.50%**

**Broadcast**
- $2,035,890
- **4.43%**

**Professional Development**
- $1,263,712
- **2.75%**

**Regional Support**
- $829,907
- **1.80%**

**Learning Management System (LMS)**
- $811,468
- **1.77%**

**Utah's Online Library**
- $644,963
- **1.40%**

**Internet Access**
- $587,114
- **1.28%**

**Internet Filtering**
- $288,898
- **0.63%**

**Web Conferencing**
- $6,106
- **0.01%**

**Total**
- $45,968,859
- **100%**

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### UETN Budget by customer

**Public Education**
- $27,961,294
- **60.83%**

**Higher Education**
- $11,183,055
- **24.33%**

**Telehealth**
- $2,067,254
- **4.50%**

**Libraries**
- $1,692,042
- **3.67%**

**General Public**
- $929,943
- **2.02%**

**Technical Colleges**
- $929,943
- **2.02%**

**State Government**
- $843,753
- **1.84%**

**Community Learning Centers**
- $172,380
- **0.37%**

**Private Schools**
- $117,944
- **0.26%**

**Other**
- $71,253
- **0.16%**

**Total**
- $45,968,859
- **100%**

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### UETN services by customer

**UETN services by customer**

<table>
<thead>
<tr>
<th>UETN Services</th>
<th>Total</th>
<th>Public Education</th>
<th>Higher Education</th>
<th>Technical</th>
<th>Other</th>
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<tbody>
<tr>
<td><strong>Networking Services</strong></td>
<td><strong>$48,835,947</strong></td>
<td><strong>$16,718,742</strong></td>
<td><strong>$16,269,711</strong></td>
<td><strong>$15,996,284</strong></td>
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<td>Wide Area Network (WAN)</td>
<td>23,551,520</td>
<td>13,024,094</td>
<td>5,173,534</td>
<td>5,354,992</td>
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<tr>
<td>Internet Access</td>
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<td>195,749</td>
<td>336,653</td>
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<tr>
<td>Network Support and Security Monitoring</td>
<td>2,376,520</td>
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<td>Broadcast</td>
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<td>143,484</td>
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<td>Internet Filtering</td>
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<tr>
<td><strong>Application Services</strong></td>
<td><strong>$9,167,850</strong></td>
<td><strong>$8,979,140</strong></td>
<td><strong>$34,967</strong></td>
<td><strong>$153,742</strong></td>
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<td>Interactive Video Conferencing (IVC)</td>
<td>2,282,301</td>
<td>2,282,301</td>
<td>-</td>
<td>-</td>
<td></td>
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<tr>
<td>Learning Management Systems (LMS)</td>
<td>811,468</td>
<td>811,468</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Teaching and Learning Tools</td>
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<td>5,245,238</td>
<td>177,774</td>
<td>153,252</td>
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<td>644,963</td>
<td>644,963</td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td>Web Conferencing</td>
<td>6,106</td>
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<td>-</td>
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<tr>
<td><strong>Support Services</strong></td>
<td><strong>$2,192,125</strong></td>
<td><strong>$2,058,358</strong></td>
<td><strong>$100,152</strong></td>
<td><strong>$33,615</strong></td>
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<tr>
<td>Professional Development</td>
<td>1,263,712</td>
<td>1,183,158</td>
<td>86,939</td>
<td>33,615</td>
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<td>Regional Support</td>
<td>829,907</td>
<td>829,907</td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td>E-Rate Support</td>
<td>98,506</td>
<td>85,293</td>
<td>13,213</td>
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<tr>
<td><strong>Operational Services</strong></td>
<td><strong>$3,701,688</strong></td>
<td><strong>$2,515,287</strong></td>
<td><strong>$1,159,403</strong></td>
<td><strong>76,998</strong></td>
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<tr>
<td>Operational Services</td>
<td>3,701,688</td>
<td>2,515,287</td>
<td>1,159,403</td>
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<tr>
<td>Telehealth Services</td>
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<td>880,461</td>
<td>215,388</td>
<td>971,405</td>
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<td><strong>Total</strong></td>
<td><strong>$45,968,859</strong></td>
<td><strong>$24,812,279</strong></td>
<td><strong>$3,878,286</strong></td>
<td><strong>15,597,959</strong></td>
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<tr>
<td><strong>Percentage of Total Revenue</strong></td>
<td><strong>100%</strong></td>
<td><strong>53.98%</strong></td>
<td><strong>8.44%</strong></td>
<td><strong>33.93%</strong></td>
<td></td>
</tr>
</tbody>
</table>

*Note: "Other Funding" is comprised of miscellaneous grants and reimbursements from Public Ed, Higher Ed, and Department of Technology Services.

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### Network and services

**Network and Services**

<table>
<thead>
<tr>
<th>Network Services</th>
<th>Total</th>
<th>Public Education</th>
<th>Higher Education</th>
<th>Technical</th>
<th>Other</th>
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<tbody>
<tr>
<td><strong>Networking Services</strong></td>
<td><strong>$28,839,942</strong></td>
<td><strong>$10,379,034</strong></td>
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<td><strong>$494,575</strong></td>
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<td>2,376,520</td>
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<td>-</td>
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<tr>
<td>Broadcast</td>
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<td>1,863,232</td>
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<td><strong>Application Services</strong></td>
<td><strong>$8,979,140</strong></td>
<td><strong>$8,979,140</strong></td>
<td><strong>-</strong></td>
<td><strong>-</strong></td>
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<tr>
<td>Interactive Video Conferencing (IVC)</td>
<td>2,282,301</td>
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<td>Teaching and Learning Tools</td>
<td>5,423,012</td>
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<td>Utah's Online Library</td>
<td>644,963</td>
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<td>-</td>
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<tr>
<td>Web Conferencing</td>
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<tr>
<td><strong>Support Services</strong></td>
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<td><strong>-</strong></td>
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<td>Professional Development</td>
<td>1,143,158</td>
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<td>85,293</td>
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<td><strong>Operational Services</strong></td>
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<td>Operational Services</td>
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<tr>
<td>Telehealth Services</td>
<td>880,461</td>
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<td>-</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$494,575</strong></td>
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<td><strong>-</strong></td>
<td><strong>-</strong></td>
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<td></td>
</tr>
</tbody>
</table>

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Advisory Councils

- Roderic Land, PhD
  Utah State University
  Faculty
- Tim Benson
  Utah State University
  Faculty
- Katie Blunt, MEd
  Utah State University
  Faculty
- Anthony Booyse
  Utah State University
  Faculty
- Tyler Brinkerhoff
  Utah State University
  Faculty
- RC Callahan, MEd
  Utah State University
  Faculty
- Tom Cheatham, PhD
  University of Utah
  Faculty
- Dan Compton, MLS
  Utah State University
  Faculty
- Kevin Cummings, MA
  Utah State University
  Faculty
- Jeremy Ferkin
  Utah State University
  Faculty
- Rick Gaisford, MA
  Utah State University
  Faculty
- Tiffany Hall, EdD
  Utah State University
  Staff
- Ryan Hobbs, MS
  Utah State University
  Staff
- Preston Marx, MEd
  Utah State University
  Staff

Through November 2018

UETN Governing Board 2018-2019

- David Brotherson
  Utah State University
  Chair
- Tami Pyfer
  Utah State University
  Chair
- Robert Wagner
  Utah State University
  Chair
- Colleen Eggett
  Utah State University
  Chair
- Gary Koeven
  Utah State University
  Chair
- Paty Norman
  Utah State University
  Chair
- Raymond Walker
  Utah State University
  Chair
- Ben Dalton
  Utah State University
  Chair
- Stephen Hess
  Utah State University
  Chair

Through November 2018
UETN by the numbers

As of November 2018

- **In 2018 UETN connects**
  - 652,348 K-12 students
  - 70% growth in use of Utah’s online library
  - 1,186 schools and facilities
  - 275,962 higher ed students
  - 193,296 enrolled in courses delivered through Canvas LMS
  - 1,186 postsecondary students and trainees
  - 73,542 educators and staff from pre-K through college
  - 6.3 million+ unique visits to uen.org, Utah’s public media website for education
  - 45,049 visits to preschool pioneer and Escuela Preescolar, Utah’s library for young learners
  - 1,600+ education and community sites are connected via UETN’s wide area network
  - 275,962 K-12 students
  - 193,296 higher ed students
  - 230,000 postsecondary students and trainees
  - 3 million potential patrons at 135 public libraries and branches
  - 20,000 students used UETN’s interactive video conferencing system to earn higher education credits
  - 1,600+ educational programming on KUEN’s four broadcast channels: UEN-TV 9.1 | MHZ 9.2 | FNX 9.3 | NHK World-Japan 9.4
  - $17.2 million in telecommunication funds recovered for Utah schools through the E-Rate Program
  - 1.4 million unique pageviews of Utah’s Online Library
  - 214,305 visits to EMedia
  - 179,403 views of videos on UETN web pages
  - 135 potential patrons at 135 public libraries and branches
  - 6.3 million+ unique visits to uen.org, Utah’s public media website for education
  - 45,049 visits to preschool pioneer and Escuela Preescolar, Utah’s library for young learners
  - 1,600+ education and community sites are connected via UETN’s wide area network
  - 275,962 K-12 students
  - 193,296 higher ed students
  - 230,000 postsecondary students and trainees
  - 3 million potential patrons at 135 public libraries and branches
  - 20,000 students used UETN’s interactive video conferencing system to earn higher education credits
  - 1,600+ educational programming on KUEN’s four broadcast channels: UEN-TV 9.1 | MHZ 9.2 | FNX 9.3 | NHK World-Japan 9.4
  - $17.2 million in telecommunication funds recovered for Utah schools through the E-Rate Program
  - 1.4 million unique pageviews of Utah’s Online Library
  - 214,305 visits to EMedia
  - 179,403 views of videos on UETN web pages
  - 17.2  Utah educators participated in 14,185 hours of UETN professional development
  - 14,185 Utah educators participated in 2,805 hours of UETN professional development

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