Welcome to UETN

We network for education and health care

UETN connects Utah’s K-12 schools, technical colleges, institutions of higher education and public libraries, as well as patients and health care 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 health care.

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 health care 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 health care 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
UETN serves customers throughout Utah

UETN services match the priorities and missions of the institutions we serve.

<table>
<thead>
<tr>
<th>UETN Services</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></td>
<td>35,116 educators</td>
<td>• Quality Learning</td>
</tr>
<tr>
<td></td>
<td>1,113 schools</td>
<td>• System Values</td>
</tr>
<tr>
<td>Utah System of Higher Education</td>
<td>180,034 students</td>
<td>• Affordable Participation</td>
</tr>
<tr>
<td></td>
<td>36,990 faculty and staff</td>
<td>• Timely Completion</td>
</tr>
<tr>
<td></td>
<td>8 institutions</td>
<td>• Innovative Discovery</td>
</tr>
<tr>
<td>Utah System of Technical Colleges</td>
<td>12,168 students</td>
<td>• Technically-skilled workers to Utah employers</td>
</tr>
<tr>
<td></td>
<td>8 technical colleges</td>
<td>• Promotion of local and statewide economic development</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Market-driven technical education</td>
</tr>
<tr>
<td>Utah Public Libraries</td>
<td>135 public libraries and branches</td>
<td>• Development, leadership and delivery of exceptional services</td>
</tr>
<tr>
<td>Serving 3 million Utahns</td>
<td></td>
<td>• Optimization of Utah’s investment</td>
</tr>
<tr>
<td>Rural and Urban Health Care</td>
<td>70+ rural and critical access hospitals, community health centers, clinics, dialysis centers and local health departments</td>
<td>• Access and availability</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Care, disease prevention and promotion of wellness</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Efficient use of resources</td>
</tr>
</tbody>
</table>

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 health care 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 health care 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 – UETN-TV broadcasts four TV channels statewide: UEN-TV 9.1 provides 24/7 programs to engage educators and lifelong learners; MHTV Worldview 9.2 features global news, mysteries and more; First Nations Experience (INX) 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 health care 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 the IVC every day for live, instructor-led courses, collaborative meetings, training and other special educational events. IVC connects over 1250 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 a software application that manages online components of in-person and online classes; a shared platform for information sharing and collaboration. UETN contracts with Utah-based Instructure for its Canvas LMS. The Network regularly convenes higher and public education administrators to collaborate to maximize this service.

UTAH’S ONLINE LIBRARY – This statewide service purchases online library resources from national suppliers at consortium discounts. The Library provides Utahans 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, UtahFutures college and career planning, Internet Safety and Financial Literacy. UETN’s eMedia 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 database that curates lesson plans, open educational resources, and links.

3. Support Services

Support Services provides assistance to the users of UETN’s 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 NUES, Northeastern Utah Educational Services in Heber City; CUES, Central Utah Educational Services in Richfield; SEDC, the Southwest Educational Development Center in Cedar City; and SESEC, 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 health care 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 health care facilities are laying claim to millions of reimbursement dollars set aside for education and health care.

4. Telehealth Services

UETN links rural health care 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 deliver health care to rural and underserved populations throughout the state. UETN provides high-quality broadband to rural health care 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 greater 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.
What are the main sources of UETN funding and how is it allocated?

### UETN Budget by service

**As of June 30, 2018**

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>TOTAL</th>
<th>PUBLIC EDUCATION</th>
<th>HIGHER EDUCATION</th>
<th>OTHER CUSTOMERS</th>
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<tr>
<td>NETWORKING SERVICES</td>
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<td>$16,392,884</td>
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<td>UETN SERVICES</td>
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<td>Telco Services</td>
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<td>$245,551</td>
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**PERCENTAGE OF TOTAL REVENUE**

- PUBLIC EDUCATION: 53.98%
- HIGHER EDUCATION: 8.44%
- OTHER CUSTOMERS: 3.65%

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

### UETN Budget by customer

**As of June 30, 2018**

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**PERCENTAGE OF TOTAL EXPENSES**

- PUBLIC EDUCATION: 65.85%
- HIGHER EDUCATION: 29.23%
- OTHER CUSTOMERS: 14.84%

*Note: The following graph does not reflect a complete summary of all the data or amounts listed in other similar announcements.*
Advisory Councils

Roderic Land, PhD
Salt Lake Community College
Utah Chief Operating Officer
Brad Last, MBA
Representative – Utah State Legislature
Utah Legislative House
Madonna Miner, PhD
Weber State University
Chief Academic Officer
Scot McCombis, BS
Canyons School District
Director of Direction
Jon Ortler, MLS
Snow College
Academic Libraries

Brenda Bartholomew, RN
Chief Nursing Officer, Gunnison Valley Hospital
Rural Representative

David Blodgett, MD
Health Officer, Southwest Utah Public Health Department
Member Hospital, Clinic, Health Department

David Brinkerhoff, MBA
CEO, Utah Medical Association
Member Hospital, Clinic, Health Department – At-Large

Tom Cheatham, PhD
Southern Utah University
Teacher Education Faculty
MEd

Tami Pyfer
Utah State Board of Education
Represents: Public Education
(801) 538-7760
patty.norman@schools.utah.gov

Robert Wagner
Utah State University
Represents: Higher Education
(801) 863-8200
Raymond Walker
Chair
Utah Valley University
Represents: Higher Education
(801) 863-4030
sammill@uvu.edu

Ray Timothy
UETN Executive Director
Staff:
Ray Timothy
UETN Executive Director
(801) 715-6770
raytim@uen.org

Ben Dalton
Kane School District
Represents: Public Education
(435) 644-2559
daltonb@kane.k12.ut.us

Stephen Hess
The University of Utah
Represents: Higher Education
(801) 585-6009
stephen.hess@uah.edu

Gary Koeven
Dean State University
Represents: Higher Education
(435) 652-7770
garyk@dsu.edu

Colleen Eggert
Utah State Library
Represents: State Library
(801) 753-6770
eggett@usl.gov

Tad Morley
The University of Utah
Hospital and Clinics
Represents: Utah Telehealth
(801) 585-6009
tad.morley@hsc.utah.edu

Patty Norman
Co-Chair
Utah State Board of Education
Represents: Public Education
(801) 538-7760
patty.norman@schools.utah.gov

David Brotherson
Duchenne School District
Represents: Public Education
(435) 738-1241
dbrotherson@dusd.org

David Long
Logan School District
Represents: Public Education
(435) 753-2300 x 1607
David.Long@loganschool.org

Jared Haines (interim)
Utah System of Technical Colleges
Represents: Utah System of Technical Colleges
(801) 341-6002
jhaines@utech.edu

Sarah Woolsey, MS
Consultant
At-Large

Raymond Walker
Chair
Utah Valley University
Represents: Higher Education
(801) 863-8200
raymond.walker@uvu.edu

Robert Wagner
Utah State University
Represents: Higher Education
(801) 863-4030
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Tami Pyfer
Utah State Board of Education
Represents: Office of the Governor
(801) 538-1178
tami.pyfer@schools.utah.gov

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Utah System of Technical Colleges
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(801) 341-6002
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(801) 538-1178
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Through November 2018

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Through November 2018
**UETN by the numbers**

As of November 2018

<table>
<thead>
<tr>
<th><strong>K-12 STUDENTS AT SCHOOLS AND FACILITIES</strong></th>
<th><strong>HIGHER ED STUDENTS</strong></th>
<th><strong>ENROLLED IN COURSES DELIVERED THROUGH CANVAS LMS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>652,348</td>
<td>70+</td>
<td>275,962</td>
</tr>
<tr>
<td>1,186</td>
<td></td>
<td>Hospitals, community health centers, clinics, local health departments, and dialysis centers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>POSTSECONDARY STUDENTS AND STAFF</strong></th>
<th><strong>3 MILLION POTENTIAL PATRONS</strong></th>
<th><strong>EDUCATORS AND STAFF FROM PRE-K THROUGH COLLEGE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>230,000</td>
<td>135 at 135 public libraries and branches</td>
<td>73,542</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MORE THAN 20,000 STUDENTS</strong></th>
<th><strong>1,600+ EDUCATION AND COMMUNITY SITES ARE CONNECTED VIA UETN’S WIDE AREA NETWORK</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Used UETN's interactive video conferencing system to earn higher education credits</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>EDUCATIONAL PROGRAMMING ON KUEN’S FOUR BROADCAST CHANNELS:</strong></th>
<th><strong>59% GROWTH IN USE OF UTAH'S ONLINE LIBRARY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>UEN-TV 9.1</td>
<td>MHZ 9.2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MORE THAN 24/7 HOURS OF EDUCATIONAL PROGRAMMING ON KUEN’S BROADCAST CHANNELS</strong></th>
<th><strong>275,962 K-12 STUDENTS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>2,805 HOURS OF UETN PROFESSIONAL DEVELOPMENT</td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th><strong>$17.2 MILLION IN TELECOMMUNICATION FUNDS RECOVERED FOR UTAH SCHOOLS THROUGH THE E-RATE PROGRAM</strong></th>
<th><strong>14,185 UTAH EDUCATORS PARTICIPATED IN UETN PROFESSIONAL DEVELOPMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>14,185 UTAH EDUCATORS PARTICIPATED IN UETN PROFESSIONAL DEVELOPMENT</td>
<td>214,305 visits to Emedia</td>
</tr>
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<tr>
<th><strong>MORE THAN 1.4 MILLION UNIQUE PAGEVIEWS OF UTAH’S ONLINE LIBRARY</strong></th>
<th><strong>20,000 ~ STUDENTS VISITS TO EMEDIA</strong></th>
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<tr>
<td>179,403 views of videos on UETN web pages</td>
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<td>6.3 million+ unique visits to uen.org, Utah’s public media website for education</td>
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<th><strong>45,049 VISITS TO PRESCHOOL PIONEER AND ESCUELA PREESCOLAR, UTAH’S LIBRARY FOR YOUNG LEARNERS</strong></th>
<th><strong>179,403 VISITS TO EMEDIA</strong></th>
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<th><strong>IN 2018 UETN CONNECTS</strong></th>
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**Updated November 20, 2018**