



# Information Technology Services

## Systems

- Blackboard content management system
- Capture recordings
- Social media tools
- Internet and Intranet resources
- Clinical skills video and assessment capture

## High Tech Rooms

- 196 educational technology-equipped classrooms
- 16 clinical simulation labs
- 2 simulation rooms
- Surgical simulation suite
- Anatomy lab
- 2 computer equipped labs/test centers – 132 workstations
- 120 public student workstations

## Technical Resources

- Faculty development and training
- Seminars
- Instructional technology design and consulting
- Classroom technology design

## Communication

- Web presence
- Alerts/announcements
- Department/unit Meetings
- Training sessions
- Orientations
- Committees



## Blackboard

- 1,000 active courses
- 159,331 online tests taken
- 99.9% uptime
- 2012-2013 Academic year



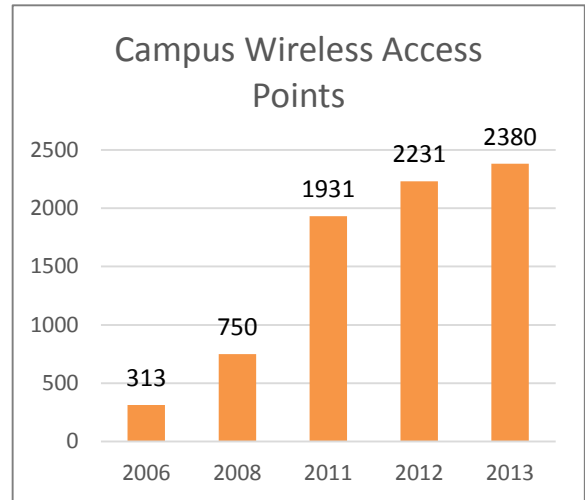
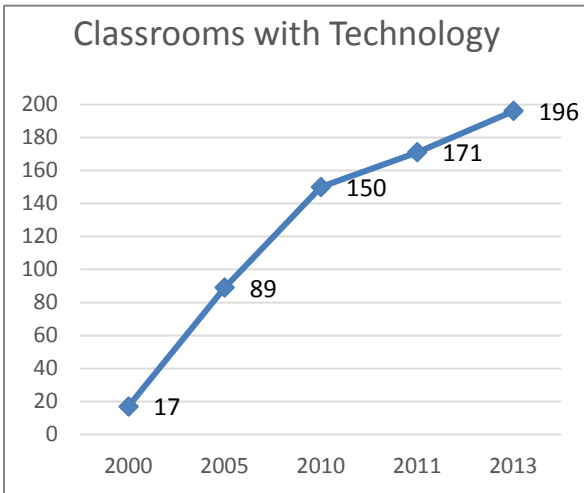
## Classrooms with technology

- 196 classrooms with technology
- Classroom technicians on site in Sorrell
  - Mon-Thur 7 a.m. – 8 p.m.
  - Fri 7 a.m. – 6:30 p.m.



## Video Recordings

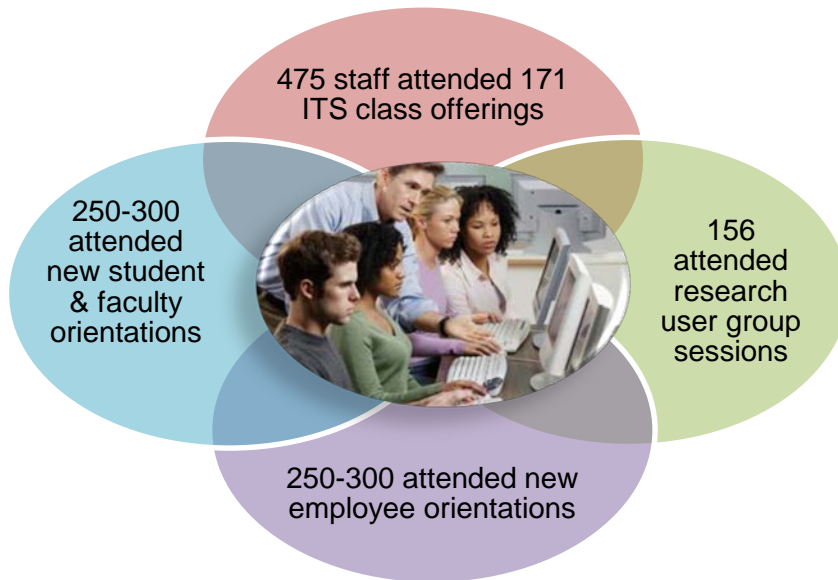
- 9,901 online educational recordings
- Average 110 recordings per week
- 99.7% uptime
- 21,841 sessions viewed during September 2013
- Current Academic Year



<http://www.unmc.edu/its>



## ITS Training/Orientations 2012-2013 Academic Year





## Systems

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### Blackboard CMS

- UNMC uses the Blackboard Course Management System. The system at UNMC contains 1000 active courses, 93 organizations and three campus intranet sites. Since the beginning of the fall 2013 semester, there have been 187,996 logins to UNMC Blackboard. During the same period, 46,569 test sessions have been completed by users. UNMC also makes course content available using Blackboard Mobile apps on the IOS and Droid platforms.

### Capture Recordings

- UNMC uses the Echo360 recording system to capture lectures and presentations in 28 campus classrooms. This service has grown rapidly in the last couple of years, with recordings for the College of Medicine, the College of Pharmacy, the College of Dentistry and the College of Public Health. As of Oct. 1, 2013, there are now 9000+ recordings online, with 21,841 viewings in the most recent month.

### Social Media Tools

- UNMC provides multiple platforms for the educational and general use of social media. Blackboard contains both group, blog and wiki tools for use in online courses. An enhanced version of social media tools are available through a private social media tool set from CampusPack which is integrated into Blackboard and uses campus ids and passwords for access. This platform allows a more secure social media environment for class discussions and work than the various public platforms. UNMC also maintains blogging and wiki platforms for general use by colleges, departments and faculty.

### Virtual Microscopy

- ITS maintains the UNMC virtual microscopy system which is used by the College of Medicine and the School of Allied Health Professions. The current system uses the Aurora Interactive virtual microscopy software and contains 1661 slide images. This system was updated to new hardware in the summer of 2012 to expand its storage capability and increase the processing speed for uploads and rendering.

### Internet and Intranet Resources

- UNMC maintains Internet and Intranet services for UNMC and its primary teaching hospital, The Nebraska Medical Center. These services are delivered via an extended redundant set of servers to provide continuous support, with uptimes of 99.97% for 2012 and 99.99% for 2013.

## High Tech Rooms

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### Public Workstations

- UNMC first installed computer labs for student use in the early 1980's. These have evolved and expanded to the current 120 computers scattered across UNMC campus buildings. Each of these rooms provides the latest pc computers and advanced laser printers to allow students to complete projects using basic office software tools and also to access online educational resources using the campus's high speed network infrastructure. These areas are updated on a three cycle with new computers and monitors.



- Computer equipped labs are available in the Sorrell building allowing 132 students to participate in specialized laboratories for use by the College of Medicine for Anatomy and Pathology and Year 1, 2 and 3 online testing. The anatomy lab contains 42 workstations for use by students.

## Clinical Simulation Lab

- UNMC has 16 clinical exam rooms, two simulation suites and a surgical simulation suite in the Sorrell building. ITS provides server and workstation support, case development and recording supervision for the B-Line Clinical Skills and Simulation recording systems. Use of this resource has expanded, now including extensive College of Medicine training and assessment and UNMC resident and healthcare professional exercises.

## Classroom Support

- ITS provides front line classroom support to assist faculty with educational technology. ITS classroom technicians are on-site in the Sorrell Building and available prior to class upon request (402-559-7665). Each classroom is checked for proper operation at the start of each day.

## Technical Resources

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### Faculty Development and Training

- UNMC ITS offers an extensive series of faculty, staff and student training ranging from basic computer and technology use to advanced technical skills. Over 1000 faculty and staff take these classes annually in the UNMC computer training classroom.
- UNMC works with faculty, continuing education and other educational programs to offer:
  - Specialised Blackboard sessions
  - Teaching, Learning and Technology Roundtable sessions
  - UNMC Education Scholars Program
  - UNMC Educational Development Institutes
  - Presentations to faculty groups covering online testing, educational social media use
  - Hosts national webinars and online conferences on educational technology and systems.

### Instructional Design

- UNMC ITS offers both instructional development and classroom educational technology design. These services include converting educational materials for use online and in classroom settings, consulting with faculty on educational design both for classroom and online instruction, participating in and leading development teams for educational materials. The instructional designers have presented on campus and at national conferences with UNMC faculty on educational technology areas. Of particular note are the creation of learning modules, complete courses and the production of learning materials for online use. ITS manages the campus classroom technology installations and provides services for the design of educational technology.

### Information Services Monitoring

- UNMC ITS maintains a continuous monitoring system to validate availability and performance of all campus educational and server technologies:
  - Blackboard, Echo360
  - Classroom and lab workstation citrix servers
  - Public printers



- [www.unmc.edu](http://www.unmc.edu)
- [info.unmc.edu](mailto:info@unmc.edu)
- [blog.unmc.edu](http://blog.unmc.edu)

An automated process confirms availability and validates performance from both on and off campus. Email and text message alerts are sent to system administrators when any issue is detected with the systems.

## Communications

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ITS uses a variety of tools to communicate with the campus:

### Web Presence

- The [ITS Web Page](#) is the primary location for technology resources.
- Technology blogs ([edtech](#) and [learnit](#))

### Alerts/Announcements

- Emails are used to communicate class offerings, announcements, system enhancements, etc.
- Announcements are placed in UNMC Today, the electronic campus newsletter
- System announcements of upgrades and scheduled outages are made on systems such as Blackboard on login and portal pages
- Ed Tech newsletter published semi-annually

### Department/Unit Meetings

- Departmental system administrator quarterly meetings
- Department administrative round table meetings

### Training sessions/user groups

- Monthly classes on desktop software (Microsoft and Adobe)
- Research User Group – Sessions presented throughout the year, usually monthly, sharing information, resources and training on variety of IT topics to faculty, students, residents, post docs, fellows, technicians and support staff.
- Teaching, Learning and Technology Roundtables

### Orientations

- New students – fall semester
- New faculty – fall semester
- New employees - monthly

### ITS staff serve on academic-related advisory groups and committees:

- Member of the UNMC Education Council
- Members of the UNMC ELearning Initiative
- Chair of the EPIC One Chart Educational Use Committee to develop and oversee integration of electronic medical record into the education curriculum for UNMC and Clarkson College.
- Member of the Technology in Education Scholarship (TiES) Program committee which aims to identify and provide support to UNMC faculty innovators who explore the use of contemporary educational technologies to more effectively and efficiently teach across the UNMC health sciences curricula



- Ex-officio COM Continuing Education Committee
- Co-chair of the campus strategic initiative to enhance and focus on the use of social media in education
- Co-chair of the Nebraska Statewide Telehealth Network Governing Board
- Chair of the Nebraska Statewide Telehealth Educational Committee
- Ex-officio member of Year 1 and 2 curriculum committees – College of Medicine
- Member of NeSIS (Student Information System) Executive Committee led by the Provost
- Members of the Educational Development Institute faculty development committee
- Consultants and technical support to Educational Support Office personnel on Blackboard and computer-based testing
- Member of Clinical Skills Lab Advisory Group (simulation support)
- Compliance committee
- Member of HIPAA office
- Enterprise IM Research and Education Governance Committee
- Participant and support for multiple funded research projects



Educational technology  
Classroom support 402-559-7665



Faculty Development Center  
Video and technical assistance  
4230 BSC



Microsoft and email training  
8011 Wittson Hall  
[www.unmc.edu/its/training.htm](http://www.unmc.edu/its/training.htm)



Helpdesk assistance  
402-559-7700