LEARNING TECHNOLOGY REPORT 2003
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Educational Partnerships & Learning Technologies

The mission of the Office of Educational Partnerships & Learning Technologies (EPLT) at the University of Washington (UW) is to expand the ways in which the UW works with diverse communities and to support the use of technology in teaching and learning. University-community partnerships broaden access to University education and research expertise and create new opportunities for community-based research and learning. The development of learning technologies encourages innovative uses of the University’s infrastructure to support faculty and student research, education, and clinical applications of information technologies.

Top student and faculty researchers are drawn to the UW for the excellence of its faculty and academic programs and for its leadership in applying advanced technology to teaching, learning, and research. The UW’s leadership in advanced networking initiatives has positioned it at the nexus of regional, national, and international computer networks, allowing researchers and faculty to take advantage of outstanding amounts of bandwidth and connectivity. Maintaining and enhancing this leadership position helps insure the competitive recruiting advantage of the University in the coming years. EPLT relies on this advanced technology infrastructure to develop resources that enable faculty, staff, and students to more easily access, use, and modify the infrastructure to meet their goals (see Appendix A, UW Technology Infrastructure).

We provide tools and services that build upon this robust technology infrastructure to the UW community and partners throughout the state of Washington. UW educators and students use EPLT general-access labs and online tools to prepare teaching materials, complete assignments, and enhance collaboration in classes. When members of the UW community have questions about technology, we are there to help. Through workshops, one-to-one consulting, and extensive online tutorials and support resources, we help instructors and students integrate technology into learning. These activities have helped the UW earn national and international recognition as a leading institution in developing and supporting technologies for teachers, learners, and researchers (see Appendix B, Recognition).

Scope of Learning Technology Work

EPLT provides centrally-supported learning technology resources, which are designed and built to help faculty, researchers, clinicians, and students attain the pedagogical and research goals they identify as important. We accomplish this by synthesizing input from across campus to build resources that are shared by the entire UW community. The knowledge and experience gained from using these resources over different courses and learning experiences are used to fashion successive generations of resources to meet the specific needs of UW faculty and students.

Our suite of Web-based tools (the Catalyst Tools) helps instructors quickly post course materials online, increasing student access to these important resources. The Catalyst Initiative makes it easy to integrate Web-based activities such as online discussions or case studies that allow students and faculty to interact and collaborate. We also offer general-access computing labs and computer-equipped classrooms, a rich knowledge base of methods for using technology to achieve specific pedagogical and research goals, technology workshops for students and faculty, and individual consulting on the use of technology in education and research.
By amalgamating needs from multiple UW units and generalizing from those needs, we are able to provide cost-effective services and support that scale across the institution to meet the needs of many units and individuals. Two examples are the Web-based Catalyst Portfolio tool and the replacement of limited purpose library terminals with computer lab PCs.

Outcomes of Learning Technology Work

These efforts to help faculty, staff, researchers, clinicians, and students apply advanced technology are paying off. In 2003, we made great strides in supporting the use of technology on campus and throughout Washington State:

- The Catalyst Web site received over 644,000 visits, with visitors viewing more than 1.5 million pages of content.
- More than 16,000 new instances of Catalyst Tools were created for use by learners, almost matching the total instances built during the previous four years.
- UW students and other learners visited the Catalyst Tools more than 2.4 million times for almost 18 million learning activities, nearly doubling 2002 totals.
- Catalyst Tools now support many distributed UW distance learning activities. UW Educational Outreach, The Information School, and many classes in the Health Sciences rely on Catalyst Tools for their distance learning courses.
- Clients made over 1,000 visits to the Center for Teaching, Learning & Technology to do their work or receive one-to-one assistance.
- More than 400 faculty taught in computer classrooms and collaboratories, reaching approximately 5,000 students per week.
- Students visited the general-access labs over 1 million times.
- Walk-in student technology workshop attendance topped 1,200, a 400 percent increase from 2002.
- Catalyst Workshops reached 1,714 participants; almost 1,500 of these attended custom workshops created to meet specific departmental needs.
- 725 participants attended Catalyst outreach events held in departments across campus.
- UWired Health Sciences made great progress in extending the computing resources available to faculty, clinicians, and researchers on the UW's south campus.
- Researchers used Catalyst WebQ to conduct Human Subjects approved surveys over 1,100 times.
- Four new rural Community Education and Technology Centers were completed in Granger and Sunnyside, and on the Colville and Yakama Reservations.

Future Learning Technology Work

Upcoming projects include the Integrated Collaborative Environment (an easy-to-use Web interface that provides any UW user with a single workspace containing a wide variety of UW technology services), enhancements to several Catalyst Tools based upon faculty and student requests, and a comprehensive equipment and software expansion in all of EPLT's computer classrooms and in Odegaard Undergraduate Library Computing Commons. Future efforts will also include working with UW colleges and departments to develop and prioritize plans to integrate technology into the academic life of the institution.

With the UW, we have filled a critical gap in providing technology support to our teachers in their classrooms with the UWired program. This program has delivered high caliber students on a part time basis to assist teachers with using computers and provided basic troubleshooting support. The response from teachers and principals has been outstanding.

Charlie Walker
Support Manager, Seattle School District

I wanted to compliment the efforts of [an EPLT Software Developer] to you on how much help he has been to ESC110 this quarter. He fixed a problem we had over the weekend from his home, and it didn’t hamper the class for more than a couple of hours. Things are going much smoother for us and for the students, and we can concentrate a little more on the teaching of this class of 565 students because of the extra degree of effort Catalyst folks are giving.

Rob Harrison
Professor, College of Forest Resources
Providing core services that scale to support the work of many has proven to be an effective and efficient strategy over the past five years. Working in close collaboration with faculty, students, and staff across disparate UW units, we are committed to developing services that meet the growing needs of these diverse communities in times of constrained resources.

We welcome your ideas and feedback as we work to develop new and exciting uses of technology to enhance teaching, learning, and the discovery of knowledge at the UW. This report shows you some of the ways that these resources and our expertise in developing partnerships are enhancing the teaching, learning, and research missions of the UW.

The Catalyst Initiative

The Catalyst Initiative is part of the integrated support structure offered by EPLT to serve students, faculty, researchers, clinicians, instructors, and teaching assistants by providing access to technology tools and resources; promoting fluency with information and information technology; and fostering innovation to meet their needs and goals.

Our support concept is simple: publicize good teaching practice, build technology skills, provide examples, and make technology easy for instructors to use. The support model is based on five interrelated activities and resources:

- A suite of nine Web-based tools that can be used by anyone in the UW community
- A Web site that serves as a clearinghouse for information about educational technology at the UW
- A workshop series that provides hands-on practice for integrating educational technology into teaching
- Outreach events, customized workshops, and support strategies tailored to the specific needs of colleges, schools, and departments
- One-to-one consulting in the Center for Teaching, Learning & Technology, a consulting space that serves all UW faculty and researchers

In its first five years, the Catalyst Initiative has created a system of support for faculty, teaching assistants, and instructors across all three UW campuses by focusing on solutions that scale enterprise wide and by developing partnerships with other campus units to provide coordinated support strategies.

The Catalyst Web Site

The Catalyst Web site serves as a clearinghouse for a broad range of information about educational technology at the UW, and the site has proven increasingly valuable to UW educators. In 2002, the Catalyst Web site received over 400,000 visits, and visitors viewed almost 1 million pages of content. The content on the site is divided into five categories:

- Profiles tell the real stories of UW educators using technology and provide examples for others to follow.
- Teaching offers pedagogical advice and information that helps instructors explore the ways in which technology can help them meet their teaching goals.
- Action Plans provide detailed guides to particular tasks, such as creating a class Web site or an electronic discussion board.
• **How-to** pages take instructors step-by-step through a particular task using a specific software or tool.  
• **Learning** offers information about workshops and other professional development opportunities for instructors.

In 2003, EPLT staff continued to team up with UW teaching and learning practitioners to create new Web-based resources. These partnerships take the expertise of the practitioners and extend it to the entire UW teaching community through the Catalyst Web site. Partners included the Program for Educational Transformation through Technology, UW Educational Outreach, and WebEd.

**Catalyst Web Tools**

The Catalyst Toolkit contains nine Web-based tools created to meet the specific needs of UW faculty, staff, teaching assistants, researchers, and students. These tools have been carefully designed, developed, and modified with input from UW users to ensure that they are easy to use, pedagogically effective, and accessible with any Web browser and operating system. Catalyst Tools are also used for a variety of purposes outside traditional instruction, and are available to be used by anyone on campus with a UW NetID.

- **WebQ**: Instructors can gather feedback using this survey, quiz, and questionnaire tool. The tool allows multiple question types and presents data in a variety of ways.
- **Portfolio**: Students can collect their work, collaborate with instructors and advisors, and reflect upon their time at the UW. Instructors can mentor this process.
- **EPost**: This threaded discussion board lets instructors encourage communication and collaboration outside of the classroom.
- **SimpleSite**: Instructors can create template-based Web pages and instantly publish them to their UW Web accounts.
- **E-submit**: Instructors can use this secure environment to allow students to turn in homework online.
- **QuickPoll**: This one-question polling software lets instructors gauge student opinion.
- **VirtualCase**: For instructors who teach using case studies, this powerful tool leads students through scenarios, lets them share and discuss files, and lets them decide upon actions.
- **Peer Review**: Students can post their work online where peers can evaluate it, commenting on specific sentences or paragraphs.
- **UMail**: Instructors can use UMail to receive anonymous email messages, allowing students to give candid feedback.

This user-based design and development approach has proven quite successful in providing the technology tools that faculty and learners need. Indeed, clients made sixteen specific requests for new features or enhancements to existing tools in 2003. Of these, eight were implemented, scaling this innovation to the entire campus, while eight were saved for future versions of the tools.

As of January 13, 2004, 14,640 account owners had implemented 35,168 instances of Catalyst Tools for use by others. In 2003 alone, UW students and other learners visited the Catalyst Tools more than 2.4 million times for almost 18 million learning activities.
Facilities for Teachers

Computer Classrooms and Collaboratories

EPLT operates five classrooms specially designed for computer-based instruction, experimental education and student collaboration. These classrooms serve over 400 faculty and instructors per year, representing every college and school on the UW campus. Approximately 5,000 students per week receive instruction in these facilities. In these classrooms, EPLT also offers Catalyst Workshops as well as the Walk-in Workshop Program for students.

In 2003, the classroom budget lacked funds to replace aging computer equipment. The oldest machines were unreliable, and by Spring Quarter negative feedback from faculty and instructors forced us to close Collaboratory 1 until we could acquire new equipment. We sought alternative means to acquire the needed equipment. Before year’s end, donations from Dell and UW Educational Outreach provided 80 new computers, enabling us to reopen Collaboratory 1 and upgrade another computer classroom in time for Winter Quarter 2004.

The Center for Teaching, Learning & Technology

The Center for Teaching, Learning & Technology (CTLT) is a place where faculty, staff, instructors, researchers, librarians, and teaching assistants can come to receive one-to-one help from Catalyst designers and developers or student staff, work on projects, or experiment with new technologies, all at no cost. The CTLT also houses the EPLT staff responsible for the Catalyst Initiative, and it serves as a design and development lab where software developers can interact with testers and users of Catalyst Tools or lead small workshops. Additionally, the CTLT is a meeting space for partners and collaborators working on resources for the Catalyst Initiative.
In the CTLT, clients have access to Macintosh and Windows workstations for developing Web pages, scanning and editing digital images, and creating and editing streaming media. These machines have up-to-date versions of the software applications most commonly used throughout the UW. The CTLT also offers free digital camera checkout to clients who need digital content for their courses. Since cameras became available in 2000, clients have made 438 checkouts, with 74 occurring in 2003.

Clients made 1,053 visits to the CTLT in 2003. One-to-one staff consultation with clients most frequently involved help integrating Catalyst Tools into courses (38 percent) and Web development (24 percent) and lasted on average 24 minutes. Consulting and support via email has become a more important activity in recent years. In 2003, staff handled 3,808 help requests over email, more than double the number from 2001.

Facilities for Learners

EPLT operates the UW's largest general-access computing labs for students, offering both Windows and Macintosh computing platforms. Undergraduate and graduate students alike take advantage of these facilities, with over 1 million visits in 2003.

Mary Gates Computing Resource Center

The Computing Resources Center (CRC) in Mary Gates Hall provides 180 general-access workstations and also hosts the Adaptive Technology Lab, which offers computing resources to students with disabilities. During autumn break 2003, thanks to funding from the Student Technology Fee Committee, EPLT renovated the CRC and replaced every piece of equipment in the lab with cutting-edge technology. The lab's new computers boast ultra-fast processors, which we expect will attract undergraduate researchers using processor-intensive software.

The CRC also helps support the Center for Learning and Undergraduate Enrichment, an academic center designed for students enrolled in many of the UW's crucial lower-division courses. It is open Sunday through Thursday evenings from 7:00 pm to midnight with study activities taking place throughout Mary Gates Hall.

Undergraduate Research

In Autumn Quarter 2003, EPLT began a pilot program to assist UW undergraduate researchers with intensive computing needs, allowing them private access to the CRC on weekends. Research that would otherwise take days to complete on a single computer can now be completed within a matter of hours by dividing the workload among several computers in the CRC. This successful program will continue into 2004 and will expand to reach more students.
Odegaard Undergraduate Library Computing Commons

The Odegaard Undergraduate Library Computing Commons, with 350 workstations, provides students with access to on-site technical assistance, printing, and library reference—one-stop shopping for information and technology needs.

Digital Audio Workstation

The Digital Audio Workstation (DAW) is an audio-editing workstation that provides the software and hardware tools necessary for digital audio-editing, composition, and post-production work for both digital and analog sources. This facility provides a venue where students can create, edit, produce, and distribute high-quality digital audio projects. In response to the success of the DAW in 2002, EPLT relocated the workstation to a larger space, roughly triple in size, during Summer Quarter 2003. This new space allowed for a larger desk and several new tools. We continued to upgrade support for the DAW throughout 2003, including the creation of several “how to guides” for the room’s hardware and software and new training workshops as part of EPLT’s Walk-in Workshop Program. EPLT will develop more guides and workshops throughout the 2003-2004 academic year, including intermediate versions of previous guides and workshops.

The Introductory Programming Lab

In collaboration with the department of Computer Science and Engineering, EPLT continues to operate and refine the Introductory Programming Lab (IPL), a dedicated lab space for students enrolled in introductory programming and information fluency courses and for students tackling these areas independently. In the IPL, students can explore their potential as programmers and receive guidance and direction from Computer Science teaching assistants.

Access+ Public Workstations

In autumn 2002, the UW Libraries asked EPLT to assume responsibility for multiple public workstations in four library buildings. UW Libraries envisioned a campus-wide reconfiguration of these workstations to match those in EPLT’s general-access labs. The new configuration would provide UW students with more functionality and service outside of the lab environment, including access to Microsoft Office applications and the ability to do substantive academic research.

Given the significant number of workstations involved, as well as the diverse locations of these workstations, EPLT identified several possible support issues including networking across multiple campus locations, the need for speedy turn-around time between users, and the ability...
to succeed with limited staff. To address these issues, EPLT hired a Distributed Systems Manager to oversee the deployment of the workstations.

Throughout the summer of 2003, this manager worked closely with the UW Libraries and Computing & Communications, and over Autumn Quarter, we phased in 185 Student Technology Fee funded, general-access machines in the Suzzallo/Allen, Engineering, Foster, and Odegaard libraries.

Free Computing Workshops

Student Walk-in Workshop Program

EPLT offers a series of free computing workshops developed and taught by students for students. These workshops provide the knowledge and skills needed to meet the technology demands of higher education and expand student awareness of available technologies.


Throughout 2003, our student instructors were hard at work developing Web-based tutorials for use both as workshop presentation materials and as post-workshop reference tools. These Web pages will be posted on EPLT’s Web site during Winter Quarter 2004.

Catalyst Workshops for Faculty

Throughout the year, we also provide regularly scheduled Catalyst Workshops for faculty, staff, and researchers as well as technology workshops and outreach events customized for individual departments. Because UW instructors have become more comfortable with the basics of using technology in their teaching, the need for workshops focused on general technology skills has lessened. At the same time, faculty, instructors, and staff have become more focused on learning how to use Catalyst Tools for teaching, research, and collaborative activities.

In 2003, average attendance in regular Catalyst Workshops declined slightly, in part due to a hiatus for summer workshops, with 238 participants attending 24 workshops. The number of attendees for customized workshops, however, has reflected considerable new demand for this service. These 54 workshops, created to meet the specific needs of 23 different departments and units, reached 1,476 participants, and all but one focused on learning to use Catalyst Web Tools.

We publicize the help and free services that are available through the Catalyst Initiative and the Center for Teaching, Learning & Technology by working with deans, department heads, and departmental technical support staff and administrators. Our staff frequently attend department meetings or organize outreach events for multiple departments. In 2003, 725 participants attended these Catalyst Initiative outreach events.
Collaborative UW Technology Projects

With increasing budget pressures, it makes sense for UW units to cooperate and share infrastructure, tools, and support to enable the use of new technologies rather than approach common problems on their own. We played a role in five major collaborative projects in 2003:

Catalyst Portfolio

During 2003, EPLT software developers released a major enhancement to Catalyst Portfolio, with new features and a new user interface to meet needs expressed by students and faculty. Catalyst Portfolio lets students collect and display a variety of artifacts, such as papers, videos, computer programs, or artwork. These artifacts are housed in a digital file cabinet that students can draw from to illustrate their work and accomplishments at the University. Students can arrange and annotate these artifacts in a variety of ways to demonstrate their abilities to prospective employers, graduate schools, and other groups they may interact with as they prepare for their future outside the University.

At the end of 2003, 9,704 students had created 21,977 portfolios containing 86,886 pages and 121,986 artifacts, while 726 faculty, staff and advisors had built 1,614 portfolio projects for students. Through collaboration with the Freshman Interest Group Program, 80 percent of incoming freshman over the last two years have created online portfolios. Other large integration projects have involved the School of Medicine, the Basic Legal Skills program from the School of Law, the Teacher Education program from the College of Education, Undergraduate Advising, the Career Center, the Honors Program, and the Carlson Center. To encourage more student use of online portfolios, we will continue to seek partners for department or program wide adoption as well as adoption for academic planning, service learning, career planning, and course-level use.

EPLT continues its UWired Health Sciences work with partners from Health Sciences Academic Services & Facilities, Computing & Communications, Health Sciences Libraries, UW Medicine IT Services, and UWTV to support teaching, learning, technology, and research throughout the Health Sciences. The key activity remains connecting south campus with other units to promote the use of campus-wide computing infrastructure and applications, the development and integration of advanced Internet applications, and the evaluation and assessment of technology tools.

EPLT software developers continue to work with Computing & Communications, the Office of the Registrar, and UW Libraries to refine this Web-based service, available via MyUW, for faculty and instructors. MyUWClass unites in a single place many of UW’s Web-based tools to help faculty and instructors from all three UW campuses manage their courses. It offers personalized and integrated access to Catalyst Web Tools, class lists, course information, online reserves, and much more. The partners will continue to integrate existing services as well as add new features and services in response to requests and feedback from users.

Workshop Feedback

I wanted to thank you and the wonderful instructors that came today to give the Go Live workshop. They did an incredible job, all the students were very engaged and excited learning this new software (including myself). They even taught them basic HTML. Thank you from deep inside my heart to Chris, Tylar and Michael for their patience and professionalism in teaching the workshop.

Maria Garrido
Graduate TA, Communications

Thanks for today’s WebQ workshop... I wanted to let you know that the workshop was terrific in terms of content, presentation, pace, and relevance to my work.

Mariko Navin,
Student Services Administrator,
The Information School

MyUWClass Improves Class Management

I am often too busy to provide positive feedback, but wanted to forward a short note that MyUW and the class management pages are simply extremely well organized for the frantic professor. The effort by campus computing to make classes easier to manage is certainly successful.

Denise Wilson
Associate Professor, Electrical Engineering
WebQ for Research & Voting

EPLT software developers continue to work with Human Subjects and the Institutional Review Board to maintain approval of WebQ as the de facto campus standard for online research surveys. We consult intensively with many researchers on survey design and provide ongoing support for their work. Since Human Subject approval for WebQ came in February 2002, 2,505 Human Subjects surveys have been conducted, with 1,098 occurring in 2003.

During 2003, the Associated Students of the University of Washington held online elections for the second year using WebQ, and EPLT software developers implemented modifications to WebQ so that the Faculty Senate could begin to hold online elections. Many other departments use WebQ to conduct elections, and we are actively seeking opportunities to promote the use of WebQ for research and election activities.

In response, EPLT is committed to a set of University-community partnerships, which proffer the technology expertise of UW students, faculty, and staff to benefit public schools and rural communities in Washington State, as well as developing nations around the globe.

The information technology revolution has broadened access to education, strengthened communities, and improved the economic prospects of countless individuals. However, the benefits of these information technologies are still unattainable by many. Citizens in underserved and isolated communities lack access to networked technologies, as well as the educational and economic opportunities these technologies afford. Even when these technologies are available, communities are often unable to actualize their potential because they cannot adequately fund needed training.

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UW Wired Community Technology Partnerships

The bright, motivated, and highly-trained students who staff EPLT's computer labs, as well as other talented students from across the UW campus, have an opportunity to use their technology expertise in a range of community settings, broadening their educational experiences.

UW faculty with deep expertise in community technology development have also become involved in projects linked to their research and teaching interests, and the remarkable technology infrastructure of the University brings great benefits to many individuals and institutions beyond our campus.

WEBQ ENHANCED FOR FACULTY SENATE ELECTIONS

I appreciate your good work! I have already used the feature in creating my first ballot today and it was very successful. We appreciate your willingness to modify the system to make it easier for our operations.

Tasha Taylor
Assistant to the Secretary of the Faculty Senate

STUDENT RESEARCH WITH CATALYST WEBQ

The survey feature of Catalyst tools is SUPERB. Thank you so much for allowing students to use this.

Joan Neil
Undergraduate, Social Sciences/Communication

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Seattle Public Schools

The Seattle Public Schools (SPS) program, established four years ago, recruits and trains UW students for placement as technology consultants in many of Seattle’s public schools. These consultants install and maintain computers and networks, and assist students and teachers with technology hurdles. The Seattle schools receive affordable, high-quality technical support, and in turn, the UW students get viable real-world experience.

Rural Washington Technology Development

As part of the UW-Rural Community partnerships, EPLT develops Community Education and Technology Centers along with several UW and local organizations. EPLT’s student staff provide consultation on the design, installation, and maintenance of these technology centers and help coordinate local staff training. Empowering the local community to perform most of the computer maintenance is essential to the long-term success of these facilities.

In 2003, multiple centers were completed, including those in Granger and Sunnyside, as well as on the Colville and Yakama Reservations. Support for these efforts comes from several corporate and federal funding sources.

The Digital Learning Commons

In the spring of 2002, Governor Locke assembled a task force of community leaders to determine how Washington State could most effectively use technology and the Internet to meet the educational needs of Washington’s K-12 students. This task force concluded that the state should create a Web-based Digital Learning Commons (DLC) where students could access quality online courses, digital resources, and learning tools. To this end, the DLC aims to improve access to educational opportunities and learning resources by providing these opportunities to all students and teachers in Washington State.

To get this pilot project started, the DLC partnered with EPLT to provide preliminary, on-site training on the DLC tools and resources to high school students throughout Washington State. EPLT recruited an outstanding team of UW students that not only facilitated, but also developed the curriculum for these trainings. Many of these students are passionate about teaching and embraced the opportunity to encourage other young adults in their pursuits of higher education.

These UW student instructors spent the month of September traveling back and forth across the state, and in four short weeks had trained over 5,000 Washington State high school students as well as teachers, parents, and the Governor himself.

UW Corporate Partners for Access

To increase access to technology, EPLT recycles computers from Seattle businesses for reuse in community technology centers around the globe. Our student staff reconfigure these computers with appropriate software and required licenses.

In 2003, EPLT helped equip technology centers in the Full Utility Neighborhood Network Computer Center, the Boys & Girls Club of King County, the Hamilton House Technology Center, and Heritage College using these reclaimed and refurbished computers. Additionally, through
a partnership with For The Children, EPLT coordinated the creation of a computer lab in Chernobyl. The law firm of Preston Gates & Ellis LLP has led this donation effort.

Evaluation and Assessment

Evaluation is integral to all EPLT activities and mirrors the collaborative and evolving character of the program. We use a formative evaluation approach to assist in continuous review and clarification of the goals and objectives for each program and for comprehensive assessment of all our activities. This approach provides:

- feedback to program coordinators that supports the development, enhancement, and ongoing improvement of EPLT offerings;
- information to the larger community regarding the effectiveness of various strategies; and
- a means to develop exemplary evaluation practices.

The approach to evaluation is inherently collaborative, involving partners from the Office of Educational Assessment, the Program for Educational Transformation through Technology, the Student Technology Fee Committee, and Computing & Communications as well as EPLT clients (faculty, students, teaching assistants, researchers, librarians, and staff) to clarify program goals and ways to assess effectiveness.

This approach also has evolved over time and provides necessary flexibility, as EPLT has undergone dramatic growth since its 1999 inception. Beginning with the general-access computing labs and classrooms and the CTLT, we have expanded our programmatic efforts to include the Catalyst Initiative, collaborative software development projects, and a variety of outreach partnerships. As a result, the instruments, timing, means, and methods of assessment have evolved. For example, mirroring the EPLT integration of technology into the everyday lives of its clients, evaluation efforts have incorporated new techniques and approaches into accepted evaluation practice. Some of the particular techniques include using Catalyst WebQ to obtain high quality information from clients at the point of contact, entirely online. Using the Web has also allowed timely reporting to a varied and expansive constituency.

Evaluation of the Catalyst Initiative is done via assessments by workshop participants, CTLT clients, and Catalyst Tools users, together with feedback gained when Catalyst designers and software developers lead workshops, consult with clients in the CTLT, and answer client email. In 2003, the evaluation again revealed a need to focus more services on the use of Catalyst Tools. To address these needs, EPLT staff began an overhaul of the Catalyst Workshops, refined the method for integrating “how-to” help into Catalyst Tools, and developed an easy-to-use workspace interface for the newest tools. Future efforts will extend this new interface to all Catalyst Web Tools.

Plans for the Future

**SimpleSite Student Templates**

Thanks to funding from the Student Technology Fee Committee, EPLT will add student-focused templates to Catalyst SimpleSite. With these templates, students will be able to create and publish home pages, photo galleries, journals, and other pages without knowing HTML.
Student Walk-in Workshop Program

We are receiving more requests from faculty for customized in-class instruction using the Walk-in Workshop curriculum, including sessions on Web page creation and video editing software, so we are looking at ways to expand this customized workshop service.

Catalyst Group Manager

Managing courses online will become much easier with the release of Group Manager. Thanks to a collaboration with Computing & Communications, Group Manager will automatically update class lists used with Catalyst Tools, allowing instructors to easily provide or restrict access. Group Manager will also let users create ad hoc groups and easily divide groups into subgroups.

Odegaard Undergraduate Library Collab 1

EPLT is currently developing a dual boot imaging system for OUGL Collab 1, which will allow faculty and instructors to teach on multiple operating systems including Windows and Linux.

Leveraging Open Source Software Efforts

We are actively involved in national projects including the Open Knowledge Initiative, the Open Source Portfolio Initiative, the Sakai Project, Shibboleth, and uPortal and are also working with partners at Harvard, UCLA, MIT, Stanford, Indiana University, UC Berkeley, and the University of Michigan. Through this work, we hope to forge national standards, co-develop Web-based tools, and integrate open source, standards-based software at the UW.

Digital Learning Commons

EPLT will continue its partnership with the DLC as the program expands to include other higher education institutions from which we will recruit student instructors to train K-12 students.

Integrated Collaborative Environment

To extend the use of campus computing resources further into the everyday teaching, learning, research, and work activities of the University, EPLT will begin working with Computing & Communications on the Integrated Collaborative Environment (ICE). ICE will incorporate Catalyst Web Tools, file management, Web publishing, access control, group management, and account management within a single, browser-based “workspace” with a common look and feel.

Facility Improvements

We are negotiating with Copy Services so that they can assume responsibility for draft printing in the general access labs, giving students more flexible payment options. We also hope to secure funding to upgrade the computers in three computer classrooms and collaboratories.

WebQ 3.0

EPLT software developers will begin work on WebQ 3.0, which will incorporate feature requests from the many faculty and researchers using the current version. These will include the ability to change the layout and design of a survey, to branch a survey based upon a respondent’s answer, to allow multiple submissions, to automatically score quizzes, and more.

FIG PORTFOLIOS

I had a blast doing my portfolio, though it did take a lot of time. It was like making a scrapbook and I will definitely refer back to it as the years go by.

Anonymous FIG Student

My students actually enjoyed it. For the most part they all did a very good job on it as well. Most of the ones that didn’t like it at first finally realized once it was completed that they did benefit from it. I definitely enjoyed reading them.

Anonymous FIG Leader

[Using Catalyst Portfolio] was perhaps the most fun I’ve had.

Anonymous FIG Student

WEBQ HELPS STAFF GATHER DATA

I just created two departmental surveys for graduating seniors for C LIT and CIN ST in less than an hour! The Catalyst Web Tools are very user-friendly and our department hopes this will increase the number of responses we receive this year.

Kathy Holliday
Academic Counselor, Drama/Comparative Literature
Acknowledgements

Special thanks go to UW students. Funding from the Student Technology Fee Committee allowed EPLT to upgrade all of the hardware in the CRC, to install Access+ workstations in the libraries, and to expand the storage infrastructure for Catalyst Portfolio so that every student has 500 MB of storage.

Computing & Communications maintains the UW computing infrastructure and provides the scalable back-end architecture and dedicated high-speed servers for Catalyst Tools as well as UW NetID authentication for these tools and the general-access computing labs.

The Center for Instructional Development and Research (CIDR) consults with UW instructors who use Catalyst Tools in their classes. Focusing principally on EPost, CIDR consultants have observed in classrooms, collected student feedback, and helped instructors integrate the tools into their curricula.

Computer Science & Engineering faculty aid us in selecting and installing programming utilities in the labs we support.

Creating accessible Web sites is a major priority at the UW, so we have forged a partnership with the DO-IT program, which provides technology services for students with disabilities. DO-IT staff provide feedback and suggestions for the Catalyst Tools and Web site, and we have supported the use of Portfolio in the DO-IT Scholars program.

Educational Outreach (EO) offers distance learning for the UW and last year partnered with EPLT to upgrade computer classrooms and collaboratories in Odegaard Undergraduate Library and Mary Gates Hall. EO has also created extensive materials for the Catalyst Web site and has helped design and lead a Catalyst Workshop to teach instructors how to create distance learning courses. Our software developers work closely with EO to ensure that the Catalyst Tools integrate with their online learning offerings so that students, whether in campus-based or distance learning courses, use the same online learning environment.

Housing & Food Services and Copy Services have supported the printing needs of our clients by collaborating on technologies that provide a wide range of payment options for students.

The Office of Educational Assessment (OEA) provides invaluable support in the assessment and evaluation of our facilities and services. OEA also supports ongoing studies of how faculty use Catalyst Tools and has adopted and modified WebQ to facilitate online course evaluation.

The Office of Minority Affairs and Women in Engineering provide essential help recruiting student employees for computing labs and programs.

Support and encouragement from the Office of the Provost was critical to the creation of EPLT, and the Provost’s Office continues to seek our involvement in activities that support the core mission of the UW—the preservation, advancement, and dissemination of knowledge.

The Office of Undergraduate Education (OUE) offers opportunities to develop and integrate the Catalyst Portfolio through the Freshman Interest...
Group program and undergraduate advising. OUE also incorporates the Catalyst Initiative into faculty professional development programs, including the Institute for Teaching Excellence, the Collegium on Large Classroom Instruction, the Provost's Workshops on Teaching and Learning, and the Faculty Fellows program. Funding from OUE covers staffing costs to serve the Center for Learning and Undergraduate Enrichment.

The generosity and partnership of Preston Gates & Ellis LLP is the foundation of our UW-Corporate Partners for Access program.

The Program for Educational Transformation through Technology (PETTT) participates in the research and development of many Catalyst Tools by providing development resources and expert consulting on learning technologies, conducting pilot studies and focus groups, and designing large-scale studies of VirtualCase, EPost, and Portfolio. PETTT research also leads to pedagogical advice, tips, and effective practices for instructors, all made available on the Catalyst Web site.

The Seattle School District provided funding to support the Seattle Public Schools Technology Consultant Program, creating invaluable work-based experiential learning opportunities for UW students.

University Libraries partnered on the Access+ public workstations project. The Libraries also furnish space in the Odegaard Undergraduate Library for the Computing Commons, Collaboratories 1 and 2, the Digital Audio Workstation Lab, and the Center for Teaching, Learning & Technology. Additionally, Odegaard reference librarians work collaboratively with our student staff to provide UW students comprehensive consulting expertise.

The many partners in UWired Health Sciences—Health Sciences Academic Services & Facilities, UW Medicine IT Services, Computing & Communications, Health Sciences Libraries, and UWTV—have deepened the integration of the Catalyst Initiative into the day-to-day teaching, learning, and research activities throughout the Health Sciences.

The UW Retirement Association faculty provides our student consultants with practical skills for teaching students to use technology.

Appendix A: UW Technology Infrastructure

EPLT is fortunate to build upon the tremendous infrastructure provided by UW Computing & Communications. This rich environment is leveraged by UW units to bring technology enhanced teaching, learning, and research to faculty, students, and staff:

- **UW NetID**: All members of the UW community have a unique online identity, called a UW NetID. With a single username and password, UW faculty, staff, and students can access email, Web pages, and a variety of online tools and services.
- **Email**: A UW NetID entitles each account holder to an email address at the UW.
- **Person Registry**: The UW Person Registry contains identifying information for all UW students, faculty, staff, and affiliates. By aggregating and matching person records from numerous source databases, the Person Registry provides UW computing applications with a single authoritative source of information on people associated with the University.
• **File space**: Each member of the UW community receives 100 megabytes of storage in a personal account to use for Web pages, saving email attachments, and transferring files over the UW network. In addition to this standard allotment, UW students, faculty, and staff each have 1 gigabyte of storage for multimedia files, 500 megabytes for artifacts in their online portfolios, and the option to request more space at any time.

• **Web publishing**: Account holders also have space to create a Web site. The files are stored in UW's uniform access servers, and students, faculty, and staff can create their pages online using the Catalyst SimpleSite tool or transfer files that they have created using other Web editors.

**Appendix B: Recognition**

EPLT has helped the UW receive three recent national and international awards recognizing its innovative technology practices, including:

- The 2002 Accenture/MIT Digital Government Award, Higher Education Category for effective use of technology,
- The 2002 Global Junior Challenge Award for excellence in the use of technology for education in students under thirty, and
- The inaugural 2000 EDUCAUSE Award for Systemic Progress in Teaching and Learning for transformative improvements in the campus teaching and learning culture.

**Appendix C: Staff**

- **Louis Fox**, Vice Provost
- **Joan Goldblatt**, Administrator
- **Tom Lewis**, Director, Educational Technology Development
- **Oren Sreebny**, Executive Director, Learning Technologies
- **Karalee Woody**, Director, Student Access & Computing

- **Mark Alway**, Software Developer
- **Laura Baldwin**, Project Manager
- **David Cox**, Technology Director
- **Brandon Koeller**, Distributed Systems Manager
- **Damien Koemans**, Manager, Odegaard Undergraduate Library Computing Commons
- **Greg Koester**, Manager, Computer Classrooms & Student Workshop Program
- **Jim Laney**, Software Developer
- **Trevor Leffler**, PETTT-funded Software Developer
- **Patrick Michaud**, Software Developer
- **Karin Roberts**, Catalyst Coordinator
- **Andy Sievanen**, Manager, Mary Gates Hall Computing Resource Center
- **Craig Stimmel**, Web Master