UW Outreach School
Division of Outreach Technology Services
Academic Plan (2009-2014)

UPIII – "access, excellence, and leadership"

Mission and Vision
The Division of Outreach Technology Services (OTS) provides statewide technology and engineering support for the UW Outreach School's credit and non-credit programs and events, provides computer network systems and programming support for Outreach staff and students, and produces broadcast/video programming. These services are available at university-approved rates for community, civic, government, and private businesses statewide. The Division units are UWTV, Engineering, Computer Support, and the Outreach Video Conferencing Network (OVN). The geographical area and facilities supported by Outreach Technology Services includes 10 Outreach Centers, 47 video conferencing sites, 104 student desktops, 98 staff and administration desktops/laptops, 96 audio/VoIP teleconferencing sites, and television production/editing/duplication facilities. Outreach Technology Services works collaboratively with Wyoming Public Television and the Wyoming Equality Network for programming distribution and access to other state video conferencing sites.

The mission of the Outreach Technology Services Division is to provide transparent and effective technology delivery systems. Such support should be timely, proactive, and effective for all users.

Outreach Technology Services priorities include providing access to the best possible learning communities, providing the highest quality possible electronic instructional materials, and communicating and sharing knowledge with our university colleagues and community partners.

Summary Review of AP II Accomplishments (2004-2009)
OTS has completed all of its short- and mid-term action items for AP II. Some of these include the digital conversion of UWTV production facilities, planning and implementing a H.323 IP video conferencing system, planning and implementing the beginning stages of video streaming services, converting and upgrading internal databases for utilization by Outreach Credit Programs and the UW-Casper College Center, and fully participating with other UW departments in the implementation of a new UW student information system and self-service web portal. Long-term action plans to develop additional Outreach office and production space continues. In the meantime, several major upgrades to Outreach classrooms for video, audio, and online delivery systems have been completed.

Relevant Institutional and Outreach School Issues
The University of Wyoming will focus on *access, excellence, and leadership* during the 2009-2014 University planning period. These issues are reflected in the work of the Division of Outreach Technology Services in a number of ways:

Access—*refining areas of distinction*
- remaining competitive with regional and other public universities
- providing modern and innovative infrastructure and equipment
- sustaining partnerships with community colleges
- sharing/connecting IT infrastructures

Excellence—*enhancing learning environments*
- providing high quality instructional materials and labs for UW's high quality faculty
- investing in leading the continuous growth area of UW enrollments (10% to 16% OS enrollment growth each year, the past 5-years)

Leadership—*providing professional development and support for staff*

The UW Outreach School has focused its efforts as well and its values, priorities, and mission are clearly stated:

> *The Outreach School values an environment of integrity, honesty, and cooperation. We value people by showing respect for others and their ideas. And we value laughter.*

> *The School's priorities are focused on **learning, access, partnerships and synergisms,** and **welcoming change.***

> *The mission of the Outreach School is to extend the University of Wyoming's educational programs to the people of the state of Wyoming and beyond with innovative and unique opportunities for learners of many ages, interests, locations, and motivations.*

The School's mission, values, and priorities are embedded in the UPIII planning strategies and action items of Outreach Technology Services, which also support the central principles in UW's *Creation of the Future* 3: providing **access** to higher education, fostering **excellence**, and cultivating **leadership**.

Outreach Technology Services Action Items 2009-2014

Short Term (1-2 years)

1. Implement and expand VoIP classroom sites in Regional Centers where appropriate and possible.

2. As appropriate, implement video streaming for all appropriate and possible Outreach Credit Programs and UW/CC credit courses and/or instructional materials.

3. Continue working with UW SIS Steering Team for the UW Banner SIS conversion project to resolve different UW departmental business practices for payment procedures and other student services.

4. To provide the highest possible quality instructional classroom facilities and content material, plan for major infrastructure and equipment upgrades of the

Outreach Video Network and UWTV facilities. The upgrades should include consideration of national HDTV resolution and Ethernet bandwidth standards.

5. In collaboration with other UW academic departments and Outreach divisions, research and evaluate other real-time interactive instructional delivery methods, such as Elluminate and blended delivery systems (e.g., Online and video conferencing) which connect personal/home desktop/laptop computer configurations.

6. Continue supporting Outreach Technology Services staff development opportunities for engineering, computer support and video production employees.

7. Continue incorporating new technologies and applications in Outreach computer programming services; in collaboration with UW IT and community colleges explore the highest level of data services at Outreach Academic Centers.

8. Advise and assist the Outreach School's Center for Conferencing and Continuing Education to develop a division accounting system as well as researching alternative real-time events/conferences software systems providing registration, marketing, and other services.

9. Develop local contacts to expand/recover video conferencing sites, including sites in Buffalo, Worland, Wheatland, and others.

10. Continue to implement Outreach School's scenario planning processes to refine and adapt major planning strategies.

Mid-Term (2-3 years)
1. Implement major infrastructure and equipment upgrade of Outreach Video Network and UWTV facilities, to include HDTV video/audio resolution standards, and to provide minimum 5 Mbps Ethernet or multiple T-1 connectivity to all video sites and Outreach Academic Centers.

2. Collaborate with UW Facilities Planning and other third-party audio-visual design firms for appropriate electronic infrastructure, instructional design space needs, and distant delivery equipment in Outreach Academic Center facilities and the main UW campus in Laramie.

3. Research and develop a plan for a portable multi-camera on-location video production unit to capture UW educational events, symposia discussions, and speaking engagements.

4. Continue collaboration with College of Arts and Sciences and Department of Communications and Journalism to plan and design video production credit courses, provide internship opportunities, and provide technical advice and assistance for production and editing equipment.

Long Term (4-5 years)
1. Collaborate with the Outreach School Dean's office and other Outreach divisions to research, develop, and plan a unified Outreach building facility for the UW-Laramie main campus, to include a modern TV studio production facility, video classrooms, edit suites, and staff offices.