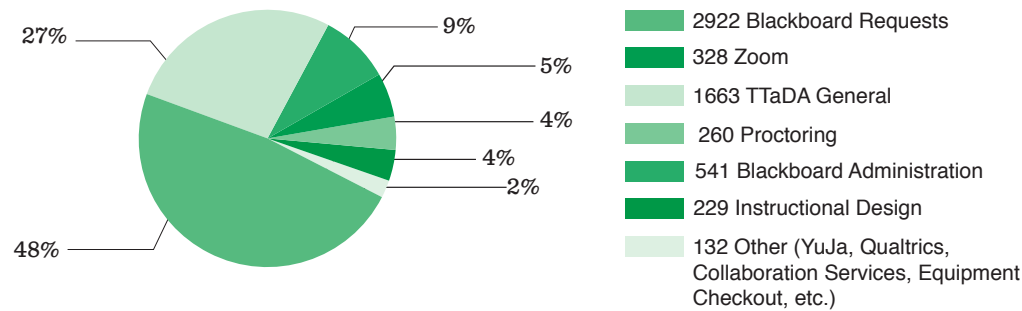


TEACHING TRANSFORMATION AND DEVELOPMENT ACADEMY 2020: RESPONDING TO CHANGE, IMPROVING QUALITY

TTaDA provides system administration and support for UND's academic technologies including: Blackboard, Zoom, YuJa, VoiceThread, Qualtrics, and more. In 2020, our team handled **6075 tickets**, which is up **6%** from 2019.



Academic technology and the support provided to faculty and students created the necessary infrastructure for ensuring a quality experience in Online and Hybrid/Hyflex courses.

Instructional Designers had over **800 consultations** with faculty through one-on-one meetings, department workshops, Zoom/Teams sessions, and phone calls. They also reviewed over **450 online courses and syllabi**, which is up **350%** from last year.



"I just wanted to thank you for the review and your helpful comments. I know you are carrying an incredible work load, and I just wanted to say that I appreciate your diligence. Your comments are very helpful and you are very patient. I know that we are all needy these days and TTA is often at the center of the needs. Whatever my needs, TTA has been very responsive." ~ UND Faculty Comment

TTaDA sponsored **2 book studies** in 2020 with a total of **319 participants**.

49 Reach Everyone, Teach Everyone: Universal Design for Learning in Higher Education ~ Thomas J. Tobin and Kirsten T. Behling (2018)

270 How to Be an Antiracist - Ibram X. Kendi (2019)

"I absolutely loved how this book was written and the very concrete definitions distributed throughout. It forced me to think how I have thought about each of those terms and my interaction with those concepts in my past, as well as how I want to interact in the future." ~ How to Be An Antiracist Book Study Participant

"This book study has allowed me to think more about the different factors and parts of racism. It has shown me specifically what areas of everyday life are affected by racism, and how racism is not simply just a stereotypical racist." ~ How to Be An Antiracist Book Study Participant

47 recording sessions scheduled in the Digital Media Studio by **35 individual faculty**. There were over **180 videos recorded** for online delivery.

"When I first showed up at the Digital Media Studio, I didn't quite know what to expect. However, whatever expectations I did have were quickly surpassed. The set-up is, quite frankly, impressive and allows me the space to professionally record videos critical to my Online course." ~ UND Faculty Comment

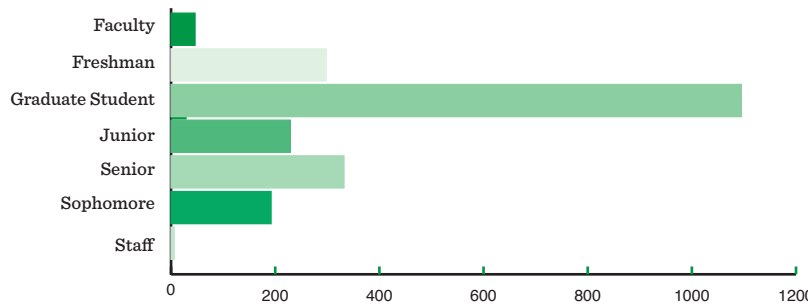


1774 Digital Badges were issued in 2020, which is an **increase of 212%** from 2019. **945 were accepted** and **829 are pending**. That's a **53% acceptance rate**, which is higher than the national average.



32 faculty participated in the Alice T. Clark Mentoring Program in 2020. This includes **22 faculty** in the first year and **10 faculty** in the second year. The second year participation has **increased 66.7%** from 2019.

In 2020, the Writing Center had **2071 appointments**, **629 clients** from **99 programs**.



"I felt much more confident that I was answering the prompts for my paper and more organized mentally after her summarizing and helping facilitate me talking through it to better develop my ideas." ~ UND Student Comment

"Overall coming in I wasn't too confident in my ability to write this type of document. But, upon leaving I felt confident in my abilities to succeed on this assignment and others like it in the future." ~ UND Student Comment

In March 2020, all appointments went remote via Zoom. Prior to that, **21% of appointments** served distance students.

93% of students reported feeling more confident after their session with a writing consultant.



Offered **245 Workshops** to **1363 returning faculty, staff, and graduate students** on academic technologies, diversity and inclusion, writing, hybrid/hyflex teaching strategies, alternative assessments and more.



Developed **15 new Staff Career and Professional Development** courses on a variety of topics, including Microsoft products, Google Chrome, Managing Stress, Navigating Conflict, and more.



170 faculty, staff, and graduate students from UND and NDUS attended the Spring Innovative Learning Symposium: Universal Design for Learning in Higher Education with Dr. Thomas Tobin.



687 faculty, staff, and graduate students from UND and NDUS attended the HyFlex Course Design Discussion with Dr. Brian Beatty.

"I am beyond impressed with the number and variety of trainings you have all offered. I have always resisted teaching Online courses, but now I will be much more open to it. It's been a good growth opportunity for me." ~ General Workshop Participant

"I thought this [session] was great and is wonderful that we [staff] have this opportunity to learn." ~ Staff Workshop Participant

"I learned techniques that I can use in the classroom to present information in ways that keep students engaged, assignment techniques to ensure that the assignment can be used to assess specific skills, and the value of creating multi-path instruction." ~ Spring Innovative Learning Symposium Attendee

"Great ideas for the discussion from others and changes in course structure. [Key takeaways include:] Expanding more on Online students experiences in the work environment. Looking at HIP's to see which one best aligns with competency requirements of the course." ~ Hybrid/Hyflex participant



95 Self-Paced Enroll Anytime courses were available in 2020. There were an additional **46 courses** under development (**26 new** and **20 being revised**) at the end of the year.

"I cannot begin to express how DELIGHTFUL your class was. Just so you know, I am completing the final courses in order to finish my bachelor's degree that I gave up on back in 1989!" ~ SPEA Student Survey response

"The [SPEA] course was well organized, and covered a broad variety of topics. This is exactly what I envisioned the course to be." ~ SPEA Student Survey response



150 Pre-licensure Real Estate Certificates issued in 2020, making TTA the **largest online provider** of pre-licensing education in ND.



Conferences and Events worked with UND departments to set up registration for **8 different events**.

Held our Tax Practitioners Institute totally online via Zoom for **312 participants**.



1303 annual enrollments in the Dietary Managers Program.

- **36 Continuing Education** courses available

- Our students represent all **50 states**

- **25% Correspondence by Mail** students

- Our students make up **30%** of those taking the **CDM Credentialing Exam**

- **86%** of our students passed the **National Credentialing Exam** on the first attempt

- **965** students took advantage of the free COVID extension we offered

5,854 Enrollments in our Professional Development for Educators program.

- **5000 educators** from North Dakota

- Over **200 online courses** for educators

- **25 school districts and consortiums** offer Cumulative Credit to their educators

- **7 educational vendor** partners



882 Enrollments in our Personal and Professional Development Program.

- **600 Online Courses** - **7 vendors** supplied online courses

- **37 States** - **3 Canadian Provinces**