Topics

- ETS Overview
- ETS Budget
- *Discussion*: Possible Service Cuts and Impact
ETS enhances and supports the UC Berkeley academic experience by providing essential, responsive and innovative technology services.
Guiding Principles

1. Be a responsive service organization with a clearly defined and aligned service portfolio.
2. Be a great campus partner and demonstrate our value to stakeholders.
3. Achieve strategic balance between enterprise and targeted services.
ETS Teaching and Learning Services

- Active Learning Classroom
- Assistive Technology Support
- Audience Response Systems (Clickers)
- LMS (bCourses and bSpace)
- CalCentral
- Classroom Technology Support
- Course Evaluations
- Digital Media Support
- Drop-In Computing Facilities and Instructional Computing Facilities
- Tech Enhanced Teaching (Consultations)
- Webcast: Classroom Capture
UAG Structure

Selected group of faculty, students and academic partners (CTL, Library, etc.)

Broad group of faculty, instructors, GSIs, students, academic partners

Executive Steering Group

User Advisory Group
ETS UAG Recommendation Process

Advisory Body Recommendations

- Requires new ongoing funding
- Requires change of priorities or resource allocations
- Can be implemented as Continuous Service Improvements (CSIs)

Decision Making Body

- IT Governance
- ETS & IT Leadership
- ETS Service Team
ETS Budget

- ~1.0 - ~1.6 Million structural deficit
- “Chronically underfunded” service unit
  - Permanent budget has never covered expenses
- Spending one time funds for ongoing expenses
- Increasing expenses
  - Licensing costs (Canvas no longer on ITFR in FY16)
  - Unfunded Service Costs (e.g., assistive technology)
  - Unfunded salary and benefits increases
    - Note: 84% of ETS spend is salary and benefits
  - Student Staffing Costs
Guiding Principles for Recommendations

Ensure we are as internally efficient as possible

- S&E cuts
- Admin student support

Prioritize “must-have” enterprise T&L Services

- LMS
- Portal
- Classroom Support
- Classroom Capture
- Online Evaluation of Courses

Look for reasonable service reductions with least impact

Stay Strategic!
Proposed Webcast Service Reductions

“Student Study” model eliminate public distribution on webcast.berkeley.edu

➔ Videos available for review more quickly
➔ Deliver through bCourses
➔ Videos no longer “trimmed” prior to publishing
➔ Students have to “search” for lecture start

Reduce Monitoring and Support

➔ Slower response to capture related classroom problems (e.g. faculty forgets to turn on mic, screen not being captured)
➔ Increase in capture failures and undetected errors
➔ Limited capacity to improve content quality or recover from capture failures
➔ Reduction in end user support and increase in response times
➔ Many instructor requests that are currently supported will go unfulfilled
Proposed Webcast Service Reductions

Curated Public Distribution

➔ Select 5-10 courses for public distribution every year
➔ Develop a RFP process for courses
➔ Create a faculty/student committee to select courses
➔ Provide higher level of support and close-caption content
➔ Publics
Discussion