



2002-2005 OPERATING PLAN

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UNC TEACHING AND LEARNING WITH TECHNOLOGY COLLABORATIVE



Division of Information Resources

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Introduction

The University of North Carolina Teaching and Learning with Technology Collaborative (TLTC) is a consortial organization that provides vision and shared resources in support of teaching and learning with technology programs and initiatives on the sixteen UNC campuses. The TLTC actively explores collaborative opportunities and assists in identifying and implementing effective practices, common services, and shared resources. The TLTC 2002-2005 Operating Plan, which was developed in tandem with the TLTC's 2002-2005 Strategic Plan (www.unctl.org/tlt/about/s_plan_02.pdf), describes the activities and events that address the TLTC's strategic directions and goals during this three-year period. The following eight project group descriptions provide parameters to guide that development.

Professional development activities are the cornerstone of TLTC work and serve to involve growing numbers of people, generate and disseminate TLTC ideas, and share experiences in TLT work. Planned TLTC professional development activities will provide opportunities both to build community through participation and to build professional development resources for those not participating in a given activity. The TLTC's facilitation of both collaborative discussions and resource development activities have been recognized as important functions that contribute to UNC-wide TLT efforts.

The **UNC Professional Development Portal** has served as the flagship project for the TLTC and provides a key contribution to ongoing work. Further consideration of the TLTC's evolving role in the Portal will define the work to continue with this project. The evolution of the TLTC's contribution to the Portal will be guided by developments in other project areas and may include components to support work in other project groups.

Feedback from previous **UNC TLT Conferences** shows this event to be successful for promoting professional development, sharing information, and facilitating discussion of key topics of interest. Continued oversight by the UNC TLT Conference Program Committee and TLTC staff will guide the development of annual UNC TLT Conferences structured to best address that year's needs. By preparing for the annual UNC TLT Conference throughout the year, the TLTC can better utilize the conference to advance work in project areas and to more effectively promote collaborative work with other organizations.

The **assessment initiative** is focused on identifying and organizing assessment tools, methodologies, and results to better understand effective use of technology in teaching and learning. This project group will include efforts to facilitate ongoing discussion of the use of assessment models, tools, and methodologies as well as results that might be shared from using those in UNC TLT work.

The TLTC advocates for **consideration of TLT in UNC policy decisions** and seeks to identify models, methods, and tools to best inform that work. Ongoing discussion will guide that process to determine how the TLTC can be most helpful in providing information and assisting decision makers on TLT policy issues.

Building UNC TLT community is the focus of this TLTC project group. Work in this area will build on existing collaborative efforts to identify and address TLT community building needs and will include efforts to secure external funding to support continued work. Foundation building during the first year is necessary in order to support more fully developed community activities during the second and third years.

Communicating and managing information has been a key component of TLTC activities and is central to accomplishing our mission and vision. Efforts to increase and promote communication will give the TLTC defined means to disseminate information about TLTC work as well as to solicit input and involvement from the campuses.

TLTC work is facilitated by the TLTC Board of Directors and by the Information Resources Division of the Office of the President including the TLTC staff. **Core functions of the organization as a whole**—such as funding, staffing, governance, planning, reporting, and board and committee meetings—are needed to support the previously described project groups. These activities include organization-wide exchanges of information, communication about activities and products, and evolving opportunities that are not reflected in the seven preceding project groups.

For more information about ongoing TLTC work, please visit our website at www.unctl.org.

2002-2005 Operating Plan

The TLTC

The University of North Carolina Teaching and Learning with Technology Collaborative (TLTC) is a consortial organization that provides vision and shared resources in support of teaching and learning with technology programs and initiatives on the sixteen UNC campuses. The TLTC is committed to learning-centered approaches that unite the collective interests and goals of the sixteen campuses in ways that nurture excellence in existing practice, while serving as a leader and catalyst for innovation in the effective application of technology for teaching and learning. Through its projects and initiatives, the TLTC actively explores collaborative opportunities and assists in identifying and implementing effective practices, common services, and shared resources.

Operating Plan Overview

The TLTC Strategic Planning Initiative began in January 2002 as a means to strengthen decision making by establishing consensus about intended outcomes, determining the actions necessary to reach those outcomes, and identifying measures of success. The TLTC 2002-2005 Operating Plan, which was developed in tandem with the TLTC's 2002-2005 Strategic Plan (www.unctl.org/tlt/about/s_plan_02.pdf), describes the activities and events that address TLTC strategic directions and goals during this three-year period. This operating plan highlights the TLTC's focus on information management as the scholarship base upon which all TLTC activities are built. For the TLTC to serve appropriately as a system-wide leader in TLT, processes must be put in place to regularly obtain, organize, manage, and make available our TLT information. Components of this operating plan will establish such processes for collecting and sharing information among the TLTC, the campuses, and other selected organizations and institutions.

TLTC Project Groups

For the purpose of this operating plan, TLTC projects are organized into the eight project groups described below. TLTC projects will evolve over the life of this plan, and may change in scope, emphasis, or design as the project participants learn more about specific areas. The following eight project group descriptions provide parameters to guide that development.

TLT Professional Development

Professional development activities are the cornerstone of TLTC work and serve to involve growing numbers of people, generate and disseminate TLTC ideas, and share experiences in TLT work. Planned TLTC professional development activities will provide opportunities both to build community through participation and to build professional development resources for those not participating in a given activity. Emphasis during the first year will be placed on organizing and facilitating interest groups that will serve as core structures to promote collaborative professional development through ongoing work in selected areas of interest. Regional activities will promote face-to-face work among those in geographic proximity, and special topics of high interest can be addressed through UNC-wide activities when needed. The annual UNC TLT Conference serves as a venue for activities associated with numerous professional development topics. TLTC work in the professional development project

group builds on previous and existing TLTC work and is likely to realize impact at the campus level even in the first year. The TLTC's facilitation of collaborative discussions and resource development activities have been recognized as important functions that contribute to UNC-wide TLT efforts.

Activity	Participants	Outcome
Interest group meetings (such as Blackboard, WebCT, Handheld, Wireless, TLT Assessment, Web Accessibility, Facilitating and Supporting Learning in Cyberspace)	Interested users and supporters, instructors, students, and others interested in interest group topics	Interest group structure and tools identified, archive of interest group discussions and other products as identified by interest groups
UNC TLT Conference sessions on e-Learning issues	Anyone interested in e-Learning issues	Enhanced understanding of e-Learning issues
Interest groups meet during UNC TLT Conference	Existing and potential interest group participants	Interest group work and plans for future work
Identify and facilitate possible regional and UNC-wide activities	UNC participants	Information and discussion on selected topics
Discussion of TLT professional development models	Interested board members, staff, campus members, and others	Information on professional development models
Identification of professional development model matching TLTC needs	Interested board members, staff, campus members, and others	Responses to indicate value of selected model

UNC Professional Development Portal

The Portal has served as the flagship project for the TLTC and provides a key contribution to ongoing work. First year efforts will be focused on completing current technical development work and implementing content maintenance procedures for existing focus areas. Further consideration of the TLTC's evolving role in the Portal will define the work to continue with this project. The evolution of the TLTC's contribution to the Portal will be guided by developments in other project areas and may include components to support work in other project groups.

Activity	Participants	Outcome
Recommend TLTC's role in Portal evolution	Portal Oversight Committee (POC)	POC recommendation
Enhance content in selected focus areas	POC, TLTC staff, content builders	Enhanced content in focus areas
Identify and attain content maintenance mode for Portal operation	POC, TLTC staff	Content maintenance
Identify and attain technical maintenance mode for Portal operation	POC, TLTC staff	Technical maintenance
Engage Campus Information Liaisons	Campus Information Liaisons	Up to date campus information available

UNC TLT Conference

Feedback from previous UNC TLT Conferences shows this event to be successful for promoting professional development, sharing information, and facilitating discussion of key topics of interest. Continued oversight by the UNC TLT Conference Program Committee and TLTC staff will guide the development of annual UNC TLT Conferences structured to best address that year’s needs. By preparing for the annual UNC TLT Conference throughout the year, the TLTC can better utilize the conference to advance work in project areas and to more effectively promote collaborative work with other organizations.

Activity	Participants	Outcome
Conference Committee meets to plan conference, establish date and location	Conference Committee composed of board members and TLTC staff	Initial conference plans
Website and other methods of communication established	TLTC staff	Website
Guidelines for proposals and attendance established	Program Committee composed of board members, TLTC staff, campus representatives, and co-sponsor representatives	Call for proposals
Proposal review, program, and speaker selection	Program Committee	Program
Registration, housing and arrangements	TLTC staff	Logistical information
UNC TLT Conference and evaluation	ALL	Facilitate communication and information sharing
Program Committee meets to reflect on conference	Program Committee	Input for next year’s conference planning
Post/publish information from conference	TLTC staff	Disseminate information from UNC TLT Conference
Identify date and location for next UNC TLT Conference	Conference Committee	Date and location identified

Assessment Initiative

The assessment initiative is focused on identifying and organizing assessment tools, methodologies, and results to better understand effective use of technology in teaching and learning. First year efforts will develop TLT assessment resources including models, tools, and methodologies for assessing effective use of technology in teaching and learning. During the second and third years, this project group will include efforts to facilitate ongoing discussion of the use of those models, tools, and methodologies as well as results that might be shared from using those in UNC TLT work.

Activity	Participants	Outcome
Organize and/or develop TLT resources	Interested board members, staff, campus members, and others	TLT assessment resources including guidelines for assessment tools
UNC TLT Assessment Needs videoconference	Interested board members, staff, campus members, and others	Information on assessment needs
Develop online mini-course on assessment	Interested board members, staff, campus members, and others	Mini-course and template for other mini-courses
Identify assessment methods for all TLTC activities	TLTC Planning and Assessment Committee	Assessment plan for all TLTC activities
Conduct online assessment mini-course	Interested board members, staff, campus members, and others	Information and participant feedback
UNC TLT Conference session on TLT assessment and evaluation processes	Interested board members, staff, campus members, and others	Information and participant feedback
Make progress on TLTC assessment tools	Interested board members, staff, campus members, and others	Assessment tools to include database of items and possible software for delivery

TLT Policy Issues

The TLTC advocates for consideration of TLT in UNC policy decisions and seeks to identify models, methods, and tools to best inform that work. Ongoing discussion will guide that process to determine how the TLTC can be most helpful in providing information and assisting decision makers on TLT policy issues. First year efforts will be focused on identifying the groups and activities associated with UNC TLT policy issues and establishing appropriate participation of TLTC in those activities. Growth over the second and third year will occur as TLTC develops and disseminates information that can assist in UNC TLT policy development.

Activity	Participants	Outcome
Recommend TLTC role in supporting policy work	Interested board members, staff, campus members, and others	Recommendation on how TLTC can be most helpful
Identify resources to inform TLT policy decisions	Interested board members, staff, campus members, and others	Information about TLT policy resources
Collaborate with UNC Faculty Assembly to examine faculty rewards associated with TLT	Interested participants	Information and participant feedback
Discussion of models for policy development assistance	Interested board members, staff, campus members, and others including OP representatives	Information on policy development assistance models
Identification of policy resource model matching TLTC needs	Interested board members, staff, campus members, and others	Responses to indicate value of selected model

Building UNC TLT Community

Building UNC TLT community is the focus of this project group. Collaborative efforts among campuses, allied UNC organizations such as the Faculty Assembly and ULAC, and other organizations such as MERLOT have been initiated and can be developed through organized community building efforts. Work in this area will build on existing collaborative efforts to identify and address TLT community building needs. Foundation building during the first year is necessary in order to support more fully developed community activities during the second and third years. Selection and development of a community-building model will shape activities in subsequent years and will inform work in other project groups.

Activity	Participants	Outcome
UNC TLT Conference session on TLT community building	Interested board members, staff, campus members, and others	Community building information and participant feedback
Identify appropriate collaborative tools	Interested board members, staff, campus members, and others including consultant	Recommendation of appropriate collaborative tools
Identify collaborating organizations and methods to build community with each	Interested board members, staff, campus members, and others	Community activities involving selected organizations
Discussion of community building models	Interested board members, staff, campus members, and others	Information on community building models
Identification of community building model matching TLTC needs	Interested board members, staff, campus members, and others	Responses to indicate value of selected model

Communication and Information Management

Communicating and managing information has been a key component of TLTC activities and is central to accomplishing our mission and vision. Developing models, tools, and methods to facilitate effective communication and information management will strengthen TLTC efforts in this area and provide archived and dynamic access to a growing list of information resources including products from other project groups. Efforts to increase and promote communication will give the TLTC defined means to disseminate information about TLTC work as well as to solicit input and involvement from the campuses. The first year will be focused on developing the model and associated structures needed to accomplish the envisioned communication and information management processes. The second and third years will be used to provide extended application of the model such as providing archived information from ongoing discussions, developing a series of professional development resources on selected topics, and involving greater numbers of people in interest group discussions.

Activity	Participants	Outcome
Develop improved information gathering and management processes	Interested board members, staff, campus members, and others including TLTC staff	Information addresses TLTC needs
TLTC website	TLTC staff	Website supports TLTC work
TLTC newsletter	TLTC staff	TLTC newsletter disseminates TLTC and TLT information
Campus visits	TLTC staff	Communication with and feedback from campuses
Discussion of models for communication and information management	Interested board members, staff, campus members, and others	Information on communication and information management models
Identification of communication and information management model matching TLTC needs	Interested board members, staff, campus members, and others	Responses to indicate value of selected model

TLTC Governance and Organizational Operations

TLTC work is facilitated by the TLTC Board of Directors and by the Information Resources Division of the Office of the President including the TLTC staff. Core functions of the organization as a whole—such as funding, staffing, governance, planning, reporting, and board and committee meetings—are needed to support the previously described project groups. These activities include organization-wide exchanges of information, communication about activities and products, and evolving opportunities that are not reflected in the seven preceding project groups.

Activity	Participants	Outcome
Personnel committee recommendations addressing TLTC needs	Personnel Committee	Recommendation of Personnel Committee
External Funding Committee develops policy and procedures regarding external funding issues	External Funding Committee	Policy and procedures for seeking and supporting efforts to seek external funding
Identify external funding proposal areas and initial funding project	External Funding Committee and others	External funding proposal development
Organizational operations (e.g., budgets, board meetings, committee meetings, reports)	TLTC staff	Conduct business appropriately

2002-2003 TLTC Activities

In order to manage these projects in ways that address the goals of the 2002-2005 strategic plan, the projects must be developed so that the foundation and resources are clearly established to support further project work. For 2002-2003, the TLTC will primarily focus on establishing strong foundations and resources for the projects as well as conducting some key activities that will set the stage for growth. Subsequent years will provide opportunities to make appropriate adjustments. As the project groups develop over time, there will be increasing areas of connection in which work from one project group informs work in another. The following activities are targeted for the 2002-2003 year.

TLT Professional Development

Interest group meetings: Blackboard, WebCT, TLT Assessment, Web Accessibility, and Facilitating and Supporting Learning in Cyberspace (including faculty and student support issues)
Interest groups meet during UNC TLT Conference
Identify and facilitate possible regional activities

UNC Professional Development Portal

Examine TLTC's role in Portal evolution
Enhance content in selected focus areas
Identify and make progress towards content maintenance mode for Portal operation
Identify and make progress towards technical maintenance mode for Portal operation
Engage Campus Information Liaisons

UNC TLT Conference

Organize and conduct Spring 2003 UNC TLT Conference
Evaluate Spring 2003 UNC TLT Conference
Program Committee meets to reflect on conference
Post/publish information from conference
Begin planning for next UNC TLT Conference

Assessment Initiative

Organize and develop TLT resources
UNC TLT Assessment Needs videoconference
Identify assessment methods for all 2002-2003 TLTC activities
UNC TLT Conference session on TLT assessment and evaluation processes

TLT Policy Issues

Begin to examine TLTC role in supporting policy work
UNC TLT Conference session to examine faculty rewards associated with TLT
Possible UNC TLT Conference sessions on other policy issues

Building UNC TLT Community

Work to identify appropriate collaborative tools
Identify collaborating organizations and methods to build community with each

Communication and Information Management

Expand appropriate information gathering and management processes
Post/publish Compendium of Abstracts of Effective UNC TLT Practices
TLTC website
Plan TLTC newsletter

TLTC Governance and Organizational Operations

Personnel committee recommendations addressing TLTC needs
Advertise and conduct search for Information and Technology Coordinator position
External Funding Committee develops policy and procedures with respect to external funding issues
Identify potential external funding proposal areas
Organizational operations (e.g., budgets, board meetings, committee meetings, reports)