2018 Impact
Providing Centrally Supported Tools for Using Technology in Teaching & Learning
Leading
Technology to build powerful learning.

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ENHANCING STUDENT LEARNING

The entire Texas A&M teaching community’s overarching mission is to help students learn.

Instructional Technology Services (ITS) is an integral part of this mission by identifying emerging trends in higher education and online learning initiatives to put educators in control of their classes.

Through assisting educators in creating up-to-date and engaging curriculum in all styles of classroom, ITS bridges the gap between education and today’s tech-savvy students.

ITS’s staff is always prepared and willing to provide hands-on training, guidance in developing online content, and accomplishing educator’s unique teaching objectives.

MANAGING TEXAS A&M’S ONLINE LEARNING INFRASTRUCTURE

ITS is responsible for maintaining, administering, and developing university-wide systems, services, and training to support the university’s online learning infrastructure. These responsibilities range from managing eCampus, which is the centralized learning management system, to distributing software resources, such as Turnitin and Respondus. All services are provided at no cost to instructors and staff.

ITS welcomes questions and ideas about how to best integrate instructional technology into the collegiate classroom. Furthermore, educators are encouraged to make an in-person consultation appointment to ensure that necessary resources, materials, and personnel are available for to provide assistance.

PROVIDING PROFESSIONAL DEVELOPMENT

ITS develops focused professional development opportunities that are relevant and meaningful to the unique teaching styles of educators. Training is available in a variety of formats to suit many different preferences, including face-to-face, online, and hybrid modes.

From overviews of eCampus to more specific teaching and learning topics—such as instructional development, multimedia creation, and online communications—educators can find training that fits their teaching needs and schedule.

In addition, ITS coordinates frequent networking events that are informative, open forums for instructors throughout the university to exchange ideas and share practical experiences in using technology-enhanced instructional tools.

ITS conducts a full range of no-cost, hands-on training that complements various learning styles, leverages teaching and learning resources, and fosters effective course design.

ITS provides reliable support and assistance—in either the ITS offices or the educator’s classroom, by phone, or through email—to demonstrate best practices in using instructional technology tools.

ITS continually expands the scope of the department’s professional development and support services with a focus on emerging and relevant instructional technology in higher education by sharing techniques for integrating pedagogical principles behind specific software and demonstrating how they benefit the effectiveness of curriculum.

Mission

Instructional Technology Services provides professional development opportunities for using technology to enhance teaching and learning; administers and supports face-to-face, online, hybrid, and distance education teaching resources; and shares expertise in implementing pedagogical best practices at Texas A&M University.
ITS can bring customized, on site training to educators, whether for an entire department or via course orienta-
tions for students.

**SUPPORTING EDUCATORS**

A significant portion of centralized online learning at Texas A&M is managed by ITS through providing resources in technical proficiency.

ITS’s state-of-the-art, active learning training classroom—complete with collaboration tables, interactive Smartboards, videoconferencing capabilities, and “soft spaces” for informal conversations—is where most hands—on training sessions are held. ITS is also flexible in scheduling trainings that accommodate educator’s schedules.

ITS continually expands the scope of the department’s professional development and support services with a focus on emerging and relevant instructional technology in higher education. By sharing techniques for integrating pedagogical principles behind specific software and demonstrating how they benefit the effectiveness of curriculum, ITS supports the powerful learning that occurs at Texas A&M University.
2018 ITS BY THE NUMBERS

- $310k Grants Awarded
- 291.2 mln eCampus Page Views
- 1,950 Faculty Training Seats in 2018
- 32.7 mln eCampus Sessions
- 8,049 Support Tickets Resolved
Supported Systems & Software

Provisioning Technology that Works For Education

Technology opens an entirely new realm of possibilities for teaching and course management. ITS delivers the learning tools required to meet the university’s educational mission.
RELIEABLE CENTRALIZED
TEACHING TOOLS

Our services operate on a solid infrastructure designed to facilitate effective and efficient teaching, learning, and research. Our administrative responsibilities range from managing eCampus, which is the university’s centralized learning management system, to distributing software resources, such as Turnitin and Respondus.

No matter how faculty choose to deliver their courses—whether face-to-face, completely online, or a combination of the two—ITS is available to assist them in creating an engaging and up-to-date curriculum. We provide support to instructors and instructional staff via phone, email, in-person consultations, and even on site assistance.

eCampus

eCampus, powered by Blackboard Learn, is the university-wide learning management system for uploading syllabi, managing grades, and teaching courses either partially or completely online. eCampus is a secure, centralized system and features a Grade Center, assignments, quizzes and surveys, chat rooms, discussions, blogs, wikis, email, and content management tools. Mid-term and final grades can also be submitted directly to Howdy from within the Grade Center.

eCampus Tools

eCampus Tools provides self-service options for both course management and member management for eCampus courses. Instructors of Record can request, combine, and manage eCampus courses based on sections from Compass, including individual, cross-listed, or stacked sections.

Camtasia Studio & Snagit

TechSmith Camtasia Studio records on screen computer activity, Power Point presentations, voice overs, webcam video, and any additional actions performed on a computer. It also enables adding audio annotations, inserting various types of visual callouts, and further editing of presentations. The resulting “screencast” can be saved in various formats and sizes for online delivery. Snagit takes screenshots of a computer screen—the entire desktop, windows, regions, and even long, scrolling pages. Screen captures can be edited, labeled, and exported for use in other applications.

Collaborate Ultra

Blackboard Collaborate Ultra is a robust webconferencing system that works seamlessly with eCampus to conduct online, interactive instruction and meetings of all types and sizes. The new Ultra version features simple, intuitive deployment with nothing additional to install, so participants can get connected quickly. It also delivers high-quality HD audio and video along with a thoroughly redesigned and streamlined user interface with an optional “follow the speaker” layout. Deliver presentations, moderate breakout groups and chat, share applications, and record meetings for later viewing.

DigitalDesk

DigitalDesk facilitates Scantron based assessment grading with eCampus. Manipulate test keys, run analytics, and post scores for students from any computer. Grades sent from DigitalDesk will create a new grade column in the eCampus Grade Center.

Examity

Examity is the centrally supported, university-wide assessment security and online proctoring service. Examity authenticates students for assessments, helps prevent academic dishonesty, and helps protect assessments from being copied and shared.

ExamSoft

ExamSoft is an exam management solution that pro-
vides an effective platform to manage the entire assessment process from exam creation to performance reporting. The suite of software and services supports the complete testing process, from exam administration and design to delivery and analysis.

**iClicker**

“Clickers,” or student response systems, are instructional devices that can help engage students in classroom discussion topics. iClicker is the standardized and centrally supported vendor for Texas A&M and integrates with eCampus to record results to the Grade Center. These systems are available in all of the 130+ registrar-controlled classrooms with permanent classroom instructional technology equipment. Contact us to receive a test kit, which includes a wireless receiver, an instructor remote, a student remote, and a preloaded USB drive with software.

**Mediasite (ongoing project)**

Mediasite is the university’s standardized streaming media system that provides either public or private access to video and audio content. The system integrates with eCampus (Blackboard Learn), and academic content is planned to primarily correspond with eCampus courses (or any future LMS). The primary objective of the project is to replace the VP for Research’s MediaMatrix system with Mediasite for all relevant existing and future academic streaming media content.

**Peerceptiv**

Peerceptiv is a cloud-based, double-blind, student peer-to-peer assessment system that integrates with eCampus.

**Respondus**

Respondus enables the creation and management of printed and online exams. Instructors can create exams directly within Respondus, import existing exams from word processor files, or draw from publisher test banks.

**Second Life**

Second Life, a three-dimensional (3D) virtual world, is an emerging online teaching environment. It runs on a free application in which users interact with each other using “avatars,” or on screen characters. Chat and multimedia features are also available to facilitate participation in individual and group activities. Users explore and build unique, “in-world” virtual properties and points of interest.

**Turnitin**

Turnitin is an online database system designed to help instructors detect plagiarism, track citations, facilitate peer reviews, and provide paperless grading markup in written assignments. Students can submit papers directly from eCampus or instructors can use Turnitin.com’s web-based service, if preferred.
ITS CUSTOMIZED SERVICES

In addition to managing eCampus and third-party software supported by the department, ITS developers and administrators provide a number of customized services.

eCampus Learning Management System
ITS administers the eCampus application, which is the centralized application for delivering not only online and hybrid academic courses, but also provides organizations for non-academic entities such as distance education, certificate programs, committees, professional groups, student applicant pre-enrollment testing, and staff training. Integration with external systems and tools allow for a more innovated experience for teaching and learning, along with course data that can be used in reporting services as noted below.

Central Database Middleware for External System Integrations
ITS administers and maintains a central database repository for the exchange of data between external systems and the learning management system. This mechanism allows for seamless and secure integrations with other applications to provide innovative tools for faculty to enhance their teaching. Several of these custom integrated tools are listed below.

- eCampus Tools—for course and member management
- eCampus Grade Center Submission to Howdy (Student Information System) for mid-term and final grades
- DigitalDesk
- Upcoming AEFIS (Assessment, Evaluation, Feedback & Intervention System)

Reporting
ITS provides customized reporting solutions ranging from attendance, participation, grades, assignment scores, and other selected criteria to meet the required needs of the request. Current reporting solutions are shown below.

- Athletics—Student Sports Eligibility
- Google Analytics—Application Usage Statistics
- Grading for Large Courses and Multiple Sections—TA Grading Verification
- Advising—Student Progress
- Student Retention and Success—Student Success Initiative
- Financial Aid Attendance—Student Aid Eligibility

Third-Party Vendor LTIs
ITS administers and maintains learning tools interoperability standards as a secure method for third-party vendor connection to the learning management system. This allows flexibility for faculty to use publishers or other innovative tools to enhance their teaching.

Course Retentions & Archiving
https://u.tamu.edu/KB0012260
ITS created and administers a course retention policy for the learning management system. Courses are retained for a period of 3 years after the end date (last day of grade submission) of the semester for which the course was delivered. This is essentially one year past the point where instructors no longer have access to the course. This marker presents a point in time where the course is deleted or removed from the system in such a way that ITS is no longer able to restore the course.
Providing Technology that Works For Education

From overviews of eCampus to more specific teaching and learning topics—such as instructional development, multimedia creation, and online communications—educators can find training that fits their teaching needs and schedule.
PROFESSIONAL DEVELOPMENT PROGRAMS

Integrating instructional technology in educator’s courses helps engage students in presentations and discussions, assists in accomplishing teaching objectives and tasks, and has been shown to improve learning and retention. ITS provides training series and programs to help educators integrate technology and pedagogy to create powerful learning experiences. Supporting new instructors to veteran professors, ITS has programs designed to make a maximum impact for faculty and staff.

Instructional Technology Certificate Program
http://its.tamu.edu/itcp

The Instructional Technology Certificate Program (ITCP) is a no-cost professional development program offered to full-time instructors, instructional designers, and instructional/distance education support staff throughout the university. Completing the program provides participants with the knowledge and skills needed to develop and teach high-quality online courses. Plus, participants further their professional development by earning CEUs.

Two tracks, the “Fundamentals of Teaching” track and the “Incorporating Instructional Technologies” track—and a Capstone course comprise the basics of the program. Participants receive a $1,000 faculty award to help offset course redesign costs after successfully completing the program.

Academic Innovation Grant
http://its.tamu.edu/grants

The Academic Innovation Grant (AIG) is an advanced program that blends training and collaboration to prepare faculty members for student success in an online learning environment. Together, faculty members and the ITS instructional designers work collaboratively to design, develop, and deploy high-quality online learning materials.

Fifteen (15) awards of up to $10,000 may be made to one (1) Principal Investigator (PI). This program is available to faculty and staff members who are Instructors of Record for 100-, 200-, 300- and 400-level courses.

Four grant categories are available to allow faculty and staff to select the best fit for their course design needs: Video Design, eCampus Design, Interactive Textbook Development, or MicroLearning Design.

Program Goals
• Identify best practices related to technology-driven learning environments
• Stimulate learning among students
• Personalize online learning experiences
• Increase retention rates

Flipping Your Course Faculty Institute
http://its.tamu.edu/fyc

The flipped course is a pedagogical model where the typical lecture and homework elements of a course are reversed or switched. It introduces lecture materials in an online format so that class time can instead be devoted to problem solving, discussion, and group activities that reflect higher levels of learning. Participants receive a $1,000 faculty award to help offset course redesign costs after successfully completing the program.
Program Goals

- Identify modern PowerPoint design and tools
- Summarize accessibility and ADA compliance
- Develop a plan to flip one class session or lecture
- Use iClickers as both a student and instructor
- Practice using Camtasia Studio features to record a lecture capture
- Discuss what to do during class presentations
- Discuss ways to establish classroom engagement and interaction

Video Studios Program

The Video Studios Program (VSP) provides a range of high-quality equipment and training to support faculty in creating transformational learning opportunities and innovative teaching practices that positively impact learning at TAMU. It is the goal of the VSP to empower faculty to create innovative instructional video content for use in their blended and online learning environments. The program includes training for checked out video equipment to ensure that faculty members are confident in the use of equipment and have an understanding of pedagogical video best practices for their course design needs: Video Design, eCampus Design, Interactive Textbook Development, or MicroLearning Design.

Objectives

- Provide a range of high-quality equipment and training for faculty to use themselves
- Promotes innovative teaching practices that positively impact learning
- Empower faculty to create professional-level video content for use in all types of courses
- Successfully piloted during Fall 2018

Quality Matters

http://its.tamu.edu/qm

Quality Matters (QM), an internationally recognized, standards-based program, offers faculty quality assurance in online course design with a focus on continuous improvement. Originating from a FIPSE grant, QM is a non-profit organization offering institutional subscriptions and a range of fee-based services, including QM-managed course reviews and a variety of professional development opportunities.

- Standards- and research-based program offering quality assurance in course design
- Includes a peer-review, rubric-based process of continuous improvement for online and hybrid courses
- Intended to improve learning outcomes for students through best practices in course design
- Manage a voluntary implementation of QM for courses at TAMU
- Provide QM-based training at both course and program levels through a fully funded, multi-year initiative

Reboot Camp

Coordinated with the New Faculty Orientation every August, ITS provides two full weeks of come-and-go training and assistance available, it is an ideal time to join Instructional Technology Services for our annual Reboot Camp to get your course ready for fall. Receive high-level overviews and learn more about specific features for many of the centralized teaching tools we support.

Topics Covered

- Video
- Fair Use & Copyright
- Active Learning
- Academic Dishonesty
- Examity
- iClicker
PROFESSIONAL DEVELOPMENT TRAINING COURSES

ITS’s state-of-the-art, active learning training classroom—complete with collaboration tables, interactive Smartboards, videoconferencing capabilities, and “soft spaces” for informal conversations—is where most hands-on training sessions are held. ITS is also flexible in scheduling trainings that accommodate educators’ schedules.

Entry Level Courses

**eCampus Core**
- Getting Started
- Assignments & Assessments
- Communication Tools
- Course Migrations
- Grade Center
- Groups
- ePortfolios
- Rubrics
- Using Turnitin to Ensure Academic Integrity
- Examity
- Introduction to Blackboard Collaborate Ultra
- Camtasia Studio
- Using Response Systems for Student Engagement (iClicker/REEF)
- Utilizing Peer Review Software as a Feedback Tool (Peerceptiv)
- Quality Matters Overview
- NEW: Differences in QM Rubric Editions 5 & 6

Advanced Level

- Active Learning Classroom Techniques
- Applying the QM Rubric
- Creating Accessible Content
- Improving Student Success through Optimize Course Design
- Blackboard Collaborate Ultra Advanced
- Camtasia Studio Advanced
- Improving Your Online Course (QM)
- Start Your Course with a PUNCH
- Applying Video Best Practices for Student Engagement
- NEW: Enhancing Student Success by Optimizing Your eCampus Grade Center
- NEW: Using eCampus to Instill Accountability for Academic Dishonesty
- NEW: Utilizing YouTube for Video Hosting
- NEW: Copyright and Blackboard
ITS trainings during 2018 were completed by over 1,950 participants.

The Academic Innovation Grant fielded 60 applications during 2018. ITS had the opportunity to provide for 31 grant recipients.
ITS consultants provided training courses covering a wide range of educational technology programs, pedagogy, and skills. The graph demonstrates the number of faculty that completed the listed course during 2018.
Faculty Support

ITS staff resolved over 8,000 issues during 2018.

Tickets are resolved via email, phone, and walk-in support.

Supporting Technology that Works For Education

The faculty of Texas A&M University have access to ITS Support Professionals that provide personal assistance and maintain online support documentation.
Service Desk
The ITS Service Desk is staffed with both full time and student workers to provide support to faculty. Faculty and staff are able to submit tickets via email or call ITS during normal working hours. The ITS Service Desk staff have access to vendors and TAMU IT to be able to deliver confident and timely support. The ITS Service Desk provides coordination of faculty announcements for start and end of semester procedures, planned service maintenance, and service outages.

ITS Docs Help Site
http://itsdocs.tamu.edu
ITS Service Desk staff maintains and updates a centralized knowledge base of help documents to provide self-help resolutions for faculty and staff at any time.

Change Management
ITS Service Desk staff provides the central coordination and documentation for change requests that are initiated internally, by a vendor, or through the Instructional Technology Requests online faculty form.

Walk-In Consultations
In support of the ITS Service Desk Staff the ITS Consultant team also provides on-demand, just-in-time personal consultations for hands on assistance with teaching and learning tools.

Liaison Program
Consultants also play a pivotal role in providing departmental and college support via the Liaison Program. Consultants are assigned to support specific colleges in order to provide a first point and contact, consistency and build knowledge of the unique requirements for each college.
Outreach, Networking & Collaborations

Building Opportunities to Share

ITS recognizes that the most effective strategies are the strategies and practices that make an impact in the classroom by our faculty.
OUTREACH & NETWORKING

ITS provides outreach, networking, and awards events throughout the year that allows faculty to share the successes that they have implemented in their instructional journey. Participants have the opportunity to engage and network with peers and experts from within our Aggie Family. In addition to these events, regular publications and cross-university interactions ensure that faculty have the opportunity to stay informed of emerging technology, best practices, and access to key digital tools that support their teaching and practices.

ITS Spring Awards Ceremony

The Academic Innovation Grant (AIG) and ITCP recipients are honored annually to celebrate and share their stories and successes during the extended Lunch Ceremony and networking event.

Teaching with Technology Lunch Series

https://its.tamu.edu/lunch-series

Presentations and discussions from faculty, administration, and staff from throughout campus on successfully student technology enabled initiatives.

Fall 2018 Topics

• Managing Large Courses with Technology
• Maximizing Student Engagement

Spring 2019 Topics

• Active Learning Techniques
• Digitally Enhanced Classrooms

Teaching & Technology Update Newsletter

http://its.tamu.edu/update

The Teaching & Technology Update Newsletter is distributed twice a semester via email to provide timely information about training and events. In addition the newsletter shares best practices in teaching and learning.

Instructional Technology Council

Meet monthly with college contacts and partner departments to discuss the use of instructional technology throughout the Texas A&M University to share emerging trends and new solutions. This council also works to identify opportunities for standardization of systems and software on a university-wide basis for cost savings and streamlining support.
UNIVERSITY COLLABORATIONS

Instructional Technology Services works in collaboration with a number of different offices on campus to showcase the high-quality instruction that is occurring at Texas A&M. These collaboration projects provide for expertise to be focused on specific projects that support student success.

Transformational Teaching & Learning Conference
https://ttlc.tamu.edu

Collaboration with the Office of the Dean of Faculties and the Center for Teaching Excellence to “celebrate and promote a culture of teaching excellence and innovation”

• 87 accepted presentations out of 132 received proposals for 2018
• 520 registrations for 2018
• 2019 theme: “Active and Inclusive Engagement”
• To be held at the newly renovated Zachry Engineering Education Complex on Wednesday, May 1 and the newly opened Texas A&M Hotel and Conference Center on Thursday, May 2
• 136 received proposals for 2019; currently being peer reviewed by the steering committee

Dean of Faculties & Center for Teaching Excellence

• New Faculty Orientation
• TA Orientation
• Preparing instructors for teaching in the 21st Century Classroom Building

University Writing Center

• Joint workshops for Peerceptiv
• Writing-focused workshops
• Also partner with the Academic Success Center and the Aggie Honor System Office

Disability Services

• Accessibility
• Active Learning workshops
• Also partner with IT Accessibility

Student Success Initiative

• Running reports from eCampus
• Faculty using the eCampus Retention Center
• Making impacts on student success and retention

College of Engineering

• Preparing instructors for teaching in the renovated Zachry Building
• Department of Engineering Remote Education
• Institute for Engineering Education and Innovation

College of Agriculture & Life Sciences

Regular meetings to review Agriculture Grants and collaborate on utilization of ITS services in support of grants.

LMS Review and Selection Process
http://u.tamu.edu/lmsreview

Partnering with the Division of IT to adhere to newly established IT governance guidelines, processes, and procedures

Evaluating three enterprise-level solutions

• Instructure Canvas
• Blackboard Ultra
• Desire2Learn Brightspace

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INSTRUCTIONAL TECHNOLOGY SERVICES

Providing Centrally Supported Tools for Using Technology in Teaching and Learning at Texas A&M University.

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