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Colleagues:

I look back on 2017 with pride for the work my colleagues in the Delphi Center and across the university are doing to make our school a truly great learning environment for students, faculty, staff and the community.

We’ve partnered with faculty to pioneer new teaching methods and introduce innovative classrooms across campus through our work in the Teaching Innovation Learning Lab (TILL) — nearly 3,000 students attended class in the TILL throughout the year — and with a $515,000 grant to expand the adoption of adaptive learning courseware at UofL.

What we’ve learned from faculty teaching in the TILL is informing classroom design and best practices across campus. The TILL team is working with the Belknap Academic Building steering committee to recommend technology, furniture and design features for the new building.

To promote success for students both in and outside of the classroom, our Quality Enhancement Plan (QEP) unit launched the university’s new QEP this year: Find Your Fit. At the heart of this five-year plan is a seminar designed to enhance the personal and academic success of second-year students.

Our commitment to providing top-notch education extends beyond campus borders. In addition to launching three new certificate programs, the Online Learning team piloted an online-only Winter Session that earned over $800,000 in tuition revenue.

We’re also helping faculty extend their expertise to online classrooms through support from our Instructional Design and Technology team, who played a key role in building UofL’s first competency-based education program: Bachelor of Science in Organizational Leadership and Learning - Healthcare Leadership.

The Professional Development and Event and Conference Services teams are carrying the university’s work into the community through partnerships with organizations such as Louisville Metro, Honda, Southwest Airlines, Amazon, military entities, and others.

Our goal has always been to provide excellent learning experiences to our colleagues, students and the community. We are excited to partner with you to continue this work in the year ahead.

Best Regards,

Gale Rhodes
Gale S. Rhodes , Ed.D.
Vice Provost and Executive Director
Delphi Center for Teaching and Learning
With a presence on each of the university’s campuses, the Delphi Center for Teaching and Learning provides programming, learning opportunities and other resources to university faculty, staff and community members that encourage excellence in teaching and foster a spirit of learning.

The Delphi Center is made up of the following units, or areas of focus: the Adaptive Learning Grant, Teaching Innovation Learning Lab (TILL), Faculty Development, Instructional Design and Technology, Blackboard and Learning Technology, Online Learning, Quality Enhancement Plan, Professional Development, and Event and Conference Services.

MISSION STATEMENT
The Delphi Center's forward-thinking programs serve a diverse audience with one common goal: to promote academic and professional growth through education. Delphi's commitment to excellence in teaching and learning are driven by its mission statement:

*The Delphi Center for Teaching and Learning at the University of Louisville provides excellent, responsive and innovative services and programs to enhance teaching and learning for faculty, students, staff and the community. We deliver expertise, leadership and resources to become the first-choice partner for fostering educational excellence.*
Chaired by the Delphi Center’s executive director, the Advisory Board is comprised of invited faculty representatives from several colleges and schools of the university, the assistant/associate directors of the Delphi Center and other members of the university community. Board members assist the Delphi Center in the following important ways:

- Serve as advocates and liaisons with their colleges and schools to further the Delphi Center’s mission;
- Work with Delphi staff to identify and help prioritize major teaching and learning initiatives, technology in the classroom, and online learning needs and opportunities across campuses;
- Assist with long-term strategic planning for the Delphi Center and its role with the university; and
- Actively participate in at least one Delphi Center program or event per semester each academic year.

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<td>Kathy Baumgartner</td>
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<td>Tracy Eells</td>
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<td>Aimee Greene</td>
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<td>Deborah Keeling</td>
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In 2017, UofL faculty introduced adaptive learning tools and techniques into biology, economics, physics, and psychology courses as part of a program designed to accelerate and scale the university’s adoption of adaptive courseware. Adaptive learning is a method of personalized learning where content delivery and assessment are adapted to meet students’ unique needs and abilities.

Faculty members interested in adaptive learning exchanged best practices for implementing courseware and pedagogical change through a Faculty Learning Community (FLC). The Adaptive Learning Leadership Initiative also hosted a Faculty Community of Practice (CoP), convening over 80 faculty across multiple disciplines from 18 universities.

The University of Louisville is one of eight land-grant institutions awarded the Accelerating the Adoption of Adaptive Courseware at Public Research Universities Grant through the Association of Public and Land-grant Universities (APLU). APLU’s Personalized Learning Consortium is managing the grants, which the Bill & Melinda Gates Foundation is funding.

The grant’s three-year goal is to accelerate and scale the university’s adoption of adaptive courseware across multiple disciplines to reach twenty percent of our students enrolled in general education courses. The intended outcome is to lower the rate of students who receive a D, fail, or withdraw from these courses.

students positively impacted by the introduction of adaptive learning practices

louisville.edu/delphi/awards/aplu-grant
16 faculty across 2 colleges and 5 departments using adaptive learning courseware reached almost 2,400 (8%) of our general education enrollments.

Convened 80 faculty from 18 universities in an adaptive learning Community of Practice.
The Teaching Innovation Learning Lab has grown exponentially since its fall 2016 pilot semester, when eight courses were offered and nearly 300 students were served. In 2017, 110 more courses were taught in the space, with nearly 10 times as many students in attendance.

The TILL team expanded services to ensure the technology-enabled classroom is available whenever classes meet, including nights and weekends; 34 after-hours classes also met in the TILL during the year.

In addition, the TILL hosted a number of faculty development programs, including faculty learning communities, a course design institute, the active learning teaching and technology institute, and 90-minute workshops. A TILL showcase and open house in April highlighted the work of some of these faculty groups.

The TILL, which opened in August 2016, is a space for faculty-driven exploration and testing of innovative teaching methods that will drive success for the 21st century student at the University of Louisville.

Located on the third floor of Ekstrom Library, the TILL was developed through ongoing feedback from a provost-appointed steering committee comprised of faculty, staff, and students. It includes a technology-rich active learning classroom, three collaborate rooms, a conference room, and a recording studio. This technology-enabled active learning space prepares faculty to teach in the enhanced learning spaces added across campus, such as the Belknap Academic Building.

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"I loved being in this classroom, as a future teacher, I love the layout and environment...I feel that learning was much easier and more engaging than our normal classroom."
— STUDENT

"The atmosphere and technology support in the TILL has significantly impacted my teaching. Students exhibit more engagement, ownership, and self-direction in their learning in the TILL. The atmosphere has enhanced my ability to facilitate student collaboration, sharing, and discussion. This is a wonderful opportunity for faculty development and student learning."
— FACULTY MEMBER

6
new innovation-themed faculty learning communities offered

95
faculty members taught in the TILL
(a 780% increase from the fall 2016 pilot semester)

118
courses held in the TILL
(a 700% increase from the fall 2016 pilot semester)

2,955+
students taught in the TILL
(a 471% increase from the fall 2016 pilot semester)

• 100 percent of surveyed faculty agreed the TILL is an effective professional development resource for innovative teaching and student success
• 91 percent of faculty said they were comfortable teaching in the TILL
• 91 percent also said they’d recommend teaching in the TILL to a colleague
The Faculty Development unit sponsored innovative programming throughout the year, with topics ranging from constructing a philosophy of teaching and evaluating your teacher persona, to adjunct faculty professional development. The unit also strengthened collaborations across campus, including partnerships with the Center for Teaching and Learning Engineering (CTLE) and the School of Medicine through the HSC-Delphi Faculty Development Partnership. This group of medicine, nursing, dentistry, public health and information sciences, and Delphi Center representatives arranged a presentation on effective feedback and deeper learning in health science settings.

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The Faculty Development unit provides pedagogical support and guidance to UofL faculty. Program offerings include the annual Celebration of Teaching and Learning, lunchtime Dine and Discover series, Seminar on Teaching for New Faculty, Part-Time Faculty Institute, faculty learning communities, reading circles, and special events offered in collaboration with other university units. The programs are designed to help faculty members learn new pedagogical skills, investigate instructional technologies, and enhance their teaching effectiveness.

The Faculty Development unit also manages the day-to-day operations of the TILL and designs customized workshop sessions for departments.
“I was particularly impressed with the student comments (on exceptional teachers). These messages reinforce a university culture for outstanding work with students.”

— STAFF/INSTRUCTOR PARTICIPANT

2017 CELEBRATION OF TEACHING AND LEARNING

HIGHLIGHTS

• Attracted 271 faculty, staff, and graduate teaching assistants — an increase from 2016 — to the annual Celebration of Teaching and Learning conference for 14 one-hour sessions led by UofL faculty and staff

• Designed and presented the third year of the Seminar on Teaching for New Faculty with the Office of the Provost, a yearlong program that provides support for junior faculty

• Offered eight, two-hour sessions through the Part-Time Faculty Institute, which provides professional development for part-time UofL faculty

53
unique professional development offerings

86
programming hours

131
Part-Time Faculty Institute attendees

168
face-to-face, email, and other consultations

308
faculty members nominated as a “2016-17 Faculty Favorite”

1,582
total program attendees
During 2017, the Instructional Design and Technology (IDT) team expanded its one-on-one consultations for faculty and provided other assistance to help them develop and execute dynamic online and face-to-face courses.

The IDT team offered a one-week Delphi U course and three, eight-week Delphi U Online sessions to prepare faculty to design, develop, deliver, and assess online courses.

Over the last three years, the IDT team played a key role in the development of the Healthcare Leadership Competency-Based Education program, the first CBE program at UofL, which launched in 2016. The unit helped locate a learning management system for the program, Sagence Learning, and assisted in transitioning one-credit courses offered in Blackboard into three-credit courses available in the new learning platform.

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ABOUT THIS UNIT

The unit, originally formed to support online faculty, has expanded to offer training and assistance to help faculty integrate technology into their online, blended or face-to-face courses.

The team’s services include providing support for Blackboard, classroom response systems, social media, audio/video creation, and other instructional design technologies.
“Before this week, I had no idea about where to even start, and now I’m eager (and excited) to get started developing my online course. I’m also eager to apply some of ideas and tools in my regular classes.”

— DELPHI U PARTICIPANT

81 faculty members trained to teach online

391 program attendees

2,880 one-on-one consultations

• Supported 33 faculty members from across campus who were developing Winter Session courses

• Assisted the College of Business faculty in developing 10 courses for the new Accounting Certificate

• Maintained a high level of Digital Media Suite usage in 2017 with both faculty and students and launched a revised DMS website with tutorial content for students and pedagogical content for faculty

HIGHLIGHTS
Over the past year, the Blackboard and Learning Technology team has made a number of updates to support the Blackboard system and allow for future user needs. The unit’s efforts included an annual Blackboard upgrade and transition to a new lecture capture and video platform, Panopto.

Blackboard team members were integral to the Belknap Academic Building design and planning process, providing classroom systems and audio/visual technology advice. They also assumed responsibility for scheduling the TILL classroom, conference room, and other spaces, which streamlined the process for faculty and resulted in year-over-year TILL occupancy increases.

During 2017, the Blackboard and Learning Technology team worked with the Event and Conference Services unit to develop a plan to address the need for additional conference space and state-of-the-art AV technology. The Blackboard team also worked with an AV vendor to procure and install new AV equipment, which provides updated capabilities to Conference Center customers.

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The Blackboard and Learning Technology team provides ongoing technology support for faculty, students, and staff. The department is responsible for continuously improving Blackboard functionality through system upgrades and installing and maintaining third-party applications that enhance the university-wide learning management system. The team also supports the technical needs of all Delphi Center units, including the Conference Center on ShelbyHurst Campus.
1. **Blackboard upgrade**

   - Completed the annual Blackboard upgrade in under 24 hours — less than half of the time that had originally been allotted for the process

4. **Building Blocks and LTI added to Blackboard**

59. **Event and Conference Services customers given technical support**

2,903. **Blackboard support tickets**

   - 73% resolved within 48 hours or less

6.6 million. **Blackboard sessions initiated in 2017**

   - (3% increase over 2016)

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“The facility had] flexible, AV-equipped rooms— and the tech folks were awesome! [They] were checking on our every need.”

— A CONFERENCE CENTER CUSTOMER

---

- Completed the annual Blackboard upgrade in under 24 hours — less than half of the time that had originally been allotted for the process

- Converted archived Tegrity videos to the Panopto video platform earlier than anticipated in the year — in the span of just a few days

- Offered trainings to more than 150 faculty members and consultations for 1,674

- Maintained 99.993% of Blackboard uptime for 2017, with only 35 minutes of downtime for the entire year
The Online Learning unit launched three additional online certificates in 2017—the Certificate in Transportation Engineering, Certificate in Structural Engineering, and the Certificate in Accounting, which was the first online program offered by the College of Business.

The unit also led the implementation of the university’s Winter Session pilot, a three-week, online-only term held over the holiday break. Online Learning conducted benchmarking research, proposed structure and policies, created enrollment and budget projections, coordinated weekly project meetings, drafted student surveys, and implemented a successful marketing campaign for the program. The pilot’s success in generating $800,000 in revenue led the university to offer the term again in 2018; the provost has also asked the Delphi Center to take over marketing for the university’s Summer Term.

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**ABOUT THIS UNIT**

The Online Learning team assists departments with developing online programs, developing marketing and advertising campaigns, answering prospective student inquiries, coordinating support for enrolled online students, and managing state and federal regulatory requirements pertaining to online education.
“Thank you for the excellent communication and clear expectations set for each step going forward. I appreciate all of the help provided.”

— CERTIFICATE OF ACCOUNTING PROSPECTIVE STUDENT

- **24** online degree and certificate programs
- **1,265** online course sections (excluding Winter Session) (17% increase from 2016)
- **1,248** applicants to online programs (24% increase from 2016)
- **21.8K** online course enrollments (13% increase from 2016)
- **593** new student enrollments (6% increase from 2016)
- **53K** outgoing calls or emails to prospective students (42% increase from 2016)

**HIGHLIGHTS**

- Obtained 545 enrollments and more than $800,000 in tuition revenue for the Winter Session pilot through marketing efforts
- Implemented several tools and strategies for enrollment management and marketing, such as 24/7 chat functionality on the Online Learning website and a tool that identifies highly engaged visitors to help target program messaging
- Expanded enrollment management support for the Certificate in Accounting program to have enrollment counselors call all applicants and admitted students, which helped the program exceed its application and enrollment goals
QUALITY ENHANCEMENT PLAN (QEP)

The Quality Enhancement Plan unit launched its new five-year plan, Find Your Fit (FYF), in 2017.

In the first half of the year, the unit completed the QEP feedback and development process, including getting the seminar approved as a new course, gathering focus group data, holding input sessions with stakeholders on and off campus, and completing QEP-related assessment instructions and protocol.

The second half of the year included the launch of QEP’s professional learning community (PLC), comprised of QEP pilot seminar instructional team members. The PLC determined which components should be included in the seminar curriculum and worked with the QEP team to create the pilot course syllabi.

The QEP unit also created a group of faculty and staff members who will help ensure the impact of the previous QEP (Ideas to Action) will continue.

ABOUT THIS UNIT

The Southern Association of Colleges and Schools (SACS) requires member institutions to develop a practical, university-wide quality enhancement plan (QEP) to improve student learning. The QEP must be an innovative, five-year project developed with campus-wide input that centers upon enhancing student learning and/or the environment to support student learning.

The Ideas to Action initiative, launched in 2007, was the university’s QEP to promote the infusion of critical thinking and culminating undergraduate experiences (CUE) into the undergraduate curriculum.

UofL’s second QEP, Find Your Fit, is centered upon the design and implementation of a new seminar for undecided or pre-unit second-year students that offers innovative academic and advising practices to strengthen and align students’ academic goals, personal interests, and career direction. Find Your Fit launched in 2017.
We focused on key aspects such as uncertainty and what makes this course unique. I appreciate that we’re a team and [are] bringing our own insights to the table.”

— TAKEN FROM A PROFESSIONAL LEARNING COMMUNITY (PLC) ASSESSMENT
The Delphi Center’s Professional Development unit saw record project management program enrollments in 2017 and continued to strengthen the university’s relationships with key external partners, such as Honda, the military sector, Louisville Metro and others. The team also began working with a number of new clients, such as Sacred Heart Schools, Texas Roadhouse, and the Presbyterian Church USA.

As the Professional Development team continues delivery on a five-year contract for a customized management development program for the Joint Special Operations Command (JSOC), it has also begun looking toward pursuing the next five-year contract in 2018.

The group also supported the growth efforts of other university departments through programs such as a team-building session for more than 100 attendees at the School of Dentistry’s staff retreat.

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*ABOUT THIS UNIT*

The Delphi Center’s Professional Development team works cooperatively with the local, regional, and national business community and military organizations to facilitate employee development through skill-building seminars, certificate programs, and customized learning solutions. The team also provides customized training to university employees.
84 total project management certificates awarded
91 total other certificates awarded
653 total learning hours provided
1,279 total program participants

13K total learning hours received
200 participants in UofL’s customized learning solutions for university audiences
638 participants in external customized learning solution programs

“\[I have not only became a more well-rounded professional, but I have brought back tools I have learned and shared them with my team—[which will help] increase their knowledge and abilities, as well.\]”
— CUSTOMIZED LEADERSHIP PROGRAM PARTICIPANT

- Delivered an enhanced version of the customized leadership development program for civilian leaders the unit had previously developed for two commands: United States Army Human Resources Command and United States Army Recruiting Command
- Awarded 75 management development, 12 grant writing, 3 professional development, and one professional communication certificates to program participants
- Launched new project management summer intensive and research grant writing courses
In 2017, the Event and Conference Services unit extended the university's relationship with area business, non-profit organizations and government entities by partnering with a number of new clients. The team hosted events for organizations including NBC Productions, Southwest Airlines, Amazon, Institute of Management Accountants, U.S. Army Corps of Engineers, AT&T, and Merck.

The team also established a strong relationship with the Louisville Convention and Visitors Bureau staff, supporting several of the organization's events, and renewed relationships with a number of the hotels in the area, which has resulted in numerous business referrals.

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The Event and Conference Services unit coordinates short- and long-term space rental at the 16,000-square-foot Conference Center at ShelbyHurst Campus, which features 14 fully equipped rooms and can host groups of up to 500 for single- or multiple-day conferences, trainings, corporate retreats, and social events. The Conference Center also offers event management services, including attendee and vendor registration services and registration staffing and materials.
“I consider customer service one of the biggest reasons for me to book an event of this size with a facility. UofL staff was awesome!!!”
— BRAD PACK, HOME CARE HOME BASE

12
social events

12
conferences

31
university-sponsored events

371
corporate events

495
total events

25.5K
total attendees

- Hosted two significant promotional events in 2017, a luncheon and panel discussion for association event planners (the unit’s first live-streamed event) and a food truck event that brought nearly 300 local business community members to view the facilities.

- Received good or excellent ratings on 100 percent of all post-event survey responses and an overall facility rating of 4.75 out of 5.0.

- Earned a 4.89 average post-event customer satisfaction score.
PRESENTATIONS:
The Teaching Innovation Learning Lab

Anderson, J. & Rhodes, G. (2017, July 14). Introduction to the TILL and Active Learning. Presentation for small group of Eastern Kentucky University faculty and administrators. University of Louisville, Kentucky. This presentation involved the history of the TILL and an introduction to its features for the EKU group, who is interested in bringing a similar space to their campus.

Anderson, J. & Gupta, N. (2017, July 20-21). Introduction to the TILL and Active Learning. Presentation for the Cadre and Faculty Development Course. University of Louisville, Kentucky. Active learning theory and easy-to-implement activities were introduced to new army ROTC faculty visiting from Fort Knox.


Anderson, J. & Rhodes, G. (2018, January 9). Introduction to the Teaching Innovation Learning Lab. Presentation for CPE/AQA Work Group. University of Louisville, Kentucky. A summary of the TILL’s history and an introduction to its features was provided for the visiting group, along with an introduction to active learning theory.

Anderson, J. & Greene, A. (2018, January 26). Powering Your Teaching with Technology. Presentation for the Master Educator Course. University of Louisville, Kentucky. Active learning theory, classroom technology tools, and easy-to-implement activities were introduced to new army ROTC faculty visiting from Fort Knox.

Faculty Development


Blackboard and Learning Technology

Batman, K. & Montgomery Dunlap, A. (2017). Grade integrations with PeopleSoft using SOAP web services. Blackboard DevCon in New Orleans, LA. This session detailed how the University of Louisville leveraged SOAP web services to allow grades to be pulled from Blackboard Learn into PeopleSoft Campus Solutions to restore this functionality for faculty after the grade import feature failed to work following a move to managed hosting.

Batman, K. (2017). Moving from the CLI Snapshot to the SIS Framework. Blackboard DevCon in New Orleans, LA. Attendees received an overview of how the University of Louisville moved from the CLI Snapshot tool, which has been deprecated, to the SIS Framework using the existing CLI Snapshot data files.

Quality Enhancement Plan

Barrow, I. (2017). Measuring What We Do: Using Blue to Survey and Improve Our Landscape. BlueNotes Americas 2017 Conference. Louisville, KY. This session focused on establishing best practices in survey development and design using Blue Survey. The presentation also addressed various ways of closing the loop and communicating actionable results within higher education.

Professional Development

Chitwood, R. “Me or We? The Power of Strategic Partnership.” CMED Conference 2017.

**Publications:**

**Faculty Development**


**Instructional Design and Technology**


**Quality Enhancement Plan**


**Professional Development**
