In 2021-2022, the pandemic transformed how USask learned, taught, researched and worked. As we moved from a mostly remote to a hybrid environment, technology enabled us all to work towards USask’s mission of being the “University the World Needs.”
In 2021-22, the pandemic once again changed how students wanted to learn. Desiring safety, but also the opportunity to connect in person, students shifted from mostly remote learning to flexible, hybrid environments. As the desire for flexibility is expected to continue, we invested in technology to give all students equal and convenient access to education - regardless of where learning occurs.

Highlights of how ICT enhanced the student experience over the past year included completing the Canvas Learning Management System (LMS) implementation and securing strategic funding to improve Wi-Fi in the classroom.

\[\text{Canvas channel in PAWS} \quad \text{At USask, Canvas is accessed \textbf{>90,000 times} each week through PAWS}\]

According to a 2021 \textit{Educause survey}, students prefer multiple online options, for pedagogical activities ranging from study guides and class/lecture notes, to recorded lectures.
More instructors than ever before are choosing to assess students’ knowledge in alternative ways. In a hybrid learning environment, technology is required to support these new ways of teaching. From providing press books for open book development to supporting online international collaborative learning, ICT empowered creative learning.

Over the past year, we evolved our ecosystem of technologies to enable hybrid, innovative teaching and learning.

**Learning Technology Ecosystem**
- We partnered with the Gwenna Moss Centre for Teaching and Learning and DEU to launch teaching.usask.ca/learning-technology. The site provides easy access to the tools the Usask community uses to create, deliver, manage and analyze learning content. In 21/22 we added over 30 academic tools.

**Video**
- Panopto gives instructors and students simple and easy-to-use tools to record, edit, manage and distribute video content.
- 1,136,778 hours of video were viewed by students during asynchronous learning in the past year.

**Virtual Labs**
- Utilizing Microsoft Azure Virtual Desktop, we built a more flexible virtual lab ecosystem that will allow for a better hybrid computer lab environment for the university. This new Remote Computer Lab service was soft-launched early in 2022, with great feedback from instructors and students! Learn more.

According to Educause, “students sang the praises and benefits of the recorded lecture for the flexibility of scheduling that it offered (especially under pandemic conditions) and the ability to review lecture materials whenever, wherever, and for however long they might need. And... recorded lectures are critical to providing students with disabilities online access to needed materials and resources.”

Asynchronous learning [is the best use of technology in my course]. I have a backup in case my technology isn’t working or accessible during class time. Being able to work on assignments before, after, or during class makes it very accessible for any student.”

THE EDUCAUSE SURVEY REVEALED THAT “A LARGE NUMBER OF STUDENTS DISCUSSED HOW REMOTE ACCESS TO SPECIALIZED SOFTWARE (E.G., GIS, SPSS, CAD) REALLY MADE A DIFFERENCE IN THEIR LEARNING EXPERIENCES.”
Over the past year, we partnered with the Global Institute for Food Security (GIFS) and the Global Institute for Water Security (GIWS) to expand our agile and responsive technology infrastructure for research. With the deployment and expansion of Copernicus, we provided high performance storage and supercomputing capacity so researchers could tackle problems bigger than they could on their own. This project also allowed us to expand our storage service for research, Datastore, for all researchers on campus. Learn more

ICT AND PHYSICS RESEARCH PARTNERSHIP
Balancing the unique research requirements of the Physics department with the need for IT security, a comprehensive security plan was developed that allowed the research groups to have the freedom to do the work they need to do while still protecting the rest of the campus network. Learn more
**COLLABORATION TECHNOLOGIES**

To support the university’s needs for boundless collaboration, ICT expanded the technical infrastructure to enable more flexible collaboration opportunities. Over the past year, we completed our transition from WebEx to Zoom, provided more access to collaboration tools in Microsoft Office 365, and improved our hybrid work spaces.

**MICROSOFT OFFICE**

- **Teams:**
  - 8520 active users
  - 9M teams chats per year
  - 26M video call minutes per year
  - Added new features including breakout rooms and polling

- **Outlook email:**
  - Receive ~500k email/day
  - Send ~60k emails per day
  - Microsoft OneDrive:
    - 46 MILLION files stored

**WEB AND VIDEOCONFERENCING:**

- ICT consulted >1000 staff, faculty, students and researchers to understand their needs for web and videoconferencing. Zoom is our new technology provider.

- Accessibility is important…we need to make sure our events are open to people who require adaptive technologies and access by phone in Indigenous communities who may not have stable internet access.

- Zoom Usage Statistics:
  - +160K meeting participants per month
  - +22K meetings per month
  - +10M meeting minutes per month

**ANALYTICS / BUSINESS INTELLIGENCE**

ICT provided Microsoft PowerBI to give decision makers access to rich interactive data visualizations.

- During 2021, the ICT team led the creation of a dashboard that shows where programs are enabling parity in participation, retention, and achievements between Indigenous and non-Indigenous students. This dashboard will help inform planning of activities by colleges, schools, and support services. The parity dashboard is a systems level tool that is potentially unique nationally.

- - Dr. Airini - Provost and VP Academic

**NEW PUBLIC REPORTING SITE:**

- leadership.usask.ca/priorities/reporting.php

We launched a new public reporting site to provide greater transparency into university activity through the public reporting website.

- As a publicly funded institution, the University of Saskatchewan is committed to accountability, transparency, and accessibility. The release of the public reporting site is an important step towards those commitments by creating a space that provides transparent insight into university activity. I am pleased to see this commitment being realized through a strong collaboration between ICT, UR, IPA, HR, Finance, and the strategic enrollment team, and look forward to seeing more.

- - Peter Stoicheff, USask President

**GOOGLE ANALYTICS AND WEB SUPPORT:**

At USask, our virtual front door is always open. And now we understand our 6 million web visitors needs thanks to the cohesive approach to analytics our digital team developed last year. Staff now have data at their fingertips to evolve content in support of institutional priorities.

**TECHNOLOGY TO ENABLE STRATEGIC DECISION MAKING**

To “be the university the world needs” senior leaders need tools and data to enable strategic decision making. ICT has been working on data governance as the basis for data informed decision making. In the past year we provided self-service analytics that allow campus leaders to explore the nuance behind the numbers.

**COLLABORATION TECHNOLOGIES**

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