



# Tech2U Report Fall Winter 2021-22

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# WHAT IS TECH2U?

- A program that **humanizes classroom technical support to foster excellent and innovative teaching and learning** in an increasingly technological classroom.
- **Provides real-time, personalized technological support** for instructors through a technical support team
- Collaboration **with Learning Space Management & Innovation Hub**



# THE VALUE OF TECH2U

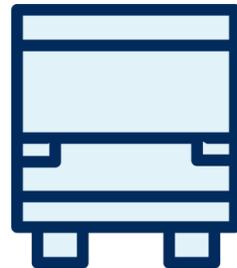
What Classroom Support Looks Like:



**Hands-on  
Troubleshooting**



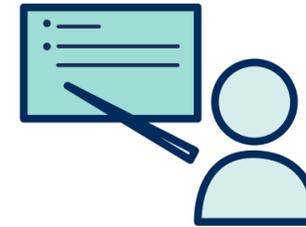
**Individualized  
Support**



**Equipment  
Delivery &  
Setup**



**On-site  
Support**



**Focus on  
Teaching, not  
Technology**



**Supporting  
Dual-Delivery**

# TECH2U TEAM SUPPORTS FOR TEACHING & LEARNING



Instructional  
Support Coordinator



Student Experience  
Coordinator



Technical Co-Pilot



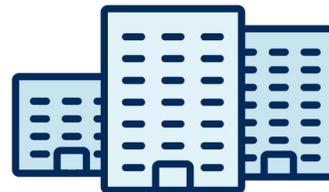
Multimedia Support



Student Classroom  
Ambassador



3,862 Instructors



285 Classrooms

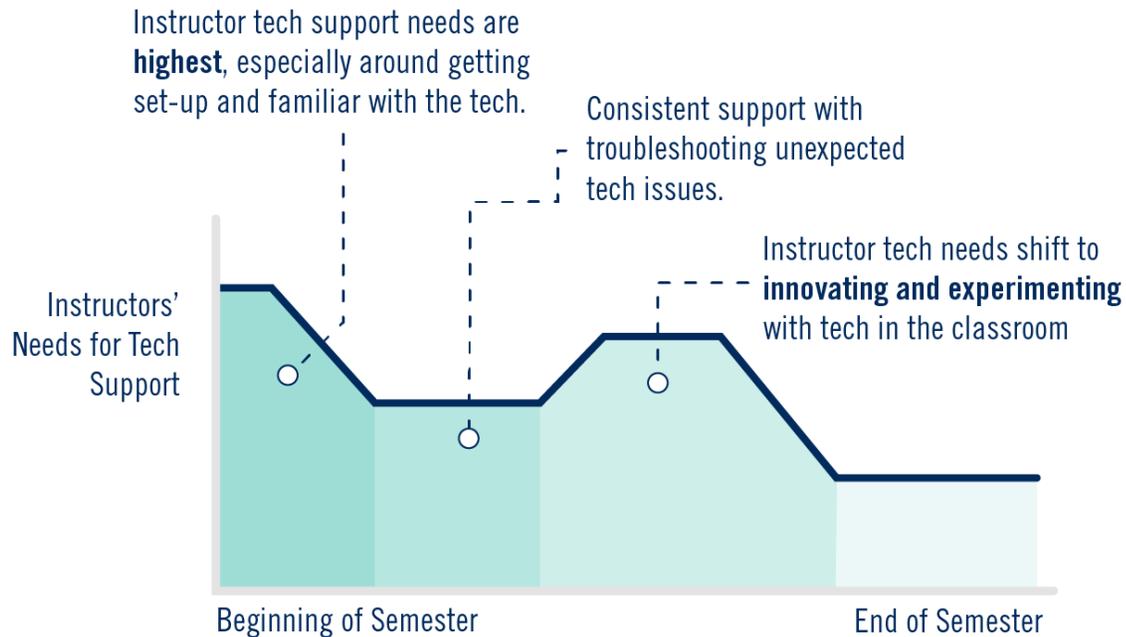


9,935 Course Sections

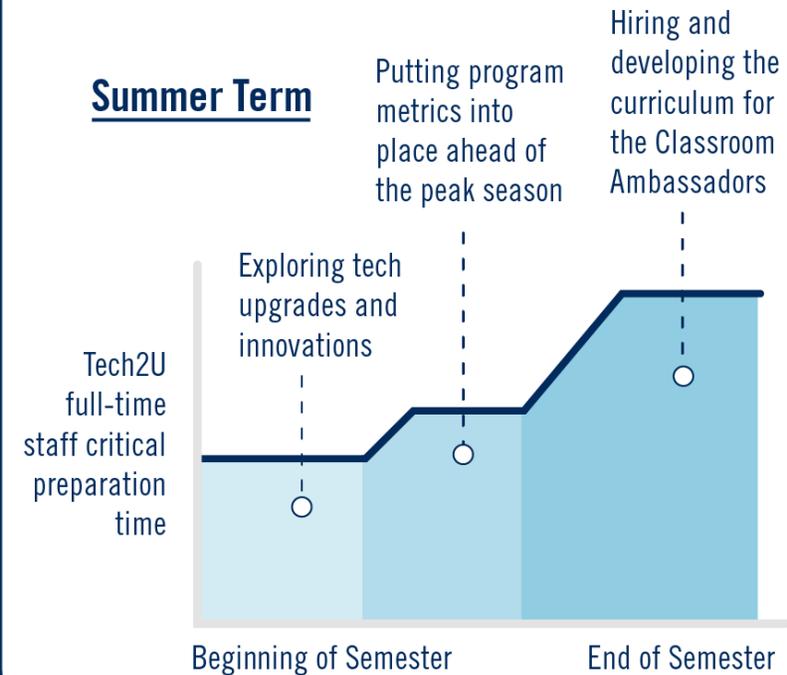
# ANNUAL TIMING OF SUPPORT



## Fall or Winter Term



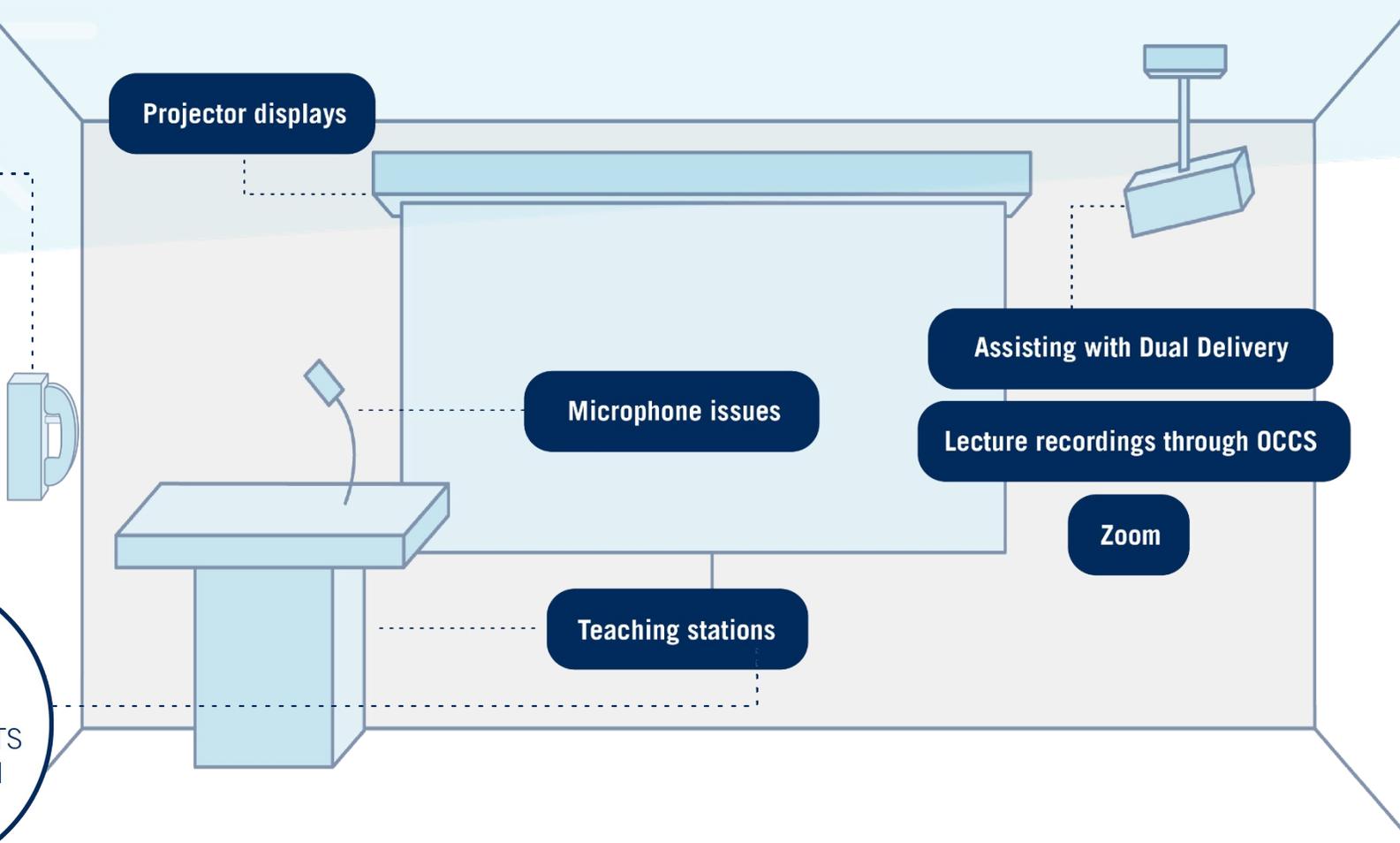
## Summer Term



# ON-THE-GROUND-SUPPORTS



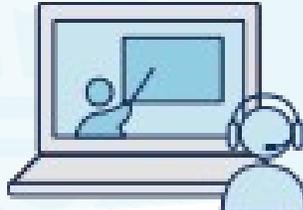
**5981**  
TECH SUPPORT  
CALLS



**1530**  
INSTRUCTOR  
PORTAL REQUESTS  
FOR IN-PERSON  
SUPPORT

**6561**  
TECH2U PORTABLE  
EQUIPMENT  
SETUPS

# SUPPORTING ACCESS IN THE CLASSROOM



Provides **portable audio and video technology to spaces** enabling participation for students who require remote accommodation



**Video cameras with operators in the room** increased access to course materials for students online or at the back of the classroom



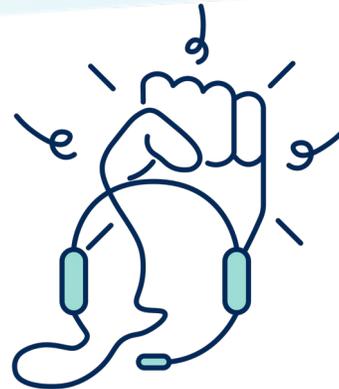
**Instructors have flexibility of teaching from home or campus through the provision of a mobile Tech2U teaching station** enabling access for both the instructors and students.

# BENEFITS TO INSTRUCTORS

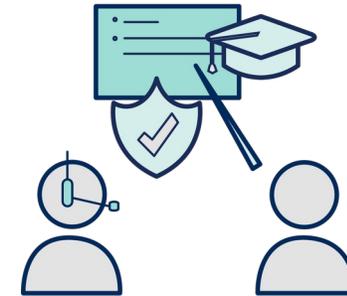
What They Told Us...



**Reassurance  
and Success**



**Empowered  
Instruction**



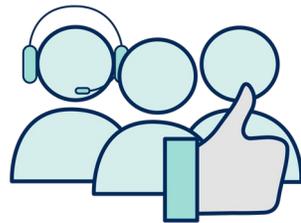
**Rebuilding  
Connections**

# BENEFITS TO STUDENT CLASSROOM AMBASSADORS

What They Told Us...



**Sense of Belonging**



**Making a Difference**



**Growing Strengths**



**Failure is not Fatal**



**A Learning Opportunity**

# NEXT STEPS



**Collaboration  
with EdTech  
Community**



**Increase Instructor  
Awareness**



**Improve  
Operational  
Efficiency**



**Establish Key  
Program  
Metrics**



**Consult With  
Divisions**



**Training  
Curriculum  
for Students**

# Questions



# THANK YOU



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