

Centre for Teaching Support & Innovation

2023-2024 Metrics

This report covers the period May 1, 2023 to April 30, 2024

Consultations

General Consultations

Total Consultation requests: 133

Table 1: By Division

Division	2023-2024
Faculty of Applied Science and Engineering	7
Faculty of Arts & Science	60
John H. Daniels Faculty of Architecture, Landscape, and Design	2
Dalla Lana School of Public Health	3
External	1
Faculty of Information	5
Faculty of Kinesiology and Physical Education	2
Munk School of Global Affairs	1
Faculty of Music	2
Lawrence Bloomberg Faculty of Nursing	4
Ontario Institute for Studies in Education	9
Rotman School of Management	4

School of Graduate Studies	1
Factor-Inwentash Faculty of Social Work	2
Student Life	3
Temerty Faculty of Medicine	14
University of Toronto Mississauga	9
University of Toronto Scarborough	4
Total	133

Table 2: By Campus

Campus	2023-2024
St. George	121
UTM	9
UTSC	2
Total	132

Table 3: By Teaching Appointment

Teaching Appointment	2023-2024
Professor	18
Professor, Teaching Stream	3
Associate Professor	5
Associate Professor, Teaching Stream	13
Assistant Professor	12
Assistant Professor, Teaching Stream	33
Sessional	35
Other	5
Total	124

Table 4: By Consultation Topic*

Consultation Topic	2023-2024
Teaching strategies	49
Interpreting course evaluation data	29
Course design, development and/or review	53
Working with graduate students and teaching assistants	11
Using educational technology in the classroom	14
Teaching award nominations	16
Research on pedagogical topics (SoTL)	25
CTSI initiatives, leadership and strategic work	9
Other	45
Total	251

*A consultation may cover more than one topic

Teaching Dossier Consultations

Total requests: 72

Table 5: By Division

Division	2023-2024
Faculty of Applied Science and Engineering	1
Faculty of Arts & Science	23
John H. Daniels Faculty of Architecture, Landscape, and Design	1
Dalla Lana School of Public Health	3
Faculty of Dentistry	3
Faculty of Information	1

Faculty of Kinesiology and Physical Education	1
Faculty of Music	1
Lawrence Bloomberg Faculty of Nursing	2
Ontario Institute for Studies in Education	5
Leslie Dan Faculty of Pharmacy	5
School of Graduate Studies	1
Factor-Inwentash Faculty of Social Work	1
Temerty Faculty of Medicine	13
University of Toronto Mississauga	5
University of Toronto Scarborough	6
Total	72

Table 6: By Campus

Campus	2023-2024
St. George	61
UTM	5
UTSC	6
Total	72

Table 7: By Teaching Appointment

Teaching Appointment	2023-2024
Professor	1
Professor, Teaching Stream	2
Associate Professor	3
Associate Professor, Teaching Stream	1
Assistant Professor	21
Assistant Professor, Teaching Stream	36
Sessional	6

Status Only Appointment	2
Total	72

Table 8: Tenure Stream

Tenure Stream	2023-2024
Interim review	10
Tenure review	17
Promotion to Full Professor	1
Total	28

Table 9: Teaching Stream

Tenure Stream	2023-2024
Probational review	17
Continuing status review	25
Promotion to Full Professor	2
Total	44

Teaching Observation Requests

Table 10: By Division

Division	# of Teaching Observation Requests
FAS	2
FASE	1
KPE	1
Knox College	1
Pharmacy	1
UTSC	1
Total	7

Table 11: By Appointment

Appointment	# of Teaching Observation Requests
Sessional	1
Assistant Professor, Teaching Stream	6
Total	7

Evaluation and Assessment

Course Evaluation Institute

The Course Evaluation Institute, an invitation-only in-person conference held on September 21-22, 2023, explored the multifaceted aspects of course evaluations and their impact on higher education institutions.

- 63 policymakers, researchers, educators and practitioners in attendance
- 22 participating institutions across Canada and the U.S.A.
- 83% of participants recommend the CEI to colleagues who are also working in the course evaluation field

Course Evaluations (CE) Operation Metrics

Summary: approximately 15,000 course evaluations across 22 divisions

Table 12: CE Operations Summary

Metrics	Summer 2023	Fall 2023	Winter 2024	TOTAL
Evaluation windows	88	57	63	208
Number of courses evaluated	1612	5165	6008	12785
Number of Divisions	19	22	22	63
Number of instructor-course pairings	1721	5590	6500	13811
Number of student-course pairings	66807	299704	325476	691987

Number of reports	3627	11355	TBD	14982
Response rates	36.0%	42.6%	15.1% as of April 2	

Table 13: By Division

Division	Grad	Undergrad
APSC	Y	Y
ARTSC	Y	Y
Dent		Y
DLSPH	Y	
FI	Y	Y
KPE		Y
Music		Y
NUR	Y	Y
OISE	Y	
Pharm	Y	Y
Rotman	Y	
SWK	Y	
UTM	Y	Y
UTSC	Y	Y
MED	Y	
Total:	12	10

Programming and Communications

Programming

Table 14: Workshops and Events Summary

Summer 2023 Programming	Total Summer 2023 Attendees = 502
	Total Summer 2023 sessions offered = 15
Fall 2023 Programming	Total Fall 2023 Attendees = 297
	Total Fall 2023 Sessions offered = 16
Winter 2024 Programming	Total Winter 2024 Attendees = 526
	Total Winter 2024 Sessions offered = 32
May 1, 2023 - April 30, 2024 TOTALS	TOTAL Attendees = 1325
	TOTAL Sessions offered = 63

Table 15: Summer Programming

Workshop Title	Date
Building Success Across the Graduate Life Cycle	May 11, 2023, 2pm-4pm
2023 Teaching Grants Workshop	June 19, 2023, 2pm-3pm
Continuing the Work of Universal Design for Learning (UDL)	July 25, 2023, 10am-11:30am
Building an Effective LEAF Application: From Idea to Submission	July 27, 2023, 10am-11:30am
Introduction to Backwards Design and UDL	August 3, 2023, 10am-12pm
Tune into Teaching: Building, Managing and Supporting Your Teaching Team of TAs	August 10, 2023, 10am-12pm
Tune into Teaching: Quickstart Quercus	August 11, 2023, 10am-12pm

Tune into Teaching: Active Learning Anywhere	August 17, 2023, 10am-12pm
Tune into Teaching: From Panic to Possibility: Rethinking and Redesigning Assignments in the Wake of Generative AI	August 17, 2023, 1pm-3pm
Tune into Teaching: Myths and Realities About Grading	August 18, 2023, 1pm-4pm
Tune into Teaching: Introduction to the Academic Toolbox	August 21, 2023, 10am-11am
Tune into Teaching: Setting the Tone for Success: The first day of class and beyond	August 21, 2023, 1pm-3pm
Tune into Teaching: Quickstart Quercus	August 22, 2023, 1pm-3pm
Tune into Teaching: What's my role in accommodating students with disabilities?	August 25, 2023, 10am-12pm
Tune into Teaching: Making Your Syllabus Work for You and Your Students	August 29, 2023, 1pm-4pm

Table 16: Fall Programming

Workshop Title	Date
Equity Roundtable: Community Engaged Learning: Power dynamics working with community partners	September 26, 2023, 12pm-1pm
Designing a Scholarship of Teaching and Learning (SoTL) Project	October 3, 2023, 10am-12pm
Bridging Student Success: Supporting academic preparedness and belonging for first year Arts & Science students	October 4, 2023, 1pm-2pm
Creating Inclusive Learning Environments	October 11, 2023. 1pm-3pm
Creating an Equitable Classroom Roundtable: How Can We Support Gender and Sexual Diversity on Campus?	October 23, 2023, 12pm-1pm
Introduction to Students as Partners (SaP): Foundations and Practices	October 26, 2023, 10am-12pm
Creating an Equitable Space for Chinese International Students: Culturally Responsive Pedagogy for Voice and Agency	November 2, 2023, 12pm-1pm

Diversifying Reading Lists	November 9, 2023, 10am-12pm
Equity Roundtable: Engaging with Indigenous Knowledges and Pedagogies in the Post-Secondary Class	November 14, 2023, 12pm-1pm
Effective Strategies for Preparing a Teaching Award Nomination File	November 14, 2023, 9:30am-11am
Creating Global Classrooms: Building Connections to the Global Community	November 22, 2023, 2pm-4pm
Equity Roundtable: Enhancing Intercultural Development Framework: We Would Love to hear From You!	November 30, 2023, 12pm-1pm
How to Succeed as a Graduate Supervisor	November 30, 2023, 2pm-4pm
Inclusive Languages and Communication in the Classroom	December 5, 2023, 1pm-3pm
From Panic to Possibility: Rethinking and Redesigning Assignments in the Wake of Generative AI	December 11, 2023, 1pm-3pm
Making Your Syllabus Work for You and Your Students	December 12, 2023, 1pm-4pm

Table 17: Winter Programming

Workshop Title	Date
Introduction to the Academic Toolbox	January 4, 2024, 11am-12pm
Quickstart Quercus	January 5, 2024, 10am-12pm
Active Learning Anywhere	January 9, 2024, 1pm-3pm
Equity Roundtable: Supporting Students with Autism Spectrum Disorder	January 19, 2024, 10am-12pm

ACUE Lunch and Learn - Using your syllabus as a roadmap to learning: Strategies to enable reflection and engagement	January 24, 2024, 12pm-1pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 7: Recruiting interest (accessing engagement)	January 26, 2024, 1pm-1pm
Equity and UDL: Centering the Learner and Fostering Academic Resilience	January 30, 2024, 10am-12pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 1: Perception (building engagement)	February 2, 2024, 1pm-2pm
Searching the SoTL Higher Education Literature	February 5, 2024, 10am-12pm
Indigenizing Curriculum: An Introduction	February 6, 2024, 10am-12pm
Equity Roundtable: Who Are Our Students?	February 8, 2024, 12pm-1pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 4: Physical action (internalizing engagement)	February 9, 2024, 1pm-2pm
Generative AI Sandbox 1: Exploring practical uses for instructors	February 12, 2024, 2:30pm-4:30pm
CTSI Equity Roundtable - Teaching for Change: Decolonizing through Stories	February 13, 2024, 12pm-1pm
EDI and Academic Freedom in the Classroom: Navigating Tensions and Exploring Possibilities	February 15, 2024, 10am-12pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 8: Sustaining Effort & Persistence (accessing representation)	February 16, 2024, 1pm-2pm
Demystifying the Dossier: Drafting Your Statement of Teaching Philosophy	February 22, 2024, 1pm-3pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 2: Language & Symbols (building representation)	February 23, 2024, 1pm-2pm

Generative AI Works in Progress Series- Cultivating Discernment in Skill Development in using ChatGPT	February 28, 2024, 1pm-2pm
Engaging Students with Hypothesis Social Annotation	February 29, 2024, 11am-12pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 5: Expression & Communication (internalizing representation)	March 1, 2024, 1pm-2pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 9: Self- Regulation (accessing action and expression)	March 8, 2024, 1pm-2pm
ACUE Lunch and Learn Series: Active Learning or Taking Apart the Classroom, Virtual or Otherwise	March 12, 2024, 12pm-1pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 3: Comprehension (building action and expression)	March 15, 2024, 1pm-2pm
Monitor-Side Chats: UDL-ing in Winter 2024: UDL Guideline 6: Executive Functions (internalizing action and expression)	March 22, 2024, 1pm-2pm
CTSI Equity Roundtable: A Conversation With Equity, Diversity and Inclusion (EDI) Directors at U of T	March 25, 2024, 1pm-2:30pm
ACUE Lunch and Learn Series - Pedagogy of Care: Community Building Practices	March 27, 2024, 12pm-1pm
Demystifying the Dossier: Preparing Your Teaching Dossier	April 2, 2024, 10am-12pm
Monitor-Side Chats: Explore proposed updates to UDL Guidelines 3.0	April 12, 2024, 1pm-2pm
Empowering Chinese International Students to Overcome Initial Barriers: Leveraging insights from Culturally Responsive Pedagogy	April 23, 2024, 1pm-3pm
ACUE Lunch and Learn Series: Supporting Student Academic Skill Development	April 24, 2024, 12pm-1pm
CTSI Equity Roundtable - The Equitable Classroom is a Therapeutic Landscape: Leveraging the Meaning of Mindful Meditation	April 25, 2024, 12pm-1pm

Communications

Table 18: CTSI Connect Newsletter Data

Engagement	CTSI Average	Industry Average
Open Rate	44%	35%
Click Rate	3%	3%

Table 19: CTSI Website Data

CTSI Website	Data
Pageviews	258,000
Average time on page	1 min
Most visited pages	Developing Learning Outcomes Quercus Quick Guide Plagiarism Detection Continuity Planning Teaching with Social Media Course Evaluations Microsoft Co-Pilot Universal Design for Learning

Teaching Assistants' Training Program

Table 20: TATP Training Attendance*

Type of Training	# of individual Sessions or Modules	Registration	Attendance
TA Training (Summer 2023, Fall 2023, Winter 2024)	26	970	773

Online TA Week	24	1466	643
Online Modules			
Course Instructor Training Camp (sessions)	6	300	193
Course Instructor Training Camp (modules)			
Total			

*Includes First Contract Training, Returning TA Training, Online TA Week, CI Training Camps, Online Modules

Table 21: TATP First Contract Training Workshops

Title	Date	Registration	Attendance
Online First Contract Training: All Disciplines	May 8, 2023	36	25
In-Person First Contract Training: All Disciplines	May 15, 2023	16	9
Mathematical and Computational Sciences – UTM First Contract Training (In-Person)	September 5, 2023	30	30
Anthropology First Contract Training (In-Person)	September 6, 2023	45	45
Cinema Studies First Contract Training (In-Person)	September 6, 2023	17	17
Psychology First Contract Training Session (Online)	September 8, 2023	37	37
Sociology First Contract Training Session (In-Person)	September 8, 2023	30	30
Online First Contract Training: Humanities	September 11, 2023	11	9
Online First Contract Training: Social Sciences	September 11, 2023	32	22
Online First Contract Training: Sciences & Engineering	September 11, 2023	83	61
Online First Contract Training: Humanities	September 12, 2023	19	16
Online First Contract Training: Social Sciences	September 12, 2023	24	22
Online First Contract Training: Sciences & Engineering	September 12, 2023	55	45
Online First Contract Training: Social Sciences	September 13, 2023	27	22
Online First Contract Training: Humanities	September 14, 2023	12	11
Online First Contract Training: Social Sciences	September 14, 2023	29	24
Online First Contract Training: Sciences & Engineering	September 14, 2023	29	27
Online First Contract Training: Humanities	September 15, 2023	16	12

Online First Contract Training: Social Sciences	September 15, 2023	22	14
Online First Contract Training: Sciences & Engineering	September 15, 2023	42	33
Online First Contract Training: All Disciplines	September 26, 2023	106	78
Online First Contract Training: All Disciplines	September 28, 2023	48	28
Online First Contract Training: All Disciplines	October 13, 2023	45	36
Online First Contract Training: Sciences & Engineering	January 9, 2024	75	63
Online First Contract Training: Humanities & Social Sciences	January 10, 2024	19	13
Online First Contract Training: All Disciplines	January 25, 2024	65	44
Total/Average		970	773

Table 22: TATP Online TA Week Workshops (for new contract and returning TAs)

Workshop Title	Date	Registration	Attendance
Welcome and What I Wished TAs Knew About Our Students	August 28, 2023	117	53
Preparing for Your First Tutorial in the Sciences & Engineering	August 28, 2023	40	28
Preparing for Your First Tutorial in the Humanities & Social Sciences	August 28, 2023	24	21
Designing Effective Online Learning Experiences	August 28, 2023	66	22
Labs and Practicals	August 28, 2023	36	27
Discussion Based Tutorials	August 28, 2023	102	41
Teaching Tips from the TATP Teaching Excellence Award Winners	August 29, 2023	126	63
An Introduction to Grading in the Sciences & Engineering	August 29, 2023	56	37
An Introduction to Grading in the Humanities & Social Sciences	August 29, 2023	82	38
Reflecting on and Articulating Your Teaching Experience	August 29, 2023	12	9
Critical Reading and Reflection	August 29, 2023	95	36
Problem Sets	August 29, 2023	14	8
Your Teaching Persona as an International TA	August 29, 2023	22	18
Cultivating Belonging with Inclusive Classrooms	August 30, 2023	128	47
Supporting Student Writing	August 30, 2023	46	27
Review and Q&A Tutorials	August 30, 2023	52	21

Orienting to Indigenous Teachings at UofT	August 30, 2023	44	9
Identifying and Addressing Microaggressions in the University Classroom	August 30, 2023	95	38
An Introduction to UDL for Effective Teaching	August 30, 2023	34	15
The Inner Work of Building Inclusive Classrooms	August 30, 2023	16	10
Troubleshooting TA Challenges	August 31, 2023	79	21
Active Learning	August 31, 2023	80	20
The Fundamentals of Equity and Inclusion in the Classroom	August 31, 2023	80	23
Supporting Effective Learning with Academic Resilience	August 31, 2023	20	11
Total/Average		1466	643

Table 23: TATP Online Modules (for new contract and returning TAs)

Title	Enrolled	Completed
Introduction to Quercus	367	286
Critical Reading & Reflection	131	103
Discussion Based	396	331
Grading	705	554
Labs & Practicals	305	246
Policies & Procedures	913	822
Problem Sets	183	147
Review and Q&A	198	165
Supporting Student Writing	155	130
Online Technology for Student Engagement	61	49
Online Course Design & Management	78	58
Total/Average	3492	2891

Table 24: Course Instructor Training Camps

Date	Webinar	# Registered	# Attended
24 Aug, 2023	Exploring Course Design	83	55
24 Aug, 2023	Effective Practices for Engaging Lectures	83	52
14 Dec, 2023	Exploring Course Design	48	25
14 Dec, 2023	Effective Practices for Engaging Lectures	48	25
20 Apr, 2024	Exploring Course Design	19	18
20 Apr, 2024	Effective Practices for Engaging Lectures	19	18
Total			
Fall, Winter, Spring	Five Online Modules on Course Design	300	193

Table 25: TATP Total Certificate Program Workshops

	# of Workshops	Total Attendance
Spring 2022	2	34
Fall 2022	10	161
Winter 2023	25	448
Online Sessions	29	569
In-Person Sessions	8	74

Table 26: Certificate Programs Enrolments & Practicums

Users Enrolled in EVE: 6450	TF Enrollment: 591	AUTP Enrollment: 523
	FT Enrollment: 119	AIAP Enrollment: 57
	ET Enrollment: 35	CD Enrollment: 76
	EDTE Enrollment: 44	

Practicum Element	Sessions	Attendance
Teaching Dossiers		27
Microteaching	17	65

In-Class Observations	10
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Table 27: Certificate Workshops

Workshop Title	Date	Registered	Attendance
Teaching Content and Developing Engagement Through Online Discussions	June 8, 2023	19	13
Quercus for Teaching and Learning: Effective Q-Design and Q-Engagement	July 11, 2023	40	21
Quercus for Teaching and Learning: Effective Q-Design and Q-Engagement	October 12, 2023	19	18
Preparing Your Teaching Dossier	October 17, 2023	36	29
Grading for Equity	October 18, 2023	38	24
Demystifying Library Research for Your Students	October 31, 2023	13	9
Statement of Teaching Philosophy Clinic	November 14, 2023	19	8
Simple but not Simplified	November 15, 2023	22	11
Avoiding Crickets: Discussion Strategies and Activities	November 17, 2023	14	7
Navigating the TA-CI Relationship	November 23, 2023	30	23
Mock Academic Interview	November 27, 2023	31	25
Introduction to Open Educational Resources: Removing Barriers from Within	November 28, 2023	13	7
CTSI Equity Roundtable: Supporting Students with Autism Spectrum Disorder	January 19, 2024	12	7
Education as the Practice of Freedom: Reading Group Series Session #1	January 23, 2024	12	6
Learning to Learn: Leveraging UDL to Help Students Become Expert Learners	January 31, 2024	34	15
Active Learning in Every Classroom	February 1, 2024	71	42
Universal Design for Learning for Online Engagement	February 2, 2024	35	25
Education as the Practice of Freedom: Reading Group Series Session #2	February 6, 2024	13	7
CTSI Equity Roundtable: Who are Our Students	February 8, 2024	29	20
CTSI Equity Roundtable: Teaching for Change: Decolonizing Through Stories	February 13, 2024	37	24
Promoting Interdisciplinary Learning	February 16, 2024	72	42
Generative AI and the Future of Writing Pedagogy	February 20, 2024	48	32
Preparing Your Teaching Dossier	February 22, 2024	41	18
Education as the Practice of Freedom: Reading Group Series Session #3	February 27, 2024	14	10

Workshop Title	Date	Registered	Attendance
Your Neurodiverse Classroom	February 29, 2024	27	13
Statement of Teaching Philosophy Clinic	March 05, 2024	9	6
Designing for All: Inclusive Visuals in Educational Spaces	March 14, 2024	65	27
Identifying Transferrable Skillsets for Alt-Careers	March 15, 2024	40	21
Peer Review Session	March 19, 2024	7	7
Effective and Collaborative Approaches to Undergraduate Mentorship	March 21, 2024	61	34
Queering Pedagogies of Writing	March 22, 2024	40	20
Quercus for Teaching and Learning: Effective Q-Design and Q-Engagement	March 22, 2024	22	11
CTSI Equity Roundtable: A Conversation with Equity, Diversity, and Inclusion (EDI) Directors at UofT	March 25, 2024	37	22
Designing Tutorials to Encourage Critical Thinking in STEM Disciplines	April 04, 2024	25	11
Cultivating Creativity	April 10, 2024	19	6
Dialogical Pedagogies for Discussing Difficult Topics	April 24, 2024	10	9
Teaching Content and Developing Engagement Through Online Discussions	April 25, 2024	17	13
Total		633	353

Table 28: Microteaching Sessions

Date	Online/In-Person	Registered	Attendance
May 17, 2023	Online	7	5
June 9, 2023	In-Person	4	4
June 27, 2023	Online	12	4
October 20, 2023	Online	4	4
October 24, 2023	Online	4	4
November 1, 2023	In-Person	3	3
November 9, 2023	Online	7	4
November 20, 2023	In-Person	6	5
December 6, 2023	Online	4	3
December 12, 2023	Online	5	4
February 5, 2024	Online	9	3

February 21, 2024	Online	7	3
March 5, 2024	In-Person	4	3
March 11, 2024	Online	10	2
March 26, 2024	Online	11	5
April 12, 2024	Online	11	4
April 2 ^d , 2024	Online	8	5
Total		116	65

Table 29: TATP Newsletter Data

Engagement	Average	Industry Average
Open Rate	44.6%	35%
Click Rate	4.4%	3%

Table 30: TATP Website Data

TATP Website*	Data
Pageviews	14,000
Average time on page	1 min, 14 sec
Most visited pages	TA Teaching Excellence Award Student Nomination Job Training Job Postings Getting Hired as a TA TA Teaching Excellence Award Certificate Programs Dossier EDI resource

*From December 2023 when new site launched

Teaching, Learning and Technology

Consultations

Total Consultation requests through CTSI website: 95

Table 31: By Division

Division	2023-2024
Faculty of Arts & Science	41
John H. Daniels Faculty of Architecture, Landscape, and Design	2
Centre for Learning, Leadership and Culture	1
Dalla Lana School of Public Health	1
Environmental, Health and Safety	1
Financial Services	1
Faculty of Information	2
Information Technology Services	4
Lawrence Bloomberg Faculty of Nursing	2
Ontario Institute for Studies in Education	9
People, Strategy, Equity and Culture	1
Leslie Dan Faculty of Pharmacy	2
School of Graduate Studies	1
Factor-Inwentash Faculty of Social Work	4
Temerty Faculty of Medicine	15
Toronto School of Theology	2
University of Toronto Mississauga	3
University of Toronto Scarborough	2
University of Toronto Libraries	1
Total	95

Table 32: By Campus

Campus	2023-2024
St. George	90
UTM	3
UTSC	2
Total	95

Table 33: By Teaching Appointment

Teaching Appointment	2023-2024
Professor	11
Professor, Teaching Stream	4
Associate Professor	5
Associate Professor, Teaching Stream	6
Assistant Professor	9
Assistant Professor, Teaching Stream	14
Sessional	18
Librarian	1
Postdoctoral Fellow	3
Staff	16

Table 34: By Consultation Topic*

Consultation Topic	2023-2024
Accessibility	1
Teaching feedback – in-class observation	1
Teaching feedback – Quercus course review	4
Teaching strategies	7

Course or assignment design	6
Working with graduate students and TAs	2
Using educational technology in the classroom	74
Online learning	14
Instructional design	5
Total	114

*A consultation may cover more than one topic

ServiceNow Metrics

Total number of Quercus Help tickets: **1566**

Table 35: Quercus Help Tickets by User Role

User Role	Percentage out of total number of tickets
Student	30.5%
Instructor	28.2%
Staff	21%
EdTech	15.7%
TA	3%
Other	1.3%
External	0.3%
Librarian	0.3%

Table 36: Top 5 Integrated Tools

Integrated Tool	Percentage out of Total Number of Integrated Tool Request Category
Ouriginal	21.0%
Quizzical	17.4%
Ed Discussion	9.6%
WebWork	5.9%

Course Reserves	5.0%
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Table 37: Quercus Help Tickets by Academic Divisions/Departments

Division / Department	Number of Tickets	Percentage (out of the total number of tickets)
Faculty of Arts and Science	578	36.93%
School of Continuing Studies	142	9.07%
Temerty Faculty of Medicine	113	7.22%
University of Toronto Scarborough	100	6.39%
University of Toronto Mississauga	96	6.13%
Administrative Department	62	3.96%
Faculty of Applied Science and Engineering	56	3.58%
Ontario Institute for Studies in Education	54	3.45%
Joseph L. Rotman School of Management	40	2.56%
Dalla Lana School of Public Health	35	2.24%
Other	33	2.11%
Student	32	2.04%
Lawrence Bloomberg Faculty of Nursing	29	1.85%
Faculty of Law	27	1.73%
Factor-Inwentash Faculty of Social Work	26	1.66%
Toronto School of Theology	24	1.53%
Faculty of Dentistry	22	1.41%
John H. Daniels Faculty of Architecture, Landscape, and Design	21	1.34%
Faculty of Information	20	1.28%
Faculty of Kinesiology and Physical Education	20	1.28%
Leslie Dan Faculty of Pharmacy	16	1.02%
Faculty of Forestry	5	0.32%
U of T Libraries	5	0.32%
School of Graduate Studies	4	0.26%

Uncategorized	2	0.13%
Faculty of Music	2	0.13%
Simcoe Hall	1	0.06%
Transitional Year Programme	1	0.06%
Total	1566	100%

Chart 1: User role Percentage for Top 5 Divisions/Departments

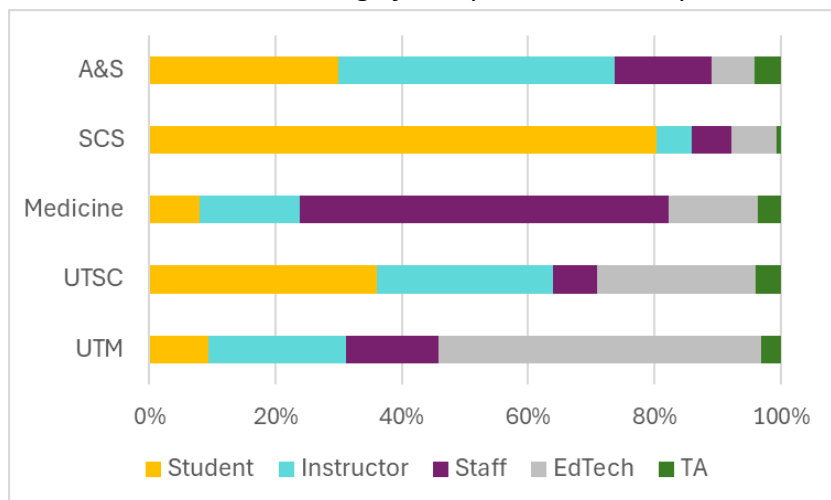


Table 38: Top 5 Request Categories for Top 5 Divisions/Departments

Division/Department	Total Number of Tickets	Top 5 Request Categories	Number of tickets for the request category
Faculty of Arts and Science	578	Course Access	81
		Assignments	46
		Other	36
		Gradebook	33
		Sections	30
School of Continuing Studies	142	Content/Grade Access	25
		User Account	21

		Course Access	18
		Other	15
		Quizzes	13
Faculty of Medicine	113	Course Access	23
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