

Center for Instruction and Research Technology

A N N U A L R E P O R T

'24
25



UNIVERSITY *of*
NORTH FLORIDA.

Table of Contents



*An Academic and Student Affairs
support unit, the mission of the
Center for Instruction and Research
Technology (CIRT) is to offer
expertise, resources, and training
to assist faculty in ways that
enable them to develop greater
capacities for using technology for
teaching and research. CIRT also
disseminates ideas, frameworks,
and materials that apply pedagogical
knowledge to the teaching and
learning process.*

(904) 620-3927

Contents

Executive Summary	3
CIRT Services	4
Team Reports	5
CIRT by the Numbers 2023 – 2024	16
Strategic Updates	17

Executive Summary



Rozy Parlette
Director of CIRT

At the [Center for Instruction and Research Technology \(CIRT\)](#), our commitment to supporting faculty through innovative technology and pedagogical excellence remains unwavering. The 2024–2025 academic year was marked by significant progress and notable achievements across all teams, underscoring CIRT's continued dedication to advancing teaching and learning at UNF.



CIRT Staff at the Annual CIRT Retreat

The Instructional Design Team enhanced instructional quality through 112 course reviews, with nine earning national Quality Matters certification, and supported 17 programs in online development. Faculty participation in the Teaching Online (TOL) program remained strong, with 104 completions and 19 workshops focused on accessibility, AI, and instructional design practices.

The Online Learning Support Team delivered nearly 23,500 support interactions and 107 training events while leading major enhancements to Canvas integrations, digital badging, and instructional technology adoption. Expanded accessibility support, including 30,000 minutes of captioned content, strengthened UNF's progress toward ADA Title II compliance.

The Creative Team completed 821 projects across media production, graphic design, web development, 3D printing, and accessibility initiatives, supporting 137 faculty members across all colleges. Their work significantly advanced website accessibility, instructional media production, and academic communication through high-impact projects such as *Crossing Currents*, the Red Hill Cemetery Project, and the UNF Archaeology Lab.

Across all teams, CIRT contributed meaningfully to institutional goals through expanded accessibility initiatives, integration of AI-ready instructional support, enhanced faculty training, and improvements to digital and creative services. These efforts collectively strengthened UNF's teaching and learning ecosystem and advanced the university's commitment to high-quality, inclusive, and innovative instruction.

CIRT Services

Our Mission

The Center for Instruction and Research Technology's (CIRT) mission is to empower UNF faculty by providing exceptional instructional, multimedia, and technical support, equipping them with the tools, training, and expertise to foster student success and excellence in scholarship.

Our Vision

CIRT's vision is to empower the UNF community to harness the potential of technology, combined with innovative pedagogical practices, to cultivate transformative and impactful learning experiences.



Instructional Design

- Instructional design best practices
- Program and course development
- Transition of traditional classroom content to digital platforms
- Training and development
- Quality course review
- Open educational resources
- Document and media accessibility

Online Learning Support

- Support for instructional technologies
- Canvas LMS support
- Online proctoring
- New faculty orientations
- Live and on-demand workshops
- LMS news and status reports
- CIRT Knowledge Base collections and articles
- Scantron and Respondus services

Media

- Video and audio production
- Web design and hosting
- Conference and event posters
- Survey support
- Graphic design for print and web publication
- Maps for print and web publication
- 3D Printing

Equipment

- Laptops and tablets
- Digital cameras and camcorders
- Digital voice recorders
- Photography and video tripods
- Webcams and microphones
- Conference poster tubes
- Streaming and podcasting kits

Team Reports



Dave Wilson
Associate Director, CIRT
and Creative Team Lead

The Creative Team provides faculty and academic units with media production, web development, graphic design, 3D printing, and emerging technologies that enhance course delivery, research visibility, and digital engagement across the university. The 2024–2025 academic year was marked by high demand for creative and technical services, extensive website and accessibility work, and support for key institutional and community-engaged projects.

Service Summary

During the 2024–2025 academic year, the Creative Team completed 821 projects, supporting 137 distinct faculty members across colleges and

academic units. This activity reflects the expanded scope of creative, technical, and digital services that faculty rely on to strengthen instructional effectiveness and research communication.

Key service indicators include:

- 346 studio bookings, totaling 780 hours
- 51 on-location recording projects
- 229 graphic design projects
- 115 website projects, including accessibility improvements, new builds, and redesigns
- 314 equipment checkout requests
- 126 posters printed
- 580 linear feet of wide-format printing
- 7 mapping projects for instructional and research initiatives

Projects by Service

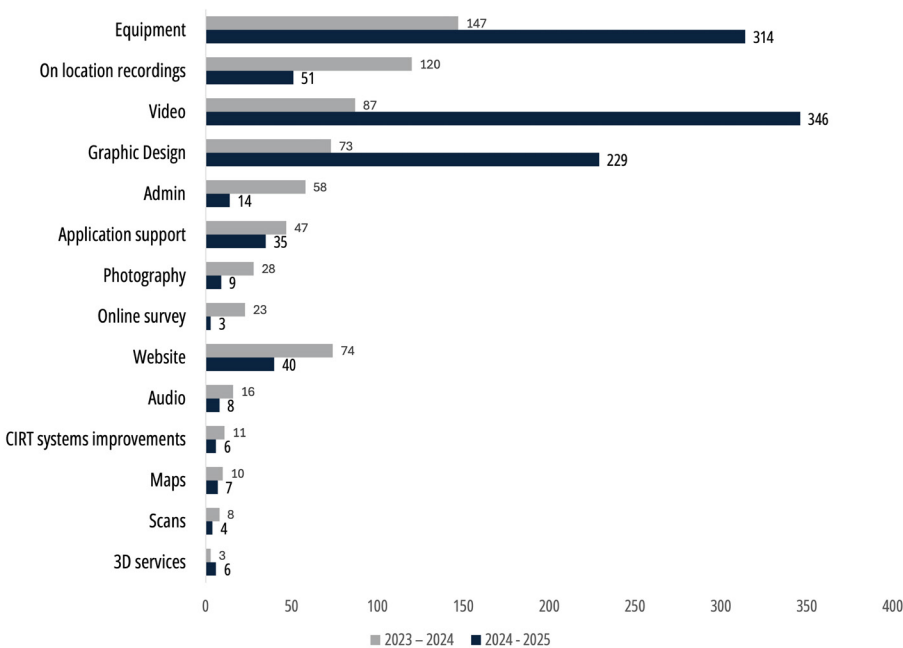


Figure 1. Creative Team Projects by service category

These metrics highlight the Creative Team’s central role in advancing faculty innovation, supporting accessible teaching practices, and contributing to UNF’s commitment to high-quality digital experiences.

Media Production and Visual Design

Media production remained in a high-demand service area. Faculty and academic units utilize both the studio and on-location recording services to produce instructional videos, interviews, demonstrations, and event coverage. The Creative Team also collaborated with ITS to streamline scheduling and project coordination through the use of shared calendars and room systems.

Team Reports

Accomplishments included:

- Increased production of course-related and event-focused videos that enhanced online and hybrid learning.
- IGrowth in studio bookings and on-location recording requests demonstrates sustained faculty engagement with multimedia instructional tools.
- IDeveloped a fee schedule for non-instructional media projects, now published on CIRT's [Media Rates](#) page.

Web Development and ADA Web Compliance

The Creative Team's web development and accessibility work was a significant area of impact this year. The team completed 229 website

projects, ranging from accessibility remediation to structural improvements and full site rebuilds. In addition to this project work, the team conducted accessibility reviews of 401 websites, strengthening UNF's readiness for ADA Title II requirements, and improving the overall quality of academic web resources.

Several high-visibility sites were launched or redesigned, including the SEAMAMMS Symposium, Saint Johns River Report, Natural Sciences Symposium, and the Szymon J. Ciesielski Lab. The team also continued ongoing support for research labs, academic program websites, and digital humanities initiatives, ensuring faculty had reliable, accessible platforms to share their work.

Collectively, this effort improved accessibility, consistency, and user experience across a wide range of academic digital environments and contributed meaningfully to UNF's broader digital accessibility initiatives.



CIRT's video studio allows instructors to include visually-engaging material in their teaching and research.

Team Reports

Institutional and Collaborative Projects

The Creative Team supported several high-impact university and community projects, including:



Crossing Currents: A Research Journal of Transcultural Exchange

Design and publication of the inaugural volume of *Crossing Currents*, a Hicks Honors College journal exploring transcultural exchange in the Early Modern era.

Red Hill Cemetery Project

Support included application for The Georgia Trust for Historic Preservation's Places in Peril designation, GPS mapping of gravesites, digitization of funeral records, and new website data.

UNF Archaeology Lab

Continued design and technical support for the Archaeology Lab, including mapping (Cedar Point North and Mill Cove), photo retouching, exhibition assistance, and website maintenance.

Accreditation Committee Support

Ongoing design, document layout, and digital asset development that supported institutional accreditation efforts.

These collaborative projects strengthened faculty research communication, supported community-engaged scholarship, and elevated the visibility of academic work across UNF.

Looking Ahead

In 2025–2026, the Creative Team will continue to expand support for ADA Title II compliance, deepen partnerships with faculty and academic units, enhance media and design services, and refine workflows to support a growing volume of digital and creative requests. The team remains committed to supporting accessible, high-quality instruction and innovative academic initiatives across the university.

Team Reports



Laura Jackson
Assistant Director of Online
Course Development

The [Instructional Design \(ID\) Team](#)'s primary role is to support UNF faculty through the structured process of designing, developing, and delivering instructional materials. Our team offers expertise in instructional design best practices, assists in transitioning traditional course content to online formats, and provides faculty training on both the pedagogical and practical skills required for creating engaging, interactive instructional materials. We also foster collaboration between instructional design professionals and the academic community.

Key Accomplishments for 2024-2025

- 246 total accessibility requests
- 104 faculty/staff participants enrolled in [Teaching Online](#) (TOL) training
- 107 full course accessibility reviews as part of the online course design quality review process

- 112 courses completed an online course design quality review
- 113 banners created for online courses
- 103 internal online course design quality reviews
- 72 program-based online courses developed
- 9 courses achieved national Quality Matters Certification

Program Development and Course Design Quality

The Instructional Design (ID) Team collaborated with various departments and programs to transition entire degree programs to fully online formats. During this annual year, there were 17 active programs under development (Figure 2). Within these programs, 72 online courses met standards during the online course design quality review process, with 9 of these courses achieving national Quality Matters certification.

Online Program Development

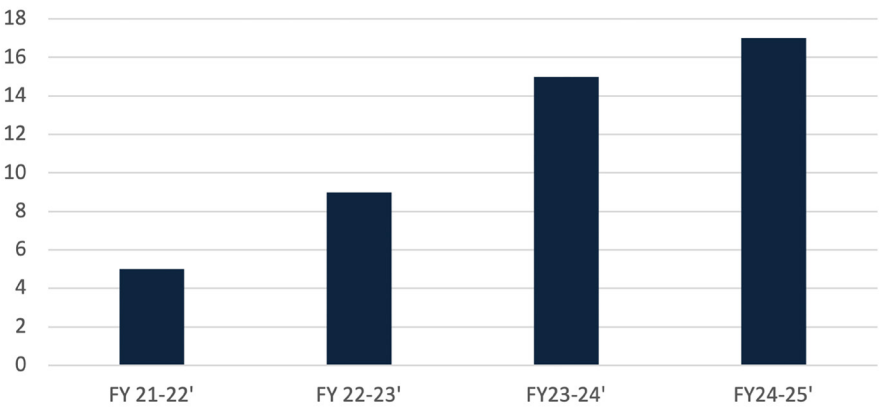


Figure 2. Number of online programs in development

Team Reports

Interesting Fact

The two colleges with the most design quality-reviewed courses this year are:

Brooks College of Health (43)
Silverfield College of Education and Human Services (27)

Course Reviews

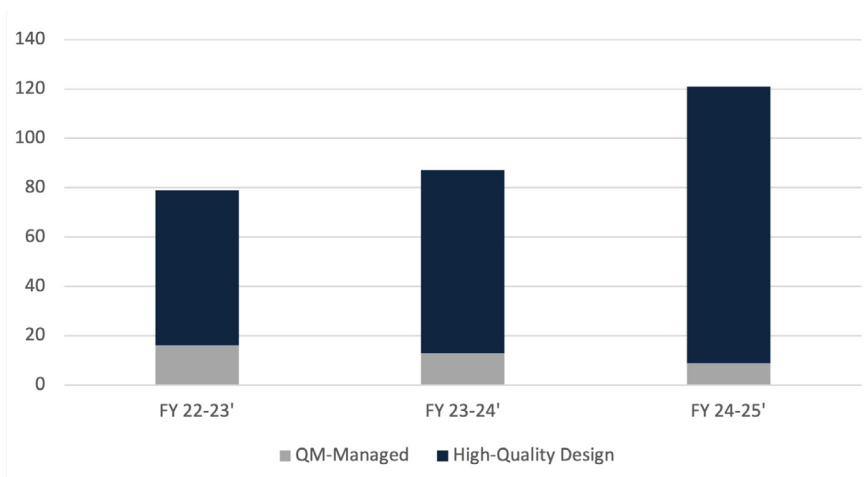


Figure 3. Number of course reviews.

In addition to the program-related courses, the ID Team also assists individual faculty members with creating or revising online courses for online course design quality review as part of the [Distance Learning Course Development \(DCD\)](#) process. Between July 1, 2024-June 30, 2025, 39 non-program-specific courses met online course design quality standards, for a total of 112 courses. These efforts reflect the ID Team's commitment to expanding online learning opportunities and supporting departments in meeting the needs of UNF's growing online student population.

Course Media Development

CIRT offers various media services to assist faculty with online and hybrid courses. In the 2024-2025 year, the ID Team developed 113 course banners. In addition, course media services such as PowerPoint templates, course graphics, and program emblems were provided to faculty members using Canvas. The UNF Badging Initiative and UNF Online also utilized our course media development services.

Faculty Development and Training

The ID Team offers comprehensive faculty development through the Teaching Online (TOL) program and workshops on effective instructional technologies. TOL is now a four-week asynchronous course, offered twice a semester, that is open to both full-time and part-time faculty. From July 1, 2024-June 30, 2025, 104 faculty members completed TOL training.

The ID team also offered 19 synchronous workshops on various topics, including accessibility, using AI, Canvas features such as Grades and Rubrics, Open Educational Resources (OER), Perusall, and library resources.



Team Reports

Canvas Accessibility Initiative

The [Canvas Accessibility Initiative](#) focuses on enhancing the accessibility of instructional materials within the LMS to ensure a welcoming and inclusive environment for all students. Over the past year, CIRT's accessibility efforts have included hosting workshops and offering individual consultations, all aimed at improving accessibility practices and ADA Title II compliance. CIRT continues to advocate for the captioning and transcription of audio/visual content. CIRT provides professional captioning and

The university utilizes Ally as a key tool to monitor and improve the accessibility of instructional content in Canvas. Ally enables instructors to address accessibility independently by offering feedback on uploaded files and providing guidance on improving document accessibility. Additionally, Ally automatically generates alternative formats, such as HTML, electronic braille, and audio, for uploaded files, increasing their accessibility for both students and instructors.

With the volume of content in Canvas nearly doubling over the last four years, including newly uploaded files and materials copied from previous courses, ensuring that all content is accessible has become more challenging. In response, CIRT has implemented five strategies to address these challenges:

1. Raising Awareness: Encouraging faculty to address accessibility issues in their course content proactively.
2. Leading by Example: Ensuring CIRT staff remain well-versed in accessibility practices while assisting faculty.
3. Prioritizing Simple Fixes: Addressing easily resolvable issues like missing alternative text for images, which is a straightforward process that significantly enhances accessibility.

Teaching Online (TOL) Course

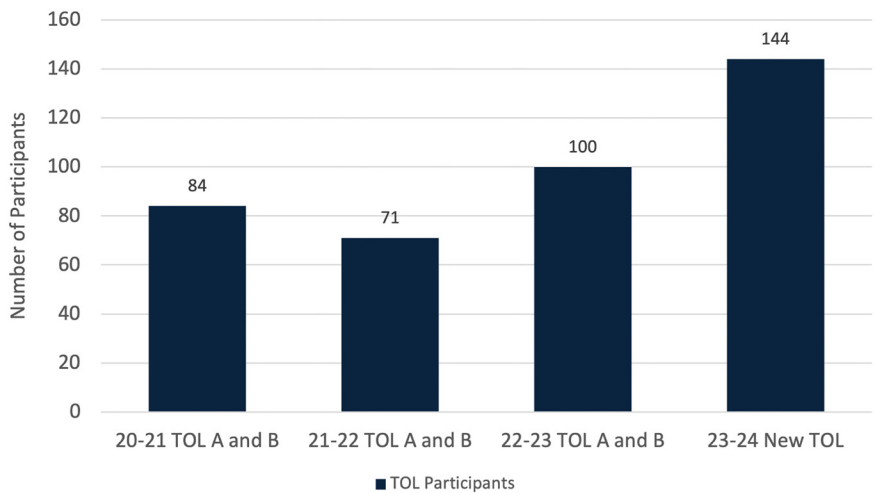


Figure 4. Faculty who have completed the Teaching Online (TOL) Foundation course

transcription services by request for instructional content. Between July 1, 2024 and June 30, 2025, 30,388 minutes of content were captioned.

Team Reports

4. **Optimizing Resources:** Delegating simple fixes to student employees, allowing CIRT staff to focus on more complex accessibility challenges.
5. **Collaborative Approach:** Working closely with faculty to improve the accessibility of course content.

These strategies have positioned CIRT to better handle the increasing demand for accessible content.

resources for their courses. Faculty involved in the initiative benefit from CIRT's instructional design and curriculum alignment services, as well as support from library faculty to help identify appropriate resources.

During the 2024–2025 year, 21 faculty members completed the OER Initiative and integrated open-access materials in their courses. Of these courses, two included faculty who authored or remixed content using the Pressbooks platform.

In Spring 2025, UNF marked its sixth year of participation in Open Education Week, a global event celebrating the Open Education Movement. The week's activities included two workshops presented by the ID Team in collaboration with faculty.



OER Initiative

UNF's [Open Educational Resources \(OER\) Initiative](#) is a collaborative effort between the Center for Instruction and Research Technology (CIRT) and the Thomas G. Carpenter Library. The initiative aims to reduce college costs for UNF students by encouraging faculty to adopt high-quality open

Team Reports



Michael Russo
Associate Director
Online Learning Support

The [Online Learning Support](#) (OLS) team is dedicated to helping faculty make the most of Canvas Learning Management System and other instructional technologies. We offer personalized support through clear documentation, practical training resources, and responsive assistance tailored to each instructor's needs. Our goal is to empower faculty by resolving technical challenges so they can focus on creating engaging, high-quality learning experiences.

Support Report

The 2024–2025 academic year included a continued increase in support needs for the OLS team. The team recorded more than 23,500 support interactions across email, chat, phone, videoconferencing, and in-person consultations, including more than 14,000 unique, single-issue interactions from UNF faculty. Despite this growth, the team maintained efficient service levels: most email requests were resolved in an average of 1.6 messages, and phone consultations averaged just over seven minutes.

Additional metrics include:

- 21,143 support emails processed
- 358 Scantron requests
- 370 question banks prepared for 155 Respondus quizzes

Workshops and Training Events

The OLS team continues to play a pivotal role

in advancing faculty development through expertly designed [training and events](#). Building on the momentum of the previous year, when CIRT hosted 107 faculty training opportunities, the 2024–2025 academic year marked a deliberate shift toward depth over breadth.

This year, OLS facilitated only 66 faculty training opportunities (49 led by CIRT experts and 17 conducted in partnership with vendors) but nearly doubled overall attendance. Workshops emphasized hands-on learning in areas such as course design, quiz development, and the use of emerging tools, including AI-supported features like Microsoft Copilot.

Canvas: Apps, Integrations, and Features

While the team is well known for its support of Canvas LMS, its responsibilities extend beyond the core platform. Online Learning Support manages and maintains a digital ecosystem of more than 60 third-party integrations, including publisher tools, assessment platforms, collaboration suites, and accessibility applications used across academic programs. These integrations expand Canvas functions and support a wide range of instructional needs in online and hybrid courses. The 2024–2025 academic year included significant progress in modernizing this system. Through a coordinated effort, more than 90% of Canvas integrations were upgraded to the LTI 1.3 standard, improving data security, interoperability,

Team Reports

and overall usability for instructors and students. OLS continues to work with vendors on the remaining upgrades to ensure consistent, secure, and reliable integration performance.

Several new integrations were also launched this year, further expanding the instructional possibilities within Canvas:

- Adobe Creative Campus
- Lucid for Education
- Willo Labs: streamlines access to publisher content and analytics, simplifying digital content delivery and reducing technical friction for faculty.
- Peregrine Global: provides standardized academic assessments and business competency testing, integrated directly into Canvas for efficiency and consistency in evaluation.

Alongside these additions, OLS supported several enhancements to existing Canvas features.

Notable updates included:

- New Quizzes Migration Tools: simplifying the transition to modernized assessment options.
- Redesigned Discussion Boards: featuring AI-powered summarization for enhanced interaction and moderation.
- Moderated Grading: to promote consistency and fairness in large course sections.
- Enhanced Outcomes Management: to support accreditation and continuous improvement efforts.

These integrations and feature updates reflect ongoing efforts to maintain and improve the Canvas environment.

Support Interactions



Figure 5. Support Interactions by Channel

Qualtrics

Following the transition of Qualtrics support to the OLS team, efforts this year focused on expanding tracking of platform usage and support trends.

The platform continues to be widely used across academic and administrative areas, hosting:

- 30,000+ total surveys, including more than 15,000 active surveys
- 866 new users
- 36,789 logins
- 235,865 submitted responses

The team responded to 253 Qualtrics-related support requests, indicating steady use of the system and continued reliance on available

Team Reports

documentation and training resources. OLS will maintain monitoring and support practices to ensure consistent service for faculty, staff, and students using the tool.

(up from 66% the previous year), the average time on page decreased to 1 minute and 41 seconds, and users averaged 1.6 actions to locate relevant information.



Faculty engagement concentrated on current instructional technology topics. The most common search terms were “New Quizzes,” “Honorlock,” and “Canvas Studio,” with related resources among the most frequently accessed pages. Blog posts such as “Aligning Objectives and Assessments” (nearly 1,000 views) and the archived “AI Detection Policy” post (more than 850 views) also received high traffic. The System Status Page received 298 visits, primarily related to updates on intermittent service disruptions. Internally, the OLS team expanded and updated documentation to support consistent operations. This included the addition of 43 new internal articles and updates to 173 existing articles.

These combined activities reflect ongoing efforts to maintain a comprehensive and up-to-date resource that supports faculty in navigating digital tools and instructional technologies.

The CIRT Knowledge Base

The [CIRT Knowledge Base](#) continued to serve as a primary self-service resource for faculty seeking support with instructional technologies. During the 2024–2025 academic year, the Knowledge Base recorded 14,340 unique visits and 23,039 total pageviews. User experience indicators showed improvements in navigation efficiency: 72% of visitors found what they needed in a single search

CIRT by the Numbers 2024 – 2025

CIRT provides a variety of services from equipment checkout to high-level project consultation. Here's a look at some fast facts from the past year.



104	TOL Completions
107	Training Events
112	Quality Course Design Reviews
113	Canvas Banners
314	Equipment Checkouts
346	Video Studio Bookings
229	Graphic Design Projects
14,340	Visits to CIRT's Knowledgebase
23,500	Canvas Support Interactions



Strategic Updates

Strategic Action Items Completed or Significant Progress Made in 2024-2025

- 1 Enhanced and optimized media production workflows to support increased demand for studio and on-location recordings.
- 2 Refined the Distance Course Development (DCD) process to improve efficiency and faculty experience.
- 3 Expanded accessibility initiatives in alignment with ADA Title II requirements, including course captioning, website remediation, and faculty training.
- 4 Upgraded Canvas integrations to LTI 1.3 and introduced new tools supporting assessment, collaboration, and multimedia development.
- 5 Advanced AI readiness across faculty development programming, including workshops, training materials, and responsible-use guidance.
- 6 Expanded documentation and Knowledge Base resources to improve self-service support for faculty and reduce turnaround time for technical issues.

Annual Goals 2025-2026

- 1 Enhance and optimize media production services to expand capacity for video, audio, and digital learning projects.
- 2 Refine the Distance Course Development (DCD) process for online course development to further streamline faculty support and reduce completion time for online course development.
- 3 Advance ADA Title II digital accessibility compliance through CIRT's leadership in faculty support and training to ensure instructional materials and online environments meet federal accessibility standards.
- 4 Expand AI-focused professional development and resources that guide responsible and effective instructional use of artificial intelligence.
- 5 Enhance training programs and support for new digital tools, Canvas integrations, and data-driven instructional design practices.
- 6 Identify and pursue additional opportunities to align CIRT initiatives with institutional strategic goals and emerging academic technologies.

Center for Instruction and Research Technology

