Academic Technology ISIT Update

## 2-5-24

## Spring 2024 Flex Week

* 88 sessions
* There were twice as many registrations and attendees in the Spring 2024 Flex Week as there were in Spring 2023 Flex Week.
* Utilized the Springshare (LibCal/LibWizard) platform for the first time, courtesy of Kirk Russell and the Library. This platform was much easier to set up and manage for the AT staff and hopefully better facilitated the registration process, which included not only signing up for the sessions, but automated email confirmations, email reminders, and email prompts to submit session evaluations.

## AT Support Requests

* Almost 1000 support requests came into the AT department from faculty over the Fall 2023 semester across multiple ticket platforms:
  + [Canvas Request Support](https://bakersfieldcollegeedu.formstack.com/forms/canvas_support_request)
  + IT Help Desk tickets
  + Canvas (Instructure) support tickets
  + Emails to individual AT staff
  + Meetings and other AT staff sightings on campus where a support need is requested.

## Turnitin

* Is there enough demand for the AI detection component of Turnitin to justify the purchase of that feature?

## Additional Projects AT is Taking On

* eLumen Admin
  + Weekly data loads
  + Front matter content of the college catalog
* Ad Astra Admin
  + Scheduling Analytics

## Upcoming Projects

* CRM adoption for Instruction by Fall 2024.
* Investigating the interest and feasibility of building an eSports program at BC.