

UTAH EDUCATION NETWORK GIVES TELESCOPE ENTERPRISE TOP MARKS

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- Mike Petersen, Executive Director, UEN



OVERVIEW

The Utah Education Network (UEN) is a consortium of public education partners that includes the Utah State Office of Education and the Utah System of Higher Education. This federally funded organization offers social studies, science, foreign language and other courses for grades K-12.

TOO MANY SILOS, NO WAY TO ACCESS, FIND, AND DELIVER

UEN's media collection is made up of educational resources licensed from PBS, national education video vendors, higher education institutions, and productions from local public television within Utah. This digital media collection includes more than 688 titles encompassing four terabytes of storage space! These materials needed to be put into a readily available digital format so the consortium's 55,000 educators and students could easily find and download them. UEN needed to provide a robust, searchable Video-On-Demand (VOD) service to Utah's educators and students. Additionally, they needed to distribute these instructional resources that complement video programs and deliver college tele-courses via the Internet.

Files and analog assets were scattered across multiple departments, campuses, networks and file drawers. UEN had only the personal knowledge of individual asset owners as a way to locate and retrieve assets. Almost as important as the consortium's need to deploy the system quickly was UEN's requirement to deploy powerful video indexing and assembly tools. UEN needed a way to manage access to K-12, Higher Ed and the public according to media licensing terms.

WHY TELESCOPE

There were several factors and targeted benefits that led UEN to select North Plains Systems' TeleScope Enterprise technology to manage its library of digital assets:

- Enterprise-capable solution
- Multi-client solution to unite content with users statewide
- Convenience and flexibility accessing digital media assets
- Time & cost saving
- Ability to adhere to media licensing requirements

WHEN A VIDEO STREAM JUST WON'T DO

Educators needed much more than a simple video stream. They wanted to download instructionally appropriate video segments. They also wanted to access teaching guides, activities and related materials supporting the videos. It all had to be fast and simple to search and preview. On top of that, educators wanted to be able to keep personal collections and share resources with colleagues.

BUSINESS PROFILE

INDUSTRY

Public Education

ORGANIZATION

Utah Education Network (UEN)

THE CHALLENGE

- Provide a robust, searchable Video-On-Demand (VOD)
- Distribute instructional resources
- Deliver college telecourses via the internet
- Manage access to K-12, Higher Ed and the public

SOLUTION

- TeleScope Enterprise

KEY BENEFITS

- Very flexible video-based learning system
- Significant cost and time savings
- Quick acceptance and adoption by users
- One platform for all audiences
- Flexible configuration

HIGHLIGHTS

- 100,000+ users per month (100% Year-over-Year increase)
- 10,000 + media learning resources
- 100,000 searches per year
- 40,000 downloads per year

A QUANTUM LEAP FOR VIDEO-BASED LEARNING

The consortium required an extremely flexible system that could manage its diverse learning assets and easily deliver them to educators across the state. Partnering with public broadcasting stations and academic libraries, UEN secured exclusive rights to provide hundreds of high-quality PBS productions to Utah's constituents. Together, UEN and PBS launched a statewide multi-media education service using North Plains Systems' TeleScope Enterprise digital asset management solution in combination with existing applications such as Blackboard.

Today, UEN provides catalogs, storage and access control for important Utah learning object collections, enabling course designers, instructors and students across the state to readily find and use relevant, high-quality, rich media to support their specific applications of interest such as courseware development, course enrichment, research and collaboration.

SIGNIFICANT COST & TIME SAVINGS

Instead of driving for hours to pick-up or drop-off tapes, users can easily download the materials they need in minutes via UEN's high-speed Internet backbone that has been deployed across the state.

WIDESPREAD ACCEPTANCE & ADOPTION

In the first year of implementation at UEN, more than 23,000 students and teachers used the software, which lends structure to their work. The usage doubled in the second year. The application allows many individuals to quickly access the digital assets they need via an intuitive interface.

MANY DIFFERENT AUDIENCES – ONE PLATFORM

With TeleScope Enterprise as the foundational support for UEN's Digital Media Service, the UEN can now support the many different needs of its constituents. Now UEN can meet the needs of its internal media production operations, the public, Utah K-12 educators and students, Utah higher education faculty and students.

CONTROLLED ACCESS. RELEVANT CONTENT

While Digital Media Service platform houses UEN's different media collections, access is tightly controlled by user login. Users can only access and work with the media collection they are supposed to. UEN provides a customized interface and unique branding for each audience. For example, a Utah College faculty member logging into the system may have access permissions to College Telecourses & Productions resources, national PBS productions, and local PBS programs. However, a user from the general public will have a different interface, and may only have limited access to UEN Produced Media and Local PBS programs. A K-12 student logging into the system will only see K-12 video learning content, national PBS production, or local PBS programs, depending on their permissions level.

FLEXIBLE CONFIGURATION

- Define and modify metadata schema from a GUI
- Customize metadata and media access by user group.
- Customize multiple user interfaces for different audiences
- Standards-based APIs for integration with existing systems.
- Outstanding customer support
- Control over the permissions and presentation quality of copyrighted material!

"North Plains' success with Utah Education Network further demonstrates their leadership position in the enterprise market and how the company continues to pioneer new applications for the education and online learning markets. Rich media archives and portals are becoming competitive online resources that help leading universities attract and retain the nation's top students, faculty and researchers."

*Mukul Krishna
Analyst
Frost and Sullivan*

"TeleScope Enterprise Video Management solution integrates with industry video tools like Video Logger, Final Cut Pro & Flip Factory. The solution handles web video previewing, review/segmenting and downloading better than any other system we looked at."

*Cory Stokes
Enterprise Learning Services Manager
Utah Education Network.*

