

## Welcome to UETN

# We network for education and healthcare

Our diverse team at UETN serves public education, higher education, libraries, hospitals and clinics. Whether we're helping a 5th grader with history or connecting a rural clinic to a specialist, our services span three main categories:

- Networking Services – Building and maintaining the statewide broadband network through partnerships with local telecommunications companies.
- Application Services – Providing educators and students, clinicians and patients with tools like interactive video conferencing and library databases.
- Support Services – Training, technology support and trouble shooting from Logan to St. George and from Grouse Creek to Navajo Mountain.

How do we do it? In a word, collaboration. The legislature, the Governor's office, the State Board of Regents, school districts and schools, libraries, clinics, hospitals and providers all work together to provide connectivity and resources. As a result the network is one of Utah's greatest assets and is the envy of many states.



Ray Timothy, PhD  
*CEO and Executive Director*  
*Utah Education and Telehealth Network*

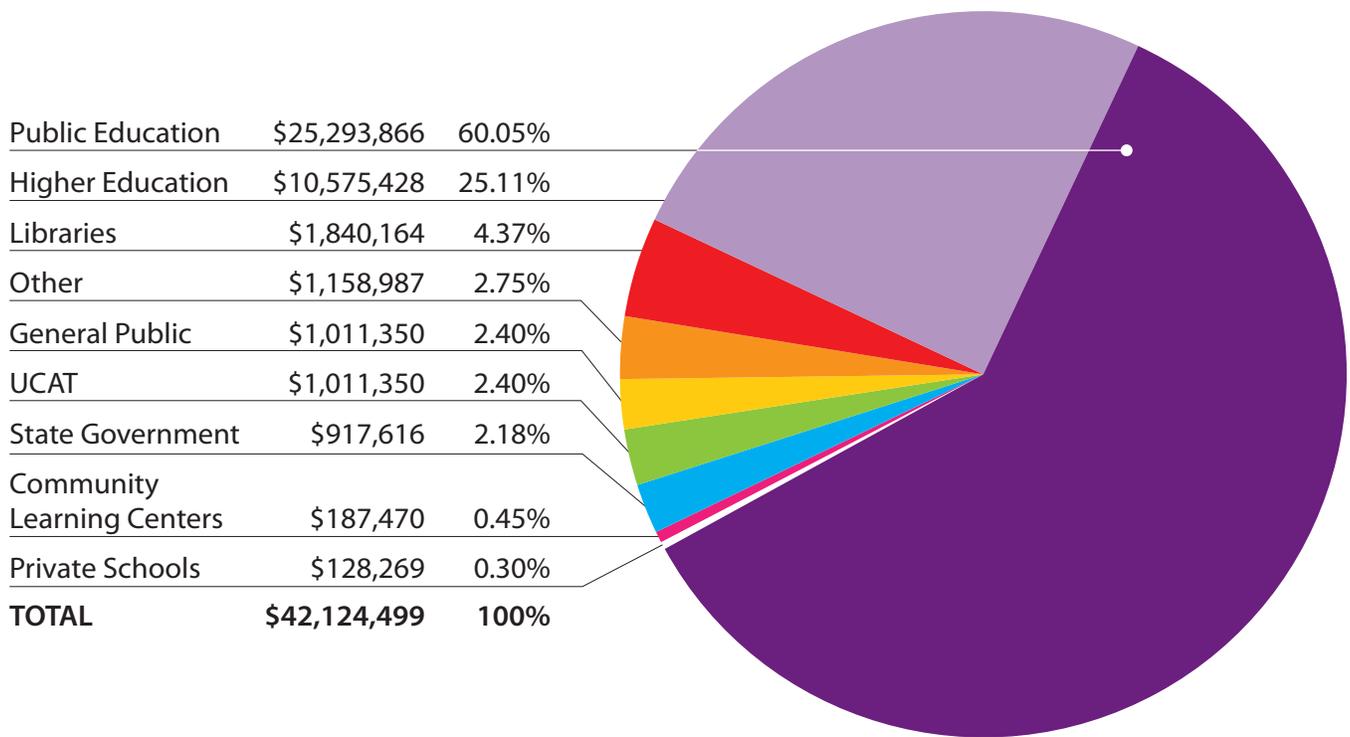
# UETN serves customers all over Utah

UETN services match the priorities and objectives of the institutions we serve.

UETN SERVES:	AND ITS:	IN SUPPORT OF THEIR MISSION TO:
<p><u>Utah Public K-12 Education</u></p>	<p>622,153 students 33,075 educators 1,069 schools</p> <p><i>(USOE Fingertip Facts 2014-2015)</i></p>	<ul style="list-style-type: none"> <li>• Assure literacy and numeracy for all Utah children</li> <li>• Provide high quality instruction for all Utah children</li> <li>• Establish curriculum with high standards and relevance for all Utah children</li> <li>• Require effective assessment to inform high quality instruction and accountability</li> </ul> <p><i>(Promises to Keep 2009)</i></p>
<p><u>Utah System of Higher Education</u></p>	<p>170,770 students 34,098 faculty and staff 8 institutions</p> <p><i>(USHE Data Book 2015)</i></p>	<ul style="list-style-type: none"> <li>• Increase the rate of student participation in higher education (postsecondary education programs)</li> <li>• Increase the rate of student completion in their chosen field of study or training</li> <li>• Increase the level of economic innovation</li> </ul> <p><i>(HigherEdUtah2020, 2011 Report)</i></p>
<p><u>Utah College of Applied Technology</u></p>	<p>26,704 postsecondary students 14,029 trainees</p> <p><i>(UCAT Annual Report 2015)</i></p>	<ul style="list-style-type: none"> <li>• Meet the needs of Utah employers for technically-skilled workers</li> <li>• Promote local and statewide economic development</li> <li>• Provide market-driven technical education</li> </ul> <p><i>(UCAT Annual Report 2014)</i></p>
<p><u>Utah Public Libraries</u></p>	<p>135 public libraries and branches* Serving 2.9 million Utahns</p> <p><i>(Utah State Library Division 2015)</i></p>	<ul style="list-style-type: none"> <li>• Develop, advance and promote library services and access to information</li> </ul> <p><i>(Utah State Library Annual Report, 2013)</i></p>
<p><u>Rural and Urban Healthcare</u></p>	<p>More than 70 hospitals, clinics, and health departments throughout Utah and on our borders with Idaho and Wyoming.</p> <p><i>(UTN Site List, 2014)</i></p>	<ul style="list-style-type: none"> <li>• Provide ethical, equitable health care improvement</li> <li>• Train the health care workforce</li> <li>• Protect patient health information</li> </ul> <p><i>(American Telemedicine Association, 2015)</i></p>

\*connected directly to the UETN backbone or via DTS

# UETN Budget by customer



Estimates as of June 30, 2015 - FY2015

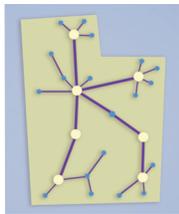
# How do we serve them?

UETN infrastructure services include three core areas: *Networking Services*, *Application Services*, and *Support Services*; while *Operational Services* account for our business functions. These are integral to UETN's mission of networking for education and healthcare.

## 1. Networking Services

Networking Services extend and maintain UETN's wide area broadband and digital TV networks. Students, parents, educators, patients and health care providers all benefit from these services.

**WIDE AREA NETWORK (WAN)** – The Network infrastructure carries high speed data and real-time applications including video to communities throughout the state. UETN connects a majority of education and healthcare institutions at 100 Mbps and most at 1 Gbps. Network engineers and staff research, design,



build, monitor and contract with multiple Utah service providers across the state. This public/private partnership benefits businesses and homeowners who gain increased bandwidth because UETN is the anchor tenant for their local community.

**INTERNET ACCESS** – UETN manages a large network used by research institutions in Utah to support the state's science and economic development goals. It also provides the capacity for more than 40 Gbps of Internet traffic from several Internet Service Providers (ISPs) to and from Utah schools, colleges, libraries, clinics and hospitals. The Network saves Utah institutions thousands of dollars per month by purchasing Internet access in bulk from multiple competing ISPs.

### **NETWORK SUPPORT AND SECURITY MONITORING**

– Network Support continuously tracks, reports and manages Internet, data, and video traffic on UETN's Wide Area Network (WAN). Network security detects attacks on the Network, identifies miscreant tools and trends, and mitigates infrastructure vulnerabilities. UETN provides in-depth leadership in security training and works in partnership with national and global security organizations to avert large threats and incidents. The Network Operations Center (NOC) provides Second Tier help desk functions with our real-time trouble ticket system for problem resolution.

**BROADCAST** – UEN-TV broadcasts three TV channels through a digital transmitter and statewide translator system: UEN-TV 9.1 provides educational

programming to public education, higher education and the general public; MHz Worldview 9.2 carries international news and cultural programs; and UEN's First Nations Experience (FNX) Channel 9.3 carries Native American and Indigenous programming.

**INTERNET FILTERING** – UETN operates content-control software and hardware on behalf of Utah K-12 public schools, charter schools and public libraries to limit child exposure to harmful content such as violence and pornography. In addition to protecting children, this enables Utah schools and libraries to meet requirements of the Children's Internet Protection Act (CIPA) and maintain eligibility to receive E-Rate funding. UETN also provides and coordinates internet filtering with healthcare facilities as requested.

## 2. Application Services

Working with stakeholders, UETN licenses or develops multiple applications that meet education and telehealth needs. This optimizes cost efficiencies through shared support, infrastructure and procurement processes.

**INTERACTIVE VIDEO CONFERENCING (IVC)** – UETN IVC is Utah's high quality, high definition, conferencing system for education, telehealth and government. Thousands of students, educators and clinicians use it every day for live, instructor led courses, collaborative meetings, training and other special educational events. IVC is also used for emergency patient care, care coordination among healthcare providers, and case management of complex conditions. This alternative to in-person instruction and communication has the ability to connect more than 1100 IVC locations throughout Utah, as well as many locations around the globe. In addition to more than 350 daily educational events, UETN IVC also incorporates robust desktop video conferencing options allowing hundreds of administrators to collaborate and meet from almost anywhere and is used extensively for communication among health care providers and students. UETN IVC is a highly effective service that saves time, money and energy.

**LEARNING MANAGEMENT SYSTEM (LMS)** – Working with other Utah institutions, UETN licenses and supports a software application that manages online components of in-person and online classes; a shared platform for information sharing and collaboration. UETN contracts

with Utah-based Instructure for its Canvas LMS. The Network regularly convenes higher and public education partners who work collaboratively to maximize this service.

**PIONEER, UTAH’S ONLINE LIBRARY** – This statewide service purchases online library resources from national suppliers at consortium discounts. Pioneer provides access to newspaper articles, magazines, professional journals and eBooks. UETN pays the K-12 portion of the online library. Public Libraries and Academic/ College Libraries also benefit through this collaboration. Preschool Pioneer provides early childhood resources in English and Spanish to children ages 3-5, their parents and caregivers. This service benefits more than 285,000 Utah pre-school children as they prepare for school.

**WEB CONFERENCING** – UETN licenses and supports desktop-based conferencing that creates a live, virtual classroom, office or conference room with two-way audio, video, interactive whiteboard, computer desktop sharing, one-on-one interviews and chat. This tool is available statewide for educational use such as meetings, mentoring, virtual office hours, presentations and tutoring.

**TEACHING AND LEARNING TOOLS** – UETN provides Utah’s K-12 educators, faculty, and pre-service educators with tools they need to teach effectively. UETN also supports various web projects aligned to state education goals, such as STEM (Science, Technology, Engineering and Math) learning resources, UtahFutures college and career planning courses, Internet Safety and Financial Literacy. UETN’s eMedia service includes more than 20,000 digital videos, images and documents for public education and higher education. We also host my.UEN, a web tool for teachers to communicate with parents and students. More than 35,000 Utah educators have my.UEN accounts. In addition, we work closely with the Utah State Office of Education (USOE) to develop curriculum applications such as the Utah Core Curriculum Database with vetted lesson plans, open educational resources, and links.

### 3. Support Services

Support Services provides assistance to the users of UETN infrastructure and applications.

**TRAINING** – UETN provides workshops and presentations to help end-users (teachers, faculty, librarians, clinicians) use Network infrastructure services effectively. We coordinate with K-12 and higher education specialists to provide handouts, videos, and teaching materials to support their educational technology work. UETN offers technology integration

support in-person and via UEN-TV, Adobe Connect and the Canvas LMS. Our teacher trainers work closely with district and school leaders to provide workshops specific to local school needs including 67 online license endorsements for teachers.



**REGIONAL SUPPORT** – UETN’s regionally located field support centers provide 24/7 assistance to the data and IVC network. UETN helps sustain these four Regional

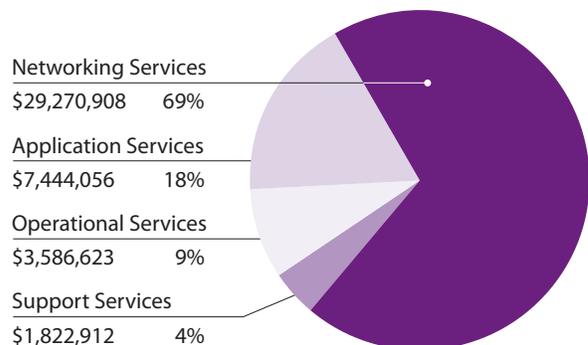
Service Centers with technical support, grant support and personnel funding. The centers are the frontline support for connectivity, training and problem resolution for Utah’s rural school districts. The centers include NUES, Northeastern Utah Educational Services in Heber City; CUES, Central Utah Educational Services in Richfield; SEDC, the Southwest Educational Development Center in Cedar City; and SESC, the Southeastern Educational Service Center in Price.

**E-RATE SUPPORT** – UETN assists Utah public school districts, charter schools, private schools, libraries, Head Start programs and health care providers in obtaining E-Rate and Healthcare Connect Fund reimbursements for broadband circuit costs. The programs are part of the Federal Communication Commission’s Universal Service Fund. Consumers, such as cell phone users, pay into this fund as a part of their monthly bills. With UETN’s E-Rate and Health Care Connect Fund support Utah schools, libraries and health care facilities are laying claim to millions of reimbursement dollars that have been set aside for education and healthcare.

### 4. Operational Services

These business functions provide the operational foundation for UETN’s networking, application and support services. They include basic operations and maintenance such as administration, accounting, internal telecommunications, utilities, database backups and internal security tools.

#### UEN Infrastructure Services







# What are the main sources of UETN funding and how is it allocated?

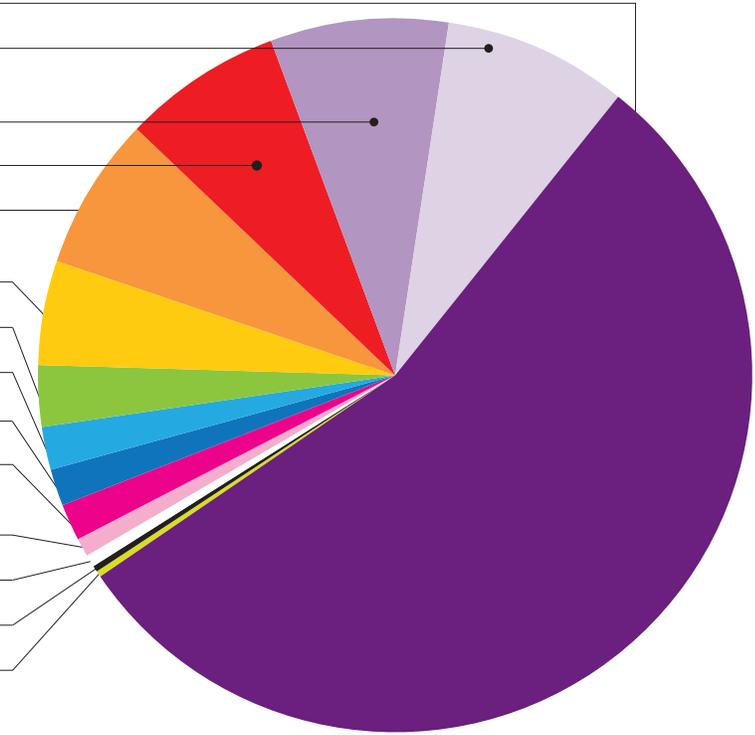
As of June 30, 2015

UETN SERVICES	TOTAL	STATE APPROP	KUEN GRANT	FEDERAL E-RATE	OTHER FUNDING*
<b>NETWORKING SERVICES</b>	<b>\$29,270,908</b>	<b>\$12,102,376</b>	<b>\$1,151,326</b>	<b>\$14,647,340</b>	<b>\$1,369,866</b>
Wide Area Network (WAN)	23,165,014	8,358,009	-	14,647,340	159,665
Internet Access	857,443	648,338	27,105	-	182,000
Network Support and Security Monitoring	2,045,642	2,045,642	-	-	-
Broadcast	2,939,281	786,860	1,124,221	-	1,028,201
Internet Filtering	263,527	263,527	-	-	-
<b>APPLICATION SERVICES</b>	<b>\$7,444,056</b>	<b>\$5,490,314</b>	<b>\$409,897</b>	<b>-</b>	<b>\$1,543,844</b>
Interactive Video Conferencing (IVC)	3,396,476	2,010,003	349,990	-	1,036,482
Learning Management System (LMS)	382,961	382,961	-	-	-
Teaching and Learning Tools	2,958,228	2,680,959	59,907	-	217,362
Pioneer Library	647,603	357,603	-	-	290,000
Web Conferencing	58,788	58,788	-	-	-
<b>SUPPORT SERVICES</b>	<b>\$1,822,912</b>	<b>\$1,577,307</b>	<b>\$213,075</b>	<b>-</b>	<b>\$32,530</b>
Training	1,042,763	797,158	213,075	-	32,530
Regional Support	699,396	699,396	-	-	-
E-Rate Support	80,753	80,753	-	-	-
<b>OPERATIONAL SERVICES</b>	<b>\$3,586,623</b>	<b>\$3,347,902</b>	<b>\$183,572</b>	<b>-</b>	<b>\$55,148</b>
Operational Services	3,586,623	3,347,902	183,572	-	55,148
<b>TOTAL</b>	<b>\$42,124,499</b>	<b>\$22,517,900</b>	<b>\$1,957,871</b>	<b>\$14,647,340</b>	<b>\$3,001,388</b>
<b>PERCENTAGE OF TOTAL REVENUE</b>	<b>100.00%</b>	<b>53.46%</b>	<b>4.65%</b>	<b>34.77%</b>	<b>7.13%</b>

\* Note: "Other Funding" is comprised of miscellaneous grants and reimbursements from Public Ed, Higher Ed, and Department of Technology Services.

# UETN Budget by service

Wide Area Network (WAN)	\$23,165,014	54.99%
Operational Services	\$3,586,623	8.51%
Interactive Video Conferencing (IVC)	\$3,396,476	8.06%
Teaching and Learning Tools	\$2,958,228	7.02%
Broadcast	\$2,939,281	6.98%
Network Support and Security Monitoring	\$2,045,642	4.86%
Training	\$1,042,763	2.48%
Internet Access	\$857,443	2.04%
Regional Support	\$699,396	1.66%
Pioneer Library	\$647,603	1.54%
Learning Management System (LMS)	\$382,961	0.91%
Internet Filtering	\$263,527	0.63%
E-Rate Support	\$80,753	0.19%
Web Conferencing	\$58,788	0.14%
<b>TOTAL</b>	<b>\$42,124,499</b>	<b>100%</b>



# UETN services by customer

As of June 30, 2015

UETN SERVICES	TOTAL	PUBLIC EDUCATION	HIGHER EDUCATION	OTHER CUSTOMERS
<b>NETWORKING SERVICES</b>	<b>\$29,270,908</b>	<b>\$18,470,533</b>	<b>\$6,347,654</b>	<b>\$4,452,721</b>
Wide Area Network (WAN)	23,165,014	15,752,210	5,096,303	2,316,501
Internet Access	857,443	282,956	488,743	85,744
Network Support and Security Monitoring	2,045,642	1,348,842	351,108	345,692
Broadcast	2,939,281	822,999	411,499	1,704,783
Internet Filtering	263,527	263,527	-	-
<b>APPLICATION SERVICES</b>	<b>\$7,444,056</b>	<b>\$3,115,384</b>	<b>\$2,973,257</b>	<b>\$1,355,415</b>
Interactive Video Conferencing (IVC)	3,396,476	406,349	1,850,580	1,139,547
Learning Management System (LMS)	382,961	126,377	256,584	-
Teaching and Learning Tools	2,958,228	2,337,397	620,831	-
Pioneer Library	647,603	215,868	215,868	215,868
Web Conferencing	58,788	29,394	29,394	-
<b>SUPPORT SERVICES</b>	<b>\$1,822,912</b>	<b>\$1,484,242</b>	<b>\$250,263</b>	<b>\$88,407</b>
Training	1,042,763	729,934	250,263	62,566
Regional Support	699,396	699,396	-	-
E-Rate Support	80,753	54,912	-	25,841
<b>OPERATIONAL SERVICES</b>	<b>\$3,586,623</b>	<b>\$2,223,706</b>	<b>\$1,004,254</b>	<b>\$358,662</b>
Operational Services	3,586,623	2,223,706	1,004,254	358,662
<b>TOTAL</b>	<b>\$42,124,499</b>	<b>\$25,293,866</b>	<b>\$10,575,428</b>	<b>\$6,255,205</b>
<b>PERCENTAGE OF TOTAL EXPENSES</b>	<b>100.00%</b>	<b>60.05%</b>	<b>25.11%</b>	<b>14.85%</b>

Totals in this table may not reflect precise summaries of the data since amounts less than one dollar are rounded.

# UETN Governing Board



**Cindy Nagasawa-Cruz**  
**Jordan School District**  
*Represents: Public Education*  
*Term Through: July 1, 2018*  
**(801) 567-8315**  
*cindy.nagasawa-cruz@jordandistrict.org*



**Ben Dalton**  
**Garfield School District**  
*Represents: Public Education*  
*Term Through: July 1, 2018*  
**(435) 676-8821**  
*ben.dalton@garfk12.org*



**Sydnee Dickson**  
**Utah State Office of Education**  
*Represents: Public Education*  
*Term Through: July 1, 2016*  
**(801) 538-7515**  
*sydnee.dickson@schools.utah.gov*



**Stephen Hess**  
**The University of Utah and Utah System of Higher Education**  
*Represents: Higher Education*  
*Term Through: July 1, 2016*  
**(801) 581-3100**  
*stephen.hess@utah.edu*



**Gary Koeven**  
**Dixie State University**  
*Represents: Higher Education*  
*Term Through: July 1, 2018*  
**(435) 652-7770**  
*koeven@dixie.edu*



**Tad Morely**  
**The University of Utah Hospital and Clinics**  
*Represents: Utah Telehealth*  
*Term Through: July 1, 2018*  
**(801) 585-9809**  
*tad.morely@hsc.utah.edu*



**Donna Morris**  
**Utah State Library**  
*Represents: State Library*  
*Term Through: July 1, 2018*  
**(801) 715-6770**  
*dmorris@utah.gov*



**Tami Pyfer**  
**Governor's Office**  
*Represents: Office of the Governor*  
*Term Through: July 1, 2016*  
**(801) 538-1178**  
*tpyfer@utah.gov*



**Scott Snelson**  
**Tooele ATC**  
*Represents: Utah College of Applied Technology*  
*Term Through: July 1, 2018*  
**(435) 248-1801**  
*ssnelson@tatc.edu*



**Gary Stone**  
**Intermountain Healthcare**  
*Represents: Utah Telehealth*  
*Term Through: July 1, 2018*  
**(435) 251-2096**  
*Gary.stone@imail.org*



**Robert Wagner**  
**Utah State University**  
*Represents: Higher Education*  
*Term Through: July 1, 2016*  
**(435) 797-0945**  
*robert.wagner@usu.edu*



**Raymond Walker**  
**Co-chair Utah Valley University**  
*Represents: Higher Education*  
*Term Through: July 1, 2018*  
**(801) 863-8200**  
*walkerra@uvu.edu*



**Doug Wright**  
**Co-chair San Juan School District**  
*Represents: Public Education*  
*Term Through: July 1, 2018*  
**(435) 678-1211**  
*dwright@sjsd.org*



**Staff:**  
**Ray Timothy**  
**UETN Executive Director**  
**(801) 581-6991**  
*rtimothy@uen.org*

# Visit our award-winning sites

The screenshot shows the UEN website with a purple header and a main banner titled "Bringing Classrooms Together". Below the banner are sections for "UEN News & Notables" and "Now Showing on UEN-TV". The footer includes various social media and utility icons.

**uen** UTAH EDUCATION NETWORK

PreK-12 EDUCATION | HIGHER EDUCATION | GENERAL LEARNER | PROFESSIONAL DEVELOPMENT | UEN-TV | DISTANCE EDUCATION | NETWORK | ABOUT UEN

## Bringing Classrooms Together

UEN's Interactive Video Conferencing connects thousands of educators & students every day.

**UEN News & Notables**

- Utah students compete in Cheese Science Challenge**  
Event highlights opportunities in culinary arts and food sciences.
- Welcome to November**  
Celebrate Native American Heritage Month with special programming on UEN-TV and FNx and download instructional videos from eMedia.
- UEN Serves Unique Statewide Role**  
Discover how UEN is helping to move Utah towards 66% by 2020 Education Goal.

**Now Showing on UEN-TV**

- Curiosity Quest Goes Green**  
*Recycling Paint* - When it comes to paint, do you know what a hockey puck is? Greene visits Acrylatex to learn how they recycle unused paint and make some amazing new...
- Now Showing on MHz Worldview**  
**CNC Live**  
CNC News is a 24-hour global English-language news channel, owned by state-run China Xinhua News Network Corporation and private investors. The...
- Now Showing on FNx**  
**Vitality Health**  
A young first mom undergoes a nutrition makeover. She will also get tips on infant nutrition for her baby son Dylan. Chef Arnold is back and we...

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uen.org

The screenshot shows the UTN website with a red and white header and a main banner featuring a desert landscape. Below the banner are sections for "News" and "ATA Telemedicine News Brief". The footer includes contact information and a "Free Email Event Notification" sign-up.

## Utah Telehealth Network

About UTN | Telehealth Development & Support | Media Services | Live Stream Links | Educational Events | Care Coordination | Network & Security | Resources

### Utah Telehealth Network

The Utah Telehealth Network (UTN) links patients to health care providers using leading edge telecommunications technologies. UTN supports patient care, care coordination, and the education of health professionals. Health care facilities connect into UTN's secure, fast, reliable network.

[Learn More](#)

**News**

**Telemedicine puts a doctor virtually at your bedside**

Video conferencing technology can now connect patients and physicians almost instantaneously, offering convenience, efficiency and savings. View this PBS **NewsHour** video to learn more...

[Read More](#)

**ATA Telemedicine News Brief**

**ATA supports new Medicare telehealth coverage**

**Nov 4:** On Oct. 30, the Obama administration issued its final rule for the 2016 Medicare Physician Fee Schedule... [Read More](#)

**New Medicaid rules highlight telehealth as component to improve access issues**

**Nov 4:** Four years after its proposed rule was published, the Centers for Medicare & Medicaid Services (CMS)... [Read More](#)

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(801) 585-2426 - Main Phone  
(866) 525-5622 - Toll Free  
(801) 339-1500 - 24x7 Oncall Pager  
[info@utn.org](mailto:info@utn.org)

**Free Email Event Notification**

If you are not a member of UTN and would like to receive our free electronic event announcements, sign up below.

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