Idaho State
UNIVERSITY

Instructional Technology Resource Center

ANNUAL REPORT 2011–2012

ITRC History

Idaho State University's Instructional Technology Resource Center (ITRC) was created in 1997 by Dr. Jonathan Lawson, former ISU Vice President for Academic Affairs. Funded by an Idaho State Board of Education Technology Incentive Grant, the ITRC provides faculty with access, ability, and confidence to use academic technologies in both traditional and distance-learning environments. Educational Technology Services (ETS), and the Information Technology Services (ITS) provide the foundational support for the ITRC.

Facility

The ITRC is comprised of drop-in, production/multimedia, and training labs. The latest in computer technology recourses provide faculty with advanced teaching tools designed to fit with the instructional goals of their course and learner's needs. Many of the ITRC supported services provide faculty with instructional technology tools for both traditional classroom and distance-learning environments. The ITRC has two physical areas for computer training and support. One-on-one help is done in the ITRC drop-in and production lab area, while a dedicated lab is used for group instruction.

Drop-in Lab and Production Lab

The computers in this area consist primarily of 2 Dell Vostro 420 Core 2 Quad Q9400 (2.66GHz) Vista, 4 Dell Optiplex 360 Core 2 Duo E7500 (2.93GHz) Vista, 2 Dell Optiplex 745 Core 2 Duo E6600 (2.4 GHz) XP, 3 Dell Optiplex 755 Core 2 Duo E6550 (2.33GHz) XP, 1 Dell Optiplex GX270 XP, 1 iMac 27" 3.4 GHz Intel Core i7 (1.33 MHz), and 1 iMac 20" 2.33 GHz Intel Core 2 Duo 2GB (667 MHz). In addition, machines are equipped with the following main software applications:

- Windows 7
- Adobe Creative Suite 5 Web Standard (Dreamweaver CS5, Flash CS5 Professional, Fireworks CS5, and Contribute CS5)
- Adobe Photoshop CS
- Microsoft Office 2010 - Word, PowerPoint, Excel, etc.
- Adobe Acrobat X Pro (Full Version for creating PDF's)
- Notepad++
- Internet Explorer
- Mozilla Firefox
- QuickTime
- Windows Media Player
- 7-Zip
- WINSCP

Also available are scan and print peripherals with both Windows and Apple operating systems in the ITRC production lab. Scanning and printing services include:

- Epson GT-15000 large format (12x17) scanner
- Epson GT-2500 ADF scanner
- Nikon Super CoolScan 5000 ED slide scanner

In addition to the related peripheral devices, digital equipment is available for faculty checkout. This equipment includes the following:

- Epson EMP-810UG LCD Projector
- Epson EMP-735 LCD Projector
- Sony DCR-PC100 Digital Video Camera
- Sony HDR-CX500V Handycam
- Aiptek DZ0-V37 (MPEG 4 Video Camera)
- Canon ZR800 Mini-DV Camcorder
- Portable screen
- Tripod
- Wireless microphone

Training Lab

The training classroom consists of 14 Dell Vostro 3500 Core i5 M430 (2.27 GHz) laptop computers. The laptops run software based on specific faculty training needs. An Epson Projector and SmartBoard are connected to the Dell Vostro Core i5 650 (3.20 GHz) instructor computer station for presentation and training activities.

Individualized and group training provide faculty members with a variety of services for software, hardware, and instructional design application led by ITRC full time staff. In addition to events held in the training lab we also offer two workshops a month using the video classroom network provided by Educational Technology Services. This allowed instructors at the far sites in Idaho Falls, Twin Falls and Meridian to participate in the workshops offered by the ITRC. These events include:

Blackboard Collaborate
- Introduction to Collaborate Web Conferencing*
- Introduction to Collaborate Plan!*

Moodle 1.9
- Adding Assignments to Your Moodle ISU Course
- Adding Resources to Your Moodle ISU Course
- Adding/Weighting Categories in the Moodle Gradebook
- Backing up and Importing Course Content
- Creating Tests in Moodle ISU
- End of Semester Procedures

- Grading with the Moodle ISU Gradebook
- Importing Questions in Aiken Format
- Importing Questions in GIFT Format
- Managing Files in a Moodle ISU Course
- Moodle 2.0 Hands-On Training for Early Adopters
- Moodle Overview
- Moodle 2.0 Open Meeting for all Faculty
- Moodle 2.0 Preview
- QH: Adding Resources in Moodle
- QH: Moodle HTML Editor
- QH: Moodle Gradebook
- QH: Posting a Syllabus in Moodle ISU
- QH: Using Moodle ISU
- Using Cloze Questions in Moodle Quizzes
- Using Moodle ISU Forums
- Using the Messages and Quickmail Blocks in Moodle ISU
- What to Expect in Moodle 2.0*

Moodle 2.x
- Navigation in Moodle ISU 2*
- Adding Assignments in Moodle ISU 2*
- Adding Resources in Moodle ISU 2*
- Conditional Release in Moodle ISU 2*
- Forums in Moodle ISU 2*
- Importing and Exporting Grades into the Moodle ISU 2 Gradebook*
- Lesson in Moodle ISU 2*
- Moodle Quizzes in Moodle ISU 2*
- Navigation in Moodle ISU 2*
- QH: Using the Navigation Block in Moodle ISU 2*
- Rubrics in Moodle ISU 2*
- Using Activity completion in Moodle ISU 2*
- Using Glossaries in Moodle ISU 2*
- Using Groups and Groupings in Moodle ISU 2*
- What to Expect in Moodle ISU 2*

GoogleApps
- Creating Filters in ISU Gmail
- QH: Advanced Gmail
- QH: Google Apps
- QH: Google Calendars

Microsoft Office
- Grading with a Spreadsheet
- Poster Design with PowerPoint
- PowerPoint Best Practices
- QH: MS Office
- Using MS Excel 2007
- Using PowerPoint 2007

SlideRocket
- SlideRocket for Narrated Presentations or Lectures*

General Topics and Training Events
- Academically Adrift: Findings & Lessons for Improvement - webinar
- Copyright, Fair Use, and Teaching
- Course Evaluations – Follow Up Hands On
- Course Evaluations Using Moodle ISU
- The New (and Old) Ways Students Cheat: What You Can Do About It – webinar
- Ubuntu 11.10 Release Party and Install-fest

*indicates workshops added or updated since July 1, 2011

About US

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Full-time Staff

Ann Adamcik: LMS Administrator
Ann Adamcik is a software engineer with over 20 years of experience in software development, user-interface design, and web technologies. Her responsibilities with the ITRC include implementation, support and customization of ISU's Learning Management System. Adamcik received a B.S. in Computer Science from Sonoma State University in California. She spent several years with Sun Microsystems developing desktop applications and contributing to the Mozilla Open Source project before relocating to Idaho and establishing a freelance business, IndigoPear Web Development. Adamcik is a champion for both the Open Source software model and Standards-driven web development.

Ryan Faulkner: Instructional Technologist
Office: (208) 282-3954
Ryan Faulkner oversees the ITRC lab area, supervises student employees, and works with the ITRC team in supporting online course delivery systems. He has worked for Educational Technology Services for over 10 years as a Video Instruction Manager and Media Equipment Specialist. He has a B.A. in Mass Communications and M.Ed. in Instructional Technology from Idaho State University. He is currently working on an Ed.D. in higher education administration. In his spare time, Ryan enjoys motorcycles, photography, and spending time with family and friends.

Lisa Kidder: Sr. Instructional Technologist
Office: (208) 282-3954
Lisa Kidder works with the ITRC team in supporting online course development, teaches workshops, works with individual faculty and departments and is working on integrating Quality Matters practices at ISU. She is an experienced educator with a keen interest in integrating technology in education. Lisa's education includes a B.A. in French and Chemistry Education from Brigham Young University, and a M.A. in Educational Technology from Pepperdine University. She is constantly learning and looking for ways to improve teaching and incorporate technology. Prior to coming to the ITRC Lisa taught a variety of subjects in K-12 schools; supported faculty in incorporating technology; and spent several years teaching and supporting teacher candidates at Loyola Marymount University. Her love of teaching and learning along with varied subject interests helps her to match content with delivery.

Michael Spall: Senior Instructional Consultant

Office: (208) 282-4557

Michael Spall, Senior Instructional Consultant is responsible for maintaining the LMS and other ITRC servers. Michael maintains the Banner - Bengal Web - Moodle Enrollment connector. Through his work in supporting the initial pilot of Moodle ISU, Michael has become actively involved in the Moodle community, helping resolve issues and contributing code. He also helps train faculty and staff in the use of educational technology and best practices in online content delivery and develops curricular materials to support ISU faculty and staff.

Randy Stamm: eLearning Coordinator

Office: (208) 373-1744

Randy Stamm, eLearning Coordinator, provides leadership and direction for web-based distance education efforts at Idaho State University (ISU). He supports faculty with multimedia tools and new technologies in the traditional classroom and online. Since 1997, he has supported faculty with instructional design support of web-based instructional technologies. Stamm is currently pursuing an Ed. D. in Educational Leadership with emphasis in Higher Education Administration/Instructional Technology. He received a M. Ed. in Instructional Technology and a B.A. in Mass Communication. Stamm has designed and developed several instructional design instruments including the WOWDOC, ACT, GAP and DOT design guides for ISU faculty facilitating distance education activities.

Lydia Warth: Instructional Technologist

Office: (208) 282-4309

Lydia is primarily responsible for design, development, and production of curricular materials to support ISU faculty. She is a former Instructional Technology Assistant at the ITRC and really enjoys working with the faculty and staff at ISU. Whether it is delivering course materials via Moodle, helping with scanning and poster printing needs, working one-on-one with project consultation, or fielding phone calls; Lydia looks forward to each new challenge. Lydia has an M. Ed. in Instructional Technology and a B.A. in Arts and Sciences. In her spare time, Lydia likes to read, be outside, play with her cat and dog, and spend time with her husband and family.

Lou Hong: Sr. Software/Hardware Instructional Technologist

Office: (208) 282-2552

Lou Hong provides technical support for PC software, and associated peripherals in the ITRC, ETS, and Distance Learning Classrooms. In addition, he examines new technological trends and products for applicability in the ITRC. Hong's experience is in corporate and government workplace, providing comprehensive customer support to the end-user.

Technology Production Assistants

M. Sean Sherrard
May 2010-Present
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Scott Parker
March 2012-June 2012
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Jana Martinez
May 2012-Present
martjana@isu.edu

Grants

ISU's ITIGs – College of Business

2010 to 2011

The ITRC supported the College of Business with a State Board of Education's Idaho Technology Incentive Grant (ITIG) for the Graduate Business Certificate Program Online - proposal submitted by Dr. Joanne Tokle. Lydia Warth provided support for several faculty members in the college of business redesign courses for use in Moodle ISU.

ISU's ITIGs - ITRC University Health High School Project

2009 to 2010

The ITRC received funding from State Board of Education's Idaho Technology Incentive Grant (ITIG) for the University Health High School (UHHS) project. The UHHS was designed to support high school students with tools to explore health occupations; offer opportunities to communicate with health professionals; meet other students from other area high schools, collaborate with ISU students enrolled in health sciences programs; and acquire online early college course credit. Randy Stamm, Lydia Warth, Ann Adamcik, and Stephen Wright successfully facilitated the objectives of this grant by designing and developing the Moodle UHHS site and by incorporating online early college health sciences courses. The site administration and course registrations have been handed over to the ISU Early College Program and Division of Health Sciences.

In addition, the ITRC received ITIG funding from the following departmental grants:

- Dr. Ann Hunter, Chair of Sociology, Social Work, and Criminal Justice and Dr. Terry Engebretsen, Chair of English and Philosophy – *Sociology101 and English 101 Redesign Project*

ISU's ITIGs –Individual Support Initiatives

2008 to 2009

The ITRC received State Board of Education's Idaho Technology Incentive Grant (ITIG) funding from the following departmental granting opportunities:

- Dr. Bosworth (Engineering) – *Dual Enrollment Workshop for Computer Science*
- Dr. Bunde (Biology) – *Virtual Laboratory for Anatomy & Physiology*
- Dr. Hodges and Calley (Dental Hygiene) – *Digital Intraoral Camera Technology*
- Dr. Fisher (Math) – *WILDEST*
- Dr. Seikel (CSED) – *Asynchronous Master's Degree Track in Speech-Language Pathology and Bachelor's Degree in Educational Interpreting*
- Dr. Maheras (History) – *History Teaching Laboratory (Redesign History 118)*
- Dr. Shropshire (Physics) – *Enhancement of Interdisciplinary Laboratory Resources for the Physical Sciences and Engineering*

The ITRC supported ISU Engineering, Biology, Math, CSED, and History departments with instructional design and course development. An instructional technologist and student production assistants were funded by the ITIG to support the various projects.

ISU's ITIGs –Individual Support Initiatives

2007 to 2008
The ITRC received State Board of Education's Idaho Technology Incentive Grant (ITIG) funding from the following departmental granting opportunities:

- Business/CIS – *Virtual World for Faculty and Student Interaction*
- Business/Marketing – *Learning in "Second Life": The Ultimate Business Simulation Class*
- Engineering – *Expanding the Capabilities of the College of Engineering through the Addition of 3D Solids Modeling Component*
- Dental Hygiene – *Implementing Digital Radiology Technology Into Classroom and Clinical Teaching Settings*
- Math – *WILDEST: Workshop-Integrated Learning for Dual Enrollment Statistics Teachers*
- Mass Communication – *Digital Field Production Suite*
- CSED – *Asynchronous Pre-professional Track in Speech-Language Pathology and Audiology: Lifetime Perspectives*
- Business/Finance – *Financial Information Center Digital Displays*
- Counseling – *Landro Enterprise Play Analyzer System*

These projects involved course redesign and development support by ITRC staff.

ISU's eLearning Project Initiative – Year 2

2006 to 2007
State Board of Education's Idaho Technology Incentive Grant (ITIG) eLearning Project Initiative (Year 2) was separated into individual grants. The ITRC collaborated with several departmental ITIG eLearning project initiatives:

- Dental Hygiene - *Integration of the E-Portfolio into the Health Professions Curriculum to Enhance Student Learning*
- CSED – *Asynchronous Paraprofessional Track in Speech language Pathology –Y3*
- PT/OT – *Physical Therapy Clinical Management eLearning Project*

Individual grants focused on instruction in the health professions, new and continuing General Education goal classes, and mission-critical courses arranged in fully online and hybrid formats. Additionally, the eLearning Project accepted proposals that apply effective instructional design concepts and approaches to enhance teaching and learning in face-to-face and hybrid instructional settings.

The ITRC received funding through the ITIG for direct support of course redesign, development, and production activities. These projects are assumed to involve the ITRC,

particularly in the instructional design and course development. All eLearning projects have developed outcome and assessment practices consistent with curricular and program goals. Project participants took part in periodic seminars designed to share insights and showcase effective approaches.

ISU's eLearning Project Initiative

2005 to 2006
State Board of Education's Idaho Technology Incentive Grant (ITIG), eLearning Project demonstrated how courses will employ instructional technology to:

- significantly enhance the student learning experience and improve student access (whether in online, hybrid and/or face-to-face teaching environments),
- demonstrate effective outcome, assessment, and program review practices,
- attract and retain students, and
- develop curricular approaches and teaching strategies that support the sustainability of the technology-strengthened courses beyond the term of the grant.

The grant focused on instruction in the health professions, new and continuing General Education goal classes, and mission-critical courses arranged in fully online and hybrid formats. Additionally, the eLearning Project accepted proposals that apply effective instructional design concepts and approaches (to include those developed through previous TIG and/or TMII grants) to enhance teaching and learning in face-to-face and hybrid instructional settings.

The ITRC received funding through the eLearning Project for direct support of course redesign, development, and production activities. These projects are assumed to involve the ITRC, particularly in the instructional design phase. All eLearning projects have developed outcome and assessment practices consistent with curricular and program goals. Project participants took part in periodic seminars designed to share insights and showcase effective approaches.

Virtual Idaho Museum of Natural History

2004 to 2006
The ISU Educational Technology Services, the ITRC, and the Idaho Museum of Natural History (IMNH) obtained second year funding to continue the development of the Virtual Idaho Museum of Natural History (VIMNH). This entailed virtualizing selected specimens held in the IMNH collections and pieces from other departments; especially those oriented towards enhancing teaching.

The grant has provided funding for the purchase of scanning technology and for the development of a laboratory allowing the digitization of three-dimensional objects; including bones, fossils, and artifacts. Current resources include high-level software packages for three-dimensional modeling and data editing, two laser scanners, and a Microscribe articulating arm digitizer. From May 2005 through August 2006 a large number of specimens from

various collections will be digitized and edited to produce very high-quality virtual reproductions.

These models will be archived for preservation and immediate use in research, exhibition, and education. The Virtual Idaho Museum of Natural History will be available on the Internet to facilitate its adaptation to school curricula by allowing instructors to download virtual objects for classroom use. Receipt of this grant is expected to provide opportunities for future funding relating not only to this project, but the application of this technology within ISU and in the region as a whole.

ISU's Gateway Initiative

2002 to 2005
State Board of Education's Idaho Technology Incentive Grant (ITIG)
This grant was designed to strengthen gateway courses, increase the level and ability of knowledgeable, professional assistance in both the design and production stages of technology-enhanced course development. The grant was to develop a mechanism that defines and seeks to maintain appropriate levels of support and assistance for the upkeep and delivery of gateway and other technology-enhanced courses.

The ITIG funds were used to help faculty conceptualize, design, test, and implement technology-strengthened gateway courses. Individual projects were proposed by host departments and involved several faculty. Projects progressed through three phases of development with each phase lasting about one year. The emphasis was on quality, rather than quantity and special attention was given to sound instructional design principles. http://www.isu.edu/departments/acadaff/tig4all.pdf

ISU Course Design and Production

2000 to 2002
State Board of Education's Idaho Technology Incentive Grant (ITIG)
The Faculty Internship program in the ITRC was funded, in part, by an SBOE Technology Incentive Grant. The internships were designed to help individual faculty further their knowledge and skills as it relates to technology and learning, and to promote the expansion of technology use throughout the University. In addition, the grant supported the development of a production lab for focused course projects in the ITRC.

ISU Technology Mediated Instruction Initiative (TMII)

2000 to 2004
The goal of this initiative was to assist in faculty and curriculum development. Specifically, the initiative explored and developed ways to effectively integrate technology into teaching and learning. By assisting faculty in creating and using technology-enhanced curricular resources, TMII projects serve an exploration into and a foundation for future directions in integrating technology into the learning environment at Idaho State University.

Through a proposal review process, TMII was designed to award a limited number of grants to investigators seeking help in exploring and developing ways to apply computer technology

in teaching and learning. Projects show how students and the academic program will benefit from funding, and must be specific in scope and application by addressing a significant need or innovation. Projects included creating interactive exercises for a course, converting videos to digital media for integration into a course, or digitizing slides and placing them on the Internet.

Bridging the Chasm: Idaho Consortium for Educational Technology

1997 to 2000

Bridging the Chasm was the State Board of Education's Idaho Incentive Technology Grant Program. Partial funding for the ITRC came from the Bridging the Chasm Grant and other funding from the Academic Vice President's office (Dr. Jonathan Lawson).

ACTRIG (CSAC) Supplemental Academic Computing Fund

1995 to 2008

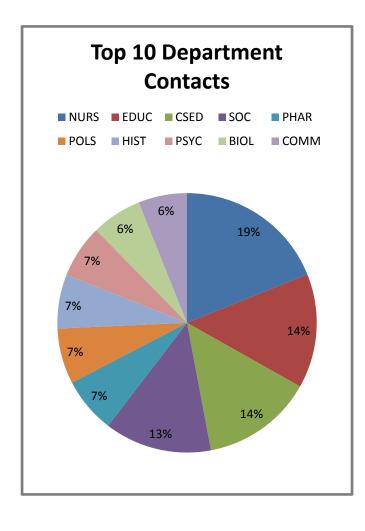The Supplemental Academic Computing Fund was created for the primary purpose of ensuring every ISU faculty member has a computer available on her/his desk. However, peripheral equipment is also eligible if it is needed to support ISU office-type responsibilities of faculty. Beck and Stamm of ETS/ITRC were members of the Computer Systems Advisory Committee and participate in the selection of recipients for this award.
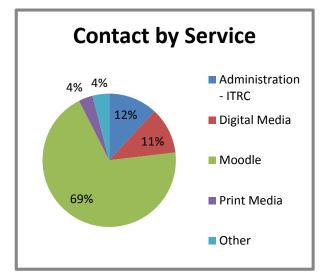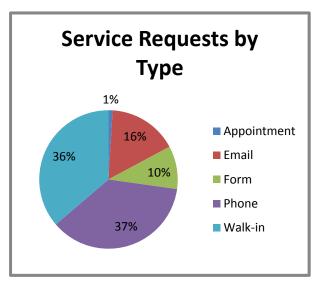
ITRC Facility Usage

Contact Information

The ITRC tracked faculty information, duration of service, type of service and the issues addressed during the service using sign-in sheets and tracking software, TigerTracks. A Touchscreen sign-in was implemented in January of 2011 that automatically sends the sign-in information into TigerTracks so all our support can now be tracked and documented within TigerTracks. The following graphs include information from the sign-in sheets and TigerTracks. The information shown includes a total of 2,985 contacts.

Contact by Service

- Administration - ITRC — 12%
- Digital Media — 11%
- Moodle — 69%
- Print Media — 4%
- Other — 4%

Top 10 Department Contacts

Legend: NURS, EDUC, CSED, SOC, PHAR, POLS, HIST, PSYC, BIOL, COMM

NURS 19%, EDUC 14%, CSED 14%, SOC 13%, PHAR 7%, POLS 7%, HIST 7%, PSYC 7%, BIOL 6%, COMM 6%

The ITRC provides service in a number of areas from Moodle ISU and other online teaching technologies to various software programs used on campus and other services provided by ISU. It is our goal to support the faculty and often they call with several questions that cross several categories of service.
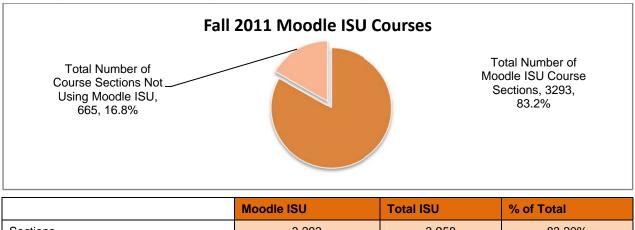
Faculty and staff may request help over the phone, in person, making appointments, email and chat. We also provide online forms for the commonly needed requests.
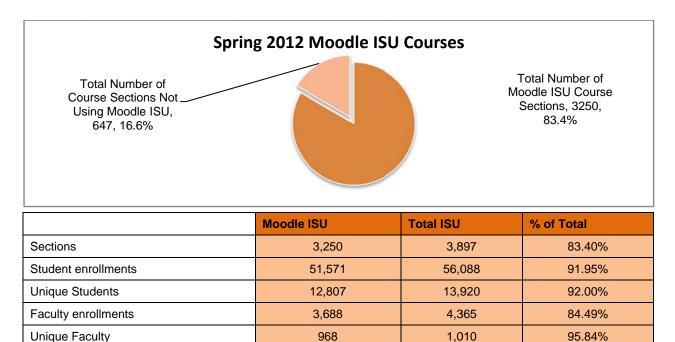
Service Requests by Type

- Appointment — 1%
- Email — 16%
- Form — 10%
- Phone — 37%
- Walk-in — 36%

Moodle ISU Usage – Fall 2011 and Spring 2012

- **Sections** - ISU sections that have student enrollments. This excludes sections that no students enrolled or that were cancelled. This excludes courses with faculty only enrollments.
- **Student Enrollments** - total student enrollments including W's.
- **Unique Students** - total individuals enrolled in a section as a student.
- **Faculty Enrollments** - faculty enrollments for sections with at least one student enrollment.
- **Unique Faculty** - total individuals enrolled as a faculty in a section that has at least one student enrollment.

Fall 2011 Moodle ISU Courses

Total Number of Course Sections Not Using Moodle ISU, 665, 16.8%

Total Number of Moodle ISU Course Sections, 3293, 83.2%

	Moodle ISU	Total ISU	% of Total
Sections	3,293	3,958	83.20%
Student enrollments	55,357	59,899	92.42%
Unique Students	13,720	14,873	92.25%
Faculty enrollments	3,532	4,214	83.82%
Unique Faculty	994	1,041	95.49%

Spring 2012 Moodle ISU Courses

Total Number of Course Sections Not Using Moodle ISU, 647, 16.6%

Total Number of Moodle ISU Course Sections, 3250, 83.4%

	Moodle ISU	Total ISU	% of Total
Sections	3,250	3,897	83.40%
Student enrollments	51,571	56,088	91.95%
Unique Students	12,807	13,920	92.00%
Faculty enrollments	3,688	4,365	84.49%
Unique Faculty	968	1,010	95.84%

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ISU Course Schedule Types in BengalWeb
Fall 2011 and Spring 2012 (end of term)

Fall 2011

Schedule Type Code	Description	ISU Sections	Percent of Total ISU Sections	Sections that use Moodle ISU	Percent of Total Moodle ISU Sections	Percent of sections that use Moodle ISU
CL	Classroom	1,459	36.86%	1,338	40.63%	91.71%
LB	Lab	350	8.84%	317	9.63%	90.57%
LL	Classroom and Lab	71	1.79%	65	1.97%	91.55%
OT	Other	758	19.15%	323	9.81%	42.61%
ST	Studio	27	0.68%	6	0.18%	22.22%
VC	Video Conference	100	2.53%	93	2.82%	93.00%
VS	Video Conference and Web Supplemented	345	8.72%	344	10.45%	99.71%
WC	Web Course	323	8.16%	321	9.75%	99.38%
WS	Web Supplemented	525	13.26%	486	14.76%	92.57%
Grand Total		**3,958**	**100.00%**	**3,293**	**100.00%**	**83.20%**

Spring 2012

Schedule Type Code	Description	ISU Sections	Percent of Total ISU Sections	Sections that use Moodle ISU	Percent of Total Moodle ISU Sections	Percent of sections that use Moodle ISU
CL	Classroom	1,566	40.18%	1,446	44.49%	92.34%
LB	Lab	389	9.98%	330	10.15%	84.83%
LL	Classroom and Lab	86	2.21%	74	2.28%	86.05%
OT	Other	813	20.86%	381	11.72%	46.86%
ST	Studio	28	0.72%	9	0.28%	32.14%
VC	Video Conference	0	0.00%	0	0.00%	-
VS	Video Conference and Web Supplemented	434	11.14%	434	13.35%	100.00%
WC	Web Course	272	6.98%	269	8.28%	98.90%
WS	Web Supplemented	309	7.93%	307	9.45%	99.35%
Grand Total		**3,897**	**100.00%**	**3,250**	**100.00%**	**83.40%**

ISU Comparison of Online and Face-to-Face Courses
Fall 2011 and Spring 2012 (end of term)

Data do not include Early College students or students that are auditing.
- **Completed**- the student did not withdraw from the course or the student did not receive an "Incomplete" or "In Progress" for the course.
- **Passed** - student received a course grade for completing the course that was not an "F", "U", or "X".
- **Course level** - "Graduate" level includes "Professional", which are Pharmacy courses.
- **Online** - courses with a schedule type of "WC" for web courses.
- **Face-to-Face** - courses with a schedule type of "CL" for classroom.

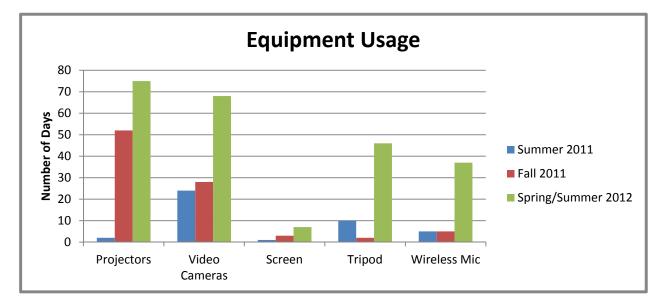Data do not include "hybrid" courses, for example "classroom and online".

Fall 2011

Course Level	Number of course sections	Number of students enrolled in courses	Number of students completing the courses	Percent completing	Number of students passing the courses	Percent passing	Percent passing of those who complete the course
Undergraduate -Face to Face	1,059	23,385	20,975	89.69%	19,248	82.31%	91.77%
Undergraduate - Online	203	5,368	4,830	89.98%	4,561	84.97%	94.43%
Graduate-Face to Face	215	1,559	1,524	97.75%	1,519	97.43%	99.67%
Graduate- Online	118	1,060	1,020	96.23%	1012	95.47%	99.22%
Total	**1,595**	**31,372**	**28,349**	**90.36%**	**26,340**	**83.96%**	**92.91%**

Spring 2012

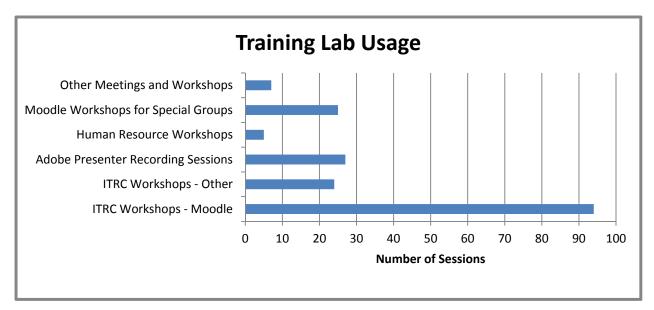| Course Level	Number of course sections	Number of students enrolled in courses	Number of students completing the courses	Percent completing	Number of students passing the courses	Percent passing	Percent passing of those who complete the course
Undergraduate -Face to Face	1,223	26,108	23,251	89.06%	21,468	82.23%	92.33%
Undergraduate - Online	174	4,899	4,380	89.41%	4,038	82.42%	92.19%
Graduate-Face to Face	257	1,609	1,551	96.40%	1,549	96.27%	99.87%
Graduate- Online	94	815	791	97.06%	785	96.32%	99.24%
Total	**1,748**	**33,431**	**29,973**	**89.66%**	**27,840**	**83.28%**	**92.88%**

Equipment Checkout

The ITRC provides equipment to ISU faculty and staff for single-use instructional events. The following graph depicts the amount of equipment usage during the 2011-2012 academic year.

Equipment Usage

Training Lab Usage

The ITRC training lab is used by ISU faculty and staff for workshops and meetings. Workshops are advertised online on the main ISU calendar with a link to the calendar on the ITRC website which allows participants to register for specific workshops. The training lab can also be reserved by academic groups on campus needing a computer lab for training events or meetings.

Training Lab Usage

Projects/Partnerships

The ITRC undertakes instructional technology and design projects in direct partnership with instructors and departments to provide technical expertise, allowing faculty members to focus on content rather than becoming technology experts in their own right. The ITRC works to achieve a balance between enabling instructors' use of current technologies and freeing them to take advantage of instructional technology to advance teaching and research.

Quality Matters Program

Idaho State University is a subscriber to the Quality Matters (QM) Program. Quality Matters is a faculty-centered, peer review program designed to certify the quality of online and hybrid courses. The Quality Matters rubric contains forty specific elements, distributed across eight broad standards. Lisa Kidder completed QM training certification for Applying the QM Rubric, Standard 6: Course Technology and Standard 8: Accessibility.

Moodle Community Participation

Moodle ISU is a tailored version of the open-source learning management system Moodle. It supports web-based activities for traditional, blended, and online learning environments. In addition, Moodle ISU offers a wide array of features to support innovative pedagogy for student-centered and active learning teaching methods, which encourages the use of social constructivism.

The ITRC continues to work with its Moodle Faculty Advisory Board (MFAB) to expand the usability of Moodle ISU. The ITRC used the 2011-2012 academic year to improve usability of the Moodle ISU environment through performance and application enhancements. The board assisted the ITRC in prioritizing Moodle projects and improving communication. There are currently 10 faculty members on the board, representing multiple colleges, locations, and technical abilities. General meetings were held once each semester.

Fall 2011 meeting, October 20, 2011:
- Discussed Moodle 2 Pilots
- Third-party modules (Book, Quickmail, Attendance, Profiles)
- Backup and Restore from Moodle 1.9 to Moodle 2
- Moodle 2 upgrade plans
- Collaborate

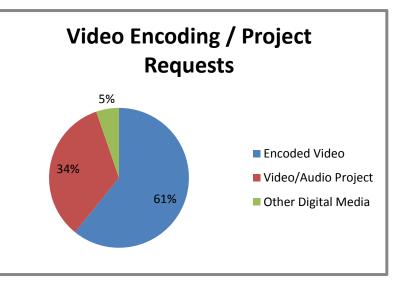Spring 2012 meeting, March 14, 2012:
- Moodle 2 cutover
- Upgrade plans for Moodle 2.2
- New Moodle 2 Training and Handouts
- Updates on Third-party modules

ISU has been recognized as an active participant in the Moodle community with emphasis on making the switch from WebCT/Blackboard to Moodle. Several institutions have been in contact and have requested time to talk about our decision and transition to Moodle.

Audio/Video Projects

ITRC audio/video production provides support for the faculty in basic projects needed for education as well as supporting the integration of the video classroom network and Moodle. We had a total of 342 requests for the 2011-2012 academic year. One-time requests were used for special events or one-time recordings. Ongoing requests were used for semester-long

Video Encoding / Project Requests

- Encoded Video 61%
- Video/Audio Project 34%
- Other Digital Media 5%

encoded video classroom network classes. Large video projects requests vary from DVD, streaming media, video capture, and with a host of editing projects.

LMS Projects

- Adamcik and Spall upgraded Moodle 2.0 to Moodle 2.1 in August 2011 and Moodle 2.2 to Moodle 2.2 in December, 2011. They have continued to develop our upgrade, testing, and development procedures for Moodle ISU.

- Adamcik and Spall developed a plan to migrate all Moodle instances running on the X4600's to the Dell R710's.

- Spall integrated the Banner-LMB Moodle enrollment plugin with Moodle ISU 2.

- Spall has maintained and upgraded RHEL, Apache, PHP, and MySQL on the Dell R710 servers that our current production and test Moodle systems use.

- Spall worked with Kory Wheatley to increase the SAN space attached to the Moodle Media server.

- Adamcik designed and developed a new custom ISU theme for Moodle 2.x. and updated the 3rd-party Quickmail block for Moodle 2.x.

- Adamcik migrated all Moodle ISU code to Github repositories.

Partnerships

Partnership with Nursing Department and College of Business
The ITRC has divided Lydia Warth's time with the Department of Nursing and College of Business. Warth works with the faculty to assist with online and classroom technologies Warth's role is to work with subject matter experts to successfully design, develop, and improve courses.

Partnership with ISU Meridian Health Science Center
The ITRC has partnered with the ISU Meridian Health Science Center, formally ISU Boise Center, to offer faculty support on a permanent basis. Randy Stamm was reassigned to Boise in 2007, due to the growing support needs of the ISU health profession programs in the Treasure Valley. Stamm offers instructional technology training and one-on-one consultation for more than 50 faculty/staff members at the ISU Meridian Center. In addition to the responsibilities at Meridian, Stamm provides leadership and direction for the ITRC.

Partnership with ISU Idaho Falls Center
The ITRC has partnered with the ISU Idaho Falls Center to offer faculty support and training. Lydia Warth was designated to travel to Idaho Falls several times a semester, due to the growing support needs of the ISU faculty members teaching from Idaho Falls.

Partnership with Pharmacy
The ITRC has partnered with the College of Pharmacy to support a more aggressive web-based assessment program using the Quiz tools in Moodle ISU. Lisa Kidder was responsible for faculty support in Pocatello and Randy Stamm supported the faculty in Meridian.

Partnership with School District 25
The ITRC has partnered with the SD 25 by offering hosting and training for Moodle. Spall taught workshops for SD25 teachers and offered technical support for their support staff.

Conferences (participated & presented)

Conferences:

MoodleMoot West Coast 2011, Rohnert, CA
Michael Spall, Randy Stamm, and Ann Adamcik attended July 12-14, 2011.

ISU K-12 Moodle Moot, Pocatello, ID
The ITRC staff hosted a free conference for K-12 educators teaching and administrating Moodle October 6-7, 2011. Staff Presenters: Lisa Kidder, Randy Stamm, Michael Spall and Lydia Warth. Faculty Presenter: Dr. Sue Schou. Guest Presenters: Jason Neiffer and Michelle Moore.

Northwest eLearning Community Conference 2011, Vancouver, WA
Lisa Kidder attended the NW eLearning Conference October 13-14, 2011. Kidder served as the Co-Chair for the Conference.

Quality Matters Conference (3rd Annual), Baltimore, MD
Lisa Kidder participated in the QM conference November 7-9, 2011

eISU Day, Pocatello, ID
The ITRC sponsored an eISU event April 10, 2012 for all faculty teaching online or hybrid courses or interested in teaching online courses in the future. Presentations and workshops focused on best practices, new technologies, online course quality, and eISU. Lisa Kidder, Michael Spall, Blake Beck, and Lydia Warth provided information and training.

Northwest College and University Council for Management of Educational Technology Conference 2012, Bellingham, WA
Randy Stamm attended and presented at the NWMET Conference April 22-24, 2012 at the Lakeway Inn in Bellingham, WA. Stamm presented on "LMS Analytics" and "Moodle Rubrics".

Mountain Moodle Moot 2012, Helena, MT
The Michael Spall, Randy Stamm, Ryan Faulkner, and Lydia Warth attended and presented at the Mountain Moodle Moot May 30-31 and June 1, 2012 located on the Carol College Campus. Spall participated in the "Moodle Hackfest", Stamm presented "Moodle Rubrics", and Warth and Faulkner presented "Catering to Our Faculty's Needs: A Smorgasbord of training & support resources".