

Instructional Technology Resource Center

A N N U A L R E P O R T 2 0 1 7 – 2 0 1 8

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ITRC Facility Description

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), Academic Affairs, 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 resources provide faculty with advanced teaching tools. 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 training lab is used for group instruction. ITRC staff support eISU faculty with online course design projects through Quality Matters (QM) focused professional development and standards.

Drop-in Lab and Production Lab

The computers in this area consist primarily of 3 Dell Optiplex 3020's - Intel Core i5-4570 @3.2GHz, 4GB RAM, Apple iMac 27" - Intel Core i7 @ 3.4GHz, 8GB RAM, OSX 10.9.5 Mavericks, Apple iMac 27"- Intel Core i5 @ 3.4GHz, 16GB RAM, OSX 10.9.5 Mavericks, and a Dell Optiplex 755 - Intel Core 2 Duo E6550 @ 2.33GHz, 3GB RAM on the south side of the lab. The north side of the lab consists of a Dell Optiplex GX360 - Intel Core 2 Duo E7500 @ 2.93GHz 3GB RAM, Dell Vostro 420 - Intel Core 2 Quad Q9400 @ 2.66GHz 3GB RAM, Dell Optiplex 3020 Intel Core i5-4570 @ 3.2GHz 4GB RAM, 5 new Optiplex 7040's Core i7-6700 @ 3.4 GHz, 8-16GB RAM, and a Dell Vostro 470 Intel Core i7-4770 @ 3.40GHz, 8GB RAM (video editing machine).

In addition, machines are equipped with the following main software applications:

- ABBYY FineReader 14
- Adobe Acrobat X Pro
- Adobe Creative Suite 5 Web Standard (Dreamweaver CS5, Flash CS5 Professional, Fireworks CS5, and Contribute CS5) and Adobe Photoshop CS
- Browsers: Chrome, Firefox, Microsoft Edge/IE, and Safari
- Camtasia Studio (w/Snagit)
- Media Players: QuickTime and Windows Media Player
- Microsoft Office 2013 (Word, PowerPoint, Excel, etc.)

Scan and print peripherals with both Windows and Mac operating systems in the ITRC production lab. Scanning and printing services include:

- Epson GT-15000 large format (12x17) scanner
- Epson GT-2500 ADF scanner
- HP LaserJet 4000N printer
- HP Z2100 44" photo quality printer (services moved to the Total Copy Center)
- 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:

- Canon HD Vixia HF R42 Camcorder
- Epson Powerlite 760c Projector
- Epson Powerlite 826W+ Projector
- Portable screen
- Tripod
- Wireless microphone

Training Lab

The training classroom consists of 18 Dell Chromebooks. An Epson 1430Wi projector and a 24" Smart Podium are connected to the Dell OptiPlex 980 instructor computer station for presentation and training activities.

Video and presentation peripherals located in the training lab include:

- Cisco C40 Video Codec with 2 Video HD cameras
- Extron CPM USB/Digital Video input port
- Extron DMP 64 digital Matrix Processor
- Extron IN1608 scaling presentation switcher with Extron LCD touch panel
- Extron MediaPort 200
- Nova Desk Collaboration Table with 6 HDMI ports
- Phonic Max 250 amplifier
- Samsung 50" LCD TV
- Samsung 60" LCD TV
- Sennheiser EW 100 G2 wireless microphone
- Spectrum Freedom Adjustable Podium

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 offered two workshops a month using the video classroom network. 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:

Accessibility

- Creating Accessible Documents in Word
- Adding alt-text to Images
- Minimizing Accessibility Barriers in Moodle ISU
- Captioning with Camtasia Studio

Google Educational Apps

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

Microsoft Office

- Creating Narrated PowerPoints
- Grading with a Spreadsheet
- Poster Design with PowerPoint
- QH: MS Office
- Using MS Excel
- Using PowerPoint

Mobile Technologies

- Getting Started with your iPad
- QH: Moodle for Mobile Devices
- Using Mobile Devices as Personal Response Tools
- Using Mobile Devices in the Classroom
- Using the Cloud for File Storage

Moodle ISU

- Adding Assignments in Moodle ISU
- Adding Resources in Moodle ISU
- Adding/Weighting Categories in the Moodle ISU Gradebook
- Backing up and Restoring/Importing Course Content
- Conditional Release in Moodle ISU
- Grading with the Moodle ISU Gradebook
- Forums in Moodle ISU
- Importing and Exporting Grades into the Moodle ISU Gradebook

- Interactive Question Types*
- Interactive Uses of the Moodle Choice Activity
- Innovative Methods for Giving Students Feedback
- Lesson in Moodle ISU
- Moodle Quizzes in Moodle ISU
- Navigation in Moodle ISU
- Peer Review Using the Workshop Tool
- Proctoring Quizzes in Moodle ISU using Safe Exam Browser
- Progress Bar and Completion Tracking*
- QH: Using the Navigation Block in Moodle ISU
- Tracking Student Activity in Moodle ISU
- Using Activity Completion in Moodle ISU
- Using Glossaries in Moodle ISU
- Using Groups and Groupings in Moodle ISU
- Using Rubrics and Grading Guides in Moodle ISU*

Proctoring

- Introduction to eISU Online Proctoring*

Quality Matters

- QM 1 & 7: Helping Your Students Get Started in Your Online Course
- QM 2: Course and Module Objectives
- QM 3: Assessment and Alignment
- QM 4: Creating Course Materials
- QM 5: Engaging Your Students
- QM 8: Accessibility and Usability
- The Roles of the Online Instructor

Training Events and General Topics

- Course Evaluations – Follow Up Hands On
- Course Evaluations Using Moodle ISU

Video Topics

- Uploading and Sharing YouTube Videos
- Linking Videos from your ISU Google Drive to Moodle ISU

Web Conferencing

- Introduction to Zoom Web Conferencing

*Indicates workshops added or updated since July 1, 2018

About Our Staff

Full-time Staff

Ann Adamcik: LMS Administrator

Office: (208) 282-3971

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.

Lori Austill, MS: Sr. Instructional Technologist

Office: (208) 282-3983

Lori Austill works with the ITRC team to assist faculty and staff with incorporating sound technology and educational principles into their course materials. Austill also teaches workshops, writes a bi-monthly blog on educational technologies, researches and shares current technologies and teaching methods with the faculty and staff at ISU, and coordinates the provision of accessible multimedia instructional materials. In addition to her full-time responsibilities, she facilitates online workshops for Quality Matters. Austill's education includes an A.S. in office management from Northwest College, a B.S.L.S. in mass communication and public relations from Montana State University, and an M.S. Ed. in Instructional Technology from the University of Wyoming. She is a doctoral candidate in the Adult and Postsecondary Education Leadership program at the University of Wyoming.

Mark Cooper, MBA: Instructional Technologist

Office: (208) 282-1335

Mark Cooper is an Instructional Technologist who works with faculty to create new online courses and improve upon existing online courses. He has over 14 years of professional work experience as an instructional designer, eLearning developer, and organizational development consultant in the corporate sector and a deep passion for learning and development and principles of instructional design. Mark's education includes a B.S. in Marketing and an M.B.A. with a focus in Information Technology and Organizational Development from Point Park University in Pittsburgh, Pennsylvania.

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.

Sacha Johnson, MEd: Sr. Instructional Technologist

Office: (208) 282-3954

Sacha Johnson is part of the ITRC faculty support team. Prior to coming to the ITRC, Sacha worked as an Instructional Technologist for ISU's Department of Biological Sciences. Sacha earned a B.A. in Mass Communication, an M.Ed. in Instructional Technology, and is currently working on an Instructional Design doctorate. Her research and instructional interests include self-directed and scenario-based learning, learner motivation, adaptive instruction, and virtual laboratory simulations. She is passionate about helping faculty use technology to create authentic and meaningful online learning experiences that foster student learning.

Dr. Lisa Kidder: Sr. Instructional Technologist

Office: (208) 282-2502

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. Kidder'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, she 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.

Lance Roe: Instructional Technologist

Office: (208) 282-4309

Lance Roe is an Instructional Technologist who manages the front lab and student employees. He assists faculty with Moodle and other technology tools like PowerPoint and Zoom. He enjoys learning about new technology and helping faculty leverage technology in their teaching and learning environments. Lance worked as a student employee at the ITRC assisting faculty before being hired as an Instructional Technologist. He holds a bachelors in workplace training and leadership from Idaho State University.

Michael Spall: Instructional Technology Consultant

Office: (208) 282-4557

Michael Spall, Senior Instructional Consultant is responsible for maintaining the LMS and other ITRC servers. Spall maintains the Banner - Bengalweb - Moodle Enrollment connector. Through his work in supporting the initial pilot of Moodle ISU, Spall 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.

Dr. 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). Since 1997, he has supported faculty with graphic design, instructional design, and web-based technology. He received an Ed.D. in Educational Leadership - Higher Education Administration, M.Ed. in Instructional Technology, a B.A. in Mass Communication, and A.A.S. in Commercial Art.

Daphne Tseng, MS: Instructional Technologist

Office: (208) 282-1448

Daphne ChingYu Tseng is an Instructional Technologist responsible for supporting faculty with online course design and development. She assists faculty with Moodle course tools and instructional design. She enjoys learning about new technologies and exploring the unlimited possibilities in online teaching and learning. Daphne holds M.L.I.S and M.S. from Emporia State University, and currently, she is working on her dissertation in Learning Technology. Her research interests include: learning theories, enhancing the experience and quality of online learning environment, workplace training, and instructional technologies.

Technology Production Assistants

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Closed-Captioning Assistants

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Sarah Kauer
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ITRC Facility Usage

Service Requests

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. The following graphs list 2,887 service requests.

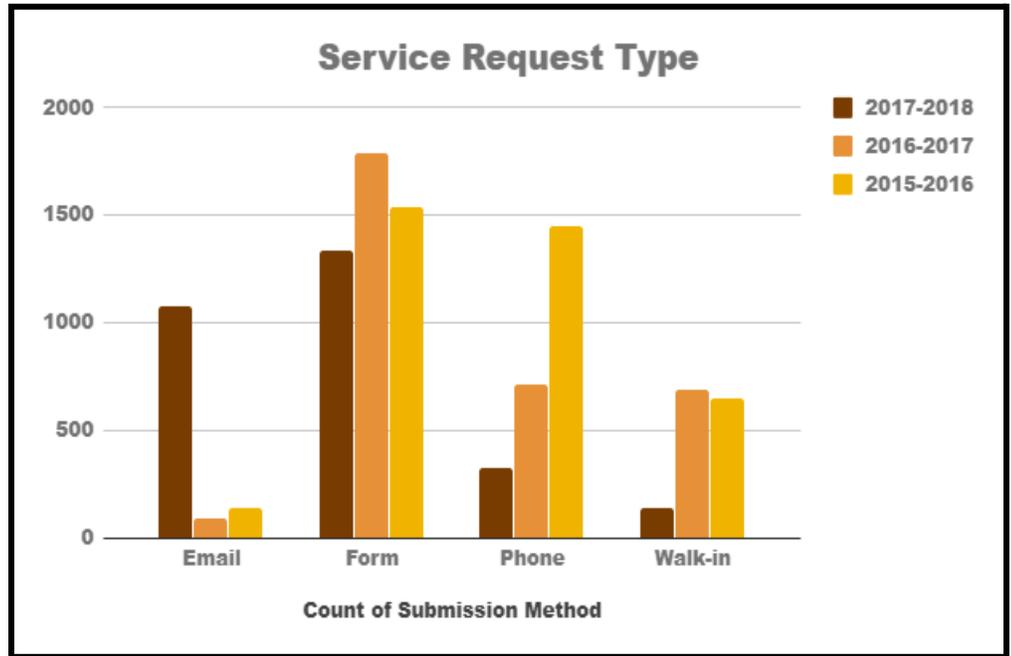


Figure 1 – Total ITRC Service Requests (2015-2018)

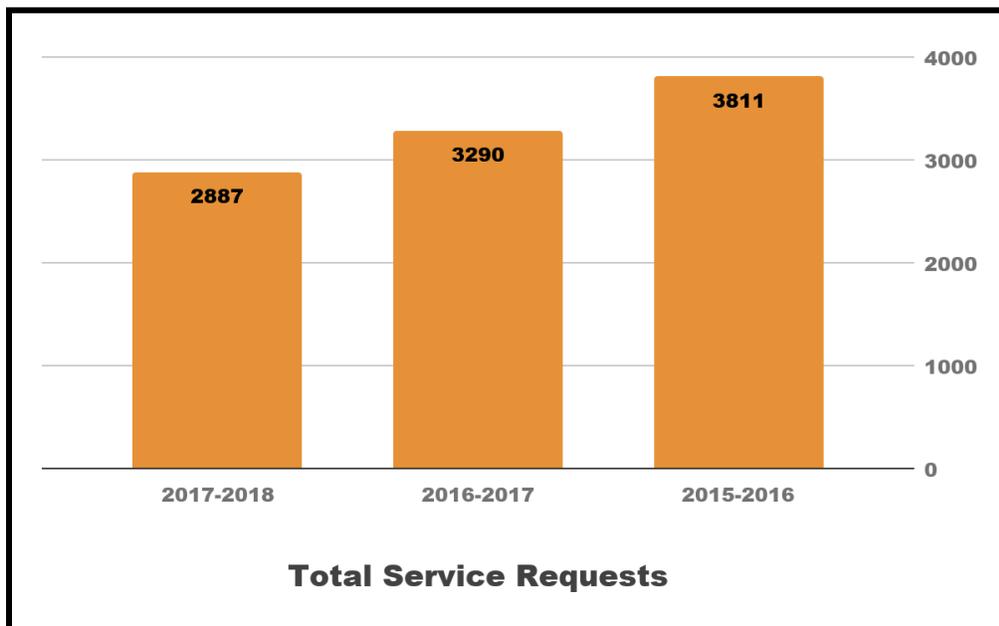


Figure 2 – Total ITRC Service Request Types (2015-2018)

Contact by Service

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. In addition to Moodle ISU, it is our goal to support the faculty with print media, digital media, and administration services benefiting faculty with teaching and researching endeavors.

Faculty and staff may request help over the phone, walk-in, appointment, and email. We also provide online forms for course, evaluation, and equipment requests.

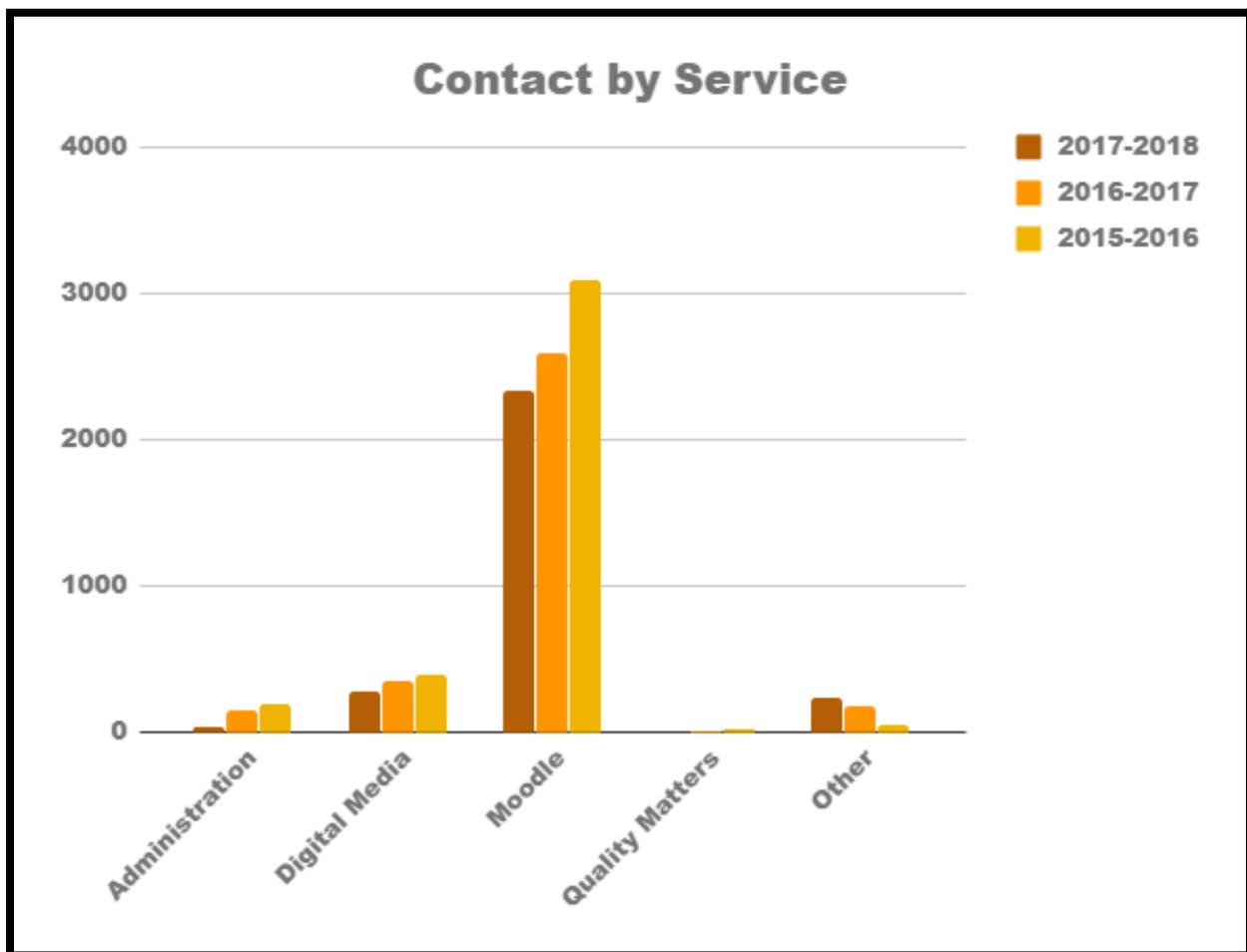


Figure 3 – Total ITRC Contact by Service (2015-2018)

Moodle ISU Usage (Google Analytics)

The Moodle ISU website had 3,977,621 active user sessions from July 1, 2017 to June 30, 2018. Table 1 demonstrates the top 5 cities accessing our Moodle ISU site. A session is the period time a user is actively engaged with our website and includes all usage data. The pages/session is the average number of pages viewed during a session and repeated views are not counted. The average session duration is described as the average length of a session. The page view is the total number of pages viewed and repeated views of a single page are counted.

Table 1: 2017-18 Moodle ISU usage by location

City	Session	Pages/Session	Average Session Duration	% of All Users
Pocatello, ID	2,030,492	10.23	00:10:21	51.05%
Boise, ID	494,183	10.61	00:11:19	7.34%
Salt Lake City, UT	218,807	6.28	00:05:30	5.70%
Meridian, ID	227,826	9.67	00:11:09	3.77%
Idaho Falls, ID	238,806	10.35	00:10:49	3.55%
Total	Site 3,977,621	Site Avg: 9.95	Site Avg: 00:10:16	70.41% of total

Moodle ISU Usage by Technology (Google Analytics)

The Moodle ISU website had over 39 million page views from July 1, 2017 to June 30, 2018 using a variety of browsers, operating systems, mobile operating systems, and service providers. Table 2 demonstrates the top three technologies accessing our Moodle ISU site.

Table 2: 2017-18 Moodle ISU usage by browser, operating system, mobile operating system, and service provider.

City	Ranked #1	Ranked #2	Ranked #3	Total % Users
Browser	Firefox/35.32%	Chrome/34.69%	Safari/21.12%	91.13%
System OS	Windows/70.64%	iOS/19.99%	Macintosh/4.19%	94.81%
Mobile OS	iOS/81.96%	Android/16.72%	Windows/1.29%	99.97%
Service Provider	ISU/52.30%	Cable One/11.00%	Qwest/8.33%	71.63%

Moodle ISU Activity/Resource Usage (Moodle ISU Logs)

The Moodle ISU website had over 56 million page views from July 1, 2017 to June 30, 2018 using a variety of Moodle ISU activities and resources. The total percent of sessions of the top three activities and resources are listed in the last column.

Table 3: 2017-18 Most used Moodle ISU activities and resources by log count (not including grades)

Activity/Resource	Total Number Logs
Quiz	9,229,936
Forum	3,969,614
Assignment	3,552,693

Moodle ISU Course Usage by Sections and Enrollments

Fall 2017 and Spring 2018

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.

Table 4: Fall 2017 ISU usage by sections and enrollments

	Moodle ISU	Total ISU	% of Total
Sections	3,696	4,028	91.76%
Student enrollments	50,990	52,262	97.57%
Unique students	12,752	13,221	96.45%
Faculty enrollments	4,275	4,614	92.65%
Unique faculty	1025	1,046	97.99%

Table 5: Spring 2018 ISU usage by sections and enrollments

	Moodle ISU	Total ISU	% of Total
Sections	3,484	3,793	91.85%
Student enrollments	44,578	45,965	96.98%
Unique students	10,846	11,030	98.33%
Faculty enrollments	4,026	4,358	92.38%
Unique faculty	986	1,000	98.60%

ISU Course Schedule Types in BengalWeb

Fall 2017 and Spring 2018

Table 6: Fall 2017 Moodle ISU sections by delivery types

Schedule Type Code	Description	ISU Sections	Sections that use Moodle ISU	Percent of Total ISU Sections	Total Moodle ISU Sections	Sections that use Moodle ISU
CL	Classroom	1,346	1,328	33.42%	35.93%	98.66%
LB	Lab	395	389	9.81%	10.52%	98.48%
LL	Classroom and Lab	118	117	2.93%	3.17%	99.15%
OT	Other	773	468	19.19%	12.66%	60.54%
ST	Studio	27	26	0.67%	0.70%	96.30%
VS	Video Conference/Web Sup	451	451	11.20%	12.20%	100.00%
WC	Web Course	443	442	11.00%	11.96%	99.77%
WS	Web Supplemented	475	475	11.79%	12.85%	100.00%
VC	Video Conference	0	0	0.00%	0.00%	-
Total		4,028	3,696	100.00%	100.00%	91.76%

Table 7: Spring 2018 Moodle ISU sections by delivery types

Schedule Type Code	Description	ISU Sections	Sections that use Moodle ISU	Percent of Total ISU Sections	Total Moodle ISU Sections	Sections that use Moodle ISU
CL	Classroom	1,181	1,162	31.14%	33.35%	98.39%
LB	Lab	359	350	9.46%	10.05%	97.49%
LL	Classroom and Lab	116	113	3.06%	3.24%	97.41%
OT	Other	791	513	20.85%	14.72%	64.85%
ST	Studio	27	27	0.71%	0.77%	100.00%
VS	Video Conference/Web Sup	501	501	13.21%	14.38%	100.00%
WC	Web Course	472	472	12.44%	13.55%	100.00%
WS	Web Supplemented	346	346	9.12%	9.93%	100.00%
VC	Video Conference	0	0	0.00%	0.00%	-
Grand Total		3,793	3,484	100.00%	100.00%	91.85%

ISU Comparison of Online and Face-to-Face Courses

Fall 2017 and Spring 2018 (end of term)

Data do not include Early College students or students that are auditing. Data do not include "hybrid" courses, for example "classroom and online." Defined by:

- **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.

Table 8: Total Fall 2017 Moodle ISU Enrollments by Delivery Types

Course Level	Number of course sections	Number of students enrolled in courses	Number of students completing the courses	Number of students passing the courses	Percent completing	Percent passing	Percent passing of those who complete the course
Undergraduate - Face to Face	1,030	15,719	14,276	13,451	90.82%	85.57%	94.22%
Undergraduate - Online	308	7,703	6,918	6,471	89.81%	84.01%	93.54%
Graduate - Online	134	1,033	992	989	96.03%	95.74%	99.70%
Graduate - Face to Face	173	1,306	1,285	1,281	98.39%	98.09%	99.69%
Total	1,645	25,761	23,471	22,192	91.11%	86.15%	94.55%

Table 9: Total Spring 2018 Moodle ISU Enrollments by Delivery Types

Course Level	Number of course sections	Number of students enrolled in courses	Number of students completing the courses	Number of students passing the courses	Percent completing	Percent passing	Percent passing of those who complete the course
Undergraduate - Online	331	8,101	7,378	6,963	91.08%	85.95%	94.38%
Undergraduate - Face to Face	927	14,782	13,560	12,912	91.73%	87.35%	95.22%
Graduate - Online	138	986	930	923	94.32%	93.61%	99.25%
Graduate - Face to Face	173	1,306	1,285	1,281	98.39%	98.09%	99.69%
Total	1,569	25,175	23,153	22,079	91.97%	87.70%	95.36%

ISU Online Enrollments

Academic Year (2015 to 2018)

The following information provides a breakdown of online enrollments in Moodle ISU. Each academic year (AY) demonstrates the totals for both graduate and undergraduate student enrollments by raw numbers and overall percentages.

Table 10: Total Undergraduate and Graduate Student Enrollments in online courses offered at ISU by academic year.

AY	TOTAL UNDERGRAD IN THE AY	TOTAL UNDERGRAD ENROLLED IN AT LEAST ONE ONLINE COURSE IN THE AY	% OF UNDERGRAD ENROLLED IN ONLINE COURSE	TOTAL GRAD STUDENTS	TOTAL GRAD STUDENTS ENROLLED IN AT LEAST ONE ONLINE COURSE IN THE AY	% GRAD STUDENTS ENROLLED IN ONLINE COURSES
2015	15,212	7,036	46.3%	3,304	2,602	47.0%
2016	14,027	6,289	44.8%	2,888	2,324	45.9%
2017	13,956	6,100	43.7%	2,716	2,336	44.5%
2018	12,638	5,764	45.6%	2,256	2,109	39.1%

Table 11: Total Undergraduate and Graduate Student "Exclusive" Enrollments in online courses offered at ISU by AY.

AY	TOTAL UNDERGRAD IN THE AY	TOTAL UNDERGRAD ENROLLED EXCL IN ONLINE COURSES IN AT LEAST ONE TERM IN THE AY	% OF UNDERGRAD ENROLLED EXCL IN ONLINE COURSES	TOTAL GRAD STUDENTS	TOTAL GRAD STUDENTS ENROLLED EXCL IN ONLINE COURSES IN AT LEAST ONE TERM IN THE AY	% OF GRAD ENROLLED EXCL IN ONLINE COURSES
2015	15,212	2,263	14.9%	2,602	468	18.0%
2016	14,027	2,146	15.3%	2,324	604	26.0%
2017	13,956	2,025	14.5%	2,336	612	26.2%
2018	12,638	1,375	10.9%	2,109	398	18.9%

Notes: Academic year is fall, spring, and summer. Do not add the total undergraduates and total graduates together for an academic year headcount because a student could be duplicated if they were both an undergraduate and graduate student in the same academic year.

Table 12: Total undergraduate and graduate students enrolled in online courses offered at ISU by AY.

AY	TOTAL UNDERGRAD NOT ENROLLED IN ANY ONLINE COURSES IN THE AY	TOTAL UNDERGRAD NOT ENROLLED IN AN ONLINE COURSE IN THE PRIOR AY THAT ENROLLED IN AT LEAST ONE ONLINE COURSE IN NEXT AY	% ENROLLED IN AN ONLINE COURSE THE NEXT AY
2014	8,509	1,490	17.5%
2015	8,176	1,247	15.3%
2016	7,738	1,216	15.7%
2017	7,856	1,173	14.9%

Table 13: Total "Degree-Seeking" Undergraduate and Graduate Students Enrolled in online courses offered at ISU by AY.

AY	TOTAL DEGREE-SEEKING UNDERGRAD ENROLLED EXCL IN ONLINE COURSES IN AT LEAST ONE TERM IN THE AY	TOTAL DEGREE-SEEKING UNDERGRAD ENROLLED EXCL IN ONLINE COURSES IN AT LEAST ONE TERM IN THE AY RETAINED OR GRADUATED THE NEXT AY	% DEGREE-SEEKING UNDERGRAD ENROLLED EXCL IN ONLINE COURSES RETAINED OR GRADUATED THE NEXT AY	% RETAINED OR GRADUATED OF ALL DEGREE-SEEKING UNDERGRAD
2014	1,597	1,019	63.8%	72.9%
2015	1,569	1,046	66.7%	73.2%
2016	1,618	1,014	62.7%	71.9%
2017	1589	974	61.3%	71.8%

Notes: Only degree-seeking undergraduate students are used in this table. A student is considered "retained" if the student enrolled in an academic year returns or graduates in any semester in the next academic year.

eISU Courses

Fall 2017 and Spring 2018

Notes: Data are from end of term. Online courses are identified by schedule='WC'. An eISU course is identified by an eISU fee attached to the course.

Table 14: Total number of online courses with an eISU designation by college/division for Fall of 2017

College/Division	eISU Courses - YES	eISU Courses - NO	Total
College of Arts and Letters	138		138
College of Business	28		28
College of Education	57	5	62
College of Science Engineering	23		23
College of Technology	23		23
Division of Health Sciences	47	132	179
Fall 2017 Totals	315	138	453

Table 15: Total number of online courses with an eISU designation by college/division for Spring of 2018

College/Division	eISU Courses - YES	eISU Courses - NO	Total
College of Arts and Letters	143	3	146
College of Business	33	2	38
College of Education	61		61
College of Science Engineering	27		23
College of Technology	31		15
Division of Health Sciences	59	129	188
Spring 2018 Totals	354	134	488

eISU Students by Location

In AY 2017, Moodle ISU had 8 online student enrollments in three different countries, 148 from states outside of Idaho, and 1,176 in various cities within Idaho. The following table offers the top online enrollments by countries, states, and cities in Idaho from the last five academic years.

Table 16: Top Countries, U.S. states, and Idaho cities with online student enrollments in Moodle ISU.

COUNTRIES (not including the United States)	2018	2017	2016	2015	2014	Total
<i>Canada</i>	1	2	3	1	6	13
<i>China</i>	1	1	2		3	7
<i>Mexico</i>	6					6
STATES (not including Idaho)						
<i>California</i>	35	52	61	63	63	274
<i>Washington</i>	11	26	33	29	29	128
<i>Oregon</i>	9	17	20	23	22	91
<i>Utah</i>	11	21	19	17	16	84
<i>Texas</i>	8	13	17	19	19	76
CITY (Idaho only)						
<i>Pocatello</i>	287	459	490	466	465	2167
<i>Idaho Falls</i>	199	240	259	252	320	1270
<i>Boise</i>	82	113	113	112	134	554
<i>Blackfoot</i>	69	85	88	76	89	407
<i>Chubbuck</i>	60	76	90	93	80	399

Moodle ISU Student Evaluations

The ITRC provides ISU faculty and staff access to a student course evaluation system disseminated through the Moodle ISU Feedback module. The following tables demonstrate the number of evaluations, courses, and students' responses by college or division.

Table 17: Total Fall 2017 Moodle ISU Course Evaluations

Department	Evaluations	Courses	Responses
College of Arts/Letters	16	535	5257
College of Business	2	25	1937
College of Education	5	223	946
College of Technology	4	128	975
College of Science/Engineering	15	500	2288
Div. of Health Sciences	11	121	711
Other (ACAD, FYS, etc.)	8	116	388
TOTAL	45	1113	7245

Table 18: Total Spring 2018 Moodle ISU Course Evaluations

Department	Evaluations	Courses	Responses
College of Arts/Letters	18	537	4657
College of Business	2	27	1774
College of Education	6	210	900
College of Technology	6	243	1066
College of Science/Engineering	12	503	1958
Div. of Health Sciences	9	101	850
Other (ACAD, FYS, etc.)	9	73	32
TOTAL	44	1337	6580

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 2017-2018 academic year.

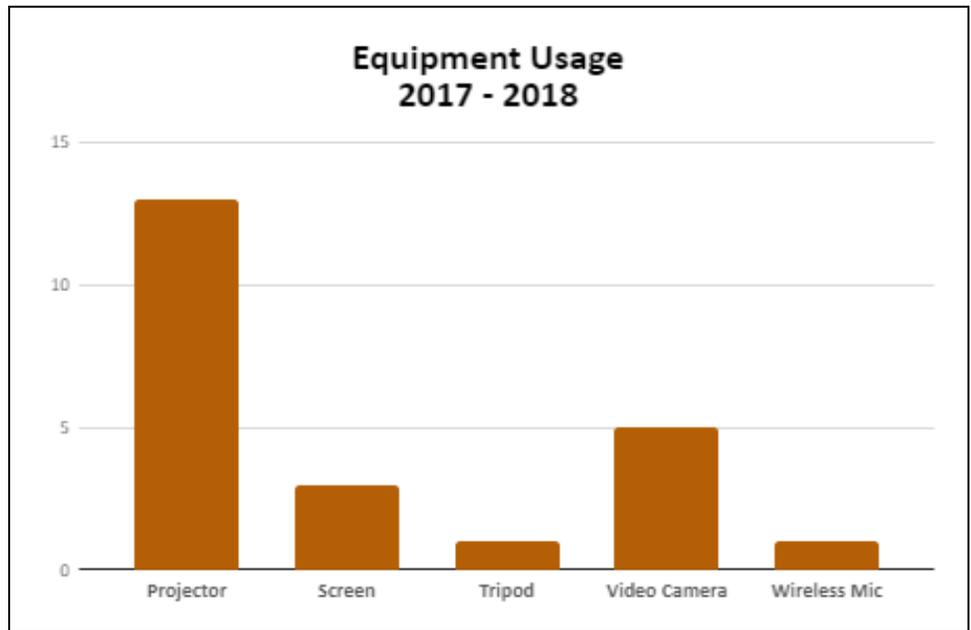


Figure 4 – Equipment Usage (2017-2018)

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.

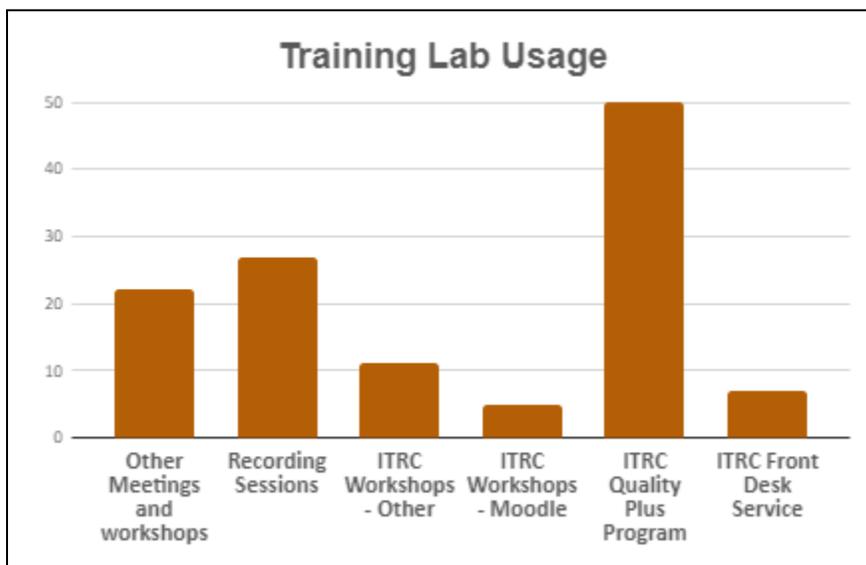


Figure 5 – Training Lab Usage (2017-2018)

ITRC Projects

Quality+ Online Teaching Program

This program provides an opportunity for faculty to work closely with an instructional design partner to ensure the quality of their eISU course. This program builds upon previous implementation efforts of a quality assurance process for online courses as recommended by a faculty committee in 2012. The initial faculty committee recommended that ISU adopt Quality Matters® (QM) as the standard for online courses at ISU. Within each of the three levels of the program, faculty create a personalized professional development plan, and work one-on-one with an instructional design partner to create a course that meets the expectations for the level.

In level one, courses need to meet all the essential standards of the QM Rubric. In level two, courses need to meet the expectations of a QM. In level three, faculty complete professional development focused on obtaining the QM Teaching Online Certification.

The Quality+ Program began in Fall 2017. With the first course meeting level 1 in June 2018. Due to the high enrollment of Level 1, registration for Levels 2 and 3 have not been opened, although several faculty have opted to work ahead on their professional development.

Quality+ Program Level 1 in Numbers

Table 19: Total number of faculty involved in the Quality+ Program Level 1

Professional Development Plans Created	49
Professional Development Completed	10
Alignment Maps Completed	6
Student Reviews Completed	14
Accessibility Reviews Completed	6
Essential Standards Reviews Completed	1

Quality Matters Professional Development in Numbers

Table 20: Total number of faculty and staff enrolled in the QM Professional Development

Individuals with a MyQM account:	233
Individuals Trained: (This includes all professional development offered through QM)	194
Peer Reviewers:	8
Master Reviewers:	1
Facilitators:	3
Closed Course Reviews: Internal HE Review	5
Closed Course Reviews: Self-Reviews	10
Courses Reviewed by ISU Peer Reviewers:	25

Note: The numbers reflect the faculty and staff employed at ISU during the 2017-2018 academic year.

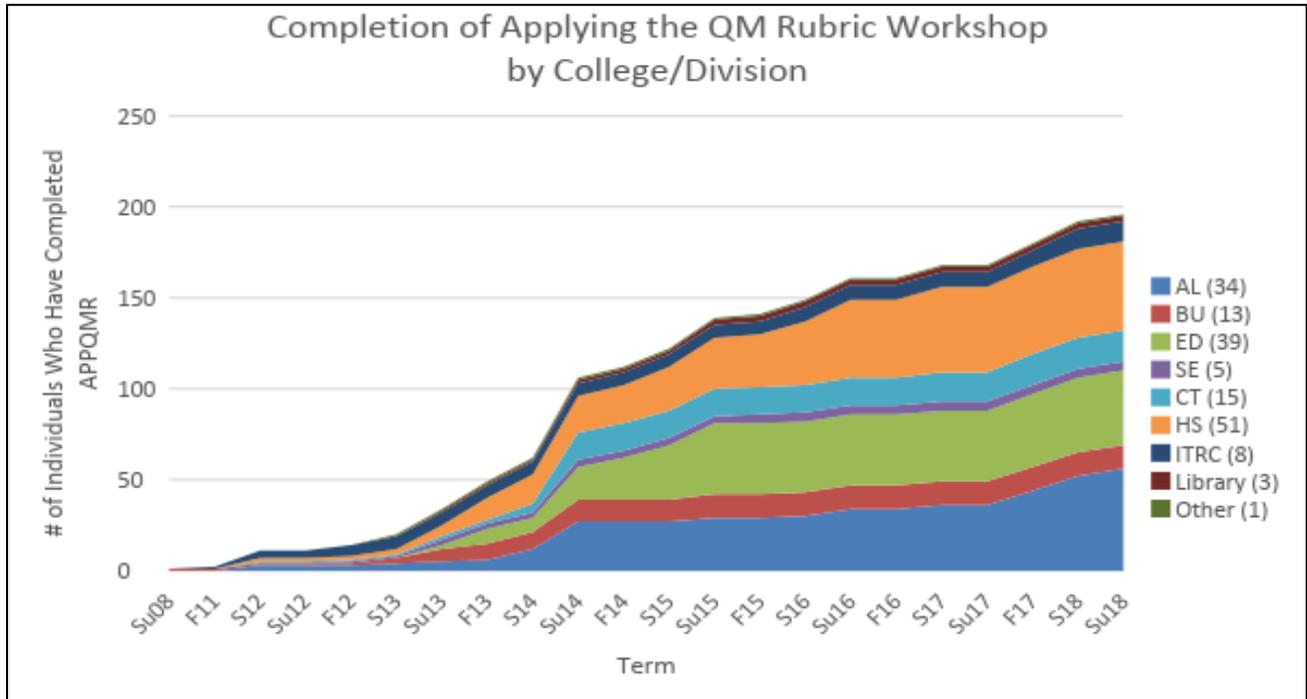


Figure 6 – Completion of Applying the QM Rubric Workshop (2017-2018)

Web Conferencing

In Spring of 2016, we requested faculty to participate in a focus-group to evaluate web conferencing solutions. Fifteen ISU faculty members donated their time to help the ITRC review Adobe Connect, Big Blue Button, Bb Collaborate, WebEx, and Zoom. Participants completed a survey instrument at the end the evaluation with their recommendations. Bb Collaborate (Original and Ultra) and Zoom were recommended, purchased, and integrated into Moodle ISU.

Moodle ISU Category	Zoom	Collaborate	Ultra	Total
Fall 2016	12	90	19	121
Spring 2017	32	87	22	141
Summer 2017	6	12	6	24
Fall 2017	55	69	16	140
Spring 2018	68	40	11	119
Summer 2018	22	3	3	28

Table 21: 2016-2018 Moodle ISU Web Conferencing Usage by Course Totals

Video Captioning Services

The ITRC started working with ISU Disability Services in the Fall of 2015 to offer video captioning services. Lori Austill was assigned to lead this new integrated service in the ITRC including hiring student captioners and employing captioning vendors. Austill has been instrumental in developing workflows and selecting software that support the University's captioning needs. The following captioning projects have been completed:

- **Fall 2015** – 33 classes/departmental needs at 471 captioned video requests = 102 hours of video transcribed, synced and published
- **Spring 2016** – 27 classes/departmental needs at 572 captioned video requests = 182 hours of video transcribed, synced and published
- **Summer 2016** – 25 classes/departmental needs at 331 captioned video requests = 99 hours of video transcribed, synced and published
- **Fall 2016** – 38 courses at 842 captioned video requests = 218 hours of video transcribed, synced and published.
- **Spring 2017** – 45 courses at 794 captioned video requests = 259 hours of video transcribed, synced and published
- **Summer 2017** – 28 courses at 746 captioned video requests = 150 hours of video transcribed, synced and published.
- **Fall 2017** – 29 courses at 747 captioned video requests = 164 hours of video transcribed, synced and published.
- **Spring 2018** – 44 courses at 715 captioned video requests = 189 hours of video transcribed, synced and published.

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 faculty to expand the usability of Moodle ISU. The ITRC used the 2017-2018 academic year to improve usability of the Moodle ISU environment through performance and application enhancements.

ISU has been recognized as an active participant in the Moodle community. Michael Spall is an active member of the Moodle Gradebook working group. Spall and Stamm are members of the Moodle Users Association.

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 280 requests for the 2017-2018 academic year. One-time requests were used for special events or one-time recordings. Ongoing requests were used for semester-long encoded video classroom network classes. Video projects requests vary from DVD, streaming media, and video capture, with a host of editing projects.

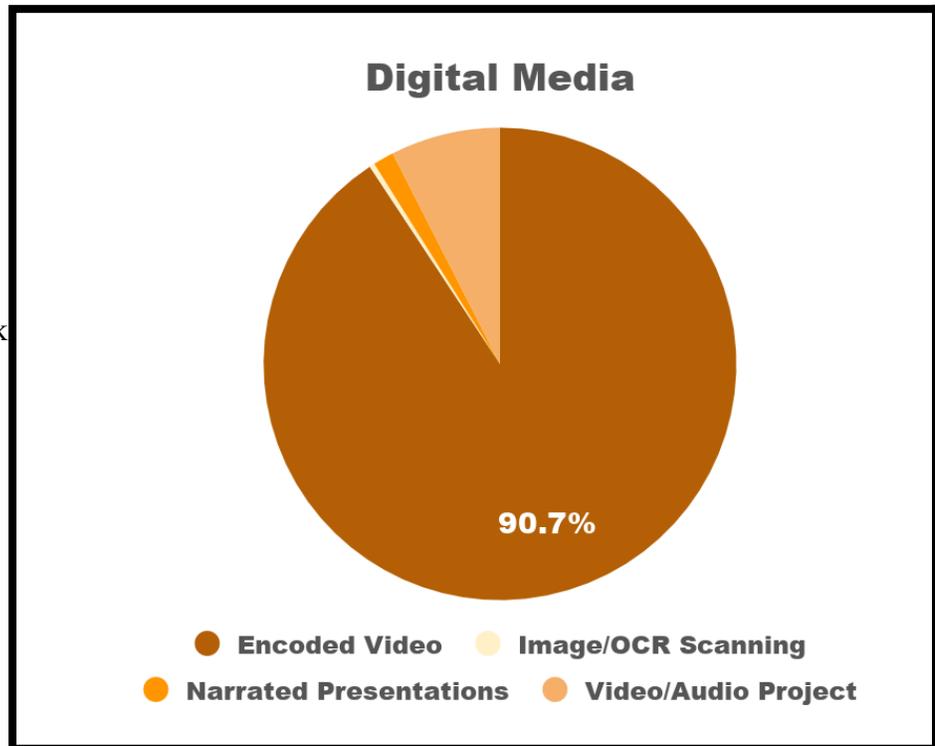


Figure 7 – Training Lab Usage (2017-2018)

LMS Projects

Adamcik and Spall addressed the following Moodle upgrades and configurations:

- Updated Production Moodle ISU from 3.1 to 3.3 - August 2017
- Upgraded and migrated Moodle ISU Community site to AWS - August 2017
- Upgraded School District 25 site.
- Ported Moodle ISU code (plugins, customizations, and theme) to Moodle 3.5 - Spring 2018
- Developed the web services tools for integration with ISU's proctoring vendor BVirtual
- Added Turnitin plugin
- Added Completion Progress Block to Moodle ISU

ISU Partnerships

Partnership with ISU Meridian Health Science Center

The ITRC has partnered with the ISU Meridian Health Science Center, formerly ISU Boise Center, to offer faculty support on a permanent basis. 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 100 faculty/staff members at the ISU Meridian Center. In addition to the responsibilities at ISU Meridian, Stamm provides leadership and direction for the ITRC in Pocatello.

Partnership with ISU Idaho Falls Center

The ITRC has partnered with the ISU Idaho Falls Center to offer faculty support and training. Kidder 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 ISU Institute of Emergency Management

ISU-Institute of Emergency Management developed and delivered Community Health Worker training through a contract with the Idaho Department of Health and Welfare and the State Healthcare Innovation Plan (SHIP) grant. The ITRC staff provided course design and content development support for the Institute of Emergency Management program for this grant.

Partnership with School District 25

The ITRC has partnered with the SD 25 by offering hosting and training for Moodle. Spall continues to provide technical support for their technology staff.

Partnership with Disability Services

The ITRC has partnered with the ISU Disabilities Services Center to provide transcription and captioning of educational multimedia materials so that online course materials meet the needs of diverse learners. Austill works with the disabilities services staff to evaluate course materials and coordinate captioning projects.

Conferences and Publications

2017 - 2018 Conferences

Mountain Moot 2017, Helena, MT

Randy Stamm attended and presented at the Mountain Moot 2017 Conference in July 6-8, 2017.

MoodleMoot US 2017, New Orleans, LA

Michael Spall attended MoodleMoot US 2017 at the New Orleans Convention Centre. July 25-27, 2017

QM Western Regional Conference, Denver, CO

Mark Cooper and Daphne Tseng attended QM Western Regional Conference. April 11 - April 13, 2018

NWMet 2018, Corvallis, OR

Randy Stamm attended the NWMet Conference on April 12-14, 2018.

AHEAD Master Training, Atlanta, GA

Lori Austill attended the AHEAD Growing IT Accessibility. May 17 - 19, 2018.