

Instructional Technology Resource Center (ITRC) Annual Report 2020 – 2021

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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 with initial startup funding by the 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 Information Technology Services (ITS) provided the foundational support for the ITRC.

Facility

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, Windows 10 Apple iMac 27" - Intel Core i7 @ 3.4GHz, 8GB RAM, an 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, Windows 10 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, Windows 10, a Dell Vostro 420 - Intel Core 2 Quad Q9400 @ 2.66GHz 3GB RAM, Windows 10, a Dell Optiplex 3020 - Intel Core i5-4570 @ 3.2GHz 4GB RAM, Windows 10, 5 Optiplex 7040's - Core i7-6700 @ 3.4 GHz, 8-16GB RAM, Windows 10, and a Dell Vostro 470 - Intel Core i7-4770 @ 3.40GHz, 8GB RAM, Windows 10 (video editing machine).

In addition, the 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)
- Microsoft Office 2013 (Word, PowerPoint, Excel, etc.)

Scanning and printing services include:

- Epson GT-15000 large format (12x17) scanner
- Epson GT-2500 ADF scanner
- HP LaserJet 4000N printer

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 projector 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

In the Spring Semester of 2019, event training was replaced with [on-demand training](#). The ITRC provides faculty members with a variety of training resources focused on software, hardware, and instructional design topics allowing instructors with flexibility regarding support and just-in-time learning opportunities. Topics include accessibility, course design, word processing, spreadsheets,

presentations, mobile learning, assessment, proctoring, plagiarism, evaluations, video, and web conferencing.

About Our Staff

Full-time Staff

Dr. Lori Austill: Instructional Technology Consultant

Office: (208) 282-3983

Lori Austill is an Instructional Technology Consultant in the ITRC. She provides support and guidance to faculty with course materials for online delivery and oversees the accessibility and eLearning Technology services that the ITRC provides. Austill is a Quality Matters certified peer reviewer and workshop facilitator. Her education includes an Ed.D. in Higher Education Administration and an MS.Ed. in Instructional Technology from the University of Wyoming; a B.S.L.S. in Mass Communication and Public Relations from Montana State University; and an A.S. in Business Management from Northwest College.

Mark Cooper, MBA: Instructional Designer

Office: (208) 282-1335

Mark Cooper is an Instructional Designer 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. Cooper'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 workplaces, providing comprehensive customer support to the end-user.

Dr. Sacha Johnson: Sr. Instructional Designer

Office: (208) 282-3954

Sacha supports faculty as they design and develop multimedia materials and select instructional technology-oriented tools. She earned a B.A. in Mass Communication, an M.Ed. in Instructional Technology, and a Ph.D. in Instructional Design. Prior to joining the ITRC, Sacha worked as an Instructional Technologist for ISU's Department of Biological Sciences. She is passionate about creating authentic and meaningful online learning experiences that foster student learning.

Dr. Lisa Kidder: Quality+ Program Manager | QM Coordinator

Office: (208) 282-2502

Lisa Kidder works with the ITRC team in supporting online course delivery systems. She has over 12 years of experience in education and over 10 years of integrating technology in education. Lisa's education includes a B.A. in French and Chemistry Education from Brigham Young University, an M.A. in Educational Technology from Pepperdine University, and a Ph.D. in Instructional Design from ISU.

Tabitha La Force: Instructional Technologist

Office: (208) 282-5880

Tabitha La Force is an Instructional Technologist who manages the ITRC front lab and student employees. She assists faculty with Moodle ISU and other eLearning technologies. She has 5 years of experience as an Interactive Video Conferencing Classroom Specialist in the distance learning classrooms before working as an Instructional Technologist. Tabitha received her B.A. in General Education with a minor in Human Resource Development and Sociology from Idaho State University. She is working towards a Master's Degree in Instructional Design and Technology.

Max MacCluer: LMS Administrator

Office: (208) 282-3971

Max is responsible for maintaining the Moodle ISU systems. He has a passion for programming and is enthusiastic about staying on the cutting edge. Max has a strong IT background with an emphasis on information security, having worked in IT Security for several years at ISU. As a proud graduate of ISU with a B.A. in Computer Science, he aspires to make ISU an industry leader in LMS technology.

Lori Piccolo, M.Ed. Instructional Technology Accessibility Specialist (Retired)

Lori Piccolo is part of the Quality+ team responsible for supporting faculty with online course design and development. Before joining the ITRC, Piccolo taught Art and Technology in high school and worked in the Ed-Tech corporate sector as an educational consultant, instructional designer, and customer relationship

manager. She has a B.A. in Journalism and an M.Ed in Instructional Technology from Idaho State University.

Lance Roe: Hardware/Software Instructional Technologist

Office: (208) 282-4309

Lance Roe is an Integrations Instructional Technologist. He is the team lead for eLearning Technology (e.g. web conferencing, online proctoring, interactive content) that integrates into Moodle ISU. His education includes an M.Ed. in Instructional Technology and Design and B.S. in Workplace Training and Leadership, a Minor in Visual Communications-Design; both from Idaho State University.

Michael Spall: Instructional Technology Consultant

Office: (208) 282-4557

Michael Spall 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: Associate Director

Office: (208) 373-1744

Randy Stamm 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 technology. He received an Ed.D. in Educational Leadership - Higher Education Administration, M.Ed. in Instructional Technology, a B.A. in Mass Communication (Advertising and Public Relations), and A.A.S. in Commercial Art.

Education for 3 years. Alicia's education includes an M.Ed. in Learning and Technology from Western Governors University along with a B.S. in Workplace Training and Leadership and B.A. in Secondary Business Education both from Idaho State University.

Daphne Tseng, MS: Instructional Designer

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 ISU 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, workplace training, and instructional technologies.

Alicia Ward: Instructional Designer

Office: (208) 282-1448

Alicia Ward is an Instructional Designer on the ITRC team whose goal is to work closely with faculty to develop engaging online learning environments that leverage educational technology strategies of the Quality+ program. Prior to joining the ITRC, Alicia taught Secondary Business

Technology Production Assistants

Josie Bronson
January 2021 - Present

Ceardeen Datoon
August 2019 - May 2021

Ayush Parajuli
January 2020 - Present

Show Pratoomratana
January 2021 - Present

Jinyu Zhou
January 2021 - Present

Career Path Internship

Kyle Schultz
August 2020 - May 2021

Closed-Captioning Assistants

Danielle Cawthra
November 2020 - Present

Esmer Garcia
January 2021-Present

Kaitlyn Marshall
February 2020-Present

Ava Wilke
December 2020 - Present

ITRC Facility Usage

Service Requests

The ITRC tracked faculty/student service requests by the duration of service, type of service, and the issues addressed during the service using sign-in sheets, TigerTracks, and Tawk.to chat. The following graphs list 8,856 service requests in 2020-2021.

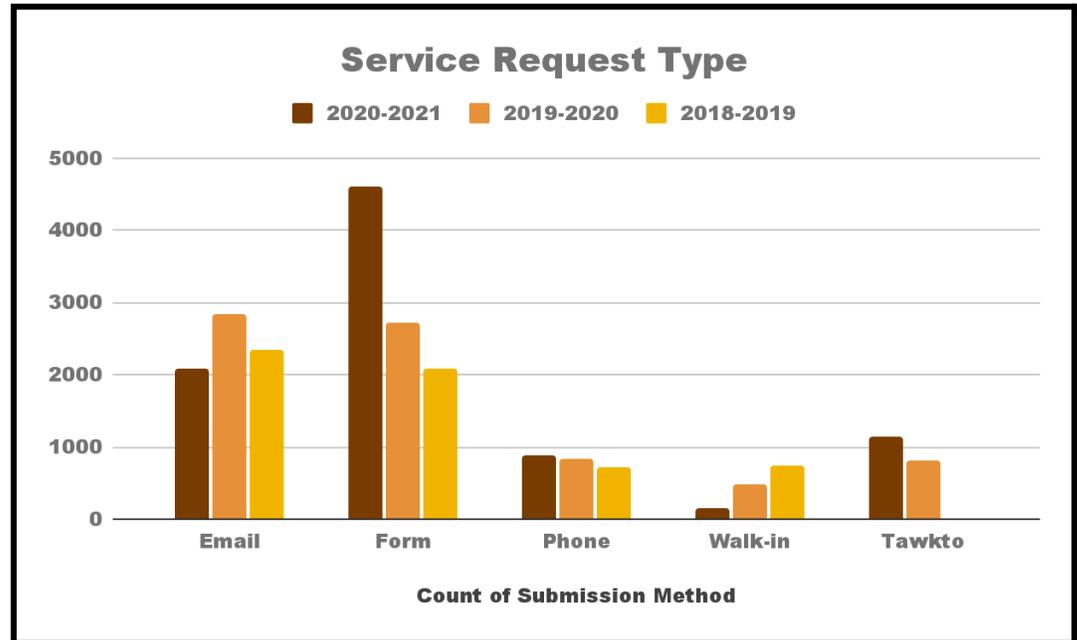


Figure 1 – Total ITRC Service Request Types (2018-2021)

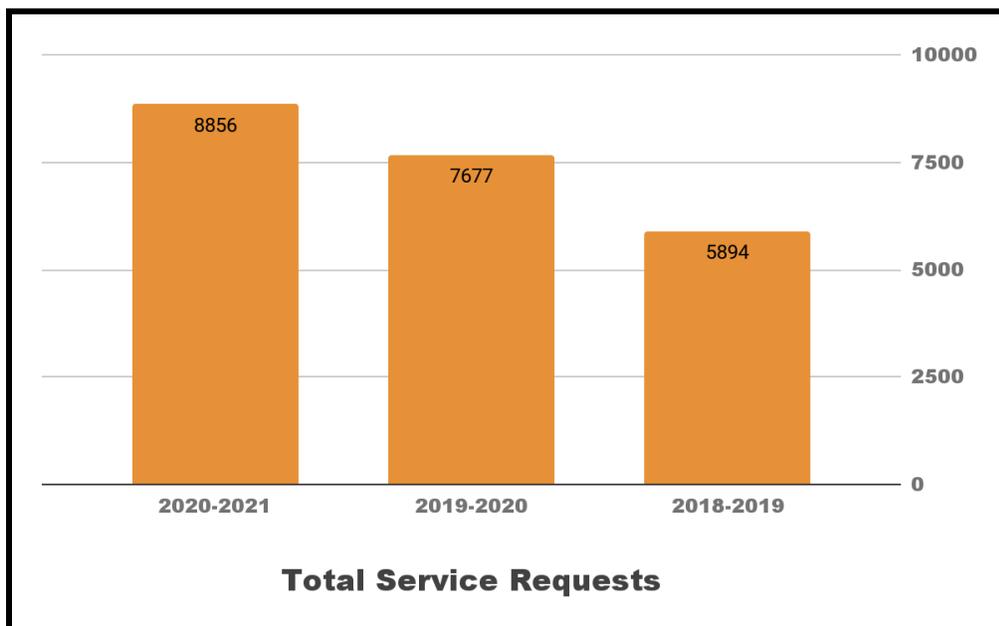


Figure 2 – Total ITRC Service Request (2018-2021)

Contact by Service

The ITRC provides service in many areas from Moodle ISU to other online teaching technologies. In addition to Moodle ISU requests, it is our goal to support the faculty with course evaluations, equipment checkout, web conferencing, professional development, proctoring, plagiarism, video classroom recordings, and video project requests benefiting faculty with teaching and researching endeavors. We also provide online forms for the creation of meta courses and course evaluations as well as equipment check-out requests.

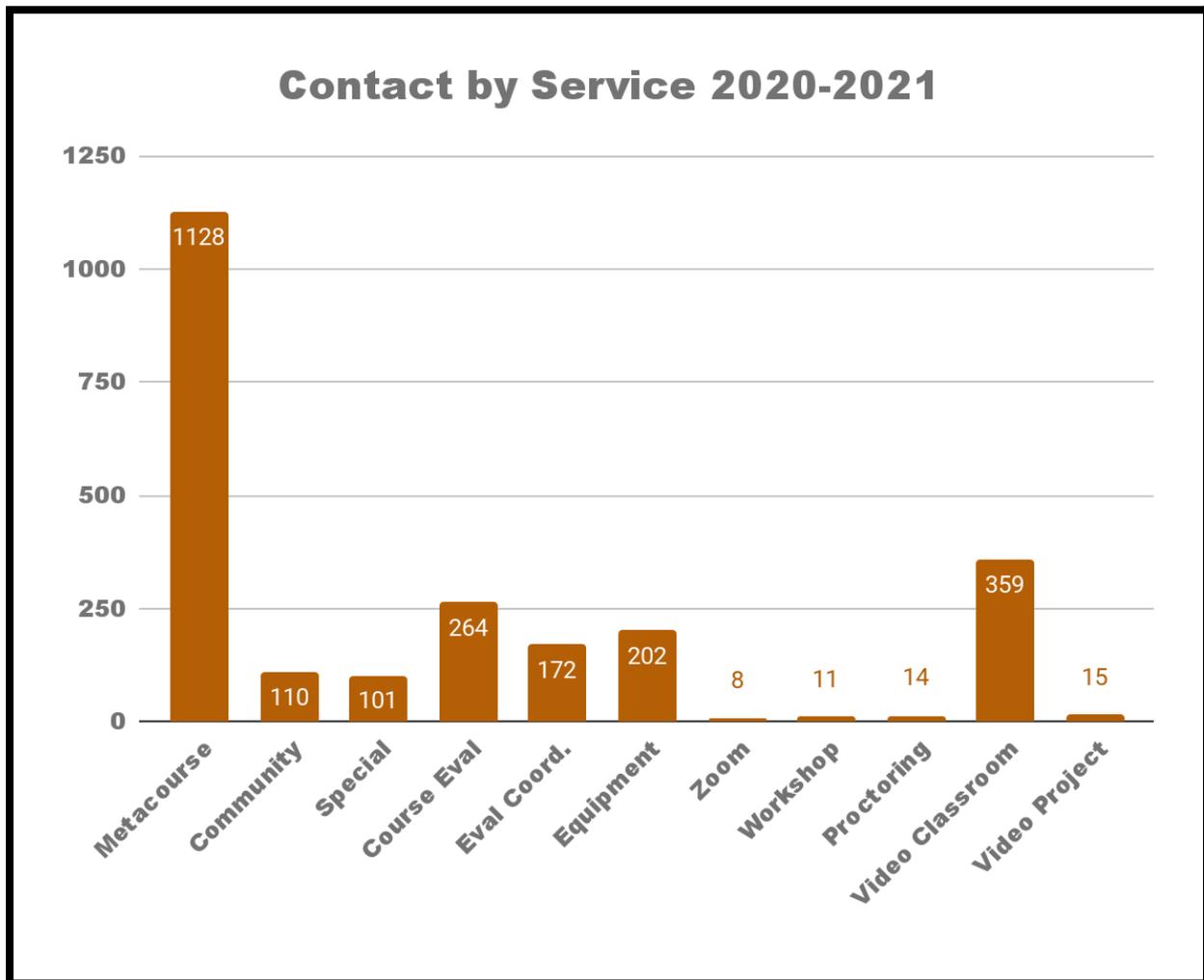


Figure 3 – Total ITRC Contact by Service (2020-2021)

Moodle ISU Usage (Google Analytics)

The Moodle ISU website had 4,527,180 active user sessions from July 1, 2020 to June 30, 2021. Table 1 demonstrates the top five cities accessing our Moodle ISU site. A session is the period of time a user is actively engaged with our website and includes all user 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. The total averages are calculated based on all site activity.

Table 1: 2020-21 Moodle ISU usage by location

City	Session	Pages/Session	Average Session Duration	% of All Users
Pocatello, ID	1,861,122	10.80	00:12:40	41.11%
Boise, ID	612,572	10.37	00:12:39	13.53%
Meridian, ID	291,376	10.12	00:12:30	6.44%
Idaho Falls, ID	255,466	10.36	00:12:32	5.64%
Salt Lake City, UT	120,558	6.97	00:07:21	2.61%
Total	Site 4,527,180	Site Avg: 10.37	Site Avg: 00:12:21	69.33% of total

Moodle ISU Usage by Technology (Google Analytics)

The Moodle ISU website had over 46 million page views from July 1, 2020 to June 30, 2021, 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: 2020-21 Moodle ISU usage by browser, operating system, and mobile operating system

Technology Type	Ranked #1	Ranked #2	Ranked #3	Total % Users
Browser	Safari/43.88%	Chrome/42.35%	Firefox/6.56%	92.79%
System OS	Windows/42.19%	iOS/38.60%	Macintosh/13.15%	93.94%
Mobile OS	iOS/90.17%	Android/9.69%	Windows/0.14%	100.00%

Moodle ISU User Device Types (Google Analytics)

The Moodle ISU website had 256,112 unique devices (by user) from July 1, 2020 to June 30, 2021. The device types (desktop, mobile, and tablet) are sequentially ordered by the number of unique devices (by user) in Table 3.

Table 3: 2020-21 Moodle ISU device types by user

Device Type	Total Number of Users
Desktop	147,369 (57.17%)
Mobile	106,838 (41.45%)
Tablet	3,565 (1.38%)

Moodle ISU Activity/Resource Usage by Page Views (Google Analytics)

The Moodle ISU website had over 46 million page views from July 1, 2020 to June 30, 2021, accessing a variety of Moodle ISU activities and resources. The top three activities are sequentially ordered by the number of page views as demonstrated in Table 4.

Table 4: 2020-21 Most used Moodle ISU activities and resources by page views (not including grades)

Activity/Resource	Total Number Page Views
Quiz	13,205,309 (28.12%)
Forum	4,468,225 (9.51%)
Assignment	3,738,183 (7.96%)

Moodle ISU Access (Moodle ISU Reports)

Moodle ISU had a variety of users connecting on-and-off campus from July 1, 2020 to June 30, 2021. Table 5 lists on-and-off campus page views by semester.

Table 5: 2017-21 Moodle ISU on-and-off campus page views by semester

Semester	Total Number of Connections on Campus	Total Number of Connections off Campus
Fall Semester 2017	3,458,959	6,385,188
Spring Semester 2018	3,559,276	6,557,965
Fall Semester 2018	3,755,946	5,592,329
Spring Semester 2019	3,493,413	5,425,642
Fall Semester 2019	4,314,874	6,468,955
Spring Semester 2020	3,359,007	5,438,732
Fall Semester 2020	3,276,411	9,796,011
Spring Semester 2021	2,541,953	9,130,040

Moodle ISU Course Usage by Sections and Enrollments

Fall 2020 and Spring 2021 Student/Faculty Enrollments in Moodle ISU

Sections - ISU sections that have student enrollments. This excludes sections that no students enrolled or that were canceled. 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 faculty in a section that has at least one student enrollment.

Table 6: Fall 2020 ISU usage by sections and enrollments

Section/Enrollment Type	Moodle ISU	Total ISU	% of Total
Sections	3,955	3,958	99.92%
Student enrollments	48,455	48,462	99.99%
Unique students	12,339	12,339	100.00%
Faculty enrollments	4,509	4,512	99.93%
Unique faculty	1,009	1,009	100.00%

Table 7: Spring 2021 ISU usage by sections and enrollments

Section/Enrollment Type	Moodle ISU	Total ISU	% of Total
Sections	3,646	3,648	99.95%
Student enrollments	42,227	42,268	99.90%
Unique students	10,399	10,420	99.80%
Faculty enrollments	4,244	4,246	99.95%
Unique faculty	985	985	100.00%

Fall 2020 and Spring 2021 Enrollments by Active Moodle ISU Courses

Table 8: Fall 2020 and Spring 2021 Moodle ISU Enrollments (average active class size by the number of active students) within Courses with ISU Course Index Numbers. The activity identified by instructor activity (added or modified course activities and resources, changes to grade items, and feedback-course evaluations).

Semester	Active by Instructor	Inactive by Instructor	Average Active Class Size
Fall 2020	39,642/86.02%	6,440/13.98%	12.77
Spring 2021	36,073/88.55%	4,663/11.45%	12.32

ISU Course Schedule Types in BengalWeb

Fall 2020 and Spring 2021

Table 9: Fall 2020 Moodle ISU sections by delivery types

Schedule Type Code	Description	ISU Sections	Sections That Use Moodle ISU	% of Total ISU Sections	% of Total Moodle ISU Sections	% of Sections That Use Moodle ISU
AO	Fully online, no set time	614	614	15.51%	15.52%	100.00%
BL	Blended, reduced in class time	19	19	0.48%	0.48%	100.00%
CL	Classroom	905	905	22.87%	22.88%	100.00%
FX	Standard classroom and Zoom	557	557	14.07%	14.08%	100.00%
LB	Lab or studio	356	356	8.99%	9.00%	100.00%
OL	Mostly online - Moodle ISU	12	12	0.30%	0.30%	100.00%
OT	Other	711	708	17.96%	17.90%	99.58%
SO	Fully online, set times	419	419	10.59%	10.59%	100.00%
VS	Dedicated video conf class	365	365	9.22%	9.23%	100.00%
Total		3,958	3,955	100.00%	100.00%	99.92%

Table 10: Spring 2021 Moodle ISU sections by delivery types

Schedule Type Code	Description	ISU Sections	Sections That Use Moodle ISU	% of Total ISU Sections	% of Total Moodle ISU Sections	% of Sections That Use Moodle ISU
AO	Fully online, no set time	650	650	17.82%	17.83%	100.00%
BL	Blended, reduced in class time	36	36	0.99%	0.99%	100.00%
CL	Classroom	701	700	19.22%	19.20%	99.86%
FX	Standard classroom and Zoom	421	420	11.54%	11.52%	99.76%
LB	Lab or studio	298	298	8.17%	8.17%	100.00%
OL	Mostly online - Moodle ISU	6	6	0.16%	0.16%	100.00%
OT	Other	727	727	19.93%	19.94%	100.00%
SO	Fully online, set times	459	459	12.58%	12.59%	100.00%
VS	Dedicated video conf classroom	350	350	9.59%	9.60%	100.00%
Total		3,648	3,646	100.00%	100.00%	99.95%

ISU Comparison of Online and Face-to-Face Courses

Fall 2020 and Spring 2021 (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** - 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 "AO, SO, or OL" for web courses.
- **Face-to-Face** - courses with a schedule type of "CL" for the classroom.

Table 11: Total Fall 2020 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	% completing	% passing	% passing of those who completed the course
Undergraduate - Face to Face	641	7,409	6,806	6,474	91.86%	87.38%	95.12%
Undergraduate - Online	705	13,814	12,398	11,736	89.75%	84.96%	94.66%
Graduate - Face to Face	78	451	442	442	98.00%	98.00%	100.00%
Graduate - Online	324	2,763	2,660	2,653	96.27%	96.02%	99.74%
Total	1,748	24,437	22,306	21,305	91.28%	87.18%	95.51%

Table 12: Total Spring 2021 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	% completing	% passing	% passing of those who completed the course
Undergraduate - Face to Face	541	5,371	5,080	4,949	94.58%	92.14%	97.42%
Undergraduate - Online	730	14,770	13,340	12,632	90.32%	85.52%	94.69%
Graduate - Face to Face	57	364	360	360	98.90%	98.90%	100.00%
Graduate - Online	352	3,017	2,893	2,888	95.89%	95.72%	99.83%
Total	1,680	23,522	21,673	20,829	92.14%	88.55%	96.11%

ISU Online Enrollments

Academic Year (2017 to 2021)

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 13: Total undergraduate and graduate student enrollments in online courses offered at ISU by AY

AY	Total Undergrad Students in the AY	Total Undergrad Students Enrolled in at Least One Online Course in the AY	% of Undergrad Students Enrolled in Online Courses	Total Grad Students in the AY	Total Grad Students Enrolled in at Least One Online Course in the AY	% of Grad Students Enrolled in Online Courses
2017	13,956	6,100	43.7%	2,336	1037	44.4%
2018	13,076	6,123	46.8%	2,275	1046	46.0%
2019	12,667	5,964	47.1%	2,293	1092	47.6%
2020	12,425	6,036	48.6%	2,421	1371	56.6%
2021	11,345	7,080	62.4%	2,397	1706	71.2%

Table 14: Total undergraduate and graduate student "exclusive" enrollments in online courses offered at ISU by AY

AY	Total Undergrad Students in the AY	Total Undergrad Students Enrolled Exclusively in Online Courses in at Least One Term in the AY	% of Undergrad Students Enrolled Exclusively in Online Courses	Total Grad Students	Total Grad Students Enrolled Exclusively in Online Courses in at Least One Term in the AY	% of Grad Students Enrolled Exclusively in Online Courses
2017	13,956	2,025	14.5%	2,336	612	26.2%
2018	13,076	1,894	14.5%	2,275	626	27.5%
2019	12,667	1,781	14.1%	2,293	638	27.8%
2020	12,425	10,135	14.8%	2,204	848	35.1%
2021	11,345	2,540	22.4%	2,397	839	35.0%

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 15: Total undergraduate students enrolled in online courses offered at ISU by AY

AY	Total Undergrad Students Not Enrolled in any Online Courses in the AY	Total Undergrad Students Not Enrolled in an Online Course in the Prior AY that Enrolled in at Least One Online Course in the Next AY	% Enrolled in an Online Course the Next AY
2017	7,856	1,173	14.9%
2018	6,953	1,071	15.4%
2019	6,703	1,035	15.4%
2020	6,389	1,355	21.2%

Table 16: Total "degree-seeking" undergraduate and graduate students enrolled in online courses offered at ISU by AY

AY	Total Degree-Seeking Undergrad Students Enrolled Exclusively in Online Courses in at Least One Term in the Current AY	Total Degree-Seeking Undergrad Students Enrolled Exclusively in Online Courses in at Least One Term in the AY Retained or Graduated the Next AY	% Degree-Seeking Undergrad Students Enrolled Exclusively in Online Courses in at Least One Term in the AY Retained or Graduated the Next AY	% Retained or Graduated of All Degree-Seeking Undergrad Students Enrolled Exclusively in Online Courses in at Least One Term in the Current AY
2017	1589	974	61.3%	71.8%
2018	1645	1061	0.645	73.51%
2019	1620	1069	0.66	73.79%
2020	1693	1168	0.69	74.38%

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 2020 and Spring 2021

Notes: Data from the end of the term for both Fall 2020 and Spring 2021. An eISU course is designated by AO, SO, and OL class codes.

Table 17: Total online courses/enrollments with an eISU designation by college/division

College/Division	eISU Courses/Enrollments Fall 2020	eISU Courses/Enrollments Spring 2021
College of Arts and Letters	365 Courses/6,857 Enrollments	383 Courses/7,116 Enrollments
College of Business	119 Courses/2,193 Enrollments	116 Courses/2,418 Enrollments
College of Education	116 Courses/1,294 Enrollments	112 Courses/1,037 Enrollments
College of Health Professions	70 Courses/1,358 Enrollments	101 Courses/1,552 Enrollments
College of Pharmacy	0/0	0/0
College of Science and Engineering	173 Courses/1,769 Enrollments	146 Courses/2,349 Enrollments
College of Technology	60 Courses/763 Enrollments	65 Courses/706 Enrollments
Division of Health Sciences	15 Courses/198 Enrollments	12 Courses/187 Enrollments
College of Nursing	3 Courses/50 Enrollments	0/0
College of Rehab and Comm Sci	4 Courses/23 Enrollments	38 Courses/421 Enrollments
Total	925/14,505	973/15,786

eISU Students by Location 2019-2021

In AY 2019, eISU courses had student enrollments from a variety of countries, states outside of Idaho, and numerous cities within Idaho. The following table offers the top online enrollments by countries, states, and cities in Idaho from the last three academic years.

Table 18: Top countries, U.S. states, and Idaho cities with online student enrollments in Moodle ISU

COUNTRIES (not including the United States)	2021	2020	2019	Total
<i>South Korea</i>	4	1	0	5
<i>Spain</i>	2	0	0	2
<i>Sweden</i>	2	0	0	2
STATES (not including Idaho)				
<i>California</i>	36	48	35	119
<i>Washington</i>	24	30	11	65
<i>Oregon</i>	24	12	9	45
<i>Utah</i>	18	0	11	29
<i>Texas</i>	11	8	8	27
<i>Colorado</i>	10	11	6	27
CITIES (Idaho only)				
<i>Pocatello</i>	614	427	287	1,328
<i>Idaho Falls</i>	346	226	199	771
<i>Boise</i>	133	91	82	306
<i>Blackfoot</i>	132	73	69	274
<i>Chubbuck</i>	104	72	60	236
<i>Meridian</i>	72	60	41	173
<i>Twin Falls</i>	69	43	28	140

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 19: Total Fall 2020 Moodle ISU course evaluations

Department	Evaluations	Courses	Responses
College of Arts and Letters	22	806	4,958
College of Business	1	202	1,127
College of Education	8	208	560
College of Technology	9	237	474
College of Science and Engineering	15	510	2,379
Division of Health Sciences	11	135	1016
Other (ACAD, FYS, etc.)	12	19	27
Total	78	2,117	10,541

Table 20: Total Spring 2021 Moodle ISU course evaluations

Department	Evaluations	Courses	Responses
College of Arts and Letters	22	557	4,936
College of Business	1	120	1,069
College of Education	4	83	411
College of Technology	4	36	505
College of Science and Engineering	11	250	1,835
Division of Health Sciences	10	91	985
Other (ACAD, FYS, etc.)	14	20	139
Total	66	1,157	9,880

Online Proctoring (2020-2021)

The ITRC provides ISU faculty and students online proctoring services (Examity, Proctorio, and ProctorFree) for assessment tools within Moodle ISU. The following tables demonstrate the number of students, courses, and exams making use of online proctoring by a college or division.

Table 21: Total Fall 2020 Moodle ISU online proctoring (Examity, ProctorFree, and Proctorio)

Online Proctoring Services?	Courses	Exams Proctored
Examity (Live proctored – 839, Automated – 2,478)	53	3,317
ProctorFree	49	6,117
Proctorio	63	1,752
Total (All Proctoring Services)	165	11,186

Table 22: Total Spring 2021 Moodle ISU online proctoring (Examity, ProctorFree, and Proctorio)

Online Proctoring Services?	Courses	Exams Proctored
Examity (Live proctored – 2,483, Automated – 1,175)	40	3,658
ProctorFree	66	7,744
Proctorio	26	1,335
Total (All Proctoring Services)	132	12,737

Plagiarism and Academic Integrity (2020-2021)

The ITRC provides ISU faculty members support with the Turnitin LTI connector to review and grade student paper assignments. The following tables demonstrate the Turnitin connections, by semester, added to Moodle ISU courses.

Table 23: Total number of courses using Turnitin LTI by semester

Turnitin by Semester	Number of Courses
Fall 2020	106
Spring 2021	113
Total Number of Courses	219

Equipment Checkout

The ITRC provides equipment to ISU faculty and staff for single-use instructional events. The following graph depicts the amount of equipment used during 2020-2021 academic year.

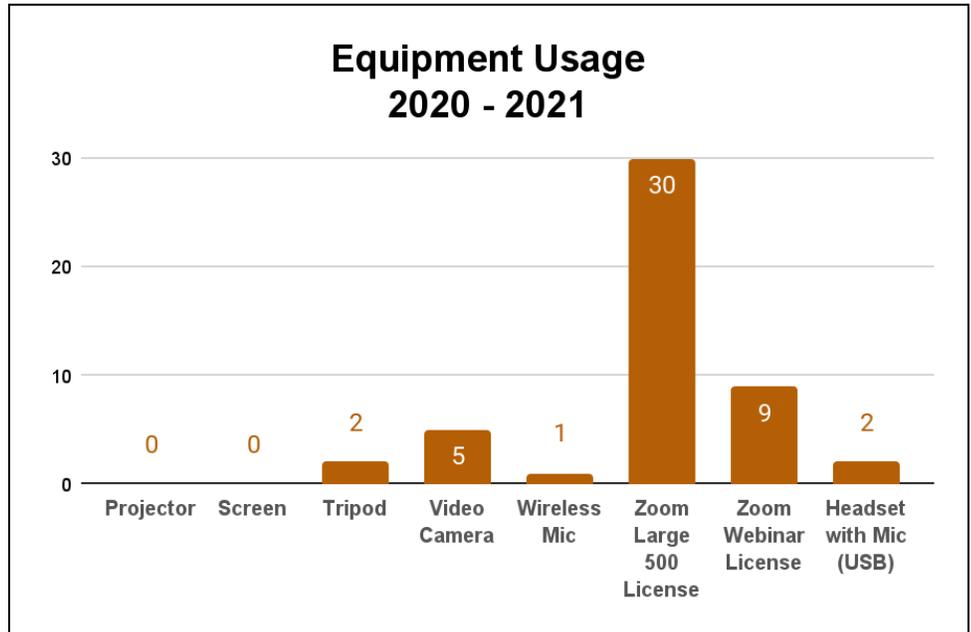


Figure 4 – Equipment Usage (2020-2021)

Training Lab Usage

The ITRC training lab is used by ISU faculty and staff for workshops and meetings. The training lab can also be reserved by academic groups on campus needing a computer lab for training events or meetings. In 2020-2021, the training lab was repurposed into office space for staff because of COVID-19 restrictions.

eISU Quality+ Program

The Quality+ Program officially began in Fall 2017. Beginning in 2012 through Fall 2017, ISU had participated in several efforts to roll out Quality Matters™ (QM). Those efforts were based on the recommendations from the Faculty Committee which recommended we adopt QM as the standard for online courses at ISU (see the [2012 ISU QM Review Recommendations](#)).

Program Overview

Table 24: Quality+ Program process

Feature	Essentials	Certification	Online Delivery
Professional Development Plan	Yes	Yes	Yes
Professional Development	1st course (3 workshops) 2nd course (2 workshops) Add'l courses (As needed)	1st course (2 workshops) Add'l courses (As needed)	7 workshops
Instructional Design Partner	Yes	Yes	As Needed
Course Alignment Map	Yes	Yes	No
Student Review	Yes	No	No
Accessibility Review	Yes	Yes	No
Essential Standards Review*	Yes	No	No
QM Peer Review**	No	Yes	No
Repeatable (different course)	Yes	Yes	No
Stipend	1st course: \$4,000 2nd course: \$2,000 3rd course: \$1,000 Add'l courses: \$500	1st course: \$2,000 2nd course: \$1,000 Add'l courses: \$500	\$1,000

*An Essential Standards Review is completed by 1 person who is a QM Certified Peer Reviewer, Essential Standards only.

**A QM Peer Review is completed by a team of 3 QM Certified Peer Reviewers, with at least one subject matter expert and one external to ISU. The team reviews the course using the entire QM Rubric.

Quality+ Completed Courses

Table 25: Completed the Quality+ Program by AY

Quality+ Program Level	2017-2019	2019 - 2020	2020-2021	Total
Quality+ Essentials (1st course)	14	14	14	42
Quality+ Essentials (2nd course)	0	1	2	3
Quality+ Certification (1st course)	0	1	1	2
Quality+ Online Delivery	1	2	2	5

Quality+ Program Registration

Table 26: Registered users in the Quality+ Program by AY

Quality+ Program Level	2017 - 2019	2019 -2020	2020-2021	Total
Quality+ Essentials (1st course)	86	27	11	124
Quality+ Essentials (2nd course)	2	3	2	7
Quality+ Essentials (3rd course)	0	0	1	1
Quality+ Certification (1st course)	1	1	1	3

Note: Included in the registration numbers above are 5 faculty who have opted out of the program due to a change in their position or leaving ISU.

Participants by Instructor Type

Table 27: Instructor type in the Quality+ Program by AY registered

Instructor Type	2017-2020	2019-2020	2020-2021	Total
Adjunct	9	5	1	15
Full-Time Faculty	75	23	11	109
GA / GTA / Other	2	2	1	5

Participants by College

Table 28: College participants in the Quality+ Program by AY

College	2017 - 2019	2019 - 2020	2020-2021	Total
College of Arts and Letters	36	17	5	58
College of Business	8	3	1	12
College of Education	9	2	1	12
College of Health Professions	6	3	0	9
College of Nursing	2	0	0	2
College of Pharmacy	1	1	1	3
College of Rehabilitation and Communication Sciences	9	1	1	11
College of Science and Engineering	3	2	0	5
College of Technology	12	0	4	16
Library	1	1	0	2

Quality+ Department Participation by Academic Year



Figure 5 – Participation by ISU Departments - listed alphabetically (2017-2021)

ITRC Projects

Web Conferencing

In the Spring of 2016, we requested faculty to participate in a focus group to evaluate web conferencing solutions. Blackboard Collaborate (Original and Ultra) and Zoom were recommended, purchased, and integrated into Moodle ISU. After two years of using both products, Zoom was determined to be the preferred web conferencing solution by ISU stakeholders. Blackboard Collaborate was removed in the Fall of 2019.

Table 29: 2017-2021 Moodle ISU web conferencing usage by course totals

Moodle ISU Term	Zoom	Collaborate	Ultra	Total
Summer 2017	6	12	6	24
Fall 2017	55	69	16	140
Spring 2018	68	40	11	119
Fall 2018	129	24	11	164
Spring 2019	172	7	11	190
Fall 2019	180	0	0	180
Spring 2020	629	0	0	629
Fall 2020	804	0	0	804
Spring 2021	658	0	0	658

Video Captioning Services and Accessibility Projects

The ITRC started working with ISU Disability Services in the Fall of 2015 to offer video captioning services. Lori Piccolo was responsible for this service in the ITRC including hiring student captioners and employing captioning vendors. The following figures provide an overview of the captioning projects and file remediation work.

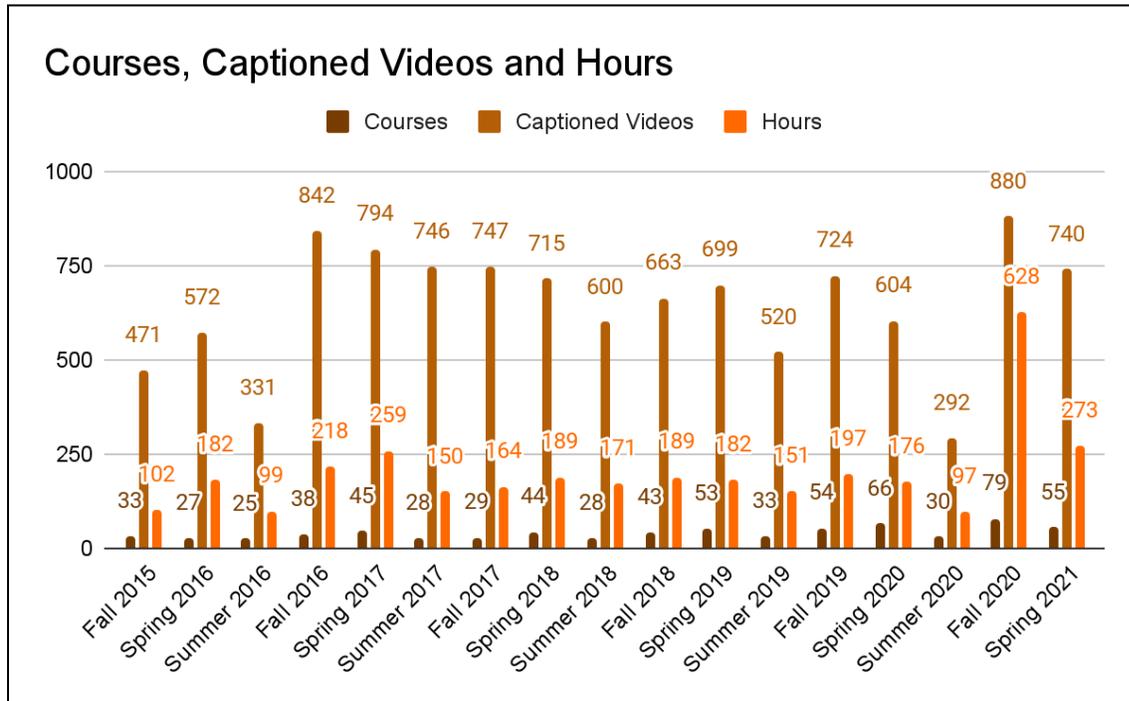


Figure 6 – Captioning projects by hours, captioned videos, and courses (2015-2021)

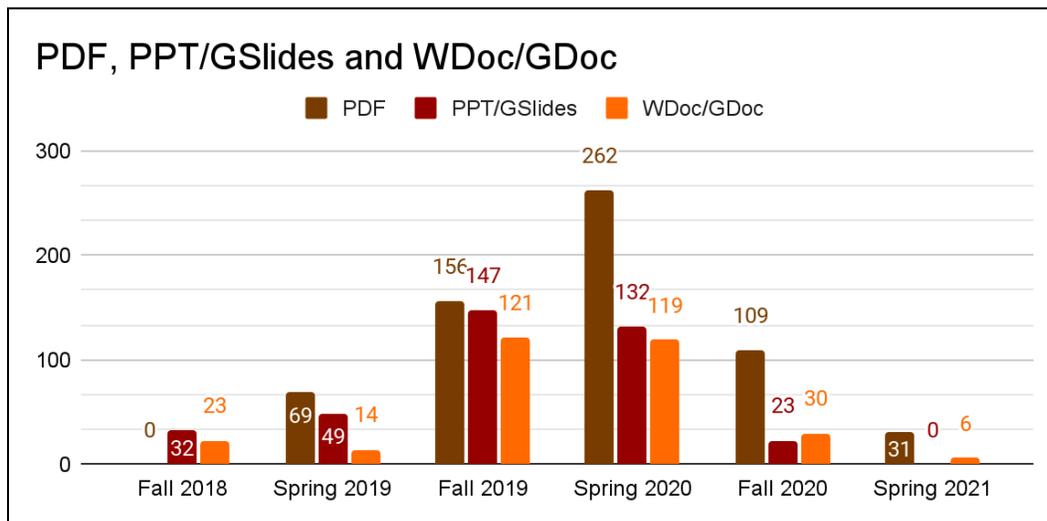


Figure 7 – File remediation projects by file types (2018-2021)

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 2020-2021 academic year to improve the 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 and Max MacCluer are active in a variety of working groups. Spall is a member of the Moodle Users Association.

LMS Projects

MacCluer and Spall addressed the following Moodle upgrades, projects, and configurations:

- MacCluer completed an overhaul of Moodle log analysis system, allowing for more effective prevention and detection of Moodle service disruptions.
- MacCluer performed a full audit of Moodle's visual style (custom CSS).
- Spall updated Production Moodle ISU from 3.7 to 3.9 - August 2020.
- Spall ported Moodle ISU code (plugins, customizations, and theme) to Moodle 3.11 - Spring 2021.
- Spall upgraded Moodle ISU AWS servers.

Audio/Video Projects

The ITRC supports faculty with basic audio/video production projects needed for the traditional classroom, video classroom, and Moodle ISU. We had a total of 19 video project requests for the 2020-2021 academic year.

The Winnov C3 boxes were used for a second year to record Interactive Video Conference Classrooms (IVCC) using the Google Calendar and HD recording through HDMI, DVI, and SDI.

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 permanently. Stamm was reassigned to Boise in 2007 due to the growing support needs of the ISU health professions 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 or meet virtually with faculty in Idaho Falls several times a semester, due to the growing support needs of the ISU faculty members teaching from Idaho Falls. In addition, the Idaho Falls Testing Center has offered to review online proctoring reports for faculty.

Partnership with ISU Disability Services

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

Conferences, Publications, and Awards

2020 - 2021 Conferences

Wiley's Wicked Summer Camp

Lisa Kidder attended Wiley's Wicked Summer Camp on July 8-9, 2020.

MountainMoot 2020, Virtual Conference

Lisa Kidder (attended), Sacha Johnson, Michael Spall, Lori Austill, Tabitha LaForce, and Lance Roe presented at the MountainMoot 2020 Conference on July 15-17, 2020.

MoodleMoot Ireland and UK Online 2020, Virtual Conference

Lance Roe presented and Sacha Johnson attended the 2020 MootIEUK conference on September 28-30, 2020.

QM Connect LX, Virtual Conference

Mark Cooper, Lisa Kidder, and Sacha Johnson attended the QM Connect LX online conference on October 26-28, 2020.

AECT 2020 Virtual International Convention

Sacha Johnson presented at the AECT 2020 Virtual International Convention on November 02-07, 2020.

OLC Accelerate 2020 Virtual Conference

Lisa Kidder attended the OLC Virtual Conference on November 9-13, 2020.

AWS re: Invent 2020

Michael Spall attended the AWS re: Invent 2020 virtual conference on November 30-December 2, 2020.

2021 Virtual Conference - a collaboration of eLCC, NW/MET, and NW eLearn

Alicia Ward (attended), Tabitha La Force, Sacha Johnson, Lance Roe, and Daphne Tseng presented at the 2021 Virtual Conference on April 7-9, 2021.

QM Quality in Action, Virtual Conference

Alicia Ward (attended) and Lisa Kidder presented at the QM Quality in Action online conference on April 9, 2021.

QM Ohio Annual Member Meeting, Virtual Conference

Alicia Ward and Lisa Kidder attended the QM Ohio Annual Member Meeting online conference on April 29, 2021.

MoodleMoot UK and Ireland 2021, Virtual Conference

Sacha Johnson attended MoodleMoot UK and Ireland online conference on May 10-12, 2021.

EDUCAUSE ELI Annual Meeting, Virtual Conference

Alicia Ward attended EDUCAUSE ELI Annual Meeting online conference on May 18-20, 2021.

OnlineED 2021, Virtual Conference

Alicia Ward attended the OnlineED online conference on May 20, 2021.

inspirED 2021, Virtual Conference

Alicia Ward attended the inspirED online conference on May 26-27, 2021.

2020 - 2021 Publications

Emergency Preparedness for Health Profession Students Entering the Healthcare Industry

Lori Austill co-authored a poster presentation for the Association of University Programs in Health Administration (AUPHA) 2021 annual meeting: Emergency Preparedness for Health Profession Students Entering the Healthcare Industry. The poster was awarded 3rd place in the competition.

Building Teamwork Skills in Healthcare Administration and Health Sciences Students via Online Teaching

Lori Austill co-authored a poster presentation for the Association of University Programs in Health Administration (AUPHA) 2021 virtual conference: Building Teamwork Skills in Healthcare Administration and Health Sciences Students via Online Teaching

2020 - 2021 Awards

Michael Spall was awarded the Particularly Helpful Moodle 2021 badge and the Moodle Tester 2021 badge by the Moodle Community.

Lori Picciolo received ISU's Be a Bengal (Stability) award, May 2021.

Sacha Johnson received ISU's Be a Bengal (Compassion) award, March 2021.

Daphne Tseng received ISU's Be a Bengal (Compassion) award, March 2021.

Tabitha LaForce received ISU's Be a Bengal (Compassion) award, October 2020.

Lisa Kidder received ISU's Be a Bengal (Stability) award, August 2020.

2020 - 2021 Degrees and Certifications

Sacha Johnson earned a Doctor of Philosophy in Instructional Design, August 2020.

Lori Austill earned Quality Matters Rubric Face-to-Face Facilitator Certification (AFFC), October 2020.

Lance Roe earned a Master's in Instructional Design and Technology, May 2021.