Idaho State University

Educational Technology Services (ETS) Annual Report 2021 – 2022

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Educational Technology Services Overview

Idaho State University's Educational Technology Services (ETS) is located on the lower level of the Eli M Oboler Library. ETS offers a variety of academic technology services by way of the following support units:

- Classroom A/V Support
- Instructional Technology Resource Center (eISU/Quality+)
- Video Distance Learning Network

Classroom A/V

Overview

The Classroom A/V Support unit offers classroom technology support including the purchase, installation, and maintenance of audio-visual equipment. Equipment varies from classroom to classroom but may include control systems, projectors, computers, document cameras, and microphones.

Instructional Technology Resource Center (ITRC)

Overview

The Instructional Technology Resource Center (ITRC), which includes eISU and Quality+, is here to help Idaho State University faculty leverage technology to achieve effective learning-centered instruction. The ITRC staff provides faculty members with a variety of training resources focused on technology and instructional design topics. Other topics include accessibility, presentations, assessment, proctoring, plagiarism, evaluations, and web conferencing.

Video Distance Learning Network

Overview

The Video Distance Learning Network (VDLN) support unit assists faculty and students in 37 Interactive Video Conference Classrooms (IVCC) spread between the Pocatello, Idaho Falls, Meridian, and Twin Falls campuses. Equipped with Cisco's most advanced UHD room systems, classrooms are standardized so faculty can have the same experience when teaching from different rooms across all campuses. Utilizing artificial intelligence, the rooms have automated camera control that enhances the interactive nature of the classes allowing faculty and students to see each other more clearly. The rooms are integrated with Zoom to extend the reach of interconnectivity to homes, offices, and mobile devices, and have incorporated Zoom functions into room controls.

About Our Staff

ETS Leadership

Blake Beck, MEd, MBA: Director

Jena Lords, Administrative Assistant

Randy Stamm, EdD: Associate Director

A/V Support Full-time Staff

Aref Hashem: Classroom Design Specialist

Daren Ivie: Media Systems Analyst

Ron Johnson: IT Operations & Support

Mike Luras: Media Tech Supervisor Sr. Tech

ITRC Full-time Staff

Lori Austill, EdD: Instructional Technology Consultant

Mark Cooper, MBA: Instructional Designer

Rick Fowler: Instructional Technologist

Ean Harker: Instructional Technology Accessibility Specialist

Lou Hong: Sr. Software/Hardware Instructional Technologist

Sacha Johnson, PhD: Sr. Instructional Designer

Lisa Kidder, PhD: Quality+ Program Manager / QM Coordinator

Max MacCluer: LMS Administrator

Paul Lynch, DMA: Instructional Designer

Ryan Randall, MA: Instructional Designer

Lance Roe, MEd: Integrations Instructional Technologist

Michael Spall: Instructional Technology Consultant

Kim Tomkinson, MS: Instructional Designer

Daphne Tseng, MS: Instructional Designer

Alicia Ward: Instructional Designer

VDLN Full-time Staff

Rebecca Armstrong: IVCC Specialist, Polytech

Ekow Barlow: IVCC Specialist

Erin Bewley: IVCC Specialist

Angela Burnham: IVCC Specialist, Polytech

Todd Christensen: IVCC Specialist

Katie Cikaitoga: IVCC Specialist

Jim Dalley: Video Network Manager

Aaron Deaton: IVCC Specialist

Zach Ellis: IVCC Specialist

Roger Frey: IVCC Specialist

Christian Hines: IVCC Specialist, PT/OT

Frank Mason: Director/Producer

Steve Merrill: PT IVCCS

Kurtis Moser: IVCC Specialist

Adam Spencer: IVCC Specialist

Casey Skelton: Director/Producer

Erik Talbert: IVCC Specialist, PT/OT

Student Staff

Technology Production Assistants:
- Cearden Datoon
- Reagan (Rai) Dougal
- Pradeep Giri
- Liz Harker
- Pratham Khanal
- Malachi Marlow
- Josie Medinger
- Ayush Parajuli
- Show Pratoomratana
- Pooja Sapkota
- Anna St. Michel
- Cosette Wood
- Jade Zhou

Career Path Interns:
- Brittany Parker

Closed-Captioning Assistants:
- Danielle Cawthra
- Alayna Dutton
- Matt Facer
- Annie Fenwick
- Esmer Garcia
- Heather Johnson
- Kaitlyn Marshall

- Emilee Siler
- Ava Wilkey

Classroom Operators:
- Saher Ali
- Nyele Alvarez
- Mathew Bailey
- Eric Collett
- Tingxuan Lu
- Karol Regan
- Neha Singh
- Karolyn Taylor
- Bailey Walker
- Brittney Williams

Services Offered (2021-2022)

A/V Support

Classroom Projects (2021-2022)

The Classroom A/V Support team is responsible for more than 60 video conferencing classrooms across 4 campuses (Pocatello, Idaho Falls, Meridian, and Twin Falls) in Idaho. This past academic year the team completed a new video classroom install in Meridian 817 and remodels in both LC-15/17 and BA-313 located in Pocatello.

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. Figures 1-3 demonstrate the results of 7,830 service requests in 2021-2022.
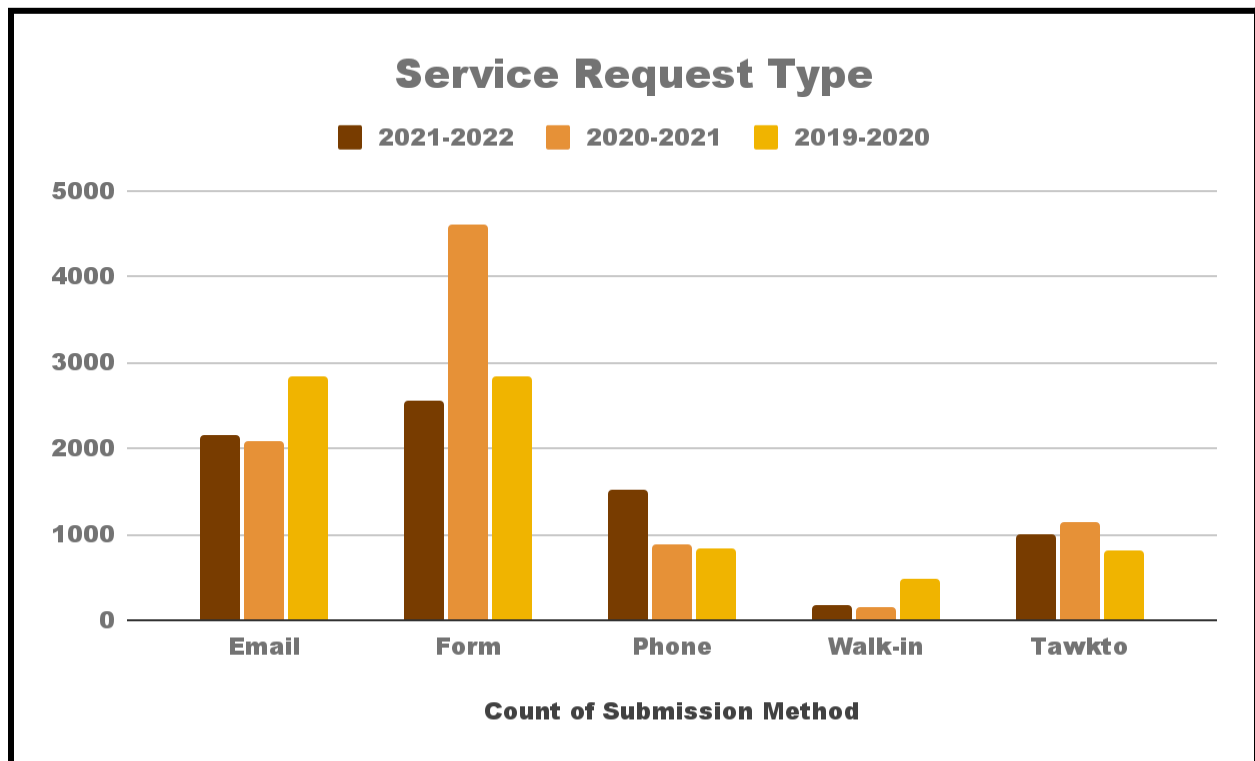
Figure 1 – Total ITRC Service Request Types (2019-2022)

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 metacourses and course evaluations as well as equipment check-out requests.
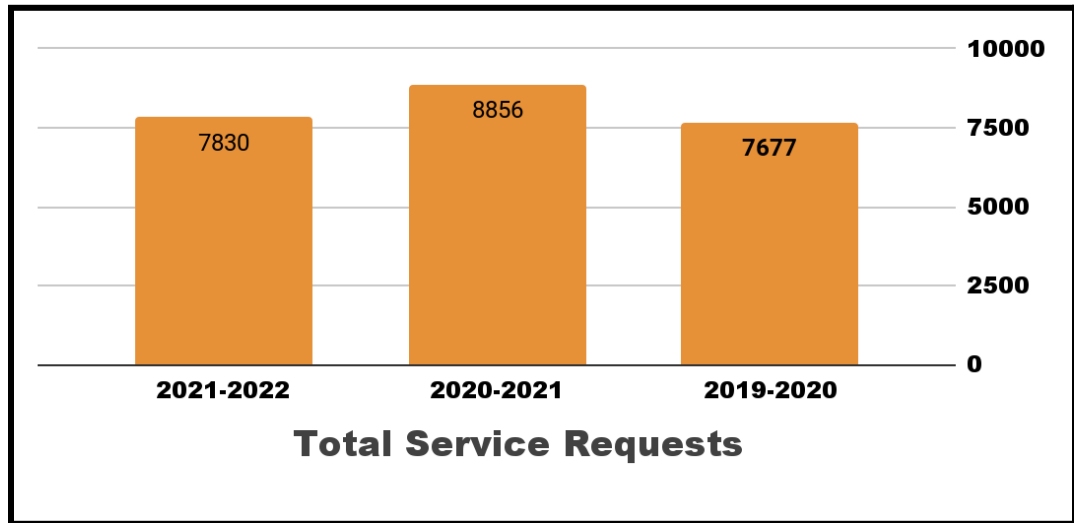
Figure 2 – Total ITRC Service Requests (2019-2022)
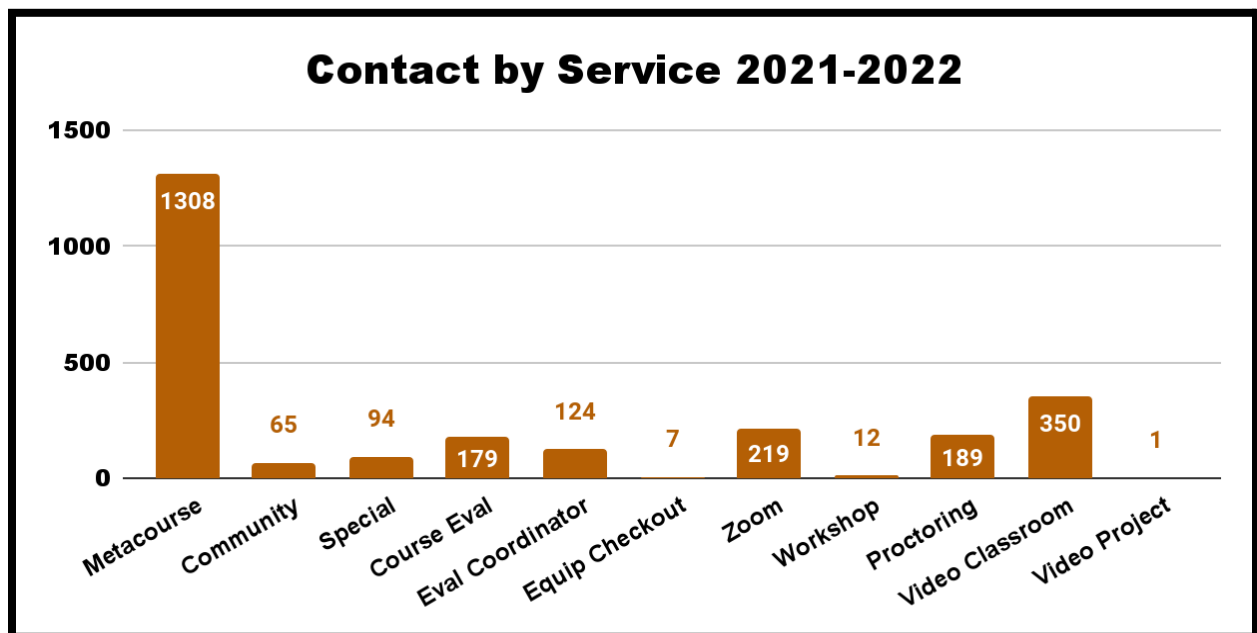
Figure 3 – Total ITRC Contact by Service (2021-2022)

ITRC Services Offered

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 1: Total Fall 2021 Moodle ISU course evaluations

Department	Evaluations	Courses	Responses
College of Arts and Letters	16	474	5,179
College of Business	1	127	1,228
College of Education	9	46	302
College of Technology	2	110	963
College of Science and Engineering	5	25	331
Division of Health Sciences	11	85	589
Other (ACAD, FYS, etc.)	6	59	431
Total	**50**	**926**	**9,023**

Table 2: Total Spring 2022 Moodle ISU course evaluations

Department	Evaluations	Courses	Responses
College of Arts and Letters	15	491	4,525
College of Business	0	0	0
College of Education	7	1	1
College of Technology	2	105	770
College of Science and Engineering	5	36	485
Division of Health Sciences	10	79	663
Other (ACAD, FYS, etc.)	5	62	354
Total	**44**	**774**	**6,798**

Online Proctoring

The ITRC provides ISU faculty and students online proctoring services (Examity, ProctorFree, and ISU Testing Center) within Moodle ISU. The following tables demonstrate the number of students, courses, and exams making use of online proctoring services.

Table 3: Total Moodle ISU Online Proctoring Services (AY22)

	Fall 2021	Spring 2022
Courses	65	64
Proctored Exam Sessions	4,096	3,619
Automated Practice Appointments	93	2
Automated/Audit	670	788
Live Proctoring	855	905

Table 4: Total Moodle ISU Online Proctoring Services Purchased (July 1, 2021 - June 30, 2022)

ISU Testing Center	Exams	Examity	Exams	ProctorFree	Exams
$12,478.00	734	$48,384.75	3,308	$83,920.00	8,175

Plagiarism and Academic Integrity

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 5: Total number of courses using Turnitin LTI by AY and Semester

Turnitin by AY/Semester	Number of Courses
Fall 2020	106
Spring 2021	113
Summer 2021	19
AY21 Total Number of Courses	238
Fall 2021	119
Spring 2022	102
Summer 2022	17
AY22 Total Number of Courses	238

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 the 2021-2022 academic year.
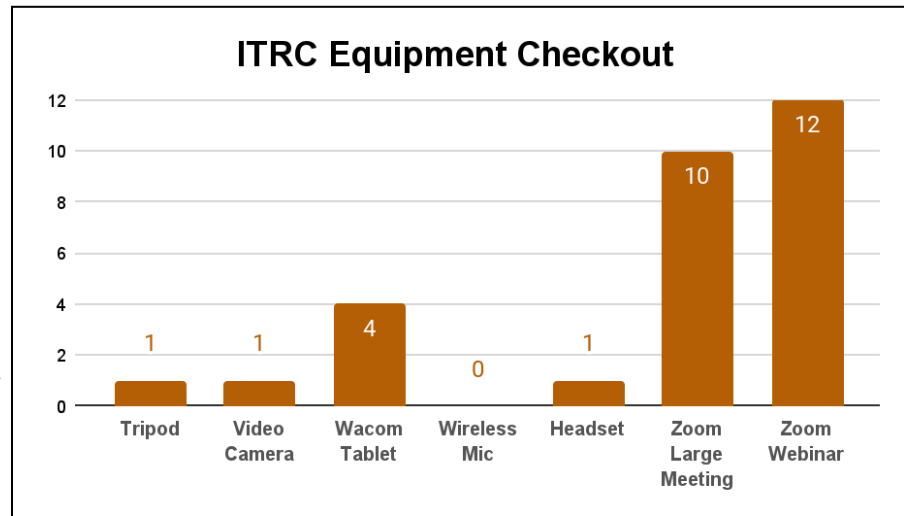
Figure 4 – Equipment Usage (2021-2022)

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 Austill and Ean Harker were both involved in providing services this academic year (AY22) in the ITRC including hiring student captioners and employing captioning vendors. The following figure provides a five-year overview of the captioning projects.
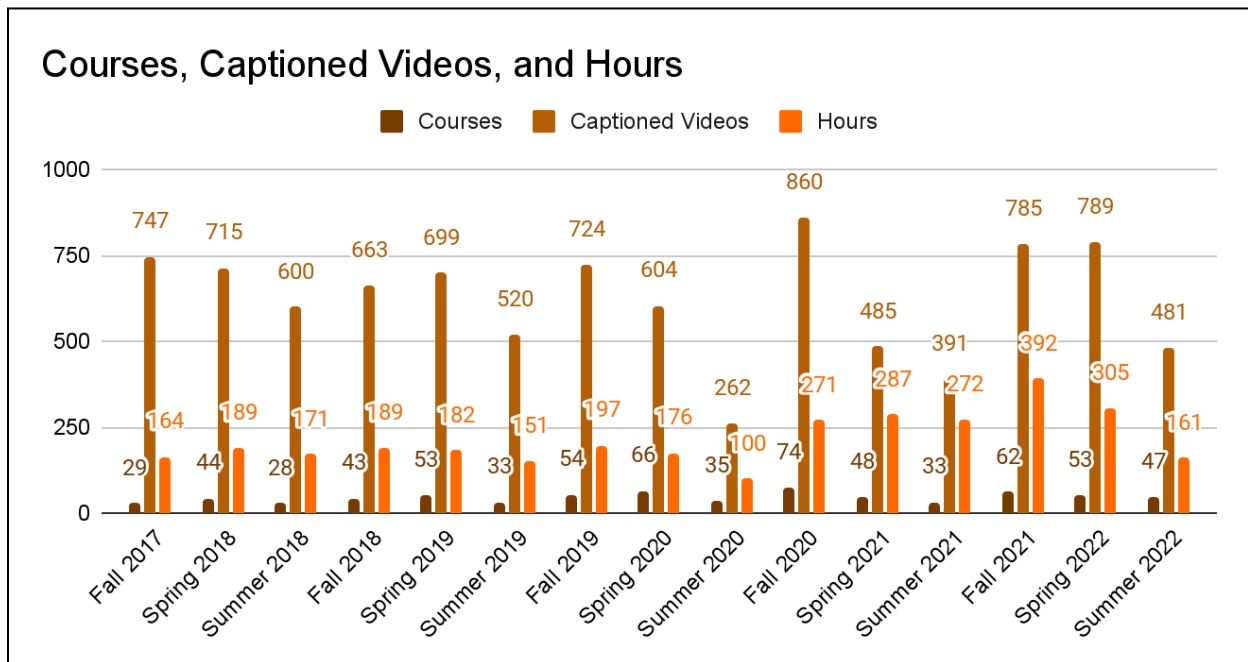
Figure 5 – Captioning projects by courses, captioned videos, and hours (2017-2022)

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 6: 2017-2021 Moodle ISU web conferencing usage by course totals

Moodle ISU Term	Zoom	Collaborate	Ultra	Total
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	690	0	0	690
Fall 2021	569	0	0	569
Spring 2022	624	0	0	624

LMS Projects

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

- Spall and MacCluer updated Production Moodle ISU from 3.9 to 3.11 - August 2021.
- MacCluer developed 4 Moodle plugins, 3 of which have been made open-source for public use. These are all currently being used in Moodle ISU.
  - Bengal Theme (private)
  - Loom Button (public link)
  - Loom Filter (public link)
  - New Window Icon Filter (public link)
- Spall ported Moodle ISU code, plugins, and customizations to Moodle 4.0 in Spring 2022.
- Spall and MacCluer updated Production Moodle ISU from 3.11 to 4.0 - August 2022.

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 2021-2022 academic year to improve the usability of the Moodle ISU environment through accessibility, theme, 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.

Moodle ISU Usage

Moodle ISU On/Off-Campus Usage

Page views are a good indicator of overall usage. From July 1, 2021, to June 30, 2022, Moodle ISU saw nearly 300 million page views, 73% of which were from off-campus users.

Table 7: 2021-2022 Moodle ISU On/Off-Campus usage by Total Page Views

Location	Page Views
Off-Campus	215,548,145 (73%)
On-Campus	78,208,231 (27%)
Total	293,756,376

Moodle ISU Activity Usage

From July 1, 2021, to June 30, 2022, Moodle ISU had over half a million forum interactions, each representing a user creating a forum post or replying to an existing one. A similar figure was seen for both quizzes taken and assignments submitted.

Table 8: Moodle ISU activity usage by the sum of activity types

Activity	Number
Forum posts created/replied to	556,140
Quizzes taken	541,209
Assignments submitted	494,909

Enrollments by Active Moodle ISU Courses

Table 9: Moodle ISU Enrollments (average active class size by the number of active students) within Courses with ISU Course Index Numbers. Active sections were identified by instructor activity (added or modified course activities and resources, changes to grade items, and feedback-course evaluations).

Semester	Enrollments in Active Sections	Enrollments in Inactive Sections	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
Summer 2021	6,032 (85.54%)	1,020 (14.46%)	10.83
Fall 2021	38,044 (81.59%)	8,587 (18.41%)	12.12
Spring 2022	35,13 (87.46%)	5,035 (12.54%)	11.97
Summer 2022	5,677 (83.47%)	1,124 (16.53%)	10.57

Student/Faculty Enrollments in Moodle ISU

Sections - ISU sections that have student enrollments. This excludes sections with no students enrolled or that were canceled. This excludes courses with faculty-only enrollments.

Student enrollments - Total student enrollments including withdrawals (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 10: Fall 2021 ISU usage by sections and enrollments

Section/Enrollment Type	Moodle ISU	Total ISU	% of Total
Sections	3,792	3,792	100.00%
Student enrollments	44,308	44,308	100.00%
Unique students	10,712	10,712	100.00%
Faculty enrollments	4,296	4,296	100.00%
Unique faculty	980	980	100.00%

Table 11: Spring 2022 ISU usage by sections and enrollments

Section/Enrollment Type	Moodle ISU	Total ISU	% of Total
Sections	4,099	4,100	99.98%
Student enrollments	48,824	48,827	99.99%
Unique students	12,560	12,560	100.00%
Faculty enrollments	4,754	4,755	99.98%
Unique faculty	1,040	1,040	100.00%

ISU Course Schedule Types by Semester

Table 12: Fall 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	514	514	13.55%	13.55%	100.00%
BL	Blended, reduced in class time	39	39	1.03%	1.03%	100.00%
CL	Classroom	1,475	1,475	38.90%	38.90%	100.00%
LB	Lab or Studio	314	314	8.28%	8.28%	100.00%
OL	Mostly Online - Moodle	11	11	0.29%	0.29%	100.00%
OT	Other	816	816	21.52%	21.52%	100.00%
SO	Fully Online, set times	67	67	1.77%	1.77%	100.00%
VS	Dedicated Video Conf Classroom	556	556	14.66%	14.66%	100.00%
Total		**3,792**	**3,792**	**100.00%**	**100.00%**	**100.00%**

Table 13: Spring 2022 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	683	683	18.32%	18.32%	100.00%
BL	Blended, reduced in class time	39	39	1.05%	1.05%	100.00%
CL	Classroom	1,325	1,325	35.53%	35.53%	100.00%
LB	Lab or Studio	285	285	7.64%	7.64%	100.00%
OL	Mostly Online - Moodle	11	11	0.29%	0.29%	100.00%
OT	Other	700	700	18.77%	18.77%	100.00%
SO	Fully Online, set times	235	235	6.30%	6.30%	100.00%
VS	Dedicated Video Conf Classroom	451	451	12.09%	12.09%	100.00%
Total		**3,729**	**3,729**	**100.00%**	**100.00%**	**100.00%**

ISU Comparison of Online and Face-to-Face Courses — Fall 2021 and Spring 2022 (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." The data included are 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 14: Total Fall 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 - Online	581	10,834	9,137	9,137	84.34%	84.34%	100.00%
Undergraduate - Face to Face	1103	16,469	15,089	14,378	91.62%	87.30%	95.29%
Graduate - Online	311	2,557	2,458	2,451	96.13%	95.85%	99.72%
Graduate - Face to Face	187	1,249	1,222	1,220	97.84%	97.68%	99.84%
Total	**2,182**	**31,109**	**27,906**	**27,186**	**89.70%**	**87.39%**	**97.42%**

Table 15: Total Spring 2022 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	939	12,913	11,988	11,450	92.84%	88.67%	95.51%
Undergraduate - Online	573	11,322	10,302	9,698	90.99%	85.66%	94.14%
Graduate - Online	187	1,249	1,222	1,220	97.84%	97.68%	99.84%
Graduate - Face to Face	285	2,373	2,293	2,283	96.63%	96.21%	99.56%
Total	**1,984**	**27,857**	**25,805**	**24,651**	**92.63%**	**88.49%**	**95.53%**

Online Enrollments by Academic Year (2018 to 2022)

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 16: 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
2018	13,076	6,123	46.83%	2,275	1,046	46.0%
2019	12,667	5,964	47.1%	2,293	1,092	47.6%
2020	12,425	6,036	48.6%	2,421	1,371	56.6%
2021	11,345	7,080	62.4%	2,397	1,706	71.2%
2022	11,990	6,924	57.7%	2,588	1,751	67.7%

Table 17: 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
2018	13,076	1,894	14.48%	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	38.5%
2021	11,345	2,540	22.4%	2,397	839	35.0%
2022	11,990	2,984	24.9%	2,588	978	37.8%

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 18: 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
2018	6,953	1,071	15.4%
2019	6,703	1,035	15.4%
2020	6,389	1,060	16.6%
2021	4,329	599	13.8%

Table 19: Total "degree-seeking" undergraduate 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
2018	1,645	1,061	64.5%	73.51%
2019	1,620	1,069	66.0%	73.79%
2020	1,693	1,168	69.0%	74.38%
2021	2,754	1,932	70.2%	74.34%

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.

Online Courses by College — Fall 2021 and Spring 2022

eISU courses have been assigned AO and OL schedule-type designations. The table listed below includes classes with AO, SO, and OL designations:

AO = Asynchronous Online (No place or time requirement)
SO = Synchronous Online (Time requirement but no place requirement)
OL = Mostly Online (Up to 5 face-to-face meetings can be required).

Table 20: Total online courses/enrollments by college

College	Courses/Enrollments Fall 2021	Courses/Enrollments Spring 2022
College of Arts and Letters	358 Courses/6,066 Enrollments	363 Courses/6,159 Enrollments
College of Business	81 Courses/1,539 Enrollments	78 Courses/1,557 Enrollments
College of Education	109 Courses/1,213 Enrollments	116 Courses/1,246 Enrollments
College of Health Professions	281 Courses/3,303 Enrollments	279 Courses/3,531 Enrollments
College of Pharmacy	4 Courses/115 Enrollments	7 Courses/109 Enrollments
College of Science and Engineering	173 Courses/681 Enrollments	56 Courses/752 Enrollments
College of Technology	73 Courses/807 Enrollments	73 Courses/614 Enrollments
Total	1,095/13,724	972/13,968

eISU Students by Location (2020-2022)

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

COUNTRIES (not including the United States)	2022	2021	2020	Total
South Korea	2	4	1	7
Spain	1	2	0	3
Sweden	0	2	0	2
STATES (not including Idaho)				
California	67	36	48	151
Washington	39	24	30	93
Oregon	21	24	12	57
Utah	29	18	0	47
Texas	14	11	8	33
Colorado	13	10	11	34
CITIES (Idaho only)				
Pocatello	675	614	427	1,716
Idaho Falls	427	346	226	999
Boise	143	133	91	367
Blackfoot	124	132	73	329
Chubbuck	105	104	72	281
Meridian	88	72	60	220
Twin Falls	78	69	43	190

ISU Quality+ Program

The Quality+ program officially began in the Fall of 2017. Beginning in 2012 through the Fall of 2017, ISU 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).

Overview of the Program

Table 22: 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 Additional courses: $500	1st course: $2,000 2nd course: $1,000 Additional 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.

Completed Courses in the Quality+ Program

Table 23: Completed the Quality+ program by AY

Quality+ Program Level	2017-2020	2020 - 2021	2021-2022	Total
Completed Quality+ Essentials (1st course)	28	14	20	62
Completed Quality+ Essentials (2nd course)	1	2	0	3
Completed Quality+ Essentials (3rd course)	0	0	1	1
Completed Quality+ Certification (1st course)	1	1	2	4
Completed Quality+ Certification (2nd course)	0	0	2	2
Completed Quality+ Online Delivery	3	2	2	7

Registration in the Quality+ Program

Table 24: Registered users in the Quality+ program by AY

Quality+ Program Level	2017 - 2020	2020-2021	2021-2022	Total
Quality+ Essentials (1st course)	103	11	17	131
Quality+ Essentials (2nd course)	5	2	1	8
Quality+ Essentials (3rd course)	0	1	0	1
Quality+ Certification (1st course)	2	1	1	4
Quality+ Certification (2nd course)	0	0	2	2
Quality+ Certification (3rd course)	0	0	1	1

Participants by Instructor Type

Table 25: Instructor type in the Quality+ program by AY

Instructor Type	2017-2021	2020-2021	2021-2022	Total
Adjunct	14	1	2	17
Full-Time Faculty	98	11	17	126
Other	4	1	0	5

Participants by College

Table 26: College participants in the Quality+ program by AY

College	2017 - 2020	2020-2021	2021-2022	Total
College of Arts and Letters	53	5	3	61
College of Business	11	1	1	13
College of Education	11	1	1	13
College of Health Professions	9	0	0	9
College of Pharmacy	2	1	1	4
College of Science and Engineering	5	0	2	7
College of Technology	12	4	4	20
School of Nursing	2	0	1	3
School of Rehabilitation & Communication Sciences	10	1	6	17
Library	2	0	0	2

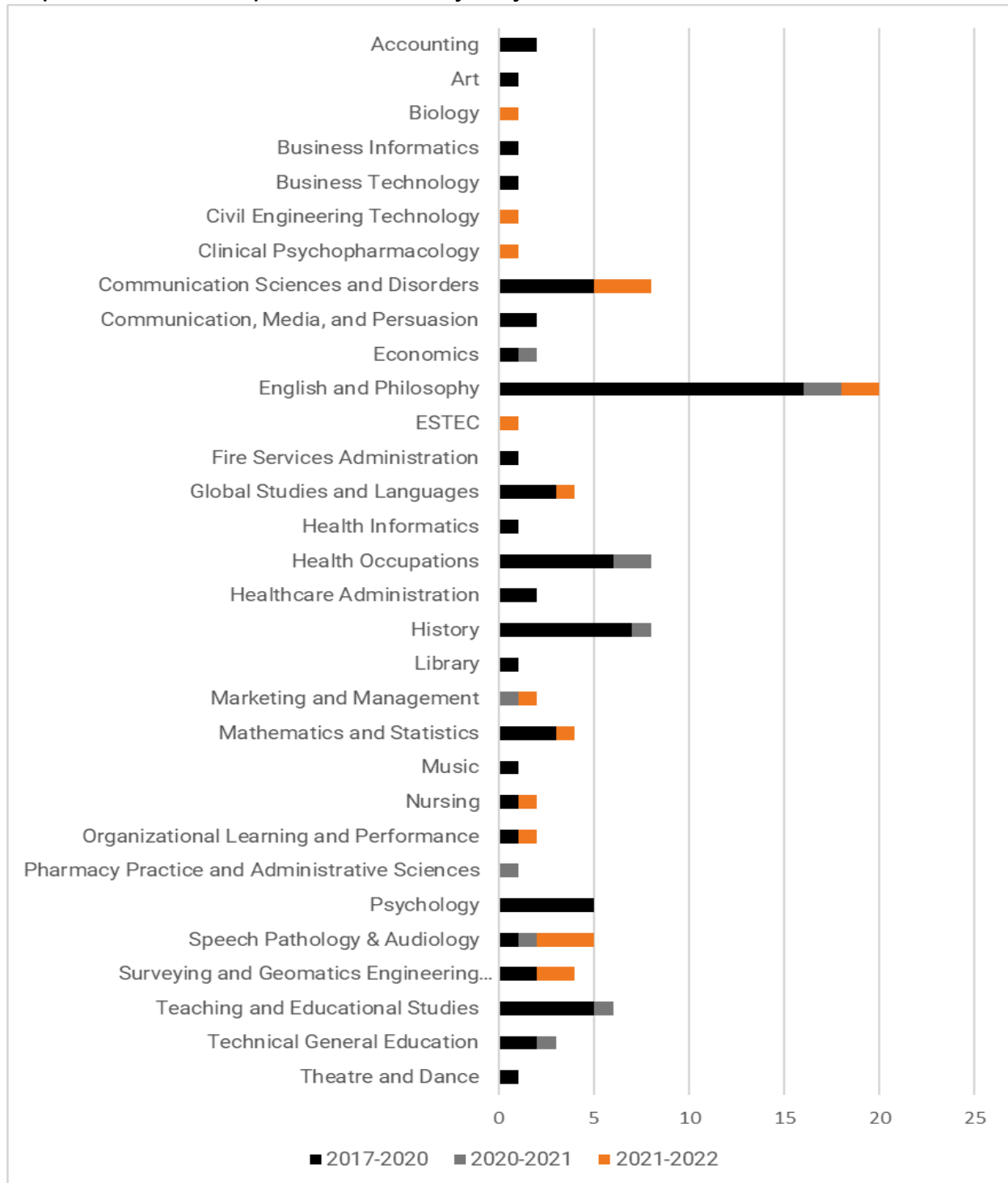## Department Participation in Quality+ by Academic Year

Figure 6 – Participation by ISU Departments - (2017-2022)

Video Distance Learning Network Projects/Services

Students and Faculty Served (2021-2022)

The Video Distance Learning Network (VDLN) consists of 37 interactive video classrooms spread between the Pocatello, Idaho Falls, Meridian, and Twin Falls campuses. The VDLN team of 17 full-time and 10 student staff supports hundreds of stakeholders through classroom and one-time event support.

Table 27: The total number of VDLN courses, students, and faculty served during the AY22

ISU Semester	Course Sections	Students (Class Limits)	Faculty
Fall 2021	585	9,323	117
Spring 2022	631	10,481	124
Summer 2022	79	1,652	26
Total	**1,295**	**21,456**	**267**

Table 28: The total number of VDLN one-time events (2015-2022)

Time Period	Total Number of One-time Events	Hours
July 2015 – June 2016	567 (this number includes 47 DL Cart* Events)	1,274
July 2016 – June 2017	630 (this number includes 61 DL Cart* Events)	1,356
July 2017 – June 2018	456 (this number includes 61 DL Cart* Events)	1,003
July 2018 – June 2019	323 (this number includes 86 DL Cart* Events)	695
July 2019 – June 2020 Due to COVID-19 all one-time events were canceled after March 19th, 2020	236 (this number includes 84 DL Cart* Events)	420
July 2020 – June 2021 No one-time events due to Covid	0	0
July 2021 – June 2022	95 (this number includes 14 DL Cart* Events)	210

The DL Cart is required for rooms on ISU campus not part of the video network classrooms used for events such as the Fall President Address, New Faculty Orientation, State Board of Education, and ISU Departmental meetings.

ETS Staff Conferences, Publications, and Awards

Conferences

MountainMoot, Virtual Conference

Sacha Johnson, Michael Spall, Lori Austill, Randy Stamm, and Lance Roe presented and attended the MountainMoot 2021 Conference on July 14-16, 2021.

QM Connect LX

Lisa Kidder, Dennis Krumwiede (ISU faculty), and Daphne Tseng co-presented (*Looking Back to Prepare for Future ID/SME Collaborations*). In addition, Kidder and Sacha Johnson co-presented (*Fake SLOs and Upside Down Alignment*), and Johnson presented a poster (*Don't Just Click Next! Increase Instructional Interactivity with H5P*). Kimberly Tomkinson and Mark Cooper also participated in the conference.

NWMET (Northwest Managers of Educational Technology)

Blake Beck, Lou Hong, and Randy Stamm attended and presented at the NWMET 2022 conference in Coeur d'Alene, ID on March 29 – April 1, 2022.

WCET (WICHE Cooperative for Educational Technologies) 2022 Summit (April 2022)

Kim Tomkinson participated in the WCET 2022 Virtual Summit: Elements of Quality Digital Learning on April 6, 2022.

ITLC (International Teaching and Learning Consortium) Lilly Conference

Mark Cooper presented (*Using a Backward Design Approach to Online Course Design*) on April 6, 2022.

Higher Education Quality in Action (April 2022)

Sacha Johnson presented (*Don't Just Click Next! Increase Instructional Interactivity Instead*) and Lisa Kidder and Johnson co-presented (*Fake SLOs and Upside Down Alignment*) on April 29, 2022.

QM Success Story (June 2022)

Lisa Kidder and Sacha Johnson were invited to share the QM Quality in Action presentation (*Fake SLOs and Upside Down Alignment*) as a QM Success Story webinar on June 22, 2022.

MountainMoot 2022, Helena, MT

Sacha Johnson, Lisa Kidder, Michael Spall, Lori Austill, Randy Stamm, Paul Lynch, Kimberly Tomkinson, and Lance Roe presented at the MountainMoot 2022 Conference on July 20-22, 2022.

Publications

Assessment of the factors affecting health profession students' emergency transition during the COVID-19 pandemic: A cross-sectional study (8-13-21)

Co-authored peer-reviewed article: Guo, R., Austill, L., Ginnetti, R. & Yan, L. (2021). Assessment of the factors affecting health profession students' emergency transition during the COVID-19 pandemic: A cross-sectional study. Journal of American College Health. https://doi.org/10.1080/07448481.2021.1962327

Student Perspectives on Online and Face-to-Face Learning Modes During the COVID-19 Pandemic (6-7-22)

Austill co-authored a poster presentation selected for Association of University Programs in Health Administration (AUPHA) 2022 Annual Conference: Student Perspectives on Online and Face-to-Face Learning Modes During the COVID 19 Pandemic.

TechTrend Reviewer

Lisa Kidder reviewed four articles for TechTrends (Linking Research and Practice to Improve Learning Publication of the Association for Educational Communications & Technology).

QM 7th Edition Rubric Revision Committee Member

Lisa Kidder was invited to be on the Quality Matters 7th Edition Rubric Revision Committee.

Awards

Lori Austill received ISU's Be a Bengal (HOPE - Direction, Confidence, Guidance) award, in November 2021.

Degrees and Certifications

Paul Lynch and Ryan Randall earned two Quality Matters certificates this AY22, "*Applying the QM Rubric*" and "*Peer Reviewer Course.*"