Idaho State University

Educational Technology Services (ETS) Annual Report 2022 – 2023

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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

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

Jim Dalley: Video Network Manager

Aaron Deaton: IVCC Specialist

Zach Ellis: IVCC Specialist

Roger Frey: IVCC Specialist

Aref Hashem: IVCC Specialist, PT/OT

Frank Mason: Director/Producer

Steve Merrill: IVCC Specialist

Kurtis Moser: IVCC Specialist

Adam Spencer: IVCC Specialist

Casey Skelton: Director/Producer

Erik Talbert: IVCC Specialist, PT/OT

Student Staff

Technology Production Assistants:
- Reagan (Rai) Dougal
- Pradeep Giri
- Liz Harker
- Malachi Marlow
- Josie Medinger
- Brittany Parker
- Pooja Sapkota
- Cosette Wood

Career Path Interns:
- Anna St. Michel

Closed-Captioning Assistants:
- Zeke Castaneda
- Danielle Cawthra
- Elizabeth Cole
- Matt Facer
- Esmer Garcia
- Heather Johnson
- Emilee Siler
- Felicity Sill
- Isabella Schaffer

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

Services Offered (2022-2023)

A/V Support

Classroom Projects (2022-2023)

The Classroom A/V Support team is responsible for more than 60 video conferencing classrooms across four campuses (Pocatello, Idaho Falls, Meridian, and Twin Falls) in Idaho. This past academic year, the team completed an install and remodel in Pocatello BA-305, BA-307, and LC-17 classrooms. Work was almost completed on a new video classroom install in Meridian 818. In addition, three new Zoom rooms were added in the Pocatello Rendezvous building.

ITRC Facility Usage

Service Requests

The ITRC tracked 6,959 faculty/student service requests in the academic year (AY) 2023 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 three years (2020-2023) of service requests.
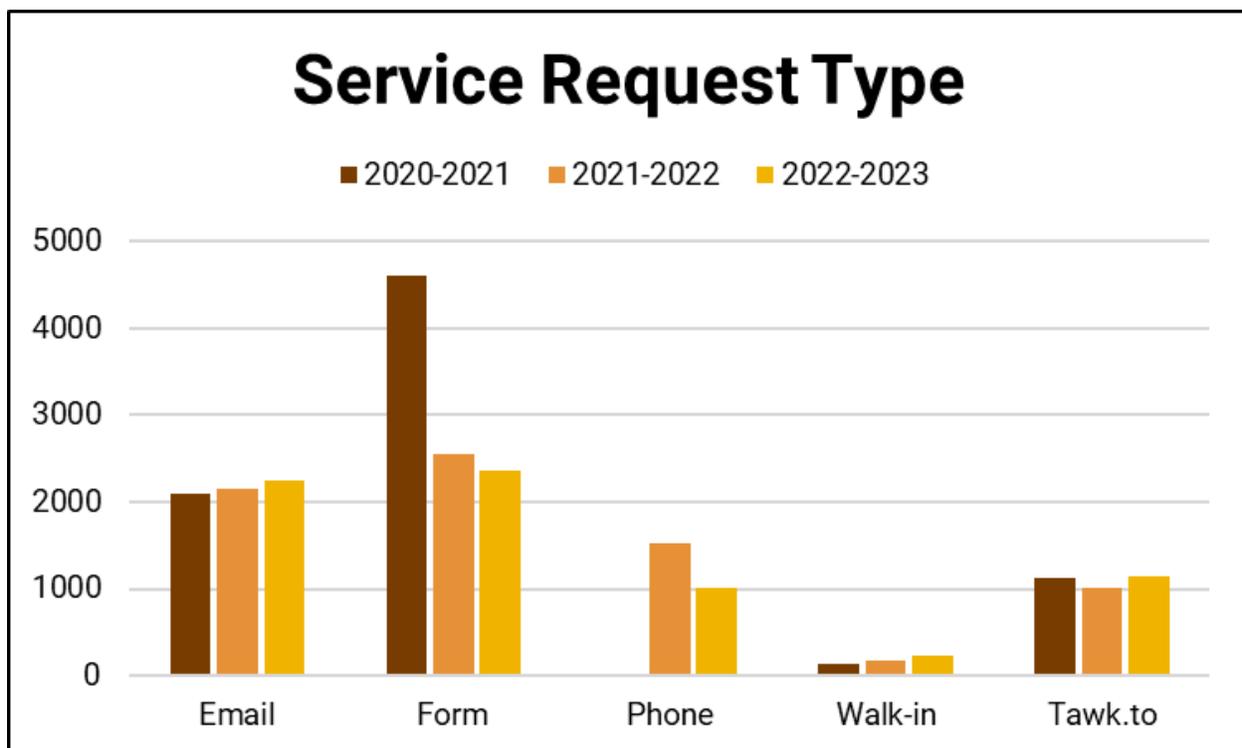
Figure 1 – Total ITRC Service Request Types (2020-2023)
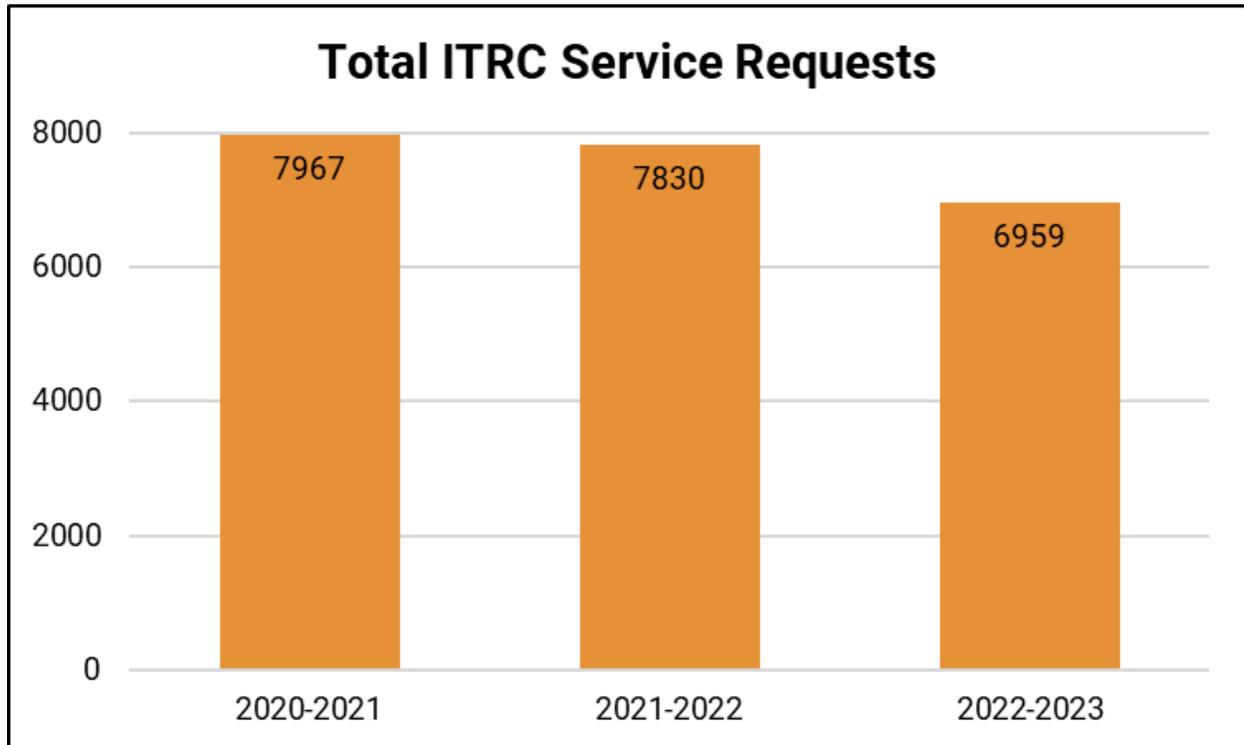
Figure 2 – Total ITRC Service Requests (2020-2023)

Contact by Service

The ITRC provides a variety of services, including online courses, online course evaluations, equipment checkout, web conferencing, professional development, proctoring, plagiarism, video classroom recordings, and video project requests benefiting faculty with teaching and researching endeavors. These services make use of numerous educational technologies (Moodle, Zoom, Turnitin, etc.) that support faculty and students with their digital learning environments. All these services are supported with online forms, knowledgebase articles, and various communication technologies to offer easy access and flexibility.
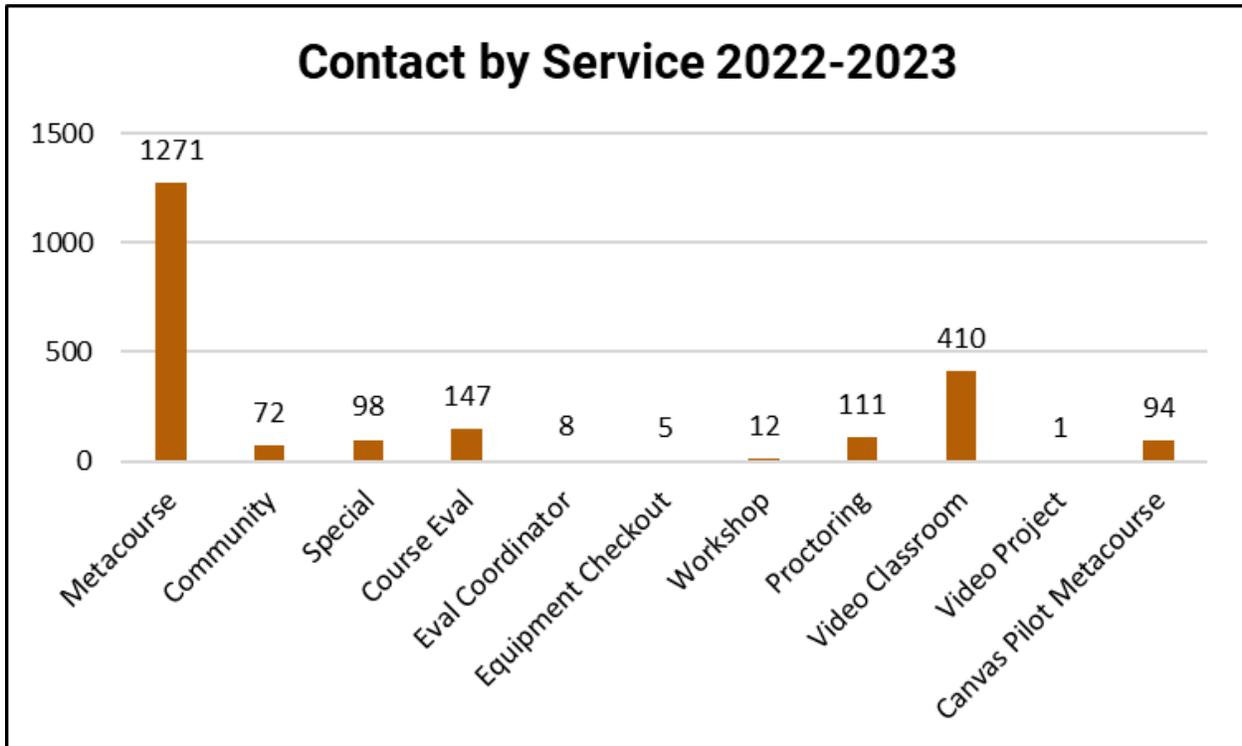
Figure 3 – Total ITRC Contact by Service (2022-2023)

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 2022 Moodle ISU course evaluations

Department	Evaluations	Courses	Responses
College of Arts and Letters	16	491	5061
College of Business	1	125	1214
College of Education	7	24	63
College of Technology	5	78	635
College of Science and Engineering	11	85	1058
Division of Health Sciences	8	90	584
Other (ACAD, FYS, etc.)	10	58	354
Total	**58**	**951**	**8969**

Table 2: Total Spring 2023 Moodle ISU course evaluations

Department	Evaluations	Courses	Responses
College of Arts and Letters	12	402	4072
College of Business	1	115	986
College of Education	7	44	239
College of Technology	4	32	165
College of Science and Engineering	11	43	455
Division of Health Sciences	3	18	61
Other (ACAD, FYS, etc.)	7	85	374
Total	**45**	**739**	**6,352**

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 in Moodle ISU making use of online proctoring services.

Table 3: Total Moodle ISU Online Proctoring Services (AY23)

	Fall 2022	Spring 2023
Courses	82	89
Proctored Exam Sessions	7,112	6,729
Automated Practice Appointments	1	2
Automated/Audit	108	167
Live Proctoring	31	64

Table 4: Total Moodle ISU Online Proctoring Services Purchased (AY23)

ISU Testing Center	Exams	Examity	Exams	ProctorFree	Exams	Total Cost	Total Exams
$28,832.00	1,693	$76,564.25	6285	$78,481.00	7754	$182,877.25	15,732

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 2021	119
Spring 2022	102
Summer 2022	17
AY22 Total Number of Courses	238
Fall 2022	119
Spring 2023	115
Summer 2023	17
AY23 Total Number of Courses	251

Equipment Checkout

The ITRC provides equipment to ISU faculty and staff for single-use instructional events. Figure 4 depicts the amount of equipment and licenses used during the 2022-2023 academic year.
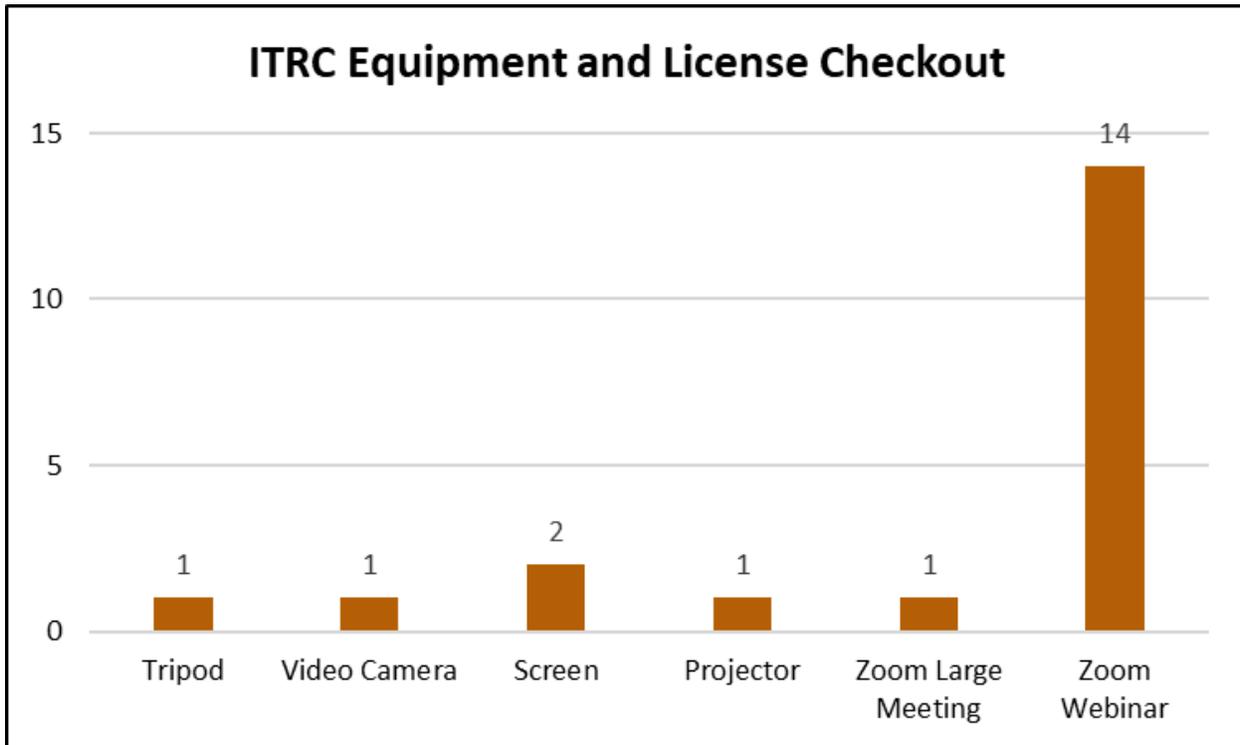
Figure 4 – Equipment and License Usage (2022-2023)

Video Captioning Services and Accessibility Projects

The ITRC started working with ISU Disability Services in the Fall of 2015 to offer video captioning services. Ean Harker was involved in providing services in the ITRC this academic year (AY23), including hiring student captioners and employing captioning vendors. The following figure provides a three-academic year overview of the captioning projects.

Courses, Captioned Videos, and Hours
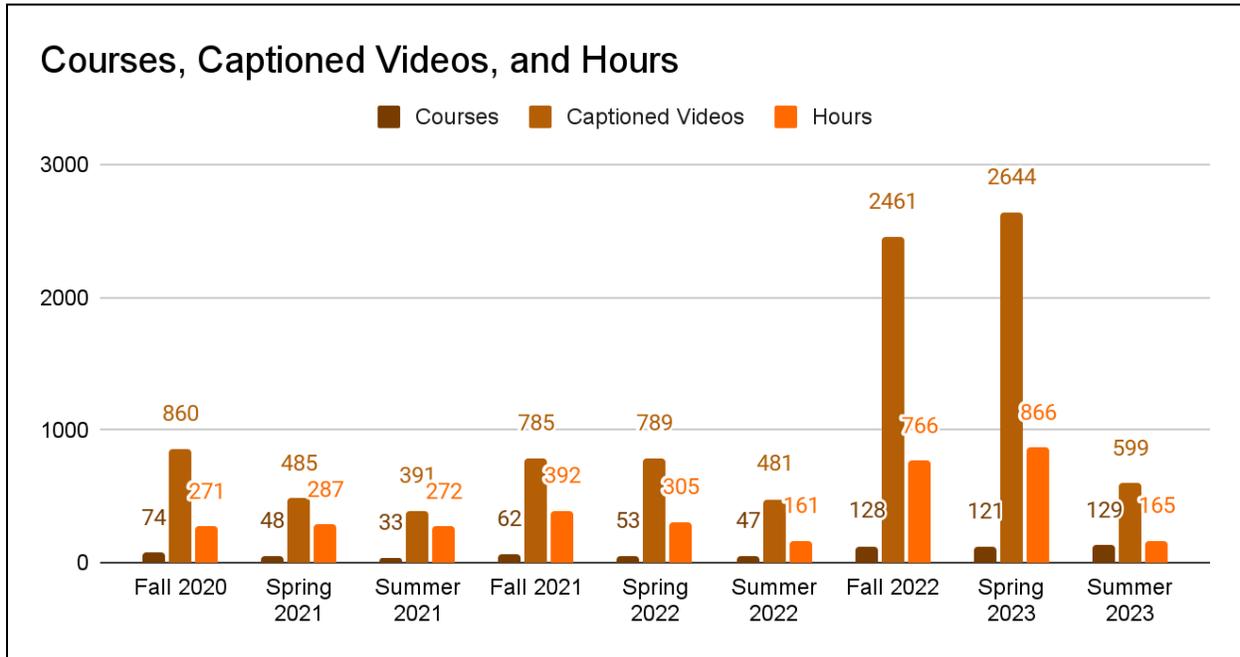
Figure 5 – Captioning projects by courses, captioned videos, and hours (2020-2023)

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 outlines the web conferencing usage for Fall 2017 through Spring 2023.

Table 6: 2017-2023 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
Fall 2022	578	0	0	578
Spring 2023	562	0	0	562

LMS Projects

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

- Spall and MacCluer updated Production Moodle ISU from 3.11 to 4.0 - August 2022.
- 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 4.2 in Spring 2022.
- Spall and MacCluer updated Production Moodle ISU from 4.0 to 4.2 - August 2023.

Moodle Community Participation

Moodle ISU is a tailored version of Moodle's open-source learning management system. 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 2022-2023 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 various Moodle working groups. Spall is a member of the Moodle Users Association.

Canvas 2023 Summer Pilot

The University's leadership asked the ITRC to support our faculty and students with an evaluation of the Canvas LMS. The Canvas Pilot Project was launched with 86 faculty

and 943 students. The ITRC staff organized faculty/staff training, offered assistance with the migration of Moodle ISU courses, and supported those needing to design their course from scratch. As part of the evaluation process, several great resources were developed:

- [Moodle and Canvas Keyboard Quiz Accessibility](#)
- [Moodle and Canvas Screen Reader Accessibility](#)
- [Canvas and Moodle Features Comparison Report](#)
- [Budgeting for Canvas Move](#)

eISU Growth (10-year Review)

The eISU program has seen significant growth during the past 10 years. ISU online courses, programs, and enrollments have all seen significant growth. When compared to other state institutions, ISU offers a larger variety of online programs.

Total Number of Online Programs by College and University
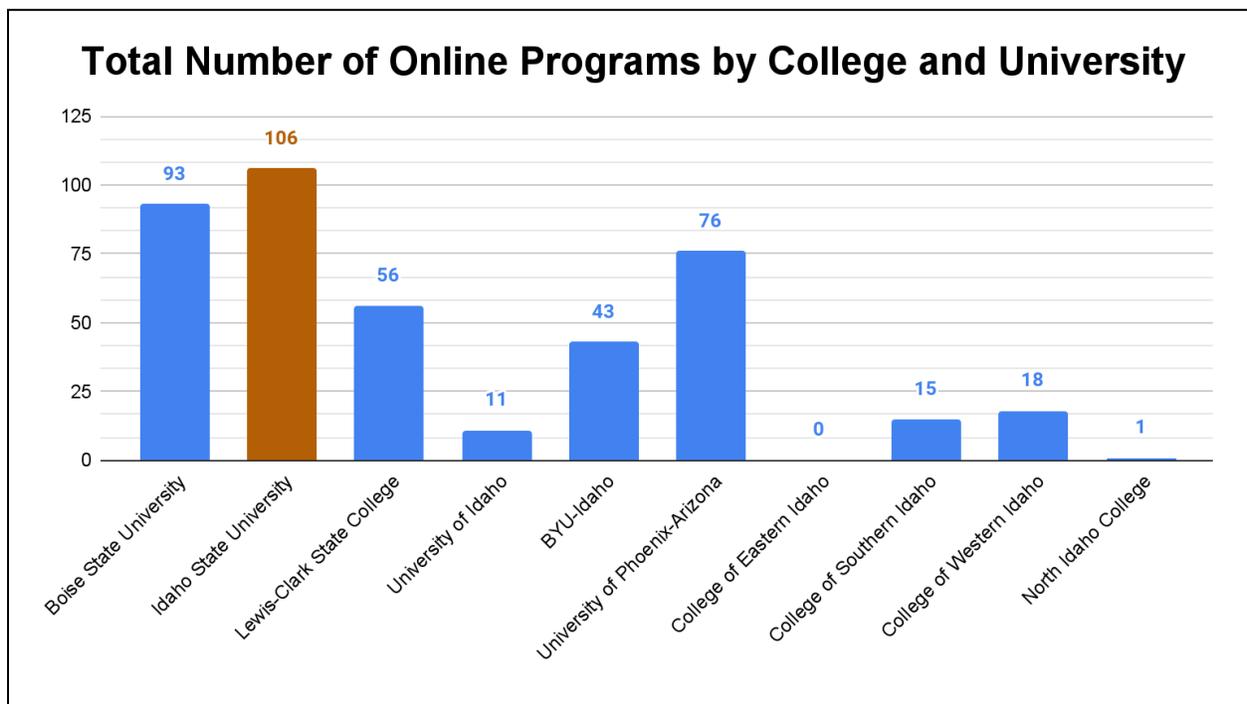
Figure 6 – Total number of online programs (Doctorate, Graduate, Bachelor, Associate, and Certificate) offered at each Idaho institution.
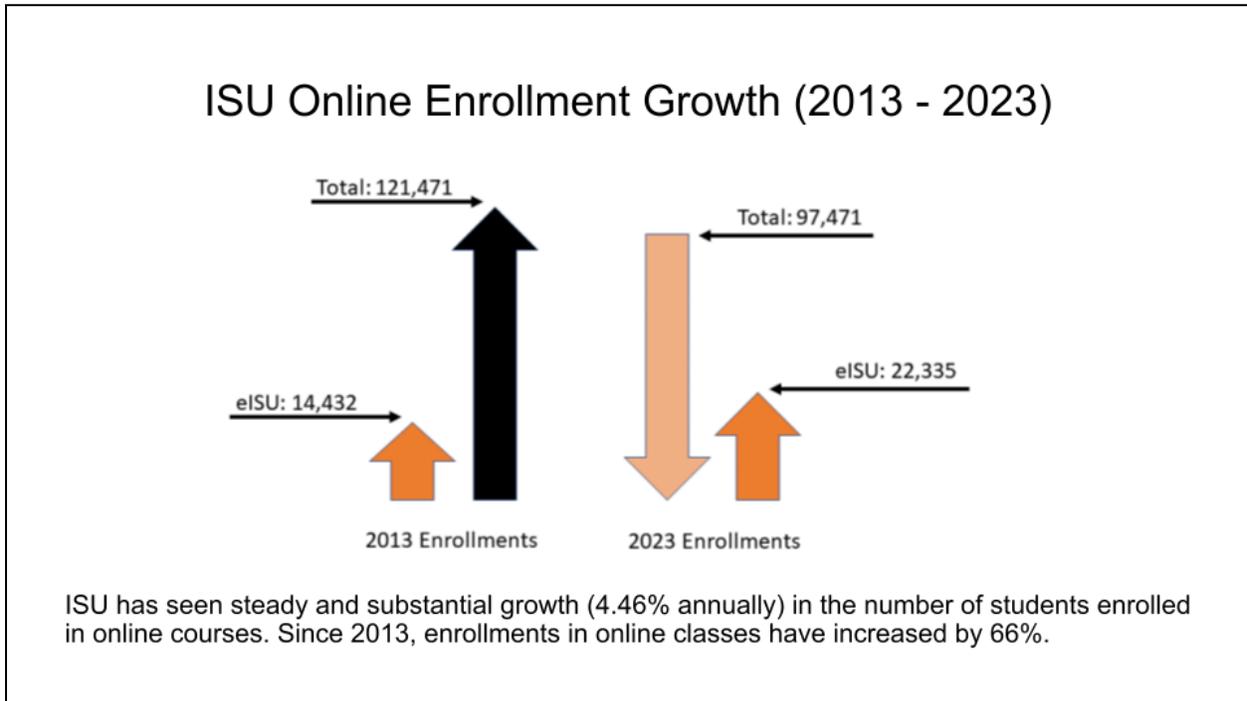
Figure 7 – Total number of ISU online course enrollments.

Moodle ISU Usage

Moodle ISU On/Off-Campus Usage

Page views are a good indicator of overall usage. From July 1, 2022, to June 30, 2023, Moodle ISU saw over 300 million page views, 71% of which were from off-campus users.

Table 7: 2022-2023 Moodle ISU On/Off-Campus usage by Total Page Views

Location	Page Views
Off-Campus	216,392,695 (71%)
On-Campus	88,494,963 (29%)
Total	**304,887,658**

Moodle ISU Activity Usage

From July 1, 2022 to June 30, 2023, Moodle ISU had nearly half a million forum posts. 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	475,243
Quizzes taken	549,606
Assignments submitted	594,479

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
Fall 2022			
Spring 2023			
Summer 2023			

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 2022 ISU usage by sections and enrollments

Section/Enrollment Type	Moodle ISU	Total ISU	% of Total
Sections	3,994	3,994	100.00%
Student enrollments	48,770	48,770	100.00%
Unique students	12,685	12,685	100.00%
Faculty enrollments	4,677	4,677	100.00%
Unique faculty	1,055	1,055	100.00%

Table 11: Spring 2023 ISU usage by sections and enrollments

Section/Enrollment Type	Moodle ISU	Total ISU	% of Total
Sections	3,714	3,716	99.95%
Student enrollments	41,881	41,890	99.98%
Unique students	10,771	10,778	99.94%
Faculty enrollments	4,395	4,397	99.95%
Unique faculty	1,017	1,017	100.00%

ISU Course Schedule Types by Semester

Table 12: Fall 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	679	679	17.00%	17.00%	100.00%
BL	Blended, reduced in class time	35	35	0.88%	0.88%	100.00%
CL	Classroom	1,598	1,598	40.01%	40.01%	100.00%
LB	Lab or Studio	318	318	7.96%	7.96%	100.00%
OL	Mostly Online - Moodle	10	10	0.25%	0.25%	100.00%
OT	Other	642	642	16.07%	16.07%	100.00%
SO	Fully Online, set times	258	258	6.46%	6.46%	100.00%
VS	Dedicated Video Conf Classroom	454	454	11.37%	11.37%	100.00%
Total		3,994	3,994	100.00%	100.00%	100.00%

Table 13: Spring 2023 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	696	696	18.73%	18.74%	100.00%
BL	Blended, reduced in class time	58	58	1.56%	1.56%	100.00%
CL	Classroom	1,307	1,306	35.17%	35.16%	99.92%
LB	Lab or Studio	261	261	7.02%	7.03%	100.00%
OL	Mostly Online - Moodle	15	15	0.40%	0.40%	100.00%
OT	Other	722	721	19.43%	19.41%	99.86%
SO	Fully Online, set times	230	230	6.19%	6.19%	100.00%
VS	Dedicated Video Conf Classroom	427	427	11.49%	11.50%	100.00%
Total		3,716	3,714	100.00%	100.00%	99.95%

ISU Comparison of Online and Face-to-Face Courses — Fall 2022 and Spring 2023 (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 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 - Online	586	11,111	10,025	9,388	90.23%	84.49%	93.65%
Undergraduate - Face to Face	1,027	15,388	14,201	13,560	92.29%	88.12%	95.49%
Graduate - Online	288	2,474	2,380	2,363	96.20%	95.51%	99.29%
Graduate - Face to Face	184	2,137	2,029	2,019	94.95%	94.48%	99.51%
Total	**2,085**	**31,110**	**28,635**	**27,330**	**92.04%**	**87.85%**	**95.44%**

Table 15: Total Spring 2023 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	938	12,887	12,059	11,607	93.57%	90.07%	96.25%
Undergraduate - Online	562	10,905	9,974	9,501	91.46%	87.13%	95.26%
Graduate - Online	174	1,300	1,260	1,257	96.92%	96.69%	99.76%
Graduate - Face to Face	174	1,300	1,260	1,257	96.92%	96.69%	99.76%
Total	**1,848**	**26,392**	**24,553**	**23,622**	**93.03%**	**89.50%**	**96.21%**

Online Enrollments by Academic Year (2018 to 2023)

The following tables provide 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%
2023	12,292	6,923	56.3%	2,563	1,642	64.0%

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	81.6%	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%
2023	12,292	3,134	25.5%	2,563	1,003	39.1%

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%
2022	5,066	695	13.7%

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%
2022	2,486	1,741	70.0%	75.0%

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 2022 and Spring 2023

eISU courses have 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 2022	Courses/Enrollments Spring 2023
College of Arts and Letters	374 Courses/6,438 Enrollments	356 Courses/6,152 Enrollments
College of Business	76 Courses/1,480 Enrollments	73 Courses/1,436 Enrollments
College of Education	125 Courses/1,380 Enrollments	143 Courses/1,548 Enrollments
College of Health Professions	221 Courses/3,172 Enrollments	229 Courses/2,865 Enrollments
College of Pharmacy	8 Courses/135 Enrollments	10 Courses/141 Enrollments
College of Science and Engineering	64 Courses/708 Enrollments	63 Courses/666 Enrollments
College of Technology	79 Courses/611 Enrollments	67 Courses/525 Enrollments
Total	947/13,924	941/13,333

eISU Students by Location (2021-2023)

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 Idaho cities from the past 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)	2023	2022	2021	Total
Canada	2	0	0	2
Cote D'Ivoire	2	1	0	3
South Korea	2	2	4	8
STATES (not including Idaho)				
California	67	67	58	192
Washington	47	39	34	120
Oregon	22	21	35	78
Utah	40	29	0	69
Montana	24	13	14	51
Colorado	12	13	14	39
CITIES (Idaho)				
Pocatello	664	675	614	1,953
Idaho Falls	429	427	346	1,202
Boise	145	143	133	421
Blackfoot	134	124	132	390
Chubbuck	110	105	104	319
Meridian	104	88	72	264
Twin Falls	90	78	69	237

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).

Program Overview

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.

Quality+ Completed Courses

Table 23: Completed the Quality+ program by AY

Quality+ Program Level	2017-2021	2021-2022	2022-2023	Total
Completed Quality+ Essentials (1st course)	42	20	9	71
Completed Quality+ Essentials (2nd course)	3	0	3	6
Completed Quality+ Essentials (3rd course)	0	1	0	1
Completed Quality+ Certification (1st course)	2	2	0	4
Completed Quality+ Certification (2nd course)	0	2	0	2

Quality+ Program Level	2017-2021	2021-2022	2022-2023	Total
Completed Quality+ Online Delivery	0	0	1	1
Quality+ Online Delivery	5	2	0	7

Quality+ Program Registration

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

Quality+ Program Level	2017-2021	2021-2022	2022-2023	Total
Quality+ Essentials (1st course)	114	17	19	150
Quality+ Essentials (2nd course)	7	1	2	10
Quality+ Essentials (3rd course)	1	0	2	3
Quality+ Essentials (4th course)	0	0	1	1
Quality+ Certification (1st course)	3	1	1	5
Quality+ Certification (2nd course)	0	2	0	2
Quality+ Certification (3rd course)	0	1	0	1

Participants by Instructor Type

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

Instructor Type	2017-2021	2021-2022	2022-2023	Total
Adjunct	15	2	2	19
Full-Time Faculty	109	17	11	137
Other	5	0	0	5

Participants by College

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

College	2017-2021	2021-2022	2022-2023	Total
College of Arts and Letters	58	3	7	68
College of Business	12	1	1	14
College of Education	12	1	1	14
College of Health Professions	9	0	0	9
College of Pharmacy	3	1	0	4
College of Science and Engineering	5	2	1	8

College	2017-2021	2021-2022	2022-2023	Total
College of Technology	16	4	1	21
School of Nursing	2	1	0	3
School of Rehabilitation & Communication Sciences	11	6	2	19
Library	2	0	0	2

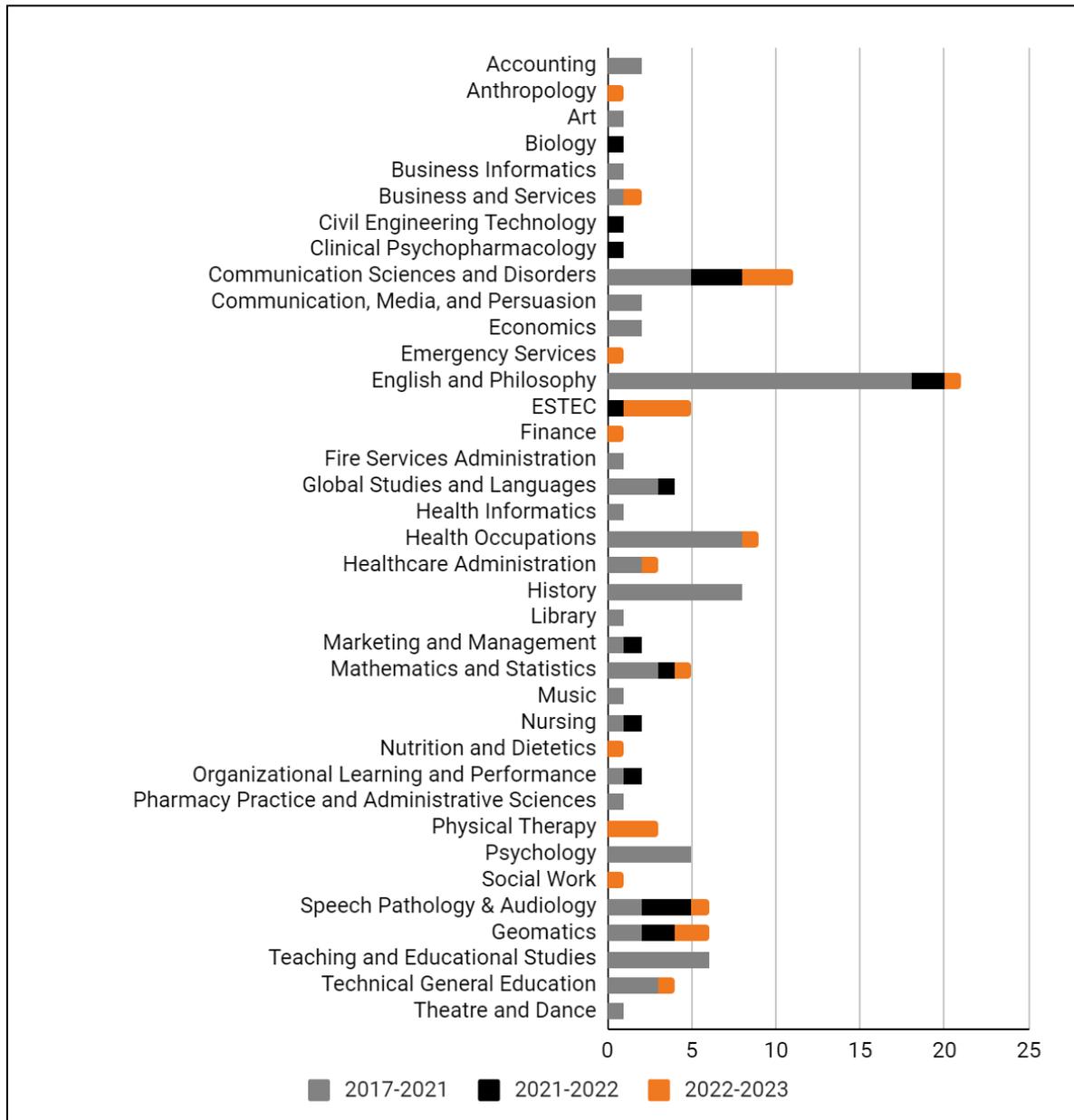## Department Participation in Quality+ by Academic Year

Figure 8 – Participation by ISU Departments - (2017-2023)

Video Distance Learning Network Projects/Services

Students and Faculty Served (2022-2023)

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 16 full-time and eight 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 AY23

ISU Semester	Course Sections	Students Enrolled	Faculty
Fall 2022	653	6,859	129
Spring 2023	636	10,392	126
Summer 2023	78	1,272	28
Total	1,367	18,523	283

Table 28: The total number of VDLN one-time events (2015-2023)

Time Period	Total Number of One-time Events	Hours
July 2015 – June 2016	567 (includes 47 DL Cart* Events)	1,274
July 2016 – June 2017	630 (includes 61 DL Cart* Events)	1,356
July 2017 – June 2018	456 (includes 61 DL Cart* Events)	1,003
July 2018 – June 2019	323 (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 (includes 84 DL Cart* Events)	420
July 2020 – June 2021 No one-time events due to Covid	0	0
July 2021 – June 2022	95 (includes 14 DL Cart* Events)	210
July 2022 – June 2023	114 (includes 19 DL Cart* Events)	281

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 University Organized Events

Conferences

Open Education Conference (Online)

Ryan Randall co-presented *Student Scholars in Action: Student-Driven OER Creation with Librarians, Students, and Instructors* with Liza Long and Carrie Bailey on October 20th,

2022. Ryan also developed [Booky McBookface: A Pressbooks Tutorial and Sandbox](#) for this presentation.

DevLearn Conference and Tech Expo

Lori Austill attended the DevLearn Conference and Tech Expo on October 25-28, 2022, in Las Vegas, NV.

QM Connect 2022, Tucson, AZ

The Quality+ Team presented at the QM Connect 2022 Conference on November 7-9, 2022.
- Lisa Kidder and Sacha Johnson co-presented *Improving Our Student Review Process*
- Kimberly Tomkinson and Mark Cooper co-presented *Designing Right the First Time - Faculty Mini-Workshop Series on Accessibility*.
- Lisa Kidder presented, *Shouldn't Professional Development Improve Online Teacher Readiness?*

Moodle Moot U.S. (Online)

Sacha Johnson attended the MoodleMoot U.S. 2023 online conference on January 30-31, 2023. Kimberly Tomkinson presented *Improving Moodle Competency Reporting*.

NWMET (Northwest Managers of Educational Technology)

Michael Spall, Lou Hong, Lance Roe, Daren Ivie, and Randy Stamm attended the NWMET 2023 conference in Helena, MT on April 5-7, 2023.
- Lance Roe presented *Leveraging Zoom Integrations*.
- Randy Stamm presented *We can do that with our LMS!*

HEROE-S Virtual Forum at LSU

Ryan Randall co-presented *Student Scholars Creating OER through Renewable Assignments* with Liza Long on April 13, 2023, online.

ELI Annual Meeting, Anaheim, CA

Lisa Kidder participated in the ELI Annual Meeting on June 7-9, 2023.

Open Education Network (OEN) Engage Conference (July 2023)

Kim Tomkinson participated in the Open Education Network (OEN) Engage Conference.

MountainMoot 2023, Helena, MT

Sacha Johnson, Michael Spall, Randy Stamm, Paul Lynch, Rick Fowler, Kimberly Tomkinson, and Lance Roe presented at the MountainMoot 2023 Conference on July 19-21, 2023.
- Rick Fowler presented *Upgrading to Moodle 4: Tips and Tricks from a Year of Experience.*

- Sacha Johnson, Michael Spall, and Kimberly Tomkinson, presenting *Captivated by Competencies: An Approach to Reporting*.
- Paul Lynch presented *Learning Lessons: A Guide on the Lesson Activity* and *Lightning Round - Lessons*.
- Lance Roe presented *Loom x Moodle Integration*.
- Randy Stamm presented *Moodle Comparison - Breakdown in Canvas*.
- Kimberly Tomkinson presented *Embracing UDL through Moodle Tools: A Proactive Approach*.

Publications

Building Interprofessional Teamwork Skills for Healthcare Administration and Health Sciences Students via Online Education. Co-authored peer-reviewed article: Guo, R., Austill, L., Ginnetti, R. & Yan, L. (2022). Building Interprofessional Teamwork Skills for Healthcare Administration and Health Sciences Students via Online Education. *Journal of Health Administration Education*, *39*(1). https://www.ingentaconnect.com/content/aupha/jhae/2022/00000039/00000001/art00005

Breaking the Humdrum of "Post Once & Reply to 2" Online Discussions, Lisa Kidder & Mark Cooper, https://edtechbooks.org/breaking_the_humdrum

TechTrends 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 worked on the Seventh Edition of the QM Rubric as part of the Quality Matters 7th Edition Rubric Revision Committee.

Degrees and Certifications

Kimberly Tomkinson attended Brickfield Accessibility Foundations and received a badge (August 2022).

Kimberly Tomkinson earned a certificate after participating in the OLC Workshop: *Creating Infographics for Learning* (September 2022).

Paul Lynch earned the Quality Matters Creating Presence in Your Online Course certificate (January 2023).

Kimberly Tomkinson earned a badge after attending the Educause Workshop: Designing HyFlex Courses (February 2023).

University Organized Events

Kimberly Tomkinson helped organize ISU Open Education Week and facilitated four presentations, including that of special guest David Wiley, on March 6-10, 2023. Ryan Randall also facilitated one presentation.

The Quality+ Team partnered with the Instructional Design and Technology program in the College of Education to create faculty-focused modules on Universal Design for Learning. This provided a real-world instructional design experience for the students.