



# Instructional Innovation & Quality (IIQ)

*All About Discovery!*

## Year End Report FY 14

Instructional Innovation and Quality (IIQ)

"Every course a quality course."

Academic Technology

Distance Education

Online Course Improvement  
Program

Instructional Media Services

IIQ (13.5 FTE) encompasses Academic Technology, Distance Education, Instructional Media Services, and the Online Course Improvement Program. The unit focuses on administration of and support for delivering education via non-traditional formats of ITV, blended, and online. See Appendix A.

IIQ supports New Mexico State University's strategic plan, Vision 20/20 (<http://plan.nmsu.edu>), as follows:

### 1. Academics and Graduate

Provide stellar programs, instruction, and student services to achieve timely graduation

1.B Promote, realize, and commend innovative and stellar teaching, learning, and leadership

1B1 Provost and Deans will provide educators with opportunities for professional development, training, mentoring, and networking supportive of exceptional teaching, learning, and leadership

### Academic Technology (AT, 3.5 FTE, <http://learning.nmsu.edu>)

AT supports a variety of educational technologies including Canvas, EvaluationKit, Respondus, and i>clicker, with Adobe Connect implementation slated for Fall 2014. See Appendix B.

### Highlights

- 77% of all academic courses use Canvas
- EvaluationKIT course evaluation and survey software integrated into Canvas
- Adobe Connect web conferencing system integrated into Canvas
- Course Development Camp Partnership with OCIP

	Canvas	SoftChalk	i>clicker	Evaluation Kit	Panopto	Total	
<b>Training Events</b>	127	12	5	16	1	161	
<b>Support Emails</b>	Jun/July	Aug/Sept	Oct/Nov	Dec/Jan	Feb/Mar	Apr/May	Total
	661	1,707	966	1,440	987	917	6,681

Canvas Active Academic Sections	Courses		Teachers		Students		
	Number	Percentage	Number	Percentage	Number	Percentage	
<b>Alamogordo</b>	656	8%	307	8%	5,139	9%	
<b>Carlsbad</b>	389	5%	174	4%	2,752	5%	
<b>DACC</b>	2,159	27%	961	24%	16,408	27%	
<b>Grants</b>	299	4%	121	3%	1,847	3%	
<b>Las Cruces</b>	4,461	55%	2,467	61%	34,045	57%	
<b>Total</b>	7,964		4,030		60,191		
<b>EvaluationKit</b>	<b>Las Cruces</b>	<b>Library</b>	<b>Alamo gordo</b>	<b>Carls bad</b>	<b>DACC</b>	<b>Grants</b>	<b>Total Avg.</b>
<b>Online Course Evaluation Response Rates</b>	45.9%	49.2%	31.7%	17.2%	3.2%	36.9%	41.3%

**Distance Education (DE, 2.5 FTE, <http://distance.nmsu.edu>)**

DE provides prospective students a one-stop website to access information about the 37 degree programs offered in non-traditional formats. Website email inquiries are answered and directed to the appropriate contact person as needed. See Appendix C.

**Highlights**

- The cross-campus Online Infrastructure Task Force developed a series of recommendations for improvements in online services for students, faculty, and the institution.
- Financial support for exam proctoring services was secured from Course Delivery Fees.
- Several NMSU online degree programs received national recognition for quality and value.

Colleges DE Programs	Bachelors	Masters	Doctorates	Graduate Certificates	Endorsements, Licensure, Specialties
ACES		1			
Arts & Sciences	2	5			
Business	2	1			
Education	1	7	2	1	6
Engineering	1	2		1	
Health & Social Services (HSS)	1	2	1	1	
<b>Total</b>	7	18	3	3	6

DE Website	ACES	Arts & Sciences	Business	Education	Engineering	HSS	NMSU General	Total
Emails	5	33	19	28	7	5	49	142

**Exam Proctoring (.5 FTE, <http://distance.nmsu.edu/current-students/proctored-exams/>)**

Exam proctoring is a free DE service provided to Las Cruces-campus students taking an online course from another campus or institution; to students at a distance who need to have a proctored exam coordinated at an offsite location, and to non-NMSU students who need a proctored exam. See Appendix D.

Semester, Year	Courses	Students	Exam Hours Total	No. Instructors
Summer 2013 (May-Aug)	4	43	95.5	4
Fall 2013 (Aug-Dec)	6	58	104	5
Spring 2014 (Jan-May)	7	94	188	9
<b>Total</b>	17	195	387.5	18

**Instructional Media Services (IMS, 2 FTE, <http://distance.nmsu.edu/faculty/instructional-media-services/>)**

IMS is housed with DE and provides a variety of services for two-way video conferencing for distance education courses and meetings, video production services, and web conferencing. See Appendix D.

**Highlights**

- NMSU-LC campus’ use of two-way video conferencing and web conferencing using Adobe Connect (VOIP) continued to increase.
- In Spring 2014, NMSU groups & organizations used Adobe Connect to collaborate nationally and internationally.
- Three conference/classrooms were upgraded by installing two 80” HDTV screens in MH 85 & 169 and a 65” HDTV in MH 80’s conference room to enhance audience participation.

<b>Teleconferences</b>	<b>Number of Events</b>	<b>Hours</b>	
July – December 2013	40	65	
January – June 2014	60	115.5	
<b>TOTAL</b>	<b>100</b>	<b>182</b>	
<b>Telecourses</b>	<b>Courses</b>	<b>Colleges</b>	<b>Departments</b>
Summer 2013	4	2	2
Fall 2013	11	3	6
Spring 2014	10	2	4
<b>Total</b>	<b>25</b>	<b>4</b>	<b>7</b>

**Online Course Improvement Program (OCIP, 4.5 FTE, <http://ocip.nmsu.edu>)**

OCIP provides support for faculty doing blended and online courses. Opportunities include workshops, in depth professional development programs with stipends, faculty conference stipends, and an online resource center. OCIP supports NMSU Las Cruces Quality Matters. See Appendix F.

**Highlights**

- Launched the New2Online Program to support faculty wanting to move face-to-face or blended courses to online.
- Hosted a two-week Course Development Camp for faculty (May 27-29 and June 2-4) (<http://bit.ly/1sKD>)
- Submitted a nomination application for OCIP to be considered for the Quality Matters 2014 “Making a Difference for Students” Award. Did not receive award.
- Evaluation data shows program impact: improved course organization, applying Quality Matters Standards to other courses taught, increased alignment of course components, increased engagement and interactivity in online courses, and improved student learning.

<b>Professional Development Programs</b>	<b>Applied</b>	<b>Accepted</b>	<b>Completed</b>	<b>In Progress</b>	<b>Dropped</b>
One Year Plus Fellowship (1-Y+) Year 5	20	12	7 (4 from FY 13)	7	2
1-Y+ Cumulative Data	120	78	52	7	18
New2Online Year 1	22	16	9	2	5
Course Development Camp	38	20	18	0	2

<b>Professional Development Workshops</b>	<b>Conference Stipends for Faculty &amp; Presentations</b>	<b>Distance Education Speakers</b>
68	10 conference stipends 6 conference presentations	3

**Quality Matters (.5 FTE, <http://ocip.nmsu.edu/services/peer-review/>)**

OCIP manages NMSU’s Quality Matters (QM) Las Cruces-campus subscription ([www.qmprogram.org](http://www.qmprogram.org)). OCIP provides QM informal and formal course reviews, QM training for faculty, and support for faculty to become QM peer or master reviewer certified. See Appendix G.

<b>QM</b>	<b>ACES</b>	<b>Arts &amp; Sciences</b>	<b>Business</b>	<b>Education</b>	<b>Engineering</b>	<b>HSS</b>	<b>IIQ</b>
<b>7 QM Recognized Courses</b>		2	2	3			
<b>15 Peer Reviewers</b>	2	2	1	1		3	6
<b>3 Master Reviewers</b>			1				2

## **Appendixes**

### **Appendix A IIQ Staff List**

Susie Bussmann, Ph.D. Director Instructional Innovation and Quality Unit

Kerry Forysthe, Web Developer, Senior

Susana Venegas, Web Developer, Associate

Muhammed Hossain, Exam Proctor, Graduate Assistant

Steve Leask, Ph.D., Director of Academic Technology

Robbie Grant, Instructional Consultant, Lead

Tim Strasser, Instructional Consultant, Intermediate

Michelle Lebsock, Instructional Consultant, Intermediate

Denise Welsh, Director of Instructional Media Services

David Chavez, Multimedia Tech

Sandra Johnson, OCIP Coordinator

Sharon Lalla, Ph.D., QM Coordinator

Jed Duggan, Instructional Consultant, Lead

Miley Grandjean, Instructional Consultant, Intermediate

**Appendix B Canvas Courses, Teachers, & Students by Campus and Term Academic Year 2013-14**

<b>Summer 2013</b>	<b>Courses</b>		<b>Teachers</b>		<b>Students</b>		
Campus	Number	%	Number	%	Number		%
Alamogordo	108	13%	69	12%	1,021		13%
Carlsbad	63	8%	38	7%	531		7%
Dona Ana	198	24%	139	24%	1,928		24%
Grants	41	5%	24	4%	315		4%
Las Cruces	401	49%	311	54%	4,200		53%
<b>Total Courses</b>	<b>811</b>		<b>581</b>		<b>7,995</b>		
<b>Fall 2013</b>	<b>Courses</b>		<b>Teachers</b>		<b>Students</b>		
Campus	Number	%	Number	%	Number		%
Alamogordo	285	8%	124	7%	2,165		8%
Carlsbad	171	5%	72	4%	1,186		4%
Dona Ana	978	27%	403	24%	7,614		28%
Grants	133	4%	46	3%	825		3%
Las Cruces	2,010	56%	1,062	62%	15,591		57%
<b>Total Courses</b>	<b>3,577</b>		<b>1,707</b>		<b>27,381</b>		
<b>Spring 2014</b>	<b>Courses</b>		<b>Teachers</b>		<b>Students</b>		
Campus	Number	%	Number	%	Number		%
Alamogordo	263	7%	114	7%	1,953		8%
Carlsbad	155	4%	64	4%	1,035		4%
Dona Ana	983	27%	419	24%	6,866		28%
Grants	125	3%	51	3%	707		3%
Las Cruces	2,050	57%	1,094	62%	14,244		57%
<b>Total Courses</b>	<b>3,576</b>		<b>1,742</b>		<b>24,805</b>		
<b>TOTAL</b>	<b>8,051</b>		<b>4,030</b>		<b>60,181</b>		

**Total Active Academic Sections by Campus 2013-14 Academic Year**

<b>Academic Year 2013-14</b>	<b>Courses</b>		<b>Teachers</b>		<b>Students</b>	
	Number	%	Number	%	Number	%
Alamogordo	656	8%	307	8%	5,139	9%
Carlsbad	389	5%	174	4%	2,752	5%
Dona Ana	2,159	27%	961	24%	16,408	27%
Grants	299	4%	121	3%	1,847	3%
Las Cruces	4,461	55%	2,467	61%	34,035	57%

**EvaluationKIT**

Online course evaluation and survey software

<b>2013-14 Academic Year</b>	<b>Total</b>	<b>Total</b>	<b>Response</b>	<b>Response</b>
Instance	Projects	Enrollments	Responses	Rate
A & S	80	23,410	10,861	46.39%
ACES	10	6,481	2,820	43.51%
BUS*	14	7,679	3,816	49.69%
EDUC	25	10,502	4,650	44.28%
ENG	8	4,323	1,977	45.73%
HSS	11	9,014	4,114	45.64%
DACC	12	14,939	4,964	33.23%
NMSU-Grants	10	4,927	1,813	36.80%
NMSU-Alamogordo	7	6,526	2,069	31.70%
NMSU-Carlsbad	12	3,303	569	17.23%
Library	4	132	65	49.24%
<b>Total</b>	<b>193</b>	<b>91,236</b>	<b>37,718</b>	<b>41.34%</b>



## Appendix C DE Website Emails

<b>ACES</b>	<b>Arts &amp; Sciences</b>	<b>Business</b>	<b>Education</b>	<b>Engineering</b>	<b>HSS</b>
College Inquiry (2)	BA Sociology (10) (O)	BA Accounting (3) (NO)	College Inquiry (2)	MS Industrial Engineering (6) (O)	MS Nursing (2) (O)
Food Science Nutrition Sciences (2) (NO)	MA Spanish (10) (O)	BA General Business (13) (O)	Doctorate in Educational Leadership (8) (O)	Bachelors Aerospace Engineering (1) (NO)	Graduate Public Health (1) (O)
Fashion design (1) (NO)	BA Criminal Justice (2) (O)	MBA (5) (O)	Online Teaching and Learning (4) (O)		Master of Public Health (1) (O)
	ICT (1) (NO)	Doctorate Business (1) (NO)	MA C&I (2) (O)		Master of Social Work (1) (O)
	MA Psychology (1) (NO)	BA Marketing (1) (O)	BA Early Childhood Education (2) (NO)		
	MA Sociology (5) (O)	MA HR (1) (NO)	Doctorate C & I (8) (O)		
	BA Biology (2) (NO)	Ph.d Economic Development (1) (NO)	TESOL (1) (NO)		
	MA Criminal Justice (2) (O)		MA Education Administration (1) (O)		

(O) = Offered

(NO) = Not Offered

## Appendix D Exam Proctoring

Semester, Year	Courses	Students	Exam Length Hours	Exam Hours Total	Offering Campus	No. Instructors
<b>Summer 2013 (May-Aug)</b>	MATH 121	1	1.5	1.5	Alamogordo	
	BIO 111	27	2	54	Alamogordo	
	BIO 211	5	2	10	Alamogordo	
	BIO 225/226	10	3	30	Alamogordo	
<b>Total</b>	<b>4</b>	<b>43</b>		<b>95.5</b>		<b>4</b>
<b>Fall 2013 (Aug-Dec)</b>	BIO111	9	1	9	Alamogordo	
	BIO 225/226	18	2	36	Alamogordo	
	ECON 332	8	1	8	Alamogordo	
	GEOL111	8	1	8	Alamogordo	
	MATH 121	2	2	4	Alamogordo	
	STAT251	13	3	39	Alamogordo	
<b>Total</b>	<b>6</b>	<b>58</b>		<b>104</b>		<b>5</b>
<b>Spring 2014 (Jan-May)</b>						
	HNDS 251	8	2	16	Alamogordo	
	MATH 121	5	2	10	Alamogordo	
	BIO 111/101	57	2	114	Alamogordo	
	GEOL 111	4	2	8	Alamogordo	
	BIO 226	6	2	12	Alamogordo	
	EE 280	13	2	26	Grants	
	NREM 120	1	2	2	Iowa State University	
<b>Total</b>	<b>7</b>	<b>94</b>		<b>188</b>		<b>9</b>

### Appendix E Instructional Media Services

Telecourses	Courses	Colleges	Departments
Summer 2013	4	Engineering (3 courses) Arts & Sciences (1 course)	Industrial Engineering Social Work
Fall 2013	11	Education (4 courses) Engineering (6 courses) Health & Social Services (1course)	Industrial Engineering Mechanical Engineering Electrical Engineering Aerospace Engineering Curriculum & Instruction Nursing
Spring 2014	10	Engineering (7 courses) Education (3 courses)	Industrial Engineering Mechanical Engineering Electrical Engineering Curriculum & Instruction

### Appendix F OCIP Hosted Events

Event Type	Number	Percentage	No. Attendees
Let's Talk Online Teaching	9	13%	139
Hybrid Workshops	8	12%	106
Webinars	12	18%	24
Open Labs	6	9%	No Data
Workshops/Presentations	29	43%	114
Distance Education Speakers	3	4%	85
Course Development Camp	1	1%	18
<b>Total</b>	<b>68</b>	<b>100%</b>	<b>486</b> <b>(239 Unique Participants)</b>

OCIP Collaborations	Number	Type
Teaching Academy	13	Let's Talk Online Teaching DE Guest Speakers
Academic Technology	8	Canvas
Quality Matters Focused	42	Workshops Let's Talk Online Teaching

**Appendix G Quality Matters**

<b>Course Name</b>	<b>Course Number</b>	<b>Course Representative</b>	<b>College</b>	<b>Recognized Date</b>
Fostering Online Learning Communities	EDLT 560	Julia Parra	Education	2014-04-30
Business Information System	BCIS338	Richard Oliver	Business	2014-04-08
Assessment and Evaluation in Online Learning	EDLT 590	Sandra Johnson	Education	2014-03-18
Introduction to Music	MUS 101.M70	James Shearer	Arts & Sciences	2014-01-23
Management of Information Security	BCIS 482	Richard Oliver	Business	2013-12-16
Fundamentals of Geographic Information Systems	Geography 481	Michael DeMers	Arts & Sciences	2013-11-26
Business and Professional Communication	English 203	Sharon Lalla	Arts & Sciences	2013-08-13

<b>Peer Reviewer &amp; Master Reviewer</b>	<b>Peer Reviewer</b>	<b>Peer Reviewer</b>
Sandra Johnson	Stephen Anderson	Miley Grandjean
Sharon Lalla	Susie Bussmann	Justin Mac Donald
Elise (Pookie) Sautter	Marija Dimitrijevic	Julia Parra
	Jed Duggan	Betsy Stringham
	Tami Ford	Kourtney Vallancourt
	Kerry Forsythe	Susan Wilson