

INSTRUCTIONAL TECHNOLOGY AND DISTANCE SERVICES

ANNUAL REPORT 2019-2020



CONTENTS

From the Director's Desk

Meet the Team

About us

Our Goals

Distance Education and Instructional Technology Committee

DEITC Members

Highlights of the Year

Instructional Technology Excellence Awards

Learning Technology Week

LTW Presenters

LTW Giveaway

Eventzee at TAMIU

Computer Labs

Recording Video

Lab Locations

Lab Software

Learning Opportunities

Training and Consultations

Quality Matters

Training Attendance

QM-Recognized Courses

QM-Peer Reviewers

QM across The Texas A&M University System

TAMIU QM Scorecard

Accessibility

Accessibility Plan

Facts from the Apps

Echo 360/Hoonuit Usage

Voicethread/Blackboard Usage

COVID-19 Response

Contact Information

FROM THE DIRECTOR'S DESK

Our annual report features the main activities organized by the Office of Instructional Technology & Distance Education Services (eLearning and AV Media groups) from June 2019 until May 2020. This report highlights the areas impacted by the transition to remote teaching in March 2020. Transitioning every single class to virtual delivery within a two-week period required an immediate response from faculty with respect to software adoption and technology skills. Consequently, the need to offer just-in-time workshops from Blackboard Essentials to delivering content using web conferencing and lecture-capture applications became evident.

The extraordinary efforts of our team paid off with over 220 faculty members attending at least one session of the 250 offered during the week of March 23, in addition, new faculty were encouraged to participate in an introductory course to online teaching based on Quality Matters (QM). Overall, over 300+ faculty members have completed at least one QM training on how to apply standards of quality in their online or hybrid courses.

As always, I would like to acknowledge the guidance and support of our Distance Education and Instructional Technology Committee (DEITC). Their guidance is instrumental to the success of our activities and the continuous improvement of our services.

Dr. Patricia Abrego, Director

MEET THE TEAM



Dr. Patricia Abrego
Director of Academic Technology

KLM 259A | 326-2302
pabrego@tamiu.edu



Gloria Sánchez
Associate Director of Academic Technology

KLM 257D | 326-2295
gloria.sanchez@tamiu.edu



Tony Ramírez
Instructional Designer

KLM 257A | 326-2793
tonyramz@tamiu.edu



Julio Tovar
Instructional Designer

KLM 257B | 326-2791
julio@tamiu.edu



Carlos Vallarta
Instructional Designer

KLM 259C | 326-2298
carlos.vallarta@tamiu.edu



Anna G. González
Instructional Designer

KLM 259B | 326-2294
anna.gonzalez@tamiu.edu



Bobby González, Jr.
ITSS Associate Director

PLG 220 | 326-2312
roberto@tamiu.edu



Nancy Colchado
Assistant Manager

PLG 202 | 326-2027
nancy.mendoza@tamiu.edu



Jesús Martínez
Instructional Technology Services Specialist

CWT 115 | 326-2045
jesus.martinez@tamiu.edu



Vincent Moreno
Instructional Technology Specialist

CWT 115 | 326-2043
vincent.moreno@tamiu.edu



Michael Gutiérrez
Classroom Technology Specialist

CWT 115 | 326-2048
michael.gutierrez@tamiu.edu



ABOUT US

The Office of Instructional Technology & Distance Education Services provides support to faculty and students on the use of technology in the Teaching and Learning process. The eLearning team assists faculty with the design of their courses and in all matters related to the integration of instructional technology tools including Blackboard, TAMIU's official learning management system.

The Instructional Technology Support Services group (AV Media) assists faculty with training on the use of the equipment and software installed in the classrooms to include ECHO360, our lecture-capture application.

The AV Media team is also responsible for maintaining all computer labs on campus and providing support to external entities on special events and commencement exercises.

To contact us, please send an email to elearning@tamiu.edu or OITAVMedia@tamiu.edu



OUR GOALS

- 1 *Create, support, and enhance the instructional technology activities of the TAMIU community.*
- 2 *Increase learning opportunities in instructional technologies for faculty and students.*
- 3 *Continue to implement and expand Quality Matters standards in all newly-developed online hybrid courses.*
- 4 *Maintain and expand collaborative service efforts with regional school districts and institutions of higher education.*
- 5 *Promote, recognize, and reward excellence among faculty integrating technology.*



DEITC



The Distance Education and Instructional Technology Committee (DEITC) is comprised of 15 members: one representative per College or free-standing academic unit, one member of the Faculty Senate, the chair of the University Curriculum Committee, the Associate Vice President for Academic Affairs (or designee), and one from the Office of Graduate Studies and Research. The Director of Instructional Technology and Distance Education serves as an *ex-officio* and acts as a co-chair with the member appointed by the Faculty Senate. The DEITC was created to review

and recommend procedures for online course development, quality standards, and evaluation mechanisms. This Committee was created in January 2011 and since then has adopted guidelines for quality in online and hybrid courses based on the Quality Matters Rubric, as well as guidelines for accessibility compliance. If you have a concern and would like to share at one of our meetings, please contact your College representative. Meetings are held on the last Monday of the month (except during Summer months).

HIGHLIGHTS OF THE YEAR



INSTRUCTIONAL TECHNOLOGY EXCELLENCE AWARDS



From left to right: Dr. Pablo Arenaz, Heidi Landry, Dr. Kameron Jorgensen, and Dr. Thomas Mitchell.

2019 RECIPIENTS

DR. KAMERON JORGENSEN AND
DR. HEIDI LANDRY

COLLEGE OF ARTS AND SCIENCES,
COLLEGE OF NURSING AND HEALTH
SCIENCES

The Instructional Technology Excellence Award is presented to a faculty member who has exemplified the use of technology in their teaching. The Instructional Technology Excellence Awardee is presented with a plaque during the Fall Faculty and Staff Assembly, a reserved parking space, and a \$500 stipend. Two faculty members were awarded, Associate Professor of Chemistry, Dr. Kameron Jorgensen and Associate Professor of Nursing, Heidi Landry.

The Award recipient is chosen from a group of nominees by the DEITC using the following criteria:

- Inspires and works collaboratively with others.
- Actively pursues avenues for personal continuous improvement to facilitate the uses of technology.
- Seamlessly integrates TAMIU's Learning Management System (LMS) to support his/her teaching to actively engage students.
- Integrates technology in the teaching and learning process.
- Uses technology in creative and effective ways to facilitate student learning.
- Addresses the various types of learners, including those with disabilities.

If you believe that a colleague or yourself qualify for the Award, please contact Dr. Abrego by email at pabrego@tamiu.edu, or in person at the Office of Information Technology located in KL259.



LEARNING TECHNOLOGY WEEK 2019

The goal of Learning Technologies Week at Texas A&M International University is to generate a greater awareness and appreciation for the use of technologies in the classroom. The program highlights emerging technologies, web conferencing and best practices in face-to-face, online and blended learning.



LEARNING TECHNOLOGIES WEEK 2019- TAMU PRESENTERS

The following faculty members presented on an array of different topics and shared their expertise and best practices with technology tools.



Dr. Bernice Y. Sánchez
Scaffolding Online Courses from Theoretical Foundations to Practicum Development through Curricular Connections and Diverse Technologies: QM Certified Master Reading Teacher Programs



Dr. Mehnaaz Momen
Learning On Your Own: Transition to Digital Classrooms



Dr. Donovan Weight
Using TopHat Test to Streamline Exams in Large Classes



Mr. Juan Arellano
Document Development with LaTeX



Dr. Puneet Gill
Assessment as Teaching with Socrative App



Dr. Cynthia L. Piña
Catch the #WakeletWave



Dr. Kameron Jorgensen
TopHat Tips and Tricks: Student Engagement and LMS Gradebook Sync



Dr. Melody Boyd Carriere
Using Flipgrid and Video Chat to Improve Language Learning Online



Dr. Yong Chen
Engaging Students in Classrooms with TopHat



Dr. Tonya Huber, Elizabeth DeZouche, & Sara Abi Villanueva
Creating Digital Learning Objects for Adult, Online Learners



LEARNING TECHNOLOGIES WEEK 2019- FACULTY AND STAFF GIVEAWAY

Participants names were entered into a giveaway for a chance to win various electronic gadgets. Here are just a few of the winners.



Associate Professor
Donovan Weight



Instructor
Ms. Daniela Rodríguez



Adjunct
Ms. Jessica Rodríguez



Staff Member
Ms. Cihalli Pérez

EVENTZEE AT TAMIU - FROM MAY 2019 TO FEBRUARY 2020

Spice up your next event by creating an Eventzee scavenger hunt! Offices, student organizations, and faculty at TAMIU can use the Eventzee App. Create a custom mobile scavenger hunt to engage with the TAMIU community in a fun and creative way.

OUR ACCOUNTS:

University College
Scavenger Hunts Created: 1
Total Participants: 108

Human Resources Office
Scavenger Hunts Created: 1
Total Participants: 59

Office of Student Orientation
Leadership Engagement (SOLE)
Scavenger Hunts Created: 8
Total Participants: 872

TAMIU Student Philanthropy Council
Scavenger Hunts Created: 1
Total Participants: 7

TAMIU
Scavenger Hunts Created: 1
Total Participants: 14

Study Abroad Office
Scavenger Hunts Created: 1
Total Participants: 29

TAMIU Office of Student Counseling and
Disability Services
Scavenger Hunts Created: 1
Total Participants: 29

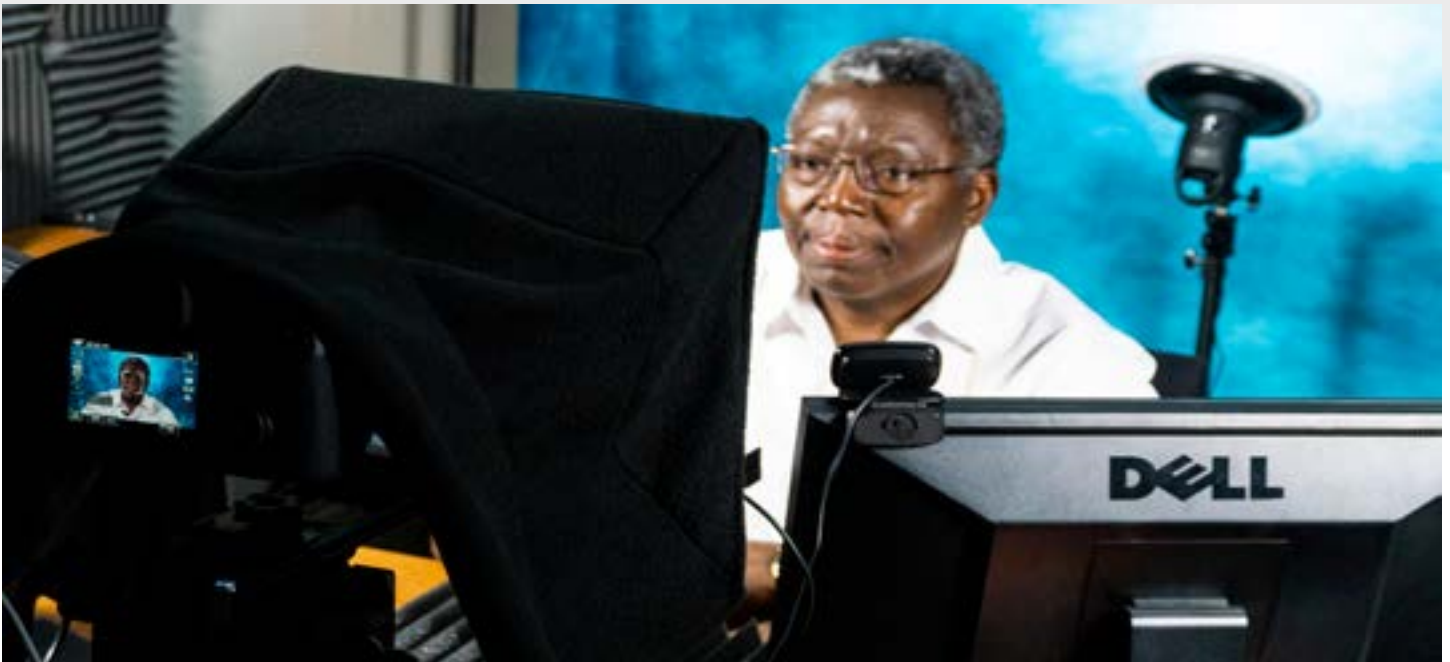
TAMIU Housing & Residence Life
Scavenger Hunts Created: 1
Total Participants: 10



1,128
Total Eventzee
Participants

COMPUTER LABS



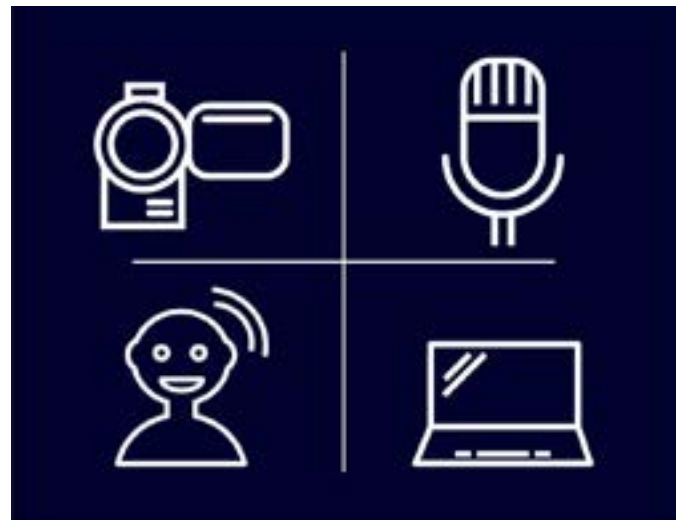


Pictured here is Dr. Peter Haruna in the recording studio.

RECORDING STUDIO

Faculty members are encouraged to use our recording studio located at the Western Hemispheric Trade Center Room 225. Recording options are available for all faculty and staff to record instructions, lectures, or short video clips.



- Please submit a request through the Audio Visual Request Form by visiting: <http://audiovisual.tamtu.edu>



LAB LOCATIONS



The AV Media Group maintains computer labs throughout the campus. The labs have software installed to meet the needs of both students and faculty. Labs are located in the Academic Innovation Center, Cowart Hall, Lamar Bruni Vergara Science Center, Pellegrino Hall, Killam Library, and Student Center.

-  Academic Innovation Center (AIC)
AIC 109, AIC 203, AIC 204
-  Sue and Radcliffe Killam Library (KLM)
2nd Floor
-  Dr. Billy F. Cowart Hall (CWT)
CWT 113, CWT 114, CWT 116, CWT 117
-  Lamar Bruni Vergara Science Center (LBV)
LVB 202, LVB 205, LVB 219
-  Anthony J. and Georgia A. Pellegrino Hall (PLG)
PLG 211, PLG 219, PLG 221
-  Student Center (STC)
Skylab - 2nd Floor

LAB SOFTWARE

Our Media Service's department provides universal access to quality software programs to every computer on campus. Here is a list of current software found in our computer labs located in the AIC, LBV, PLG, CWT, and SkyLab.

- Gantt Project
- Lego Mindstorms
- Echo 360 (For Professors)
- Gaussian
- Smartboard
- SSH Secure Shell Client
- SQL Database
- Mapel
- Autodesk Inventor
- Autodesk Fusion360
- Rockwell Arena
- MasterCAM
- GRASS GIS

Faculty requests for software installation should be sent to oitavmedia@tamiu.edu



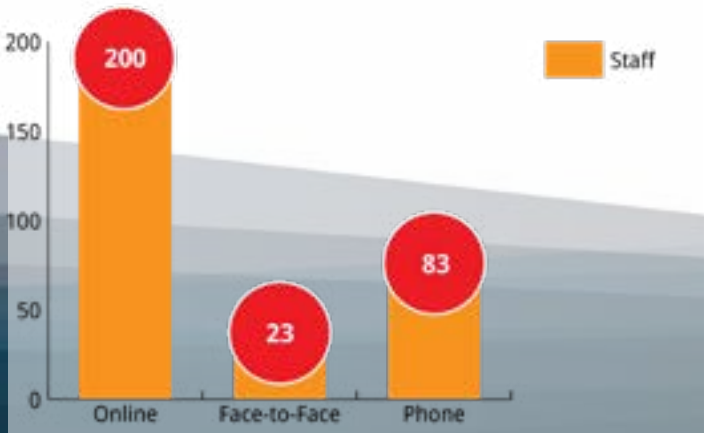
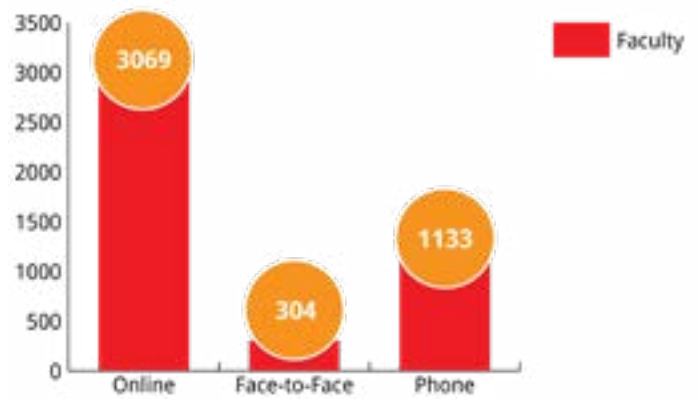
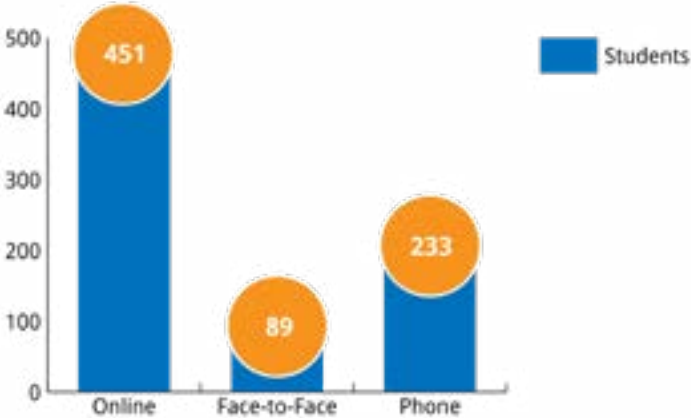
LEARNING OPPORTUNITIES



TRAININGS AND CONSULTATIONS

In the past year, there have been a total of 3,926 service requests sent to the eLearning team via phone, email, and in-person. According to eLearning's statistics, faculty typically look for support with Blackboard, instructional technologies such as SoftChalk, Voicethread, Adobe Connect, BlueJeans (video conferencing solutions), and multimedia accessibility services. Students usually come for assistance with Blackboard and proctoring solutions.

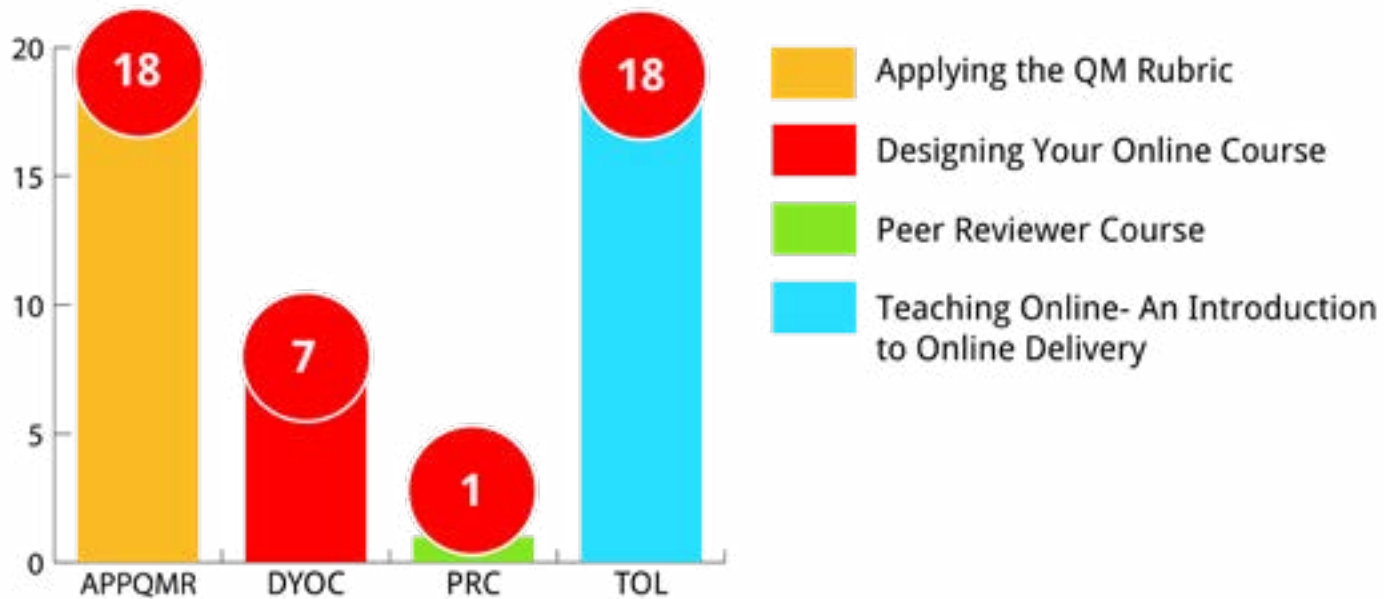
5,585
Service Requests
completed



QUALITY MATTERS

Between June 2019 and May 2020, 44 workshops were completed by faculty:

Attendance of Trainings



QM-RECOGNIZED COURSES

Between June 2019 and May 2020, 44 workshops were completed by faculty.

- Applying the QM Rubric (APPQMR)
- Designing Your Online Course (DYOC)
- Independent Applying QM Rubric
- Master Reviewer Certification
- Peer Reviewer Course
- Teaching Online- An Introduction to Online Delivery (TOL)

Quality Matters is a faculty-centered, peer review process that is designed to certify the quality of online blended courses. Benefits of QM-recognized courses include:

- Improved student learning and retention.
- Incorporation of new technologies.
- Increased flexibility, creativity, and divergent thinking.
- Increased efficiency in using instructional resources.
- Adoption of a systematic and comprehensive continuous quality assurance process that includes faculty training, course development, and course revisions that are aligned with accreditation standards.

As a peer reviewer, the following benefits will be added to the institution.

1. Become an integral part of the improvement of the quality of our online courses.
2. Receive national QM certification recognition.
3. Become part of a prestigious QM Peer Reviewer database.

For more information regarding the QM review process, go to www.tamtu.edu/qm.



QM PEER REVIEWERS

There is an open invitation to any faculty member that wishes to become a peer reviewer. If interested, please email us at elarning@tamiu.edu. Our current list of TAMIU peer reviewers includes:



Dr. Patricia Abrego
Master Reviewer



Dr. Frances Bernat
Master Reviewer



Dr. Whitney Bischoff
Master Reviewer



Mrs. Jacqueline Benavides



Dr. Kelly Frailing



Dr. Milton Mayfield



Dr. James Norris



Ms. Daniela Rodríguez

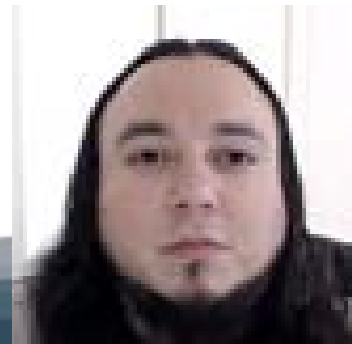
Member IQM



Dr. Bernice Sánchez



Dr. Patricia Uribe



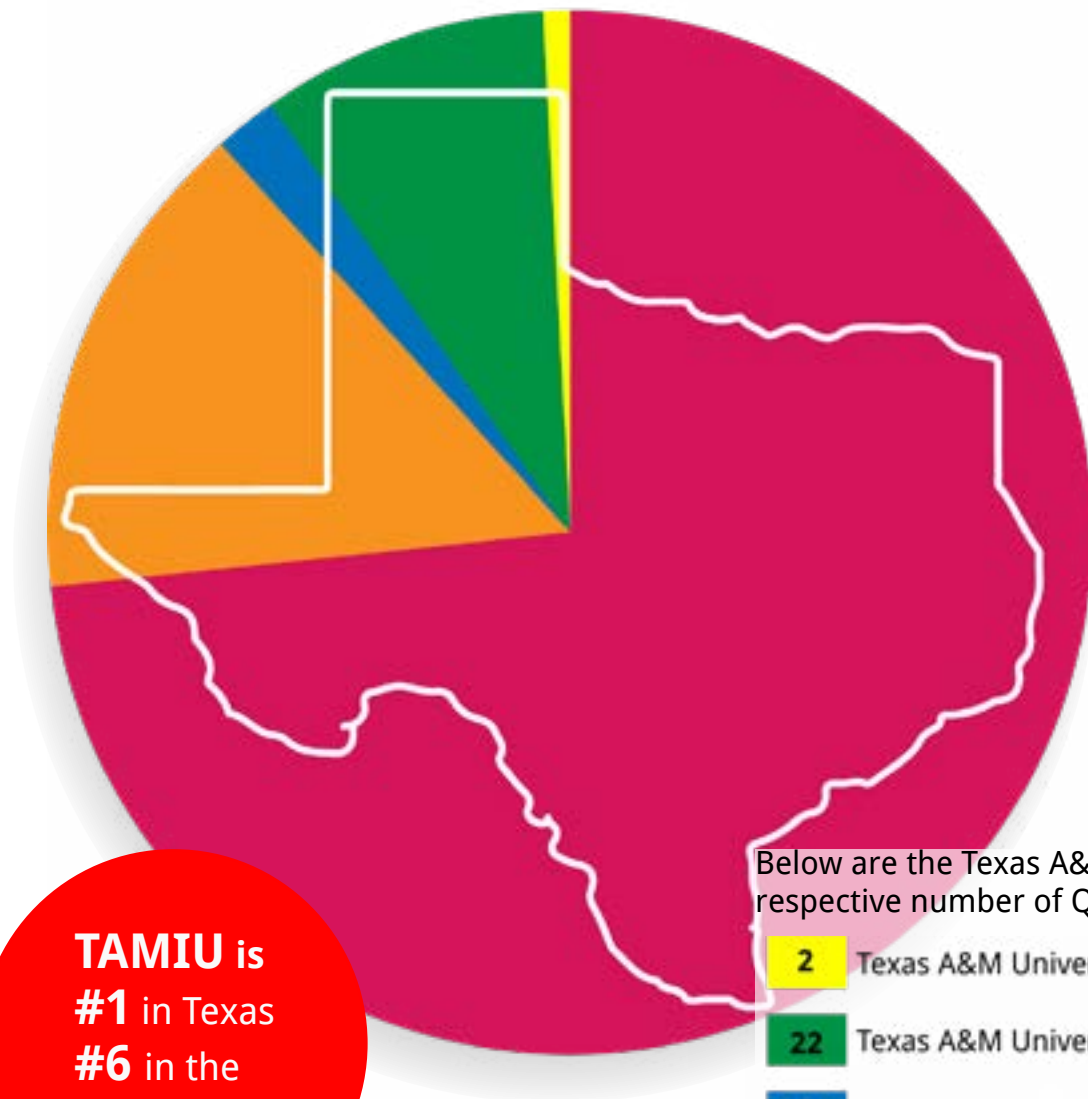
Dr. Roberto Vela



Dr. María Lourdes Vilorio

QM ACROSS THE TEXAS A&M UNIVERSITY SYSTEM

TAMIU is the lead institution for the Texas A&M University System QM Consortium as far as the number of QM-recognized courses.



TAMIU is
#1 in Texas
#6 in the
United States

Below are the Texas A&M institutions and their respective number of QM-recognized courses.

- 2** Texas A&M University-Texarkana
- 22** Texas A&M University-Texarkana
- 5** Texas A&M University-Kingsville
- 38** Texas A&M University-College Station
- 185** Texas A&M International University

TAMIU SCORECARD

2019 - 2020

301

Faculty
Trained

255

Reviews
Conducted

88

Faculty with QM
Certified Courses

12

QM Peer Reviewers

185

Courses
Recognized

44

Workshops
Completed



QM[®]

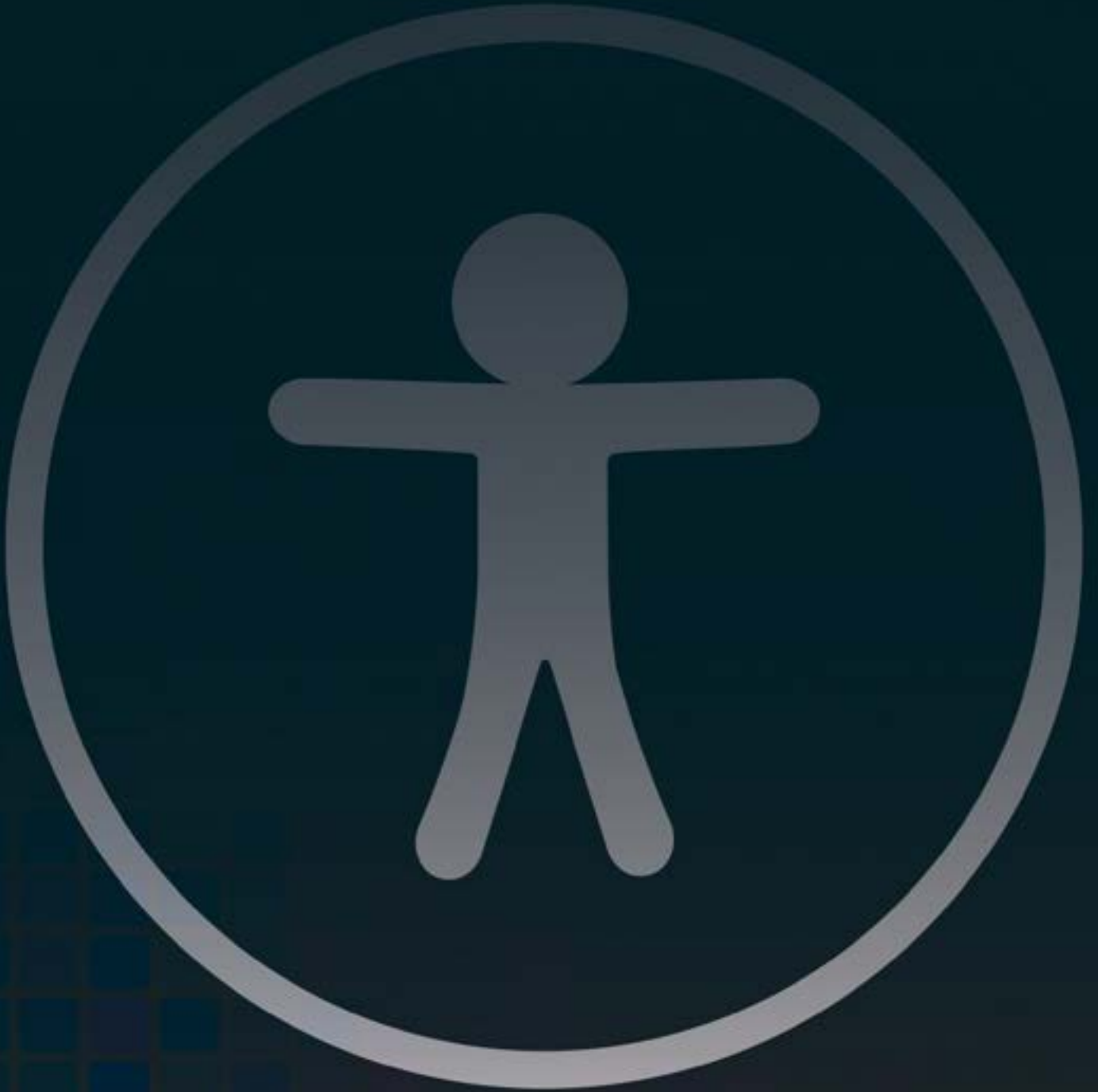
Quality Matters
Higher Education
2019



QM[®]

Quality Matters
Higher Education
2020

ACCESSIBILITY

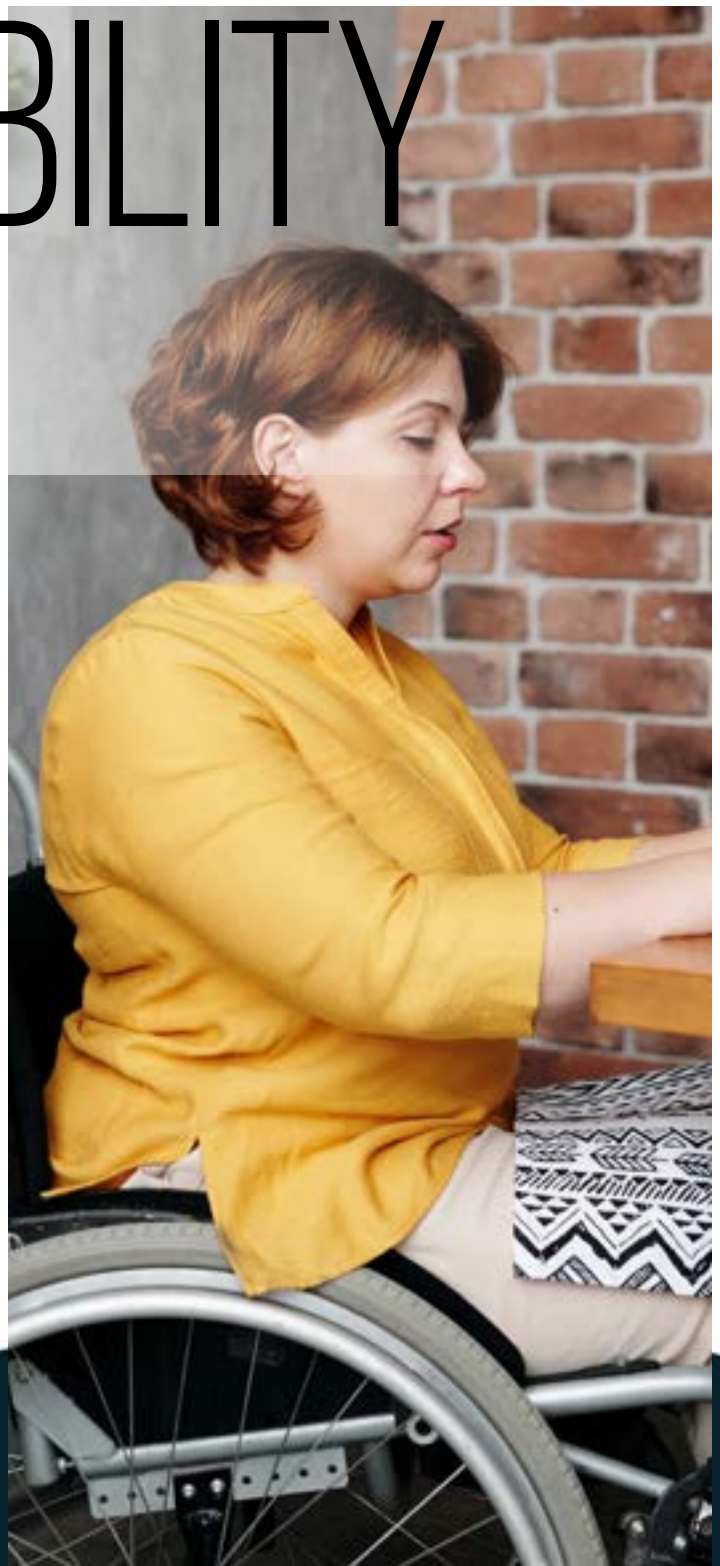


ACCESSIBILITY PLAN

The Texas A&M International University “Plan for Accessibility Compliance of Online and Hybrid Courses” was approved by the Distance Education and Instructional Technology Committee at its April 2017 meeting. The Plan incorporates federal policy, state guidelines and The Texas A&M University System regulations with regard to the persons with disabilities, and the use of Electronic and Information Resources).

The Plan outlines TAMIU practices already in place, including trainings and services. It also lists several recommendations, including continued collaboration with sister A&M institutions to share resources ensuring forward progress with respect to accessibility.

Currently, 272 employees have completed the Accessibility Matters trainings.



FACTS FROM THE APPS

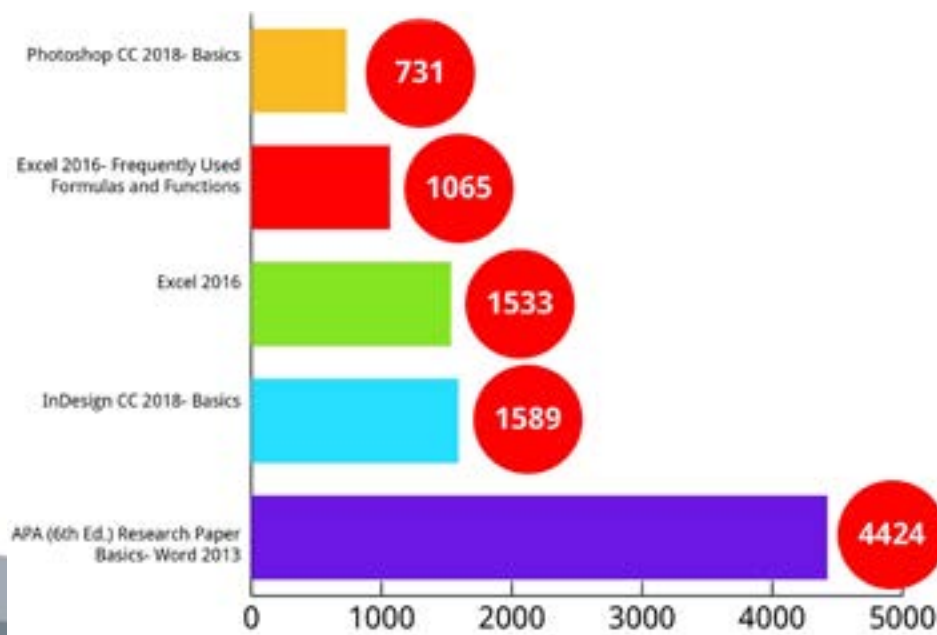
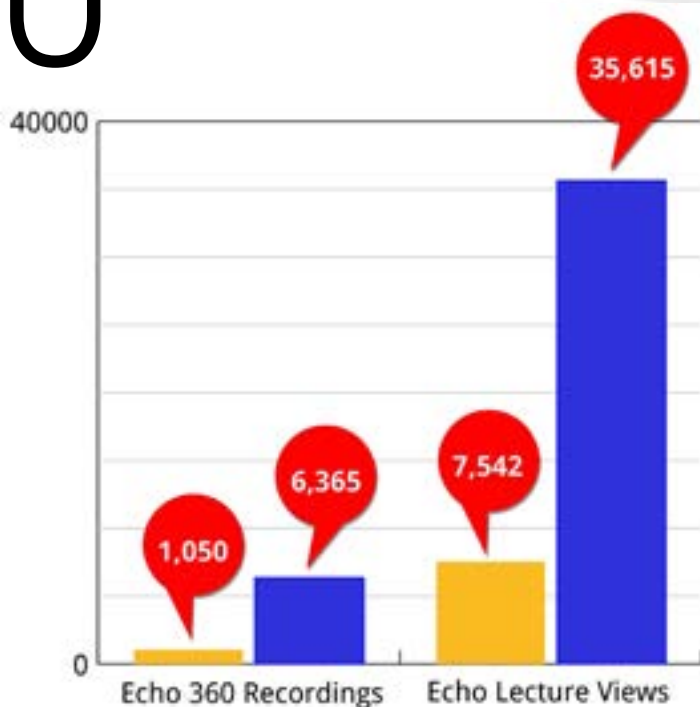


ECHO 360

Echo 360 is a video and lecture capture application that allows faculty to record and broadcast their lectures. This past year TAMIU's Echo 360 usage experienced a big increase due to COVID-19 and the need to teach virtually. The number of faculty recording their lectures increased by approximately 506% and views increased by 372%.



This application includes a vast library of online tutorial videos available to the TAMIU community through our Learning Management System (Blackboard). These videos are available 24/7 on any device with internet access. This graph displays the Top 5 most watched series:



VOICETHREAD

An alternative to a textual discussion forum, voicethread allows students to post their replies using video, audio or both.



VOICETHREAD

6,793
Voice Threads
created

BLACKBOARD ALLY

Blackboard Ally, a tool used to track a University's accessibility performance, analyzes Learning Management Systems in order to satisfy accessibility standards through the use of detailed accessibility reports. Ally's newest update allows for multiple formatting of uploaded content (such as PDFs, Word Documents, etc.) into ePub, Audio, Electronic Braille, BeeLine Reader and the Translated Version. Ally aims to better equip universities to provide necessary support to its students as accessibility usage rises through the years.

10,160
Unique
Blackboard
Users





COVID-19 RESPONSE

In an unexpected turn of the year, TAMIU, like many other universities across the country, had to address the various life-altering realities caused by the global pandemic, COVID-19. In the midst of this, Instructional Technology was thrust into the forefront as the linchpin for each universities' continuing functionality during the Spring semester. TAMIU's eLearning team, in response to a growing usage of Instructional Technology and Online Learning tools, worked hard behind the scenes to ensure the smooth transition from classroom to chatroom.

First, eLearning dedicated a page for faculty to ensure they were equipped remotely along with many online resources to enrich teaching re-

motely such as Ambrose digital, Kanopy, Swank Digital Campus and other digital education services. Second, from March 23 to 27, in-person trainings and online seminars were held on the first floor of Cowart Hall, following the proper health measures and social distancing guidelines. Third, the eLearning office and Helpdesk had a variety of equipment available to check out for TAMIU faculty, staff, and students, including but not limited to: computer web cams, microphones, desktops, and keyboards. In total, more than 80 pieces of equipment were loaned. A select few labs remained open for students not having stable internet access at home for testing or assignment completion.

CONTACT US



CONTACT US

Instructional Technology and Distance Education Services



Sue and Radcliffe Killam Library 259



956.326.2792



elearning@tamiu.edu

trainings@tamiu.edu

Instructional Technology Support Services



Sue and Radcliffe Killam Library 256



956.326.2017



OITavmedia@tamiu.edu

Website:



tamiu.edu/distance/

tamiu.edu/qm

Social Media:



[txamiu.oit](https://www.facebook.com/txamiu.oit)



[tamiu_elearning](https://twitter.com/tamiu_elearning)