

# Instructional Technology and Distance Services

Annual Report  
2020-2021

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By Director Dr. Patricia Abrego

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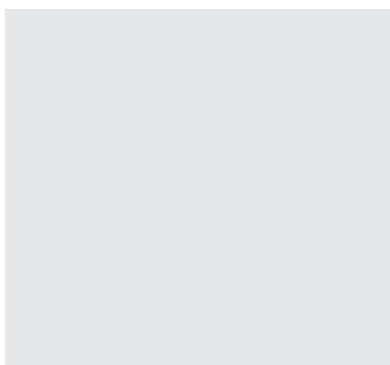
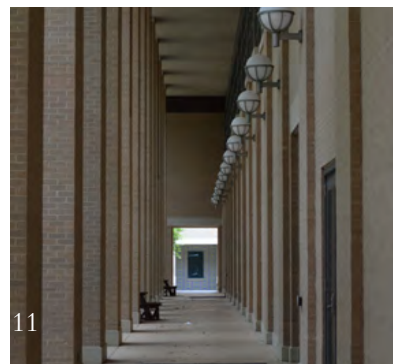
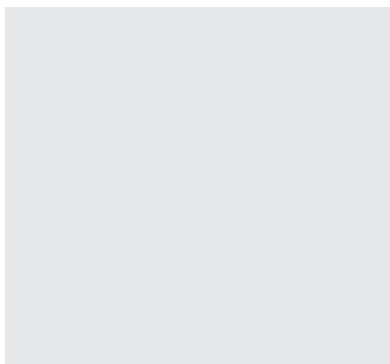
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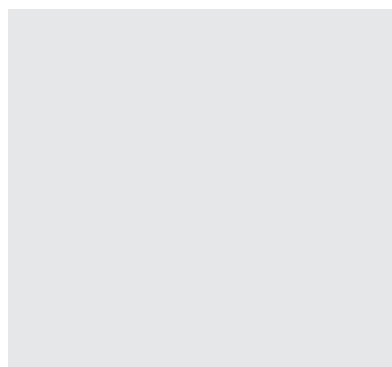
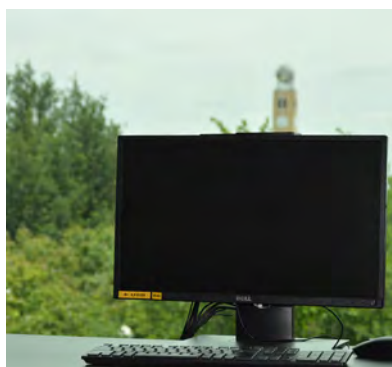
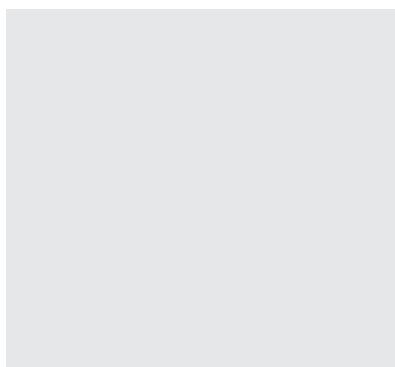
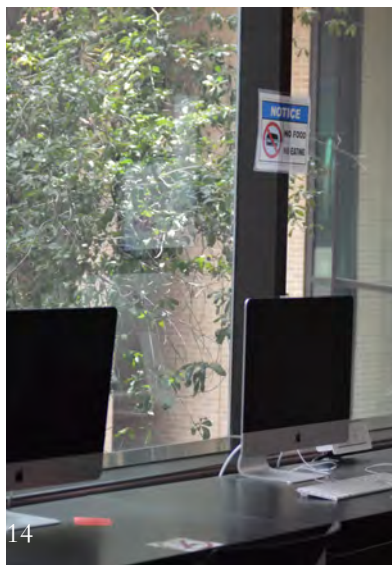
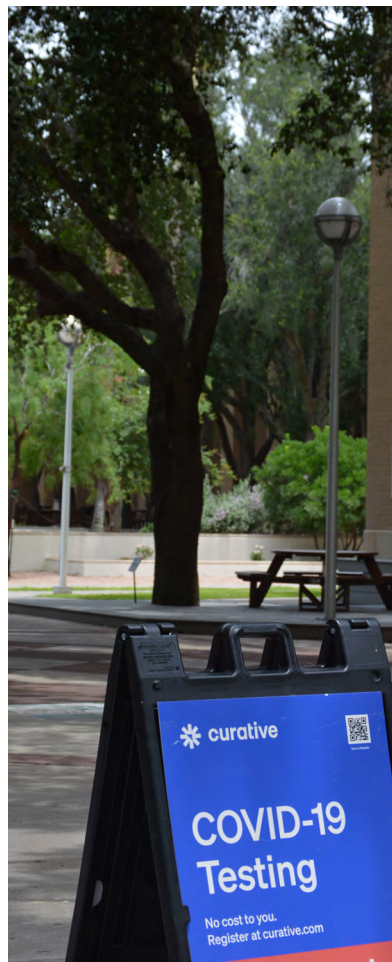
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# From the Director's Desk

This annual report highlights the activities of the Office of Instructional Technology & Distance Education Services and provides information on the many services the eLearning and AV Media groups offer to our TAMIU community. This past year was marked by an increase in the number of learning opportunities provided to faculty as they transitioned to remote and online teaching in a new format known as TAMIUFlex. Particular attention was devoted to the application of standards of quality in each of the courses delivered online.

Over 152 faculty participated in Quality Matters workshops, making 2020 the year with most participation in this category. It was also the year in which our University reached an important milestone: the 200th certification of courses by Quality Matters! Such a tremendous accomplishment would not be possible without the guidance of our Distance Education and Instructional Technology Committee (DEITC), the commitment of our peer reviewers, and the hard work of our awesome instructional designers.

As we move forward to a new academic year, our team is stronger than ever and committed to provide you with essential technology tools in the classroom and online. I would like to acknowledge the kind words of appreciation our team received from faculty and staff during this past year. Please continue to provide constructive feedback as this is the only way we can improve our services and respond to your technology needs.



Sincerely,

A handwritten signature in black ink that reads "Patricia Abrego". The signature is fluid and cursive.

Dr. Pat Abrego

Director of Academic Technology



# About Us

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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 inside Blackboard, TAMIU's official learning management system. The eLearning team also holds workshops on various instructional technologies, such as Turnitin, Blackboard Collaborate, VoiceThread, and many more, which are provided year-round by the team.

To contact elearning, please email: [elearning@tamiu.edu](mailto:elearning@tamiu.edu)



The Instructional Technology Support Services group (AV Media) assists faculty with training on the use of 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 Media Services please email: [OITAVMedia@tamiu.edu](mailto:OITAVMedia@tamiu.edu)

Top Photo (from left to right, top to bottom): Mr. Juan Ramírez, Mr. Carlos Vallarta, Mr. Julio Tovar, Mrs. Anna González, Dr. Patricia Abrego, Mrs. Gloria Sánchez.

Bottom Photo (from left to right): Mr. Vincent Moreno, Mrs. Nancy Colchado, Mr. Bobby González, Jr., Mr. Jesús Martínez, Mr. Michael Guitérrez.

# Instructional Technology and Distance Education Services

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Dr. Patricia Abrego  
Director of Academic  
Technology

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[pabrego@tamiu.edu](mailto:pabrego@tamiu.edu)



Stephanie Alderete  
Administrative Associate

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## eLearning Team



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Associate Director of  
Academic Technology

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Tony Ramírez  
Instructional Designer

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Instructional Designer

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Instructional Designer

KLM 259B | 326-2294  
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Carlos Vallarta  
Instructional Designer

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# Instructional Technology Support Services Group (ITSS)/ AV Media Team



Bobby González, Jr.  
ITSS Associate Director

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[roberto@tamiu.edu](mailto:roberto@tamiu.edu)



Nancy Colchado  
Assistant Manager

PLG 202 | 326-2027  
[nancy.mendoza@tamiu.edu](mailto:nancy.mendoza@tamiu.edu)



Vincent Moreno  
Instructional Technology  
Specialist

STC 202A | 326-2043  
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Jesús Martínez  
Instructional Technology  
Services Specialist

CWT 115 | 326-2045  
[jesus.martinez@tamiu.edu](mailto:jesus.martinez@tamiu.edu)



Michael Gutiérrez  
Classroom Technology  
Specialist

CWT 115 | 326-2048  
[michael.gutierrez@tamiu.edu](mailto:michael.gutierrez@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.*



# Distance Education and Instructional Technology Committee (DEITC)

The DEITC was created to review and recommend procedures for online course development, quality standards, and evaluation mechanisms. This Committee was established in January 2011 and since has adopted guidelines for quality in online and hybrid courses based on the Quality Matters Rubric as well as guidelines for accessibility compliance.

It 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 VPAA (or designee), and one from the Office of Graduate Studies and Research. The Director of Instructional Technology and Distance Education serve as an ex-officio and acts as a co-chair with the member appointed by the Faculty Senate.

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).

In recent news, the DEITC has begun to issue monthly newsletters detailing ongoing events and efforts for improving TAMIU's distance education services. You can view an archive of our past and upcoming newsletters [here](#).

## Co-Chairs



Dr. Patricia Abrego,  
Director of Institutional  
Technology and Distance  
Education, ex-officio



Dr. James Norris,  
Faculty Senate Appointee

## Members



# DEITC Members



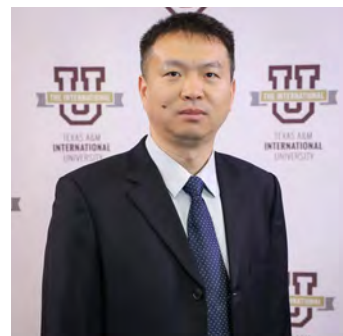
Dr. Patricia Abrego,  
Director of Instructional  
Technology and Distance  
Education, ex-officio



Dr. James Norris,  
Faculty Senate  
Appointee



Dr. Jared Dmello,  
College of Arts and  
Sciences Appointee



Dr. Yong Chen,  
A.R. Sanchez, Jr., School of  
Business Appointee



Dr. Cynthia Pina,  
College of Education  
Appointee



Ms. Karla Linero Reyes,  
University College  
Appointee



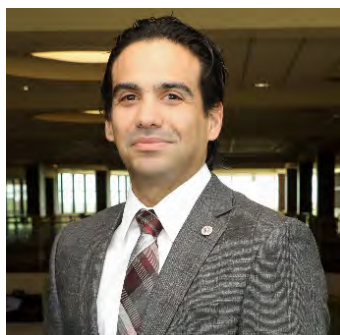
Ms. Elizabeth DeZouche,  
Sue and Radcliff Killam  
Library Appointee



Dr. Lorraine Dinkel,  
Faculty Ombudsman  
Officer



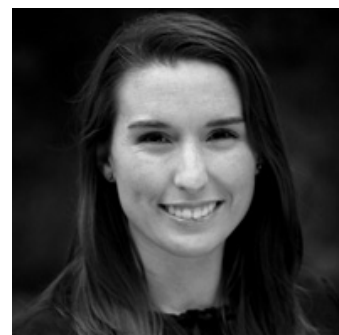
Dr. Kevin Lindberg,  
Associate Vice-President for  
Academic Affairs



Mr. Juan García, Jr.,  
Vice-President for Student  
Success Appointee



Dr. Melissa García,  
College of Nursing and  
Health Sciences Appointee



Ms. Karol Batey,  
Vice-President for Institutional  
Assessment Appointee



Mrs. Gina González,  
Vice-President for Student  
Success Appointee



Ms. Marcela Moran,  
Faculty Senate Appointee



Dr. Jennifer Coronado,  
Dean of Graduate School  
Appointee





# HIGHLIGHTS OF THE YEAR

# Instructional Technology Excellence Award

## Fall 2020 Recipient

Mr. Juan Arellano  
College of Arts and Sciences



The Instructional Technology Excellence Award is presented to a faculty member who has exemplified the use of technology in their teaching. The awardee is presented with a plaque during the Fall Faculty and Staff Assembly, a reserved parking space, and a \$500 stipend. This year the Office of Informational Technology had the pleasure to award Mathematics Instructor, Mr. Juan Arellano, who went above and beyond in creating an engaging learning environment for his students by the integration of technology such as the applications: WebAssign, Desmos, Prezi, Notability, and LaTeX, just to name a few.

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.

If you believe that a colleague or yourself qualify for the award, please contact Dr. Abrego by email at [pabrego@tamiu.edu](mailto:pabrego@tamiu.edu), or in person at the Office of Information Technology located in KLM 259.

*Innovative technology helps students experience authentic mathematics in captivating ways. Mr. Arellano*



Pictured here (left to right): University President Dr. Pablo Arenaz, Mr. Juan Arellano, and IT Chief Information Officer Mr. Miguel Munoa.





# Fix Your Content Day

## Blackboard Ally's 2nd Annual Global Competition

In keeping with the spirit of Global Accessibility Awareness Day or GAAD, Blackboard held its second annual “Fix Your Content Day” this past May. Fix Your Content Day is a 24-hour challenge to all Universities to create a more accessible online environment by updating and improving course content. TAMIU placed 16th among 114 other participating Universities, and surpassed its own record from last year with a total of 4,084 fixes (last year’s total being 1,753). For reaching over 4000 fixes, TAMIU was recognized by Blackboard under “diamond club” among 8 other universities, the highest distinction among the four established achievement clubs: Diamond, Gold, Silver and Bronze.

### What’s a Fix?

Blackboard defines a fix as an improvement to the accessibility score determined by its service Ally. A fix is anything that heightens the online experience of a user, such as adding a text description for an image or adjusting text contrast against a page for easier readability.

### Why is Accessibility so important?

The growing attention towards bridging the gap of accessible content for all users doesn’t come from an increasing need for it, but the acknowledgment of its absence for a greater part of educational history. If we want every student to succeed, our job as facilitators of education is to give them the tools they need to do so.


“Fix Your Content Day’ served as a unifying opportunity to highlight the importance of creating accessible learning environments.



While the competition may be over, the work continues.”

Dr. Pat Abrego





# CAMPUS TECHNOLOGY

# Classroom Technology

Our AV team is always striving to equip our campus classrooms with the most up-to-date technologies. This past year, we were able to fully augment all lecterns on campus with the following

All classrooms and labs\* on campus with a lectern are equipped with:

- AMX Control System
- HD Camera
- HD Projector
- Logitech Rally Camera
- USB Hub
- Dell AIO Touch Screen Computers, Dual Monitors

\*Bullock Hall, Cowart Hall, Western HTC, Pellegrino Hall, Canseco Hall, LBV, AIC, FPA, REC, ZSC and Student Center.

## Classroom Technology Training

OIT understands the importance of utilizing technology effectively in the classroom to enrich the teaching and learning experience. We provide on-site classroom technology group training or one-on-one sessions for instructors who would like assistance with their classroom technology needs.

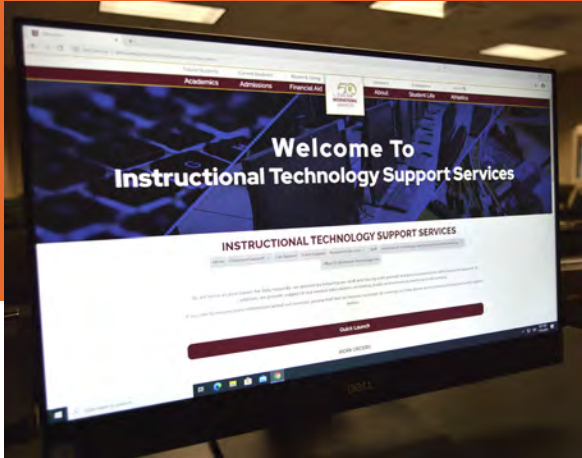
Training sessions include:

- Classroom lectern equipment operation
- Blackboard Collaborate (web conferencing application)
- ECHO360 Lecture Capture equipment operation.

Request a training session at:

[OITAVMedia@tamiu.edu](mailto:OITAVMedia@tamiu.edu)

## Dell AIO Touch Screen Computer



Installed with two monitors expanding visible workspace display.

## USB Hub



All our classrooms are equipped with USB hubs for inserting multiple usb's to a single device.

## Logitech Rally Camera



Logitech Rally Camera kits promise studio-quality video/audio capture.

## AMX Control System



AMX system allows for easy access to all AV devices in your meeting space.





# Recording Studio

**Need to Record a Professional Video for Your Classes?**

Faculty members are encouraged to use our state-of-the-art recording studio located in Western Hemispheric Trade Center Room 225. We assist with recording instructions, lectures, short video clips and more.

Please submit a request for potential video productions by visiting [here](#).





# Lab Locations



The AV Media Group maintains computer labs throughout campus. Labs have software installed to meet the needs of both students and faculty. They 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
- Killam Library (KLM)  
2nd Floor
- Cowart Hall (CWT)  
CWT 113, CWT 114, CWT 116, CWT 117
- Lamar Bruni Vergara (LVB)  
LVB 202, LVB 205, LVB 219
- Pellegrino Hall (PLG)  
PLG 211, PLG 219, PLG 221
- Student Center (STC)  
Skylab - 2nd Floor

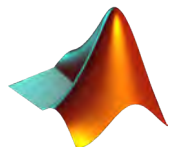
# Computer Lab Software

Our Media Service's department provides universal access to quality software programs to every computer on campus. Here is a comprehensive list of software you can find in our designated Labs. Faculty requests for software installation should be sent to: [oitavmedia@tamiu.edu](mailto:oitavmedia@tamiu.edu).

Software	Locations
Echo360 Universal Capture	All Lecterns
LogiSync	
Vizualizer	
Leawo Blu-ray Player	
VLC	
SMART Notebook	
Faronics Insight	All Academic Labs
LockDown Browser	All Academic Labs and Skylab
PBI Desktop	PH 107
Ref-n-write	PH 211 & PH 221
ArcGIS Pro	AIC 108
AutoCAD	AIC 108, 109 203 & Skylab
Arena	AIC 109 & LBV 202
GanttProject	AIC 109 & LBV 202
LabVIEW	AIC 109 & LBV 202
LEGO Mindstorm	AIC 109 & LBV 202
Mastercam	AIC 109
MATLAB	AIC 109 & LBV 202
Minitab	AIC 109 & LBV 202
POM-QM	AIC 109
Unity	AIC 109
AutoDesk Inventor	AIC 109 & LBV 202
AutoDesk Fusion 360	AIC 109
AutoDesk Factory Design	AIC 109 & LBV 202
AutoDesk Plant 3D	AIC 109 & LBV 202
Visual Studio Community 2019	AIC 109, 203 & LBV 202
Splashtop	BH 113 SC 236 AIC 126, 127, 128 & 224 WHT 103, 104, 116
SSH Secure Shell	CWT 113
ACL for Windows	PH 221



Power BI Desktop





# LEARNING OPPORTUNITIES



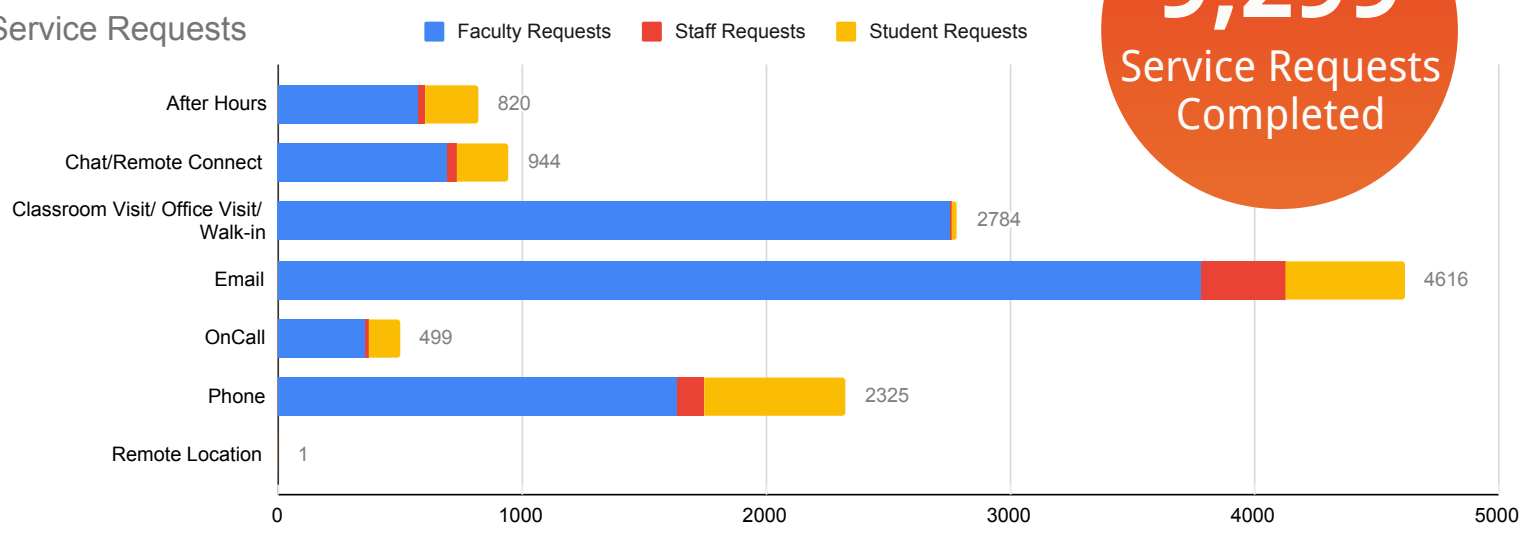


# Consultations

From May 2020 to April 2021, there have been a total of 9,299 service requests sent to the eLearning team via various avenues.

**9,299**  
Service Requests Completed

Service Requests



	Faculty Requests	Staff Requests	Student Requests
After Hours	574	28	218
Chat/Remote Connect	692	42	210
Classroom Visit/ Office Visit/ Walk-in	2757	2	25
Email	3779	353	484
OnCall	361	14	124
Phone	1639	110	576
Remote Location	1	0	0





# Trainings

From May 2020 to April 2021, there have been 40 specialized trainings conducted multiple times throughout the year for the enrichment of the professorial and student base. Here are the 10 most attended trainings offered throughout the academic year.

**1,208**

Total  
Participants

<b>Top 10 Workshops Attended</b>	<b># of Participants</b>
<b>1</b> Teaching LIVE Broadcasting with ECHO360	127
<b>2</b> Getting Your Course Organized and Creating a Welcoming Environment	118
<b>3</b> Academic Integrity, Testing Strategies and Security	108
<b>4</b> PD Blackboard Collaborate Essentials	103
<b>5</b> Establishing Interaction, Collaboration, and Cooperation Among Students	90
<b>6</b> Formative and Summative Assessments	90
<b>7</b> CourseArc	85
<b>8</b> Making your Course Content Accessible	83
<b>9</b> Strategies for Publication	55
<b>10</b> Promotion and Tenure Dossiers	27

All of our trainings, QM included, are listed on our professional development website [here](#).



# QUALITY MATTERS

# Faculty Professional Development

Quality Matters provides professional development opportunities to a broad audience that includes, but is not limited to, faculty, adjunct instructors, instructional designers, and administrators. No matter what your role is, you will discover that QM has the tools needed to ensure your online courses are of the highest standards.

Faculty assigned to teach an online course or to develop an online course for the University, may partake in the following workshops available:

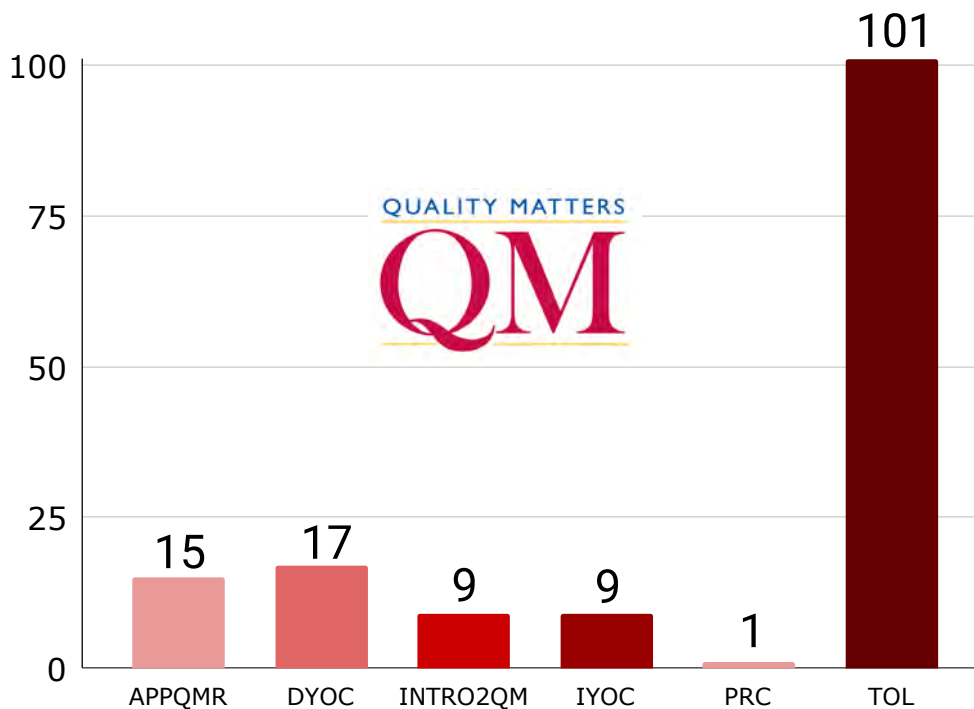
- Applying the QM Rubric (APPQMR)
- Introduction to Quality Matters (INTRO2QM)
- Teaching Online - An Introduction to Online Delivery (TOL)
- Designing Your Online Course (DYOC)
- Improving Your Online Course (IYOC)
- Peer Reviewer Course
- Master Reviewer Certification

Visit our [TAMIU QM](#) site for a description of the workshops TAMIU faculty may participate in.

If you are interested in online course development or becoming a peer reviewer, please contact the eLearning team at [elearning@tamiu.edu](mailto:elearning@tamiu.edu) or (956) 326-2792 for training information.

**152**  
Faculty participated  
in QM trainings

Between May 2020 and April 2021, 152 QM-workshops were completed by faculty.





# 200 QM-Certified Courses!

Early in the New Year, TAMIU’s eLearning team celebrated reaching a historical 200 QM-certified courses. In a period where education has been mostly taught remotely, this signifies the dedication our University has to equipping students with the best quality online courses.

The eLearning team has been a subscriber to the Quality Matters program since 2011. At the time, no one could have predicted the importance of Distance Education to every University’s continuing functionality this past year- and yet TAMIU has been distinguished as one of the leaders in online education of Texas for many years prior. It shows our University’s commitment to provide the best education to all of our Dustdevils.

The 200th course certified was Data Mining and Business Analytics taught by Dr. Vanessa G. Clark, on behalf of the A.R. Sanchez, Jr.



Pictured here (top left to right): Dr. Gilda Martínez, Dr. Peter Haruna, Dr. Cynthia Pina. (Middle left to right) Dr. Melissa García, Dr. Jennifer Coronado, Dr. Tonya Huber. (Bottom left to right) Dr. Homero Aguirre-Milling, Dr. Marivic Torregosa and Dr. Jared Dmello.

School of Business. For the occasion, many professors who have certified their courses were invited to speak on their experience and express congratulations. You can watch the full video [here](#).

*I highly encourage TAMIU faculty to design QM online courses. it may seem overwhelming at the beginning, however, with the QM developmental workshops, OIT trainings, and their guidance through the process, it makes it so much easier and a very positive experience.*  
(Dr. Melissa García)



*QM makes my class very well organized, and I feel [more] in control. Congratulations TAMIU.*  
(Dr. Peter Haruna)



*Thank you, eLearning for all you do to our campus community, and here’s to the next 100 QM- certified courses.*  
(Dr. Jared Dmello)



*When I initially learned that the only way that I could continue teaching my beloved graduate courses was to move the courses 100% online, requiring both Quality Matters review and certification, during 2020 distancing, I’ve come to value our virtual time more than ever.*  
(Dr. Tonya Huber)





# 2020 QM-Certified Courses



**Dr. María Reyes**  
**PADM 5375**

Recognized in June 2020



**Dr. Cynthia Pina**  
**EDCI 530I**

Recognized in June 2020



**Dr. Jared Dmello**  
**CRIJ 5340**

Recognized in June 2020



**Dr. Linda Flores**  
**NURN 3410 & NURS 2320**

Recognized in Aug. & Nov. 2020



**Dr. James Norris**  
**PSCI 2305**

Recognized in Oct. 2020



**Dr. Jennifer Coronado**  
**EDCI 5300**

Recognized in Oct. 2020



**Dr. Mehnaaz Momen**  
**PADM 5362**

Recognized in Nov. 2020



**Dr. Brenda Vollman**  
**CRIJ 5340**

Recognized in Nov. 2020



**Dr. Wanzhu Shi**  
**PADM 5377**

Recognized in Nov. 2020



**Dr. María Lourdes Viloría**  
**EDLD 531I**

Recognized in Dec. 2020



**Dr. Mayra Peña**  
**EDLD 5312**

Recognized in Dec. 2020



**Dr. Marcus Carey**  
**CRIJ 5340**

Recognized in Dec. 2020



**Dr. Mortoza Abdullah**  
**MIS 5360**

Recognized in Dec. 2020

# 2021 QM-Certified Courses



**Dr. Vanessa Clark**  
**MIS 5375**

Recognized in Jan. 2021



**Dr. Geoffrey Hubona**  
**MIS 5330**

Recognized in March 2021



**Dr. Won Kim**  
**EDSE 5310**

Recognized in March 2021



**Dr. Puneet Gill**  
**EDCI 5340**

Recognized in March 2021



**Dr. Mayra Peña**  
**EDLD 5314**

Recognized in March 2021



**Dr. Randel Brown**  
**EDSE 5305**

Recognized in March 2021



**Dr. Iman Ridda**  
**PHLT 3364 & 3304**

Recognized in March 2021



**Dr. Thomas Tiefenwerth**  
**CRIJ 5340 & 5305**

Recognized in April 2021



**Dr. María Lourdes Vilorio**  
**EDLD 5316 & 5318**

Recognized in April 2021



**Dr. Abhijit Patwardhan**  
**MKT 5320**

Recognized in April 2021

# 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](mailto:elarning@tamiu.edu).

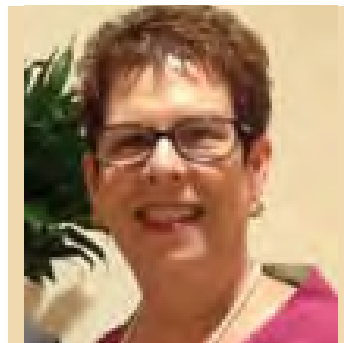
Our current list of TAMIU peer reviewers include:



Dr. Patricia Abrego  
Master Reviewer



Dr. Frances Bernat  
Master Reviewer



Dr. Whitney Bischoff  
Master Reviewer



Mrs. Jacqueline Benavides



Dr. Jared Dmello



Dr. Kelly Frailing



Dr. James Norris



Ms. Daniela Rodriguez  
Member iQM



Dr. Bernice Sánchez



Dr. Patricia Uribe



Dr. Roberto Vela



Dr. María Lourdes Viloria



# TAMIU QM Annual Scorecard

## May 2020 to April 2021

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**140**

Faculty  
Trained

**152**

Workshops  
Completed

**38**

Internal/ Official  
Reviews  
Conducted

**26**

New QM-Certified  
Courses

## Current Status

**219**

QM- Certified  
Courses  
(historically)

**105**

Faculty with QM  
Certified Courses

**12**

QM Peer  
Reviewers



# FACTS FROM THE APPS

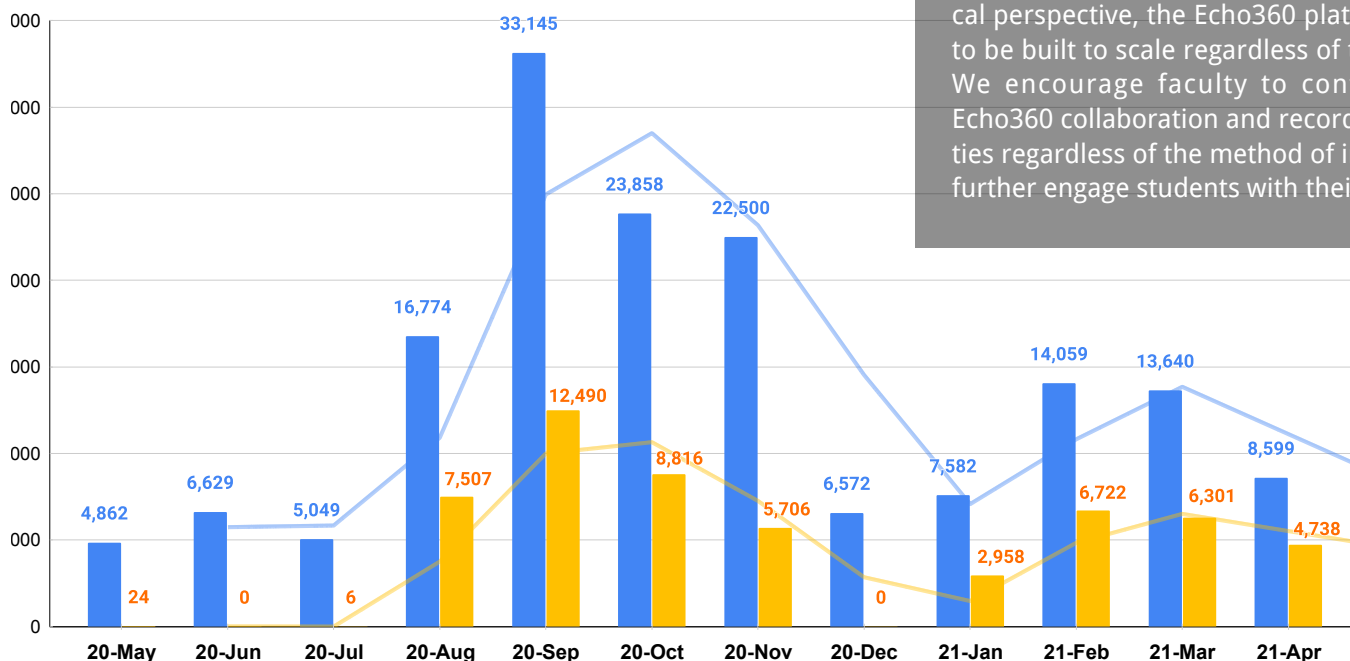
# Echo360 Usage by Month

## May 2020 to April 2021

Echo360 is a video and lecture capture application that allows faculty to record and broadcast their lectures. There were a total of 218,537 views, combining video and live views.



■ Video Views ■ Live



### Echo360 Usage during the Pandemic

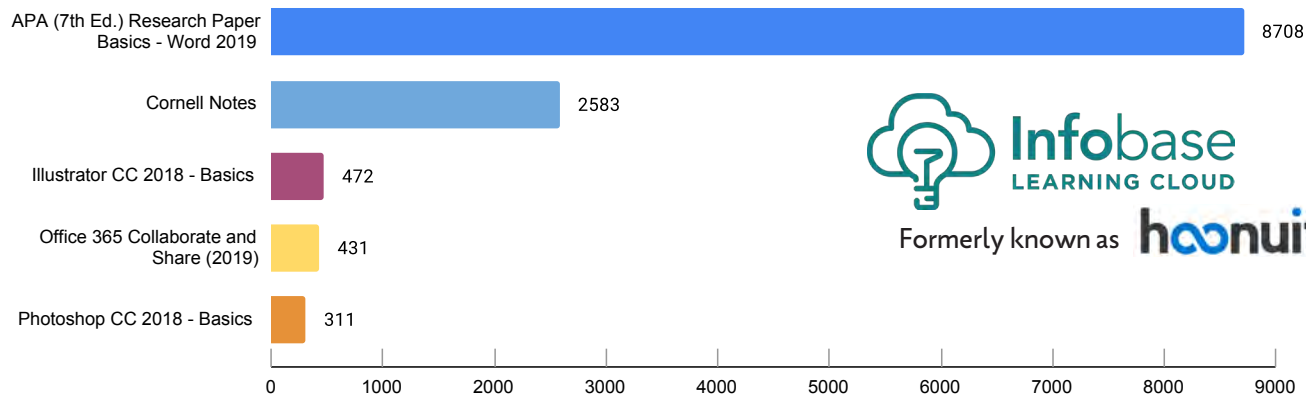
As TAMIU faculty moved to remote and online learning last year, we saw a significant increase in Echo360 use on its LIVE broadcast and video views of recorded lectures. From a technical perspective, the Echo360 platform proved to be built to scale regardless of the demand. We encourage faculty to continue using Echo360 collaboration and recording capabilities regardless of the method of instruction to further engage students with their lectures.

# Infobase Learning Cloud Overall Usage

## May 2020 to April 2021

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 as long as they have internet access. This graph displays the Top 5 most watched series:

### Top 5 Most Watched





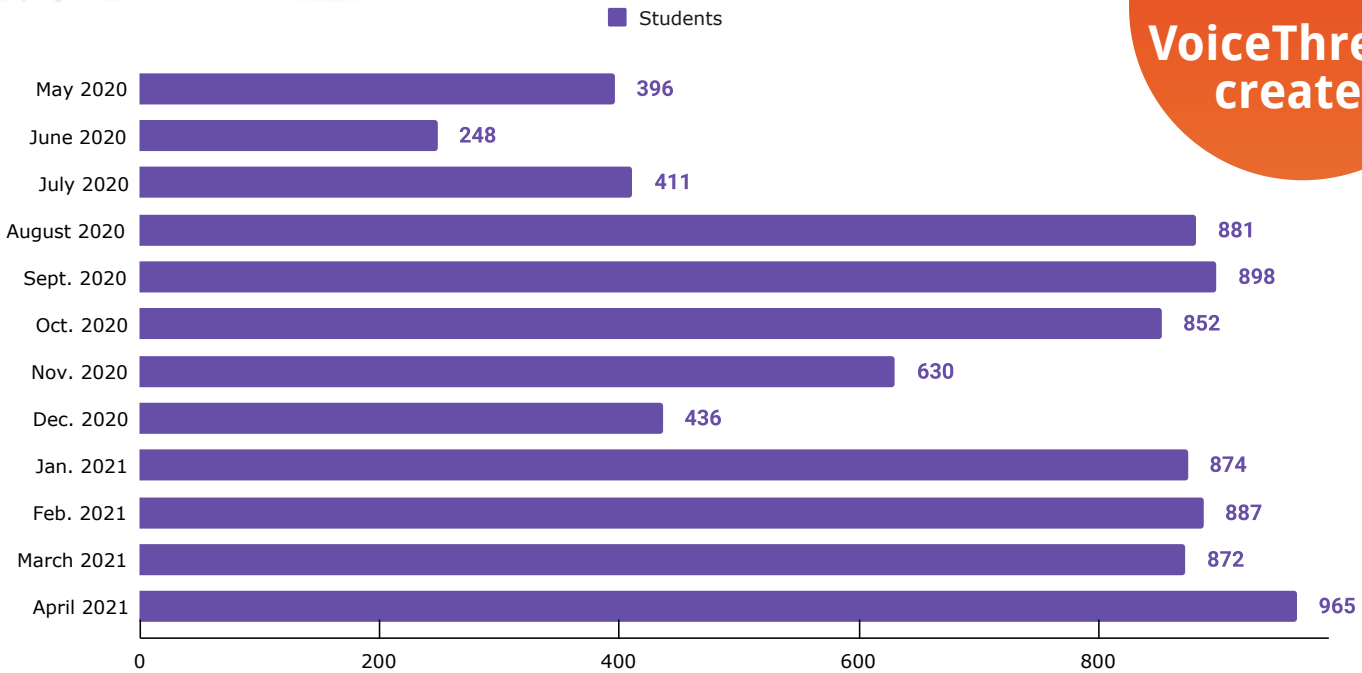
# VoiceThread Usage by Month

## May 2020 to April 2021

An alternative to a textual discussion forum, VoiceThread allows students to post their replies using video, audio or both. Below shows the trends on a monthly basis, April bringing the most traffic.



**14,910**  
VoiceThreads  
created



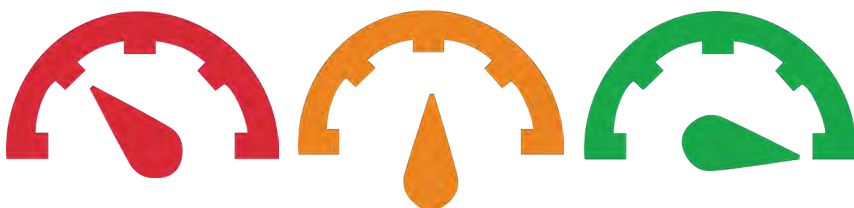
# Blackboard Overall Usage

## May 2020 to April 2021

Blackboard Ally is a tool used to track universities' accessibility performance by analyzing Learning Management Systems (LMS), in an effort 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



# CONTACT US

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**Instructional Technology**  
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PLEASE KNOW  
BEFORE ENTER  
THANK YOU  
*eLearning*

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