eLearning
powered by OIT

THE INTERNATIONAL
TEXAS A&M
INTERNATIONAL
UNIVERSITY

Texas A&M International University

Instructional Technologies and Distance Education Services

Annual Report 2021-2022

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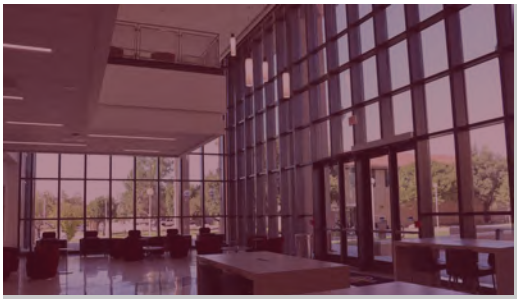

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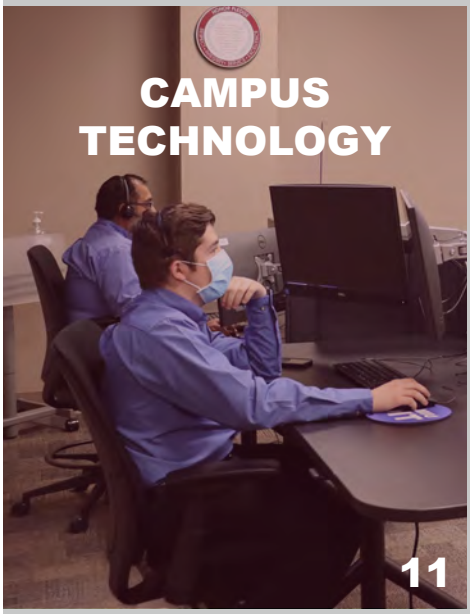
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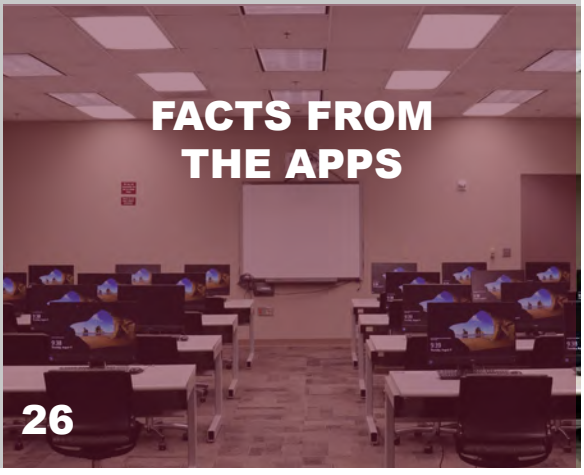
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From the Director's Desk

This past year, our University transitioned from TAMIU FLEX and remote classes to face to face traditional delivery. As our report shows, our Instructional Technology Support Services group (AV Media) made sure that classrooms and auditoriums were ready for the return of faculty by installing dual monitors, Rally cameras with zoom capablities, and improved microphones. These new technologies allowed faculty to record their lectures for later viewing or broadcasting their classes live.

Our eLearning group continued to provide trainings and consultations on software applications and guided faculty on the development of their course materials. Speaking of course development, TAMIU is on its way to reach another important milestone this year: 300 QM-certified courses! Our deepest appreciation to all the faculty members that have imple mented these standards of quality in their courses to provide our students with the best educational experience.

Finally, our instructional design staff experienced high turnover during this past year, so we are in the process of rebuilding our team. For this reason, we have taken some measures like contracting part-time instructional designers and asking faculty to submit requests in a timely fashion. I would like to acknowledge the members of the Distance Education and Instructional Technology Committee for their support and guidance over this past year.

Sincerely,

Dr. Pat Abrego
Director of Academic Technology

About Us

The Office of Instructional Technology & Distance Education Services provides support to faculty and students in 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

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

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

Bottom Photo (from left to right): Mr. Michael Gutiérrez, Mr. Carlos Zamudio, Mr. Bobby González, Mr. Vincent Moreno, Mr. Jesús Martínez.

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.*

TAMIU eLearning

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 14 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 serves 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 it 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 to improve TAMIU's distance education services. You can view an archive of our past and upcoming newsletters here.

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. Sánchez, Jr., School of Business Appointee

Dr. Cynthia Piña, 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

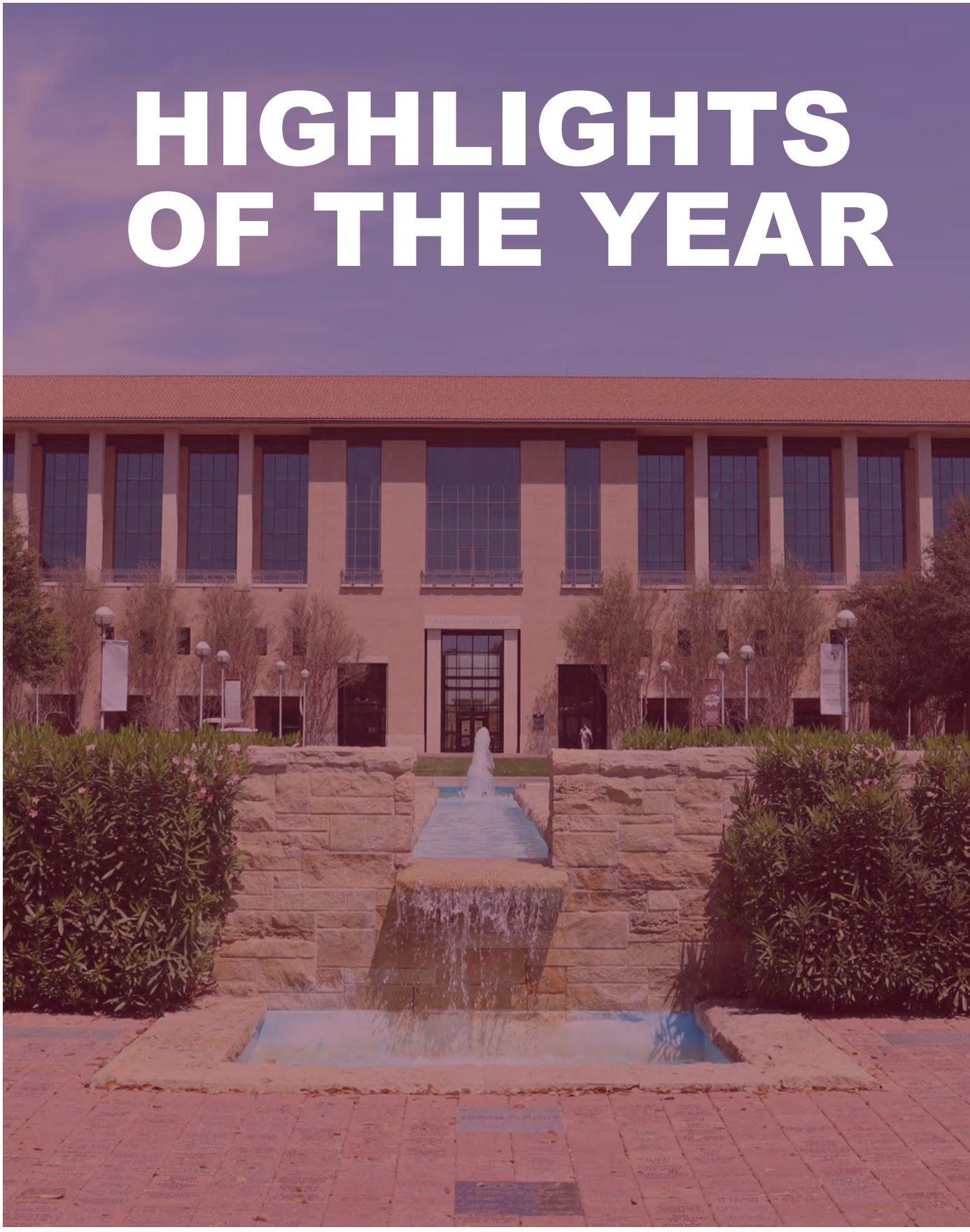
Ms. Karol Batey, Vice-President for Institutional Assessment Appointee

Dr. Mehnaaz Momen, Associate Professor of Public Administration

Ms. Marcela Moran, Faculty Senate Appointee

Dr. Jennifer Coronado, Dean of Graduate School Appointee

HIGHLIGHTS OF THE YEAR



Instructional Technology Excellence Award

This Award is presented to a faculty member who effectively incorporates the use of technology to enhance the teaching and learning process, and uses technology in creative and effective ways to facilitate student learning. Award winners: 1.) implement student-focused, learning-oriented innovations, and/or project-based learning activities using technology.; 2.) demonstrate the ability to inspire others and work collaboratively; 3.) address the various types of learners including those with disabilities, etc; 4.) seamlessly integrate TAMIU's Learning Management System to support their teaching to actively engage students, and actively pursues avenues for personal, continuous improvement to facilitate the uses of technology. Minimum of two years in service at TAMIU is required.

Pictured (left to right):
University Provost Dr. Thomas Mitchell and Dr. Jared Dmello

Fall 2021 Recipient
Dr. Jared Dmello
College of Arts and Sciences

The Instructional Technology Excellence Award's 2021st recipient, Dr. Jared Dmello, is presented with a plaque during the Faculty and Staff Assembly. Reserved parking and a stipend ($500.00) are also included with the Award. Each nomination is carefully reviewed by all members of the Distance Education and Instructional Technology Committee (DEITC) as well as members of the Instructional Technology Staff.

> *"My excitement for teaching and implementing innovative ideas has been recognized by other colleagues and leading pedagogical experts in my field."*
>
> - Jared Dmello

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 KLM 259.

CAMPUS TECHNOLOGY

The New OIT Help Desk Location

The OIT Help Desk is the first point of contact for assistance with questions about the use of information technology. The Help Desk technicians provide support for various software applications. The Help Desk also provides repair options, hardware and connectivity services for current students, and active or retired faculty and staff.

Our mission is to provide innovation, leadership and operation for the University's information technology (IT) environment, to ensure availability and reliability of the technology-based information management infrastructure, and tools that support the University's mission of teaching, research and public service.

Media Services

Located in CWT 115, AV Media is your support team for classroom assistance, laboratory checkins and conference room setups.

Services

- Install, troubleshoot and repair all classroom equipment.
- Provide demonstration on classroom usage.
- Inform faculty/staff about safety and concerns on classroom equipment.
- Setup webconferencing technology as requested.
- Complete daily workorders and specific tasks as assigned.

Event Support

- Event Support caters to all events within our community on campus.
- We issue equipment such as projectors, PA systems and microphones.
- We provide a service that is convenient and reliable for all occasions.

Campus Events

- Gig Rig System
- Large PA System
- Audio Mixer
- Handheld/Lapel Microphones
- Microphone Stands.

To schedule an appointment with an event coordinator to make a room reservation, please call 956.326.4367, or email: events@tamiu.edu.

Classroom Technology Training

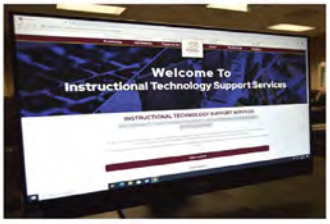
OIT understands the importance of utilizing technology effectively in the classroom to enrich the teaching and learning experience. We provide on-site classroom technology group training or one-on-one sessions for instructors who would like assistance with their classroom technology needs.

Training sessions include:

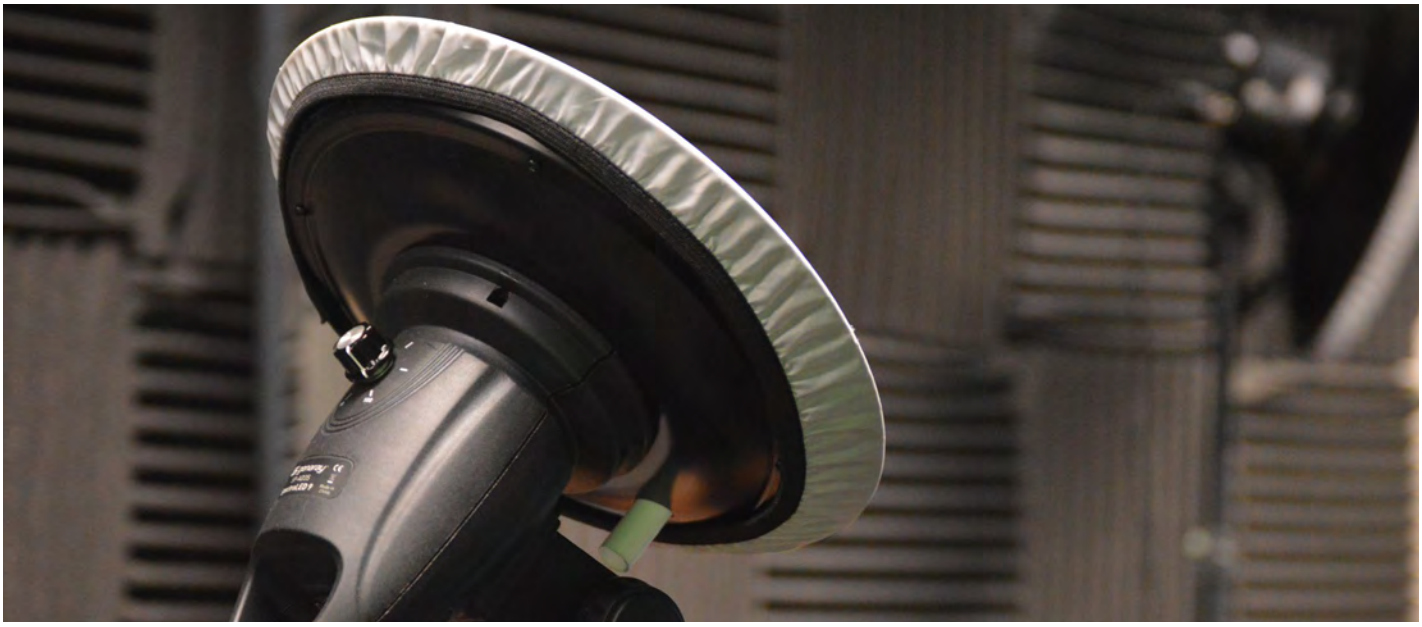
- Classroom lectern equipment operation
- Blackboard Collaborate (web conferencing application)
- ECHO360 Lecture Capture equipment operation.

Request a training session at:

OITAVMedia@tamiu.edu



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 our Audio Visual Management System.

The following are only a few examples of the equipment offered to faculty members.

TV, Laptop, Document Camera (IPEVO), Projector, Wireless Lapel Microphone, Corded Microphone, Stereo, Conference Phone, Echo360 Recording, Logitech Camera, Big Foot Speaker, USB Bluray, and more!

Please submit this form at least 24 hours ahead of when you need the equipment. A confirmation email will be sent to your TAMIU email inbox.

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.

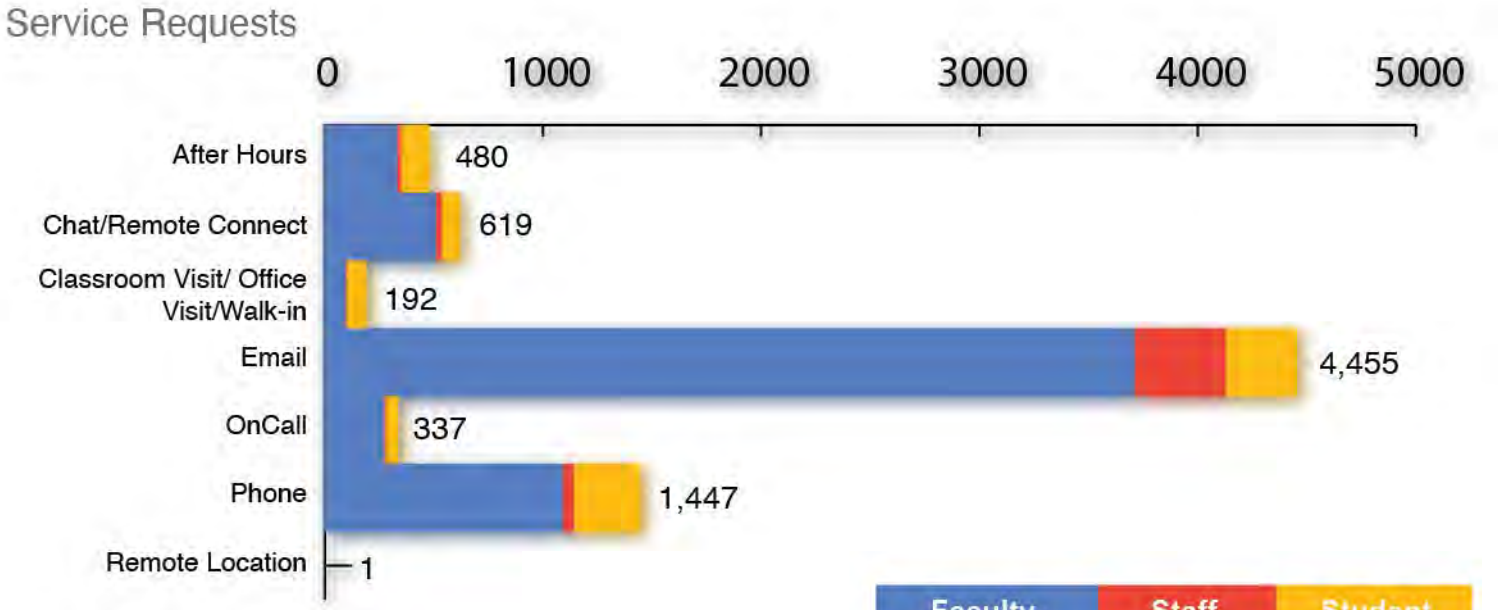
Software	Locations
Echo360 Universal Capture LogiSync Vizualizer Leawo Blu-ray Player VLC SMART Notebook	All Lecterns
Faronics Insight	All Academic Labs
LockDown Browser	All Academic Labs and Skylab
ACL for Windows	PH 221
Ref-n-write	PH 211 & PH 221
ArcGIS Pro	AIC 108
AutoCAD	AIC 108, 109 203 204 & Skylab LBV202/219
Arena	AIC 109/204 & LBV 202
GanttProject	AIC 109 203 204 & LBV 202
LabVIEW	AIC 109 203 204 & LBV 202/219
LEGO Mindstorm	AIC 109 203 204 & LBV 202
Mastercam	AIC 109
MATLAB	AIC 109 203 204 & LBV 202/219
Minitab	AIC 109 203 204 & LBV 202
POM-QM	AIC 109 203 204 & LBV 202
Unity	AIC 109 203 204 & LBV 202
AutoDesk Inventor	AIC 109 203 204 & LBV 202
AutoDesk Fusion 360	AIC 109 203 204 & LBV 202
AutoDesk Factory Design	AIC 109 203 204 & LBV 202
AutoDesk Plant 3D	AIC 109 203 204 & LBV 202
Visual Studio Community 2021	AIC 109, 203 204 & LBV 202
Splashtop	BH 113 SC 236 AIC 126, 127, 128 & 224 WHT 103, 104, 116
SSH Secure Shell	CWT 113 & AIC 109 203 204 & LBV202

LEARNING OPPORTUNITIES

Consultations

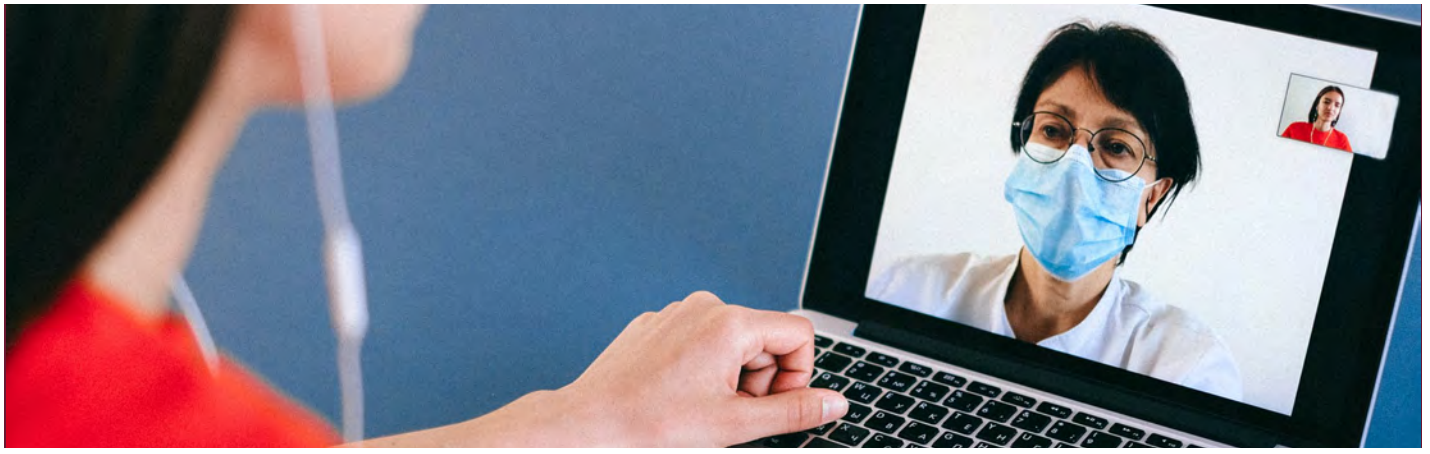
May 2021 to April 2022

From May 2021 to April 2022, there have been a total of 7,531 service requests sent to the eLearning team via various avenues.



7,531
Service Requests Completed

	Faculty Requests	Staff Requests	Student Requests
After Hours	334	19	127
Chat/Remote Connect	512	28	79
Classroom Visit/ Office Visit/ Walk-in	98	5	89
Email	3,712	419	324
OnCall	274	8	55
Phone	1,094	50	303
Remote Location	1	0	0
Total	6,025	529	977



Trainings

May 2021 to April 2022

From May 2021 to April 2022, there have been 47 specialized trainings, seven more than last year, conducted multiple times throughout the year for the enrichment of the professional and student base. Here are the 10 most attended trainings offered throughout the academic year.

Top 10 Courses

	Top 10 Workshops Attended	# of Participants
1	Transition to the New Turnitin Assignments	25
2	Blackboard Grade Center & Transferring Grades to Uconnect	17
3	Blackboard Tests & Proctoring Solutions	14
4	Blackboard 101: Getting Started	11
5	Blackboard Gradebook	10
6	Blackboard Assignments and Turnitin	10
7	Blackboard Navigation Students (Online)	9
8	Voicethread Conversations in the Cloud	7
9	Create Engaging Course Content With CourseArc	6
10	Turnitin Assignments - New and Improved!	5

473
Total Participants

All of our trainings, QM included, are listed on our professional development website, here.

QUALITY
MATTERS

QM Professional Development

May 2021 to April 2022

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.

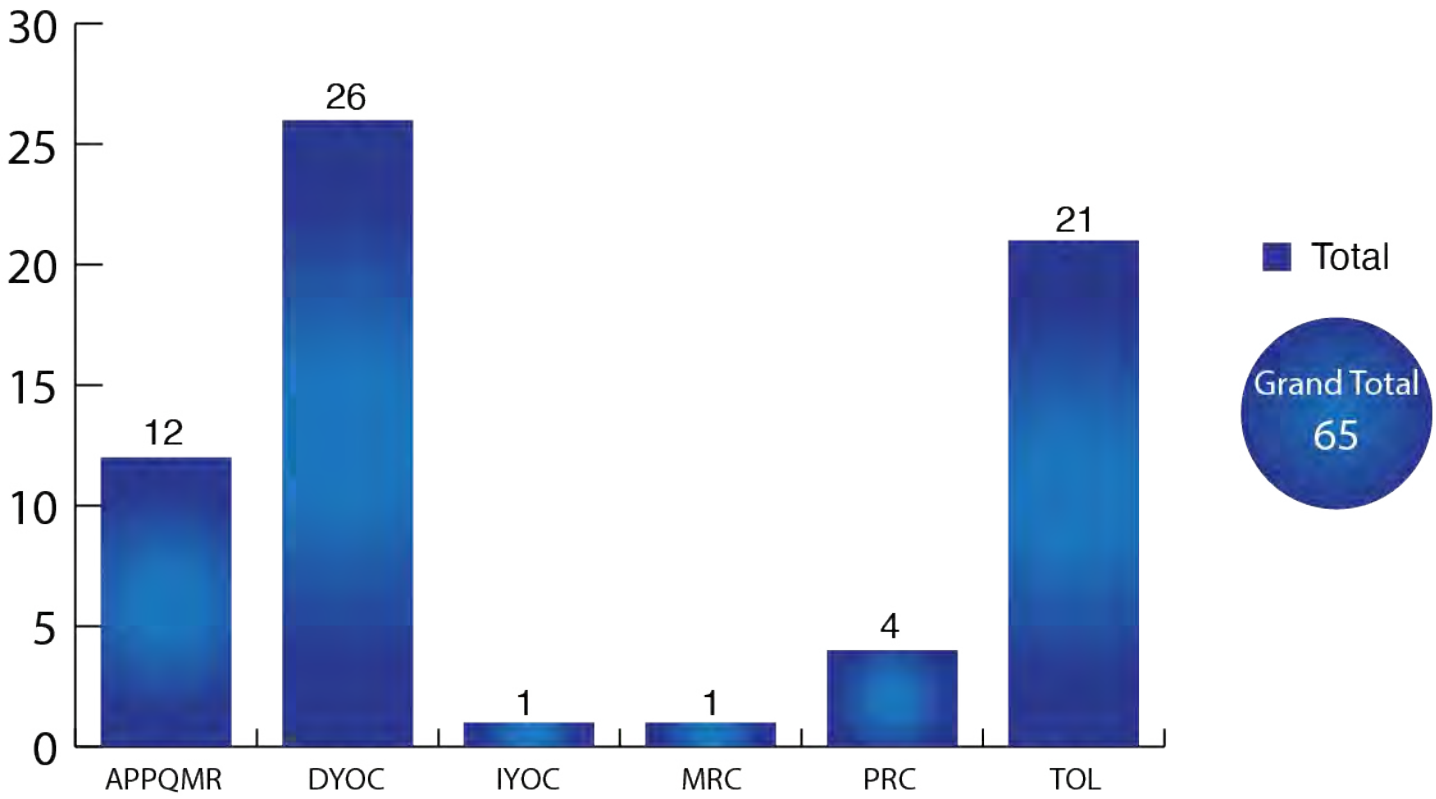
Faculty assigned to teach an online course or to develop an online course for the University, may partake in the following workshops available:

- 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 (PRC)
- Master Reviewer Certification (MRC)

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 or 956.326.2792 for training information.

Between May 2021 and April 2022, 65 QM-workshops were completed by faculty.

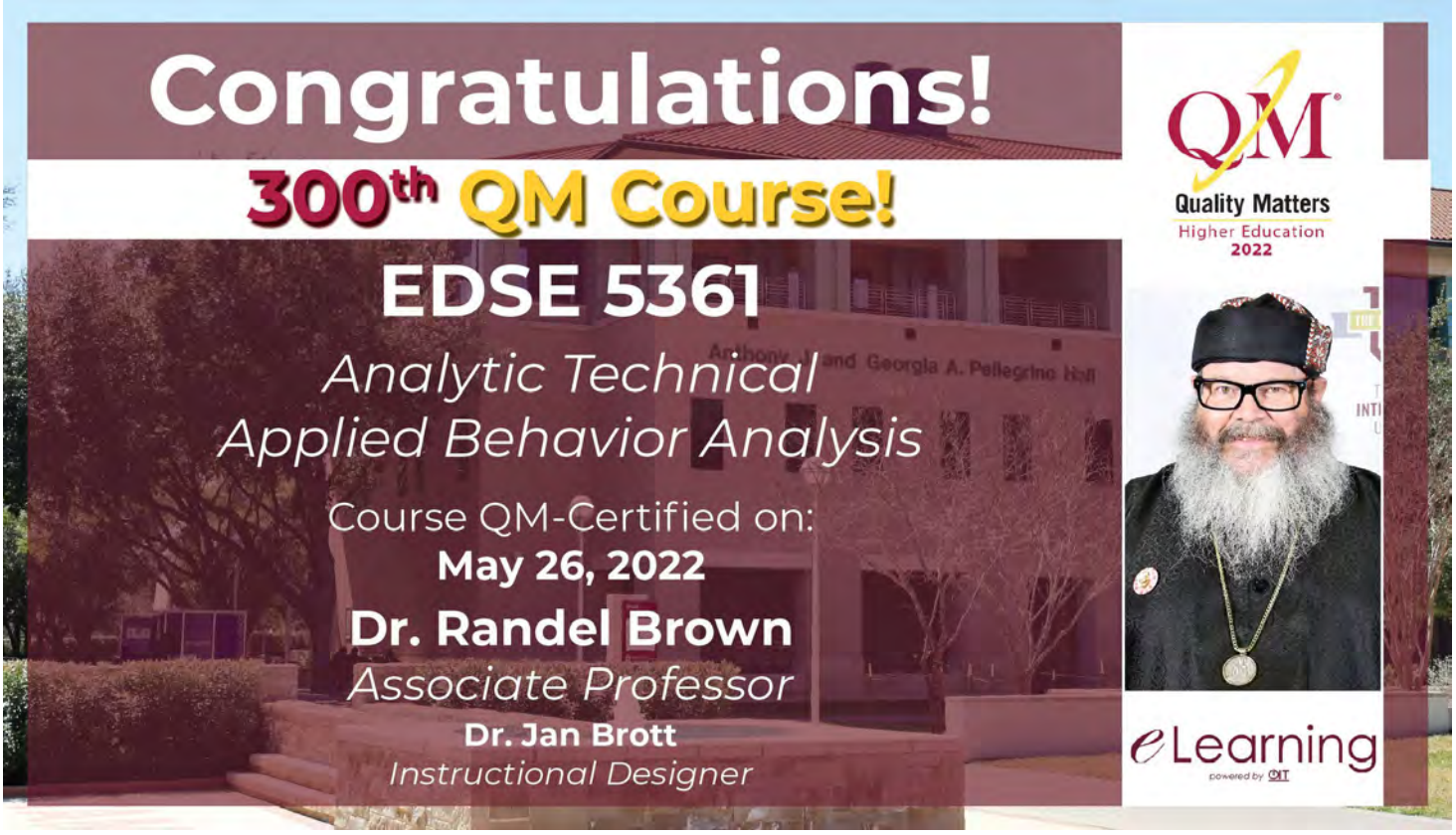


300 QM-Certified Courses!

On May 26, 2022, Texas A&M International University (@txamiu) reached its 300th QM-certified course since the start of our subscription with QM in early 2012! We are so proud of our faculty and staff's hard work and dedication to online quality courses. Way to go!

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 providing the best education to all of our Dustdevils.

The 300th course certified was Analytic Technical Applied Behavior Analysis taught by Dr. Randel Brown.



2021 QM-Certified Courses

DR. GERARDO CRUZ

EDAM 5356:
Educational Assessment, Research and Practice

DR. DAVID MAKIN

CRIJ 5340:
Special Topics in Criminal Justice: Technology, Crime, and Criminal Justice

DR. CYNTHIA PIÑA

EDIT 5300:
Principles of Instructional Design & Learning Theories

DR. RANDEL BROWN

EDSE 5315:
Survey of Moderate Severe and Profound Disabilities

DR. MOON CHO

ACC 4399:
Issues in Accounting (Excel Financial Analysis Techniques)

DR. WENDY DONNELL

NURN 4310:
Nursing Research

DR. VANESSA CLARK

MIS 5370:
Database Management & Design

DR. SANDRA GUTIÈRREZ WIRSCHING

MGT 5319:
Entrepreneurship

DR. JUAN HINOJOSA

ASTR 1110:
Principles of Astronomy Lab

DR. BRITTANY HOOD

CRIJ 4340:
Special Issues in Criminal Justice (Serial Murders)

DR. BERNICE SÁNCHEZ

EDRD 5305:
Content Reading Instruction

DR. WON KIM

EDSE 5364:
Collaboration & Consultation in Educational Settings

2022 QM-Certified Courses

DR. BALAJI JANAMANCHI

POM 3310:
Production and Operations Management

DR. MARIA DEL ROSARIO BENAVIDES

SOCI 1301:
Intro to Sociology

DR. CYNTHIA PIÑA

EDIT 5320:
Instructional Leadership and Technology Integration

DR. LI BROOKS

ACC 2302:
Introduction to Managerial Accounting

DR. LOLA NORRIS

SPAN 3305:
Spanish Academic Writing

DR. MARY KATE KOMOSKI

PSYC 3315:
Psychology of Aging

DR. ARIADNE GONZÁLEZ

COMM 5330:
Organizational Communication

DR. CINDY SALAZAR COLLIER

EDAM 5356:
Educational Assessment, Research and Practice

DR. JONATHAN MURPHY

ENGL 2327:
American Literature to the Civil War

DR. JEAN PAUL TADOUM

FREN 1312:
Elementary French II

DR. CHARLENE SUMMERS

ENGL 2311:
Technical Communication

DR. MÓNICA MUÑOZ

PSYC 3301:
Social Psychology

QM Peer Reviewers

Dr. Patricia Abrego
Master Reviewer

Dr. Frances Bernat
Master Reviewer

Dr. Whitney Bischoff
Master Reviewer

Dr. James Norris
Master Reviewer

Dr. Jared Dmello

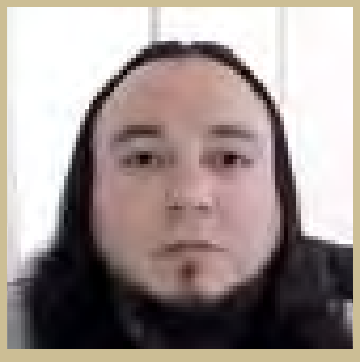
Dr. Kelly Frailing

Mrs. Jacqueline
Benavides

Ms. Daniela Rodríguez
Member iQM

Dr. Bernice Sánchez

Dr. Patricia Uribe



Mr. Roberto Vela

Dr. María Lourdes
Viloria

Dr. Angel Paredes

Dr. Heidi Landry

TAMIU QM Annual Scorecard
May 2021 to April 2022

59 Faculty Trained

65 Workshops Completed

97 Internal/Offical Reviews Conducted

84 New QM-Certified Courses

Current Status

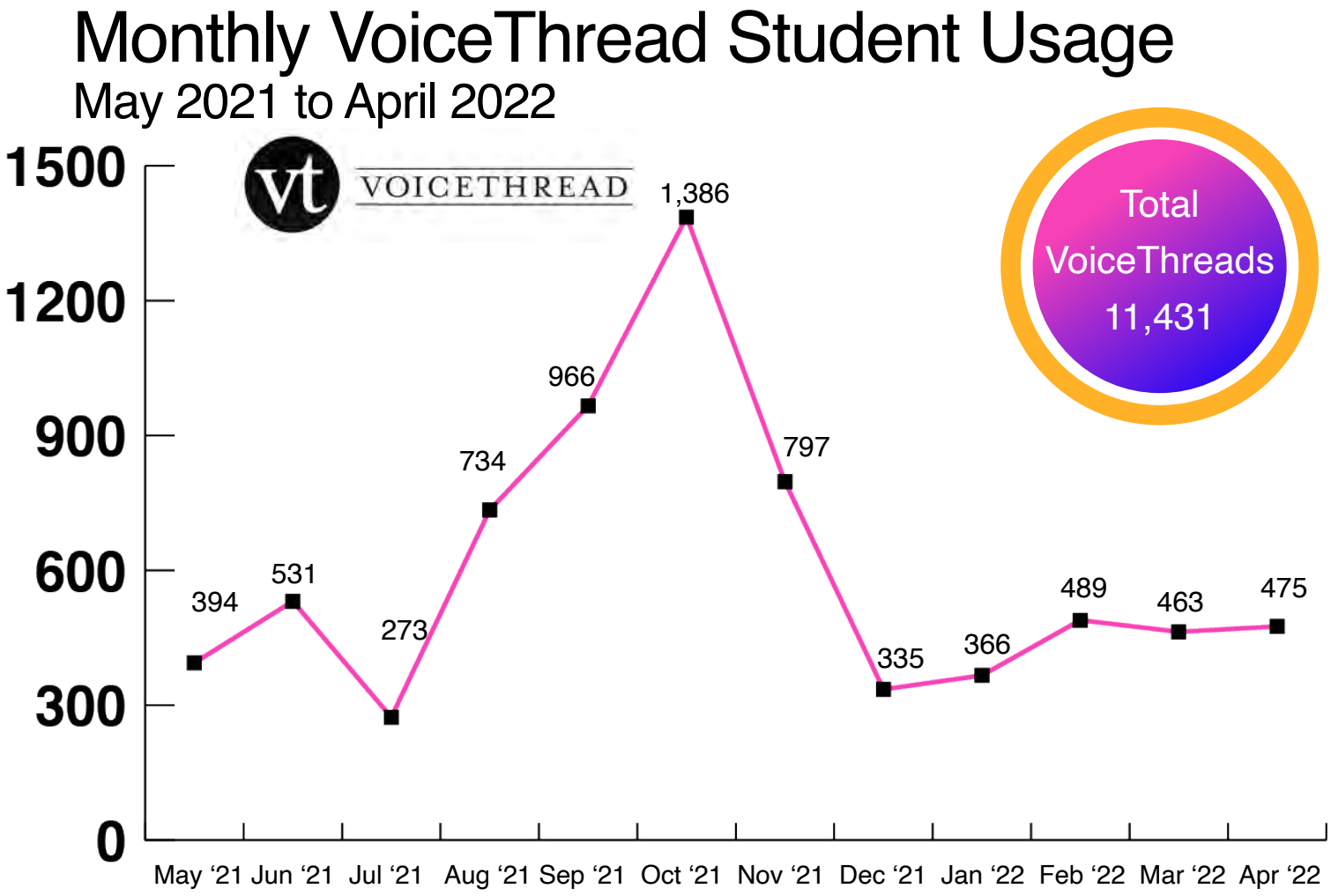
298 QM- Certified Courses (Historically)

146 Faculty with QM Certified Courses

14 QM Peer Reviewers

FACTS FROM THE APPS

In a rapidly transforming technology world, it is important to nurture authentic partnerships with our vendors. A partnership is a commitment to an ongoing relationship that will endure tests such as the one we experienced during the COVID-19 Pandemic. Over the past two years, we were able to rely on our continued partnerships with many vendors, but mostly with Voicethread, ECHO360 and Infobase Learning (previously Hoonuit). These partners allocated time, bandwidth and in some instances, staff that dedicated their efforts to further increase student engagement inside of Blackboard.

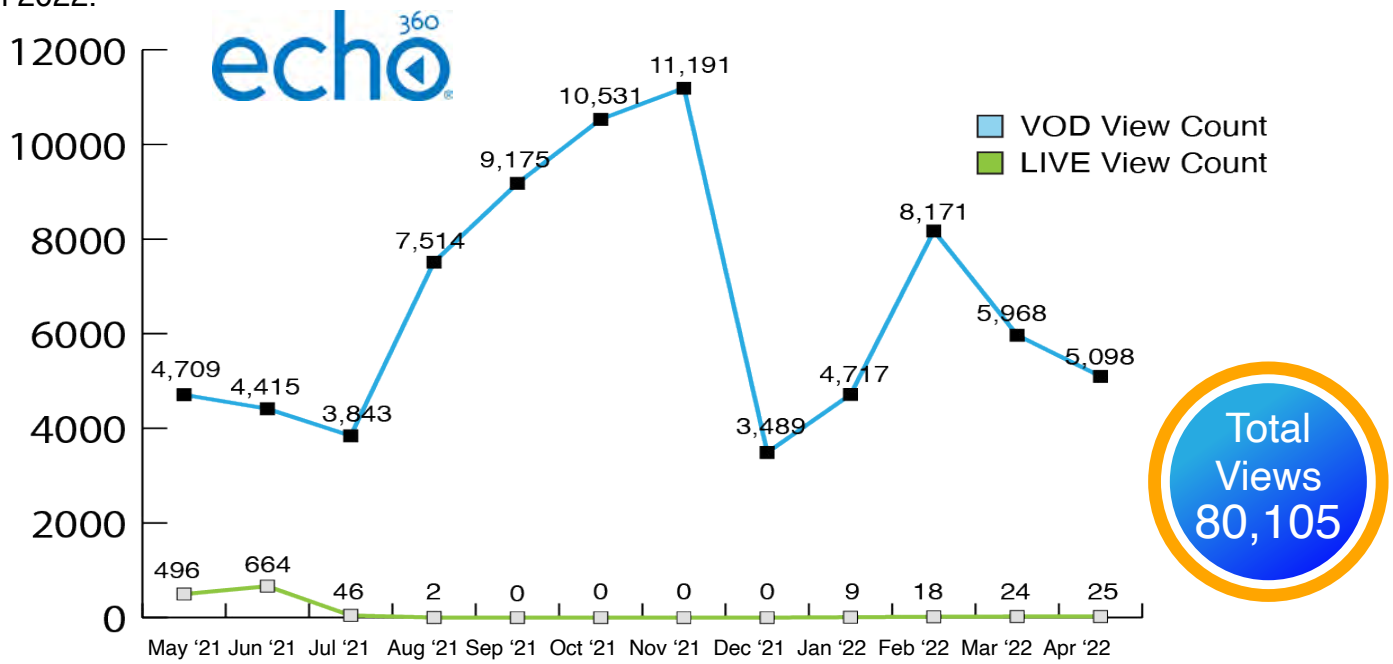


As seen in these graphs, student usage exploded during these past 12 months. VoiceThread is an application designed for people to have discussions about shared digital media. Each VoiceThread discussion consists of slides—just like a presentation —and each slide contains a piece of digital media, like an image, video, or document. These slides can be commented on by anyone with permission to access the VoiceThread discussion. Faculty and students participate whenever and wherever they want. These conversations are not live, they just feel that way. (VoiceThread Universal). A total of 11,431 Voicethreads were created during this past year alone.

Echo360 Usage by Month

May 2021 to April 2022

Aside from being TAMIU's official lecture capture application, ECHO360 is also used to broadcast classes live and can integrate tools to effectively engage students in class. ECHO360 usage by month has averaged monthly video views of 3,400 for a total of 80,105 views from May 2021 to April 2022.

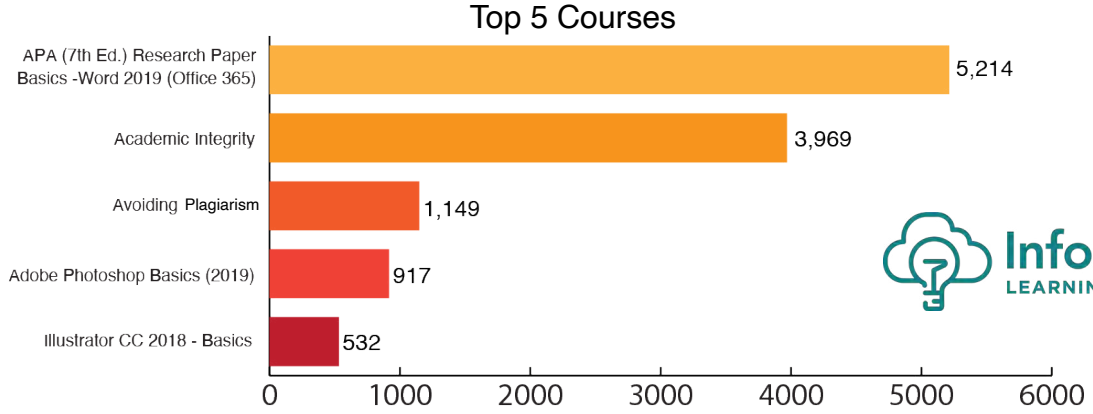


Infobase Learning Cloud Overall Usage

May 2021 to April 2022

Infobase Learning Cloud's wide array of tutorial videos have been assigned by faculty on topics such as APA formatting, SPSS, Office365 applications or academic integrity and plagiarism. Our partners in Infobase understand the need to support faculty by offering up-to-date tutorials on topics and applications that would otherwise take valuable instructional time away from the semester. These videos are available 24/7 on any device as long as they have internet access. Contact any of our instructional designers for more information on how to access the Infobase Learning Series.

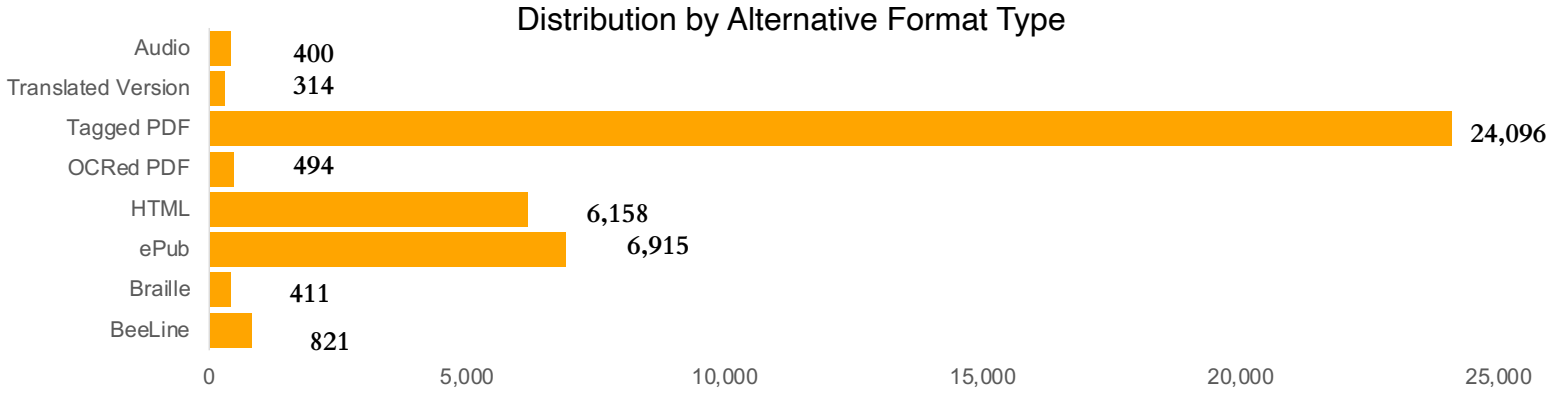
This graph displays the Top 5 most watched series:



Blackboard Overall Usage
May 2021 to April 2022

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. Allly aims to better equip universities to provide necessary support to its students as accessibility usage rises through the years.

Total Aternative Format Downloads 39,609



Total Unique Users

5,935

Fix Your Content Day

This year, Texas A&M International University's Instructional Technology Team won 10th place out of 173 worldwide participants that collectively generated 110,248 fixes. The team fixed 4,102 errors that impacted 6,100 users. TAMIU was the highest-ranked Texas institution in the competition, and repeated as the highest-ranked Texas A&M University System campus participating.Accessibility Awareness Day provides an opportunity for TAMIU faculty and staff to demonstrate the University's mission to improve access and equity for all students. The University is committed to ensuring our campus is accessible to all members of all communities.

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.

Blackboard Ally's 3rd Annual Global Competition

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 acknowledgement 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' is a great opportunity for us to demonstrate the importance of creating accessible learning environments. Although the competition is over, the work to maintain accessibility is constant, and ongoing. We truly appreciate the support, and partnership of our TAMIU faculty and staff."

—**Dr. Pat Abrego**

LEARNING TECHNOLOGIES WEEK

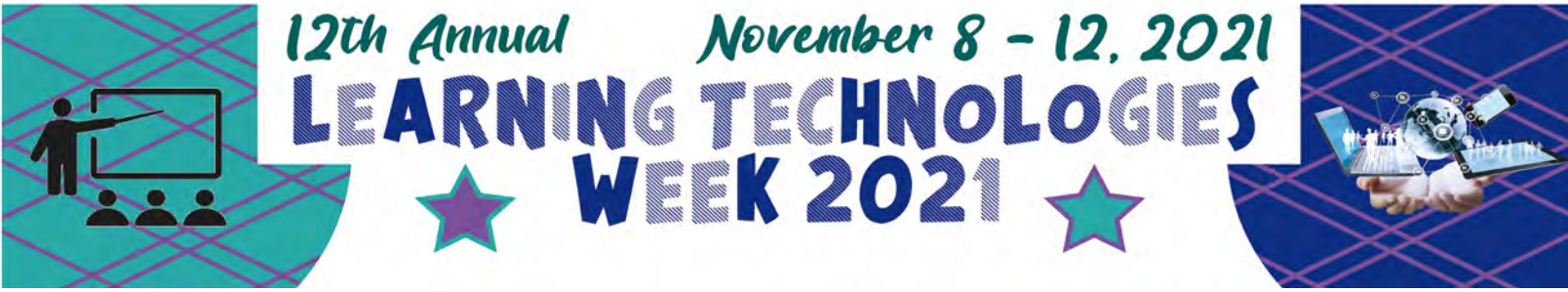
Learning Technology Week 2021 Highlights

In a long tradition of honoring National Distance Learning Week, the Office of Instructional Technology and Distance Education Services organized a series of free in-person and virtual events from November 8 to November 12, 2021. This weeklong celebration is known at TAMIU as Learning Technologies Week, and it is meant to:

1) Generate awareness and appreciation for online learning;

2) Share sessions that exemplify best practices in teaching and

3) Discuss current issues and emerging trends in the field of instructional technologies.



Aside from virtual sessions from the United States Distance Learning Association, we had great representation from TAMIU faculty and the Killam Library as well as third-party partners such as Top Hat and Quality Matters. This year, we also partnered with SMASH student organization in organizing a Super Smash Bros. Tournament with various categories based on expertise for a chance to win great prizes!! For a detailed description of the activities, or to check out previous conferences, please go to our [Learning Technologies Week website](#).

Learning Technologies Week 2021: Student Highlights

To celebrate Learning Technologies Week 2021 with our TAMIU students, the TAMIU eLearning team joined forces with the TAMIU Smash Club to host a Super Smash Bros Ultimate Tournament. The event took place on Friday, November 12, 2021 at the TAMIU Student Center Ballroom from 1 to 5 p.m. Over 60 players participated.

To give a fair advantage to all types of players, the Tournament included two brackets: amateur and competitor. Players who don't compete often participated in the amateur bracket and players who frequently compete participated in the competitor bracket. The players competed for top three places in each bracket. The winners got Dusty Dollars and many door prizes were given away to all participants. Players competed in a 1-on-1 match using a ruleset of three stocks and seven minutes.

Each competitor played to try to eliminate all the stocks or lives of their opponent's character within seven minutes of each game. The first player to win two games moved further in the bracket, while the opponent who lost was dropped to another part of the bracket. The player that lost was knocked out of the Tournament. Spectators joined in to cheer on their favorite player!

Winners Competitor Bracket:

1st Place: $50 – Luis Arriaga

2nd Place: $30 – Valdemar Martínez

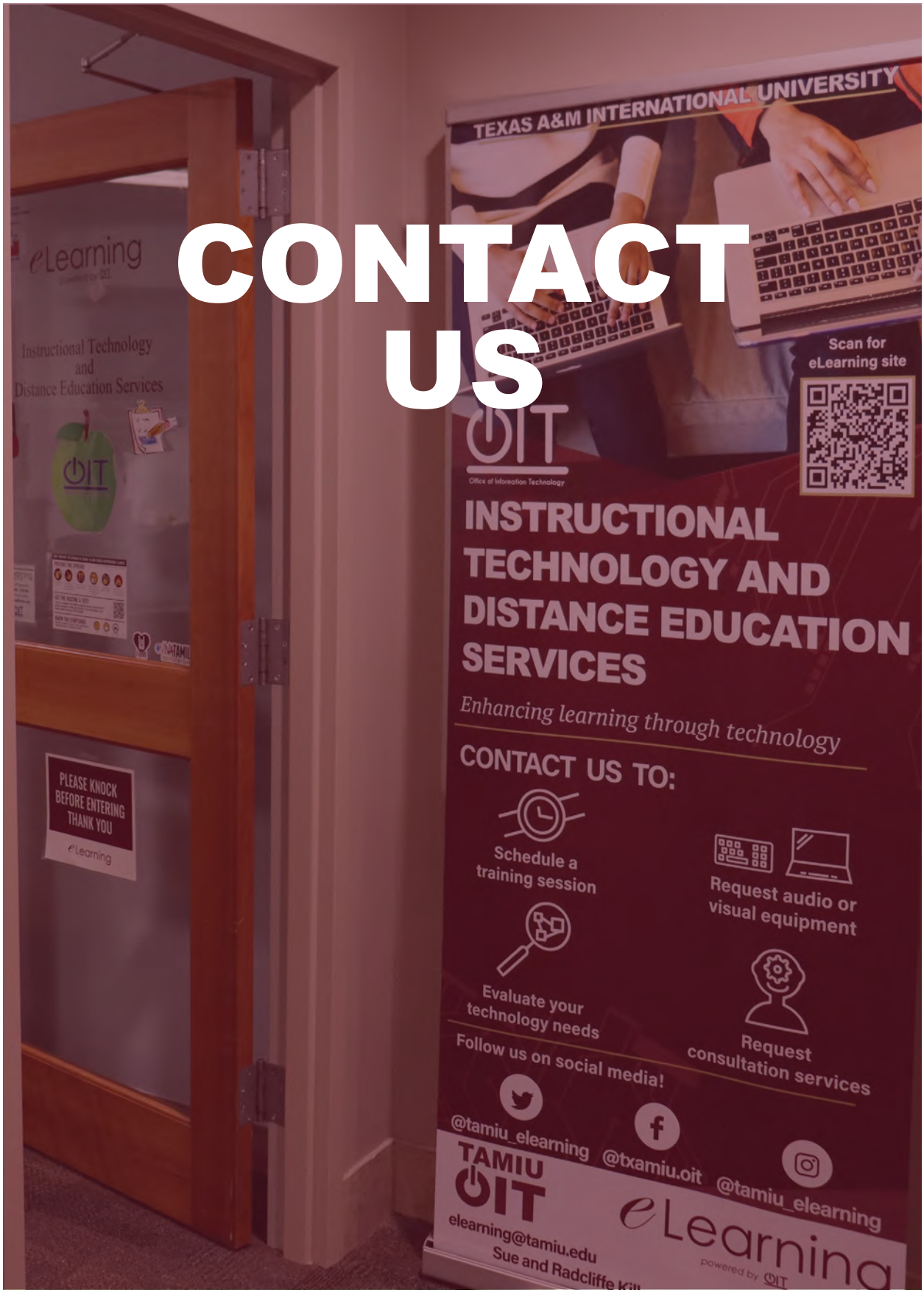
3rd Place: $25 – Devin Gallagher

Amateur Bracket:

1st Place: $40 – Alejandro Lara

2nd Place: $30 – Marcos Saldivar

3rd Place: $25 – Theo Gutiérrez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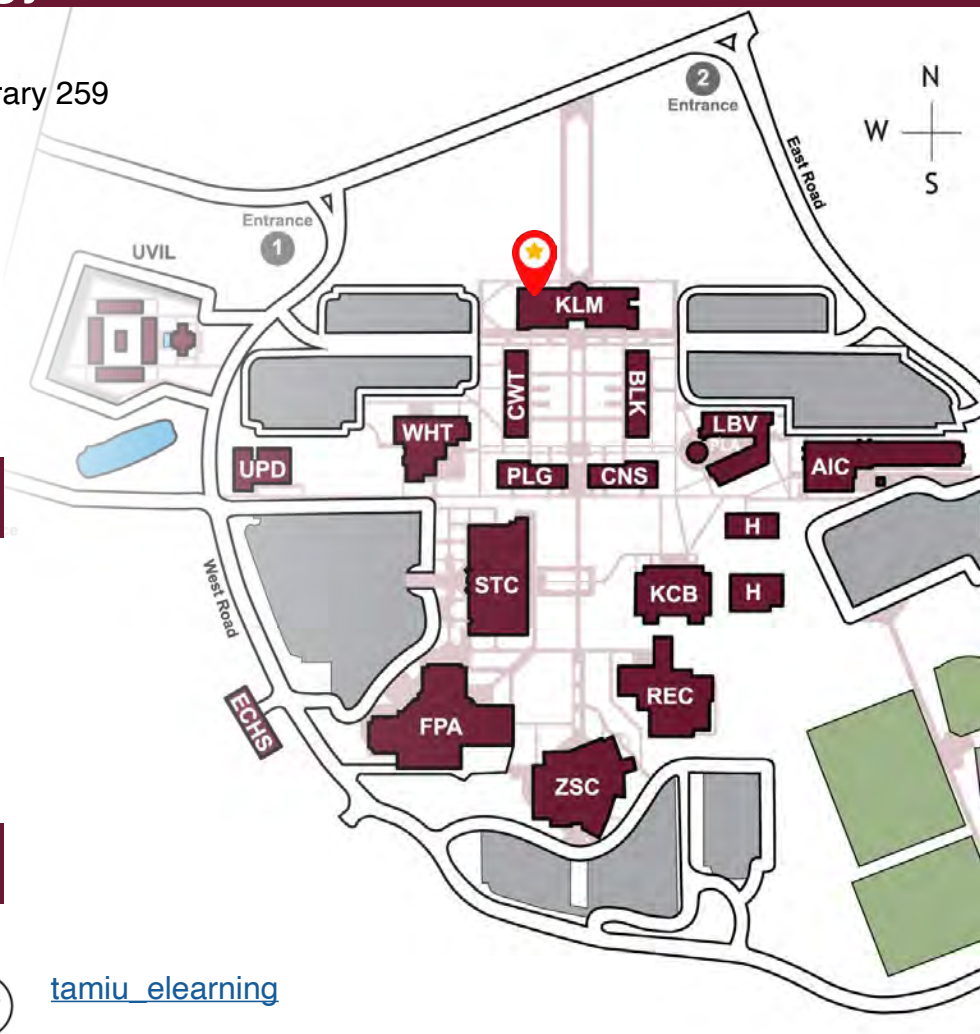

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