



Instructional Innovation & Quality (IIQ)

All About Discovery!

Year End Report FY 15



Instructional Innovation and Quality (IIQ, 13.5 FTE)

IIQ (<http://instruction.nmsu.edu/>) 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.

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

1. Academics and Graduation

- 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

IIQ Highlights

- Provided 169 professional development sessions
- Hosted first IIQ Celebration Recognition Event in December 2014
- Awarded first "Leading the Way" award to Dr. Richard Oliver, College of Business
- IIQ staff actively presented at conferences, served on committees, and partnered internally and externally. See Appendix A.

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Academic Technology (AT, 3.5 FTE)

AT supports a variety of educational technologies including Canvas, Adobe Connect, EvaluationKIT, Panopto, Respondus Lock Down Browser, and i>clicker. See Appendix B.

Highlights

- 77% of all academic courses use Canvas
- Adobe Connect web conferencing system integrated into Canvas
- Established on-going training and support for Adobe Connect
- 16.3% increase in the online course EvaluationKIT response rates
- Course Development Summer Camp Partnership with OCIP

Training Events	Canvas	SoftChalk	i>clicker	EvaluationKIT	Panopto	Total	
2013-14	127	12	5	16	1	161	
2014-15	90	15	3	7	3	118	
Support Emails	Jun/Jul	Aug/Sep	Oct/Nov	Dec/Jan	Feb/Mar	Apr/May	Total
2013-14	661	1,707	966	1,440	987	917	6,681
2014-15	653	1,551	955	1,086	946	943	6,134
Canvas Active Academic Sections	Courses			Students			
	2013-14	2014-15	% +/-	2013-14	2014-15	% +/-	
Alamogordo	656	610	-7.01%	5,139	4,481	-12.80%	
Carlsbad	389	389	0.00%	2,752	2,631	-4.40%	
DACC	2,159	2,234	3.47%	16,408	16,130	-1.69%	
Grants	299	307	2.68%	1,847	1,857	0.54%	
Las Cruces	4,461	4,483	0.49%	34,035	32,450	-4.66%	
Total	7,964	8,023	0.74%	60,181	57,549	-4.37%	

EvaluationKIT - Online Course Evaluation Response Rates							
	Las Cruces	Library	Alamogordo	Carlsbad	DACC	Grants	Total Avg.
2013-14	45.88%	49.24%	31.70%	17.23%	33.23%	36.88%	41.34%
2014-15	58.08%	57.48%	51.12%	48.61%	59.60%	42.39%	57.63%

Academic Technology Workshops			
	Total Participants	Unique Participants	Number of Hours
2014-15	573	305	750

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. There isn't an explanation for the decrease in DE Degree Program inquiries. It does parallel the drop in NMSU enrollment, although to a larger degree. Perhaps students are emailing the program contact people directly. Website email inquiries are answered and directed to the appropriate contact person as needed. See Appendix C.

Highlights

- NMSU contracted with ProctorU for online exam proctoring services
- NMSU submitted its State Authorization Reciprocity Agreement institution application.
- Dramatic decrease (59.8%) in DE Degree Program email inquiries from the DE website.
- Distance Education website improved with online forms submission and expanded resources for students and faculty.

Distance Education Website Inquiries								
Colleges DE Programs	BA	MA	Ph.D/ Ed.D	Grad. Certs.	Endorsements, Licensure, Specialties	Courses, Degrees	General	Total
ACES								0
Arts & Sciences	5	8				6		19
Business	6	1				1		8
Education		1	3			1		5
Engineering	1					4		5
Health & Social Services (HSS)		4						4
NMSU						11	5	16
Total	12	14	3	0	0	23	5	57

DE Programs Website Inquiries	J	A	S	O	N	D	J	F	M	A	M	J	Total
2014	23	25	12	17	9	10	14	11	9	9	10	7	152
2015	3	10	6	2	1	4	9	2	8	2	3	3	57
													-59.8%

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.

Exam Proctoring				
Semester, Year	Courses	Students	Exam Hours Total	No. Instructors
Summer 2014 (May-Aug)	5	39	76	5
Summer 2013 (May-Aug)	4	43	95.5	4
Fall 2014 (Aug-Dec)	9	75	148	9
Fall 2014 ProctorU	1	1	1	1
Fall 2013 (Aug-Dec)	6	58	104	5
Spring 2015 (Jan-May)	11	35	78	11
Spring 2015 ProctorU	1	11	11	1
Spring 2014 (Jan-May)	7	94	188	9
2014 - 2015 Total	27	161	314	27
2013- 2014 Total	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 E.

Highlights

- Two classrooms upgraded with two 24" Multi-Format LCD monitors and two 7" rack-mountable 1024x600 LCD displays.
- Supported Arrowhead Center via Adobe Connect for their Launch Program in which faculty and students compete for investment dollars to further develop their innovations and technologies.
- Facilitated colloquium talks for the Department of Astronomy connecting internationally to Europe.
- Increase in the number of events (increase 47%) and number of hours (increase 113%) for teleconferencing sessions

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Teleconferences	Number of Events	Hours		
July – December 2014	53	141		
July – December 2013	40	65		
January – June 2015	51	132		
January – June 2014	60	115.5		
2014-2015 Total	104	273		
2013-2014 Total	100	182		
Telecourses	Courses	Colleges	Departments	Enrollments
Summer 2014	1	1	1	32
Summer 2013	4	2	2	27
Fall 2014	12	3	4	122
Fall 2013	11	3	6	153
Spring 2015	13	3	4	168
Spring 2014	10	2	4	135
2014-2015 Total	25	3	5	322
2013-2014 Total	25	4	7	315

Online Course Improvement Program (OCIP, 4.0 FTE, <http://ocip.nmsu.edu>)

OCIP provides support for faculty teaching 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

- Provided two Course Development Summer Camps
- Partnered with the College of Business to support faculty developing courses for new hybrid Masters in Business Administration
- Earliest and highest percentage of completion for OCIP professional development programs by faculty.
- An OCIP staff member co-presented with a faculty member at an international conference.
- An OCIP faculty member presented at a conference and published an article about her before and after course revisions.

Professional Development Programs	Applied	Accepted/ Dropped/ In Progress	Completed	Percent Completion
One Year Plus Fellowship (1-Y+) Year 6	24	17/2/2	13	87%
1-Y+ Cumulative Data	151	96/29	67	70%
New2 Online	14	14/0/3	11	70%
N20 Cumulative Data	39	29/7/0	22	76%
2 Course Development Camps	62	31/1/0	30	98%

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Professional Development Workshops	Conference Stipends for Faculty & Presentations	Distance Education Speakers
51	3 conference stipends 2 conference presentations	1

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

OCIP manages NMSU’s Quality Matters (QM) Statewide subscription (www.qmprogram.org). OCIP provides QM informal and formal course reviews, QM training for faculty, and support for faculty to become QM certified. See Appendix G.

Highlights

- Partnered with 3 NMSU Community Colleges on a QM Statewide Subscription
- NMSU’s Three Year QM Implementation Plan formally approved by Provost and QM Academic Committee. FY15 marks completion of Year 2 of the plan.
- Four OCIP Team members added to the QM Hall of Fame
- Spring 2015 administered the Noel-Levitz Priorities Survey for Online Learners. See Appendix H.
- Two NMSU QM-related publications and one webinar in FY15

Quality Matters Activities 2015	ACES	A & S	Bus	Educ	Eng	HSS	CC	IIQ
10 Nationally Recognized Courses		3	1	5	1			
3 Peer Reviewer certifications					1	1		1
3 Master Reviewer certifications	1					1		1
36 Applying the QM Rubric Workshop (20 hours) Participants		14	3	6	3	7	3	
26 Informal Course Reviews		9	7	4	1	5		
22 Course Self Reviews	1	5	2	3	3	2	n/a	n/a
Quality Matters Activities 2014	ACES	A & S	Bus	Educ	Eng	HSS	CC	IIQ
8 Nationally Recognized Courses		3	2	3				
15 Peer Reviewers	2	2	1	1		3		6
3 Master Reviewers			1					2

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Appendixes

Appendix A IIQ Conference Presentations, Committees, and Partnerships

Conferences	Number Presented At	Presentation/Poster Sessions
NMSU	4	9
Regional	1	1
State	4	10
National	2	7
International	1	1
Total	12	27

Conferences	Conf	No. Sessions	Titles
4 NMSU	NMSU Roundup	5	Assessing the Impact of Implementing Quality Matters at NMSU
			Course Design and Accessibility
			Open Educational Resources
			To Blend or Flip? Models of Instruction
			Using Video in Your Online/ Blended Course
	Assessment Conference	2	Online Course Improvement Program: Assessing Re-Designed Online Courses Through Student Evaluation
			The Online Course Review Process at NMSU
			Using Quality Matters Rubric
	DACC Professional Development Day	1	Quality Matters Standard 1
	Teaching Academy Events	1	App Up for Faculty
1 Regional	New Mexico Society for Technology in Education (NMSTE): Spring Mini-Conference	1	Technology Test Kitchen
4 State	UNM Academic Scientific Education and Research	1	New2Online Faculty Professional Development Program

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	Training (ASERT)		
	New Mexico Technology in Education Conference 2014	5	App Up Your Device (Pre-conference workshop) Apps to Spice Up Your Classroom Course Evaluation Kit Canvas Open Textbooks QR Codes
	NM Educators Conference 2014	3	Curating Content for the 21st Century On My Honor...21st Century Digital Badging Open Education Resources
	NM Distance Learning Association Online Conference 2015	1	NMSU Course Development Summer Camp 2014
2 National	Blended Learning Conference 2014	2	Mix It Up! A Blended Approach to Faculty Professional Development New2Online Faculty Professional Development
	Quality Matters National Conference 2014	5	OCIP: A Hands-On Framework for Helping Faculty Developers Meet Quality Matters Standards 12 Steps to Quality in Online Courses: Helping Faculty Translate the Standards Research that Informs QM Standard 8 Set Sail on a Three-Course Tour - Three Unique Examples of a QM Recognized Course Toolkit for Designing Studies on the Impact of Quality Matters
1 International	Frontiers in Education	1	Quality in Online Courses

NMSU Committees	Role
Faculty Advisory Committee on Technology (FACT)	1 - Coordinator and 1 -Representative
Student Technology Advisory Committee	1- Representative
Learning Management System Team	2 - Representatives
Sustainability Council	2 - Committee Members
University Teaching Council	1 - Ex-Officio Member

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Assessment Conference 2015	2 - Writing Contest Judges
NMSU Quick Connect Responder	1- Committee Member
University Outcomes Assessment Council	1 – Coordinator
NMHEAA DACC Planning Committee	1 - Committee Member

National Committees	
Quality Matters Instructional Designers Association	Secretary
Quality Matters State-wide Coordinators	NMSU State-wide Coordinator
Quality Matters Research Committee	Senior Research Colleague
NMHEAR Planning Committee	Committee Member
ISTE	Reviewer for conference proposals
Universal Design in Higher Education	Book reviewer

Publications
<i>Assessing the Quality of Online Courses at New Mexico State University-Las Cruces</i> , Quality Matters Higher Education News, Lalla, S. and Bussmann, S.
<i>Course Redesign Based On the Quality Matters Program: Examples of Before and After</i> . Information Systems Education Journal, Volume 13-2015 http://isedj.org/2015-13/ , Kreie, J. and Bussmann, S.
Success Stories Series: <i>The Trail to a Quality Matters Recognized Course</i> , Lalla, S.

Department/Unit/Agency	Partnerships	Income
NMSU English Department	Online Writing Instruction Training and Professional Development Collaborator	\$0
NMSU DACC General Studies	College Course Curriculum Re-design and Instructor Training	\$0
NMSU Alamogordo	Open Education Resources Presentation and Training	\$0
NM Technology in Education	Pre-conference Apps Workshop	\$1,200
NM EDGE	Blackboard Student Accounts	\$1,375
Truth or Consequences Municipal Schools	4 - iPad Workshops for K-12 Educators	\$3,750
New Mexico Behavioral Health Providers Association	eLearning Module Development and Technology Training	\$6,000
	Total	\$12,325

Appendix B Academic Technology Partnerships

AT partners with Information Communication Technology (ICT) to support:

- Canvas – the Learning Management System
- Adobe Connect – web conferencing system integrated into Canvas courses
- EvaluationKIT – evaluation software integrated into Canvas courses
- iclicker - the digital student response system adopted by NMSU Las Cruces campus
- Panopto – the video platform for webcasting and recording
- Respondus Lockdown Browser – custom browser locks down the testing environment integrated into Canvas courses

NMSU Unit	Purpose
ICT and Financial Aid	provide an online tool to provide verification of last date of attendance
Student Services	provide announcements of upcoming events and courses for student assistance
Student Accessibility Services	help provide student access to Canvas courses
Graduate School	provide GA/TA Canvas workshops
Center for English Language Proficiency	Provide academic Canvas spaces for CELP courses and also schedule some of their classes in the Milton 81 Lab
NMSU Organizations	support organizations and groups with non-academic Canvas spaces for their activities
Course Alignment Project	established and support a Canvas sub-account for the NMSU Course Alignment Project

Appendix C Distance Education Website Degree Program Emails

DE Website	A&S	BUS	EEUD	ENG	HSS	NMSU General
No. Inquiries	16	8	5	5	4	19
Total = 57	BA Sociology (2)	MBA (1) NO	Doctorate (3)	MSIE (1)	MPH (2)	Online AA (1) NO
NO=NOT Offered	BA CJ (2)	BBA (6)	MA C&I (1)	BA ICT (1)	MA Nursing Admin (1)	Online Courses (7)
	MA Music (1)	Mgt Course (1)	SPED Course (1)	Eng Courses (3)	MSN (1)	BA/BS Online (6)
	MA Spanish (2)					DE Programs (2)
	MA Sociology (3)					General (3)
	MA Psychology (1) NO					
	Spanish Courses (2)					
	Math Courses (1) NO					
	Speech Courses (1)					

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Appendix D Exam Proctoring

Summer 2014 (May-Aug)	Courses	No. Exam Appts.	Exam Length Hours	Exam Hours Total	Offering Campus	No. Instrs
	GEOL 111	3	2	6	Alamogordo	
	MATH 170	3	2	6	Alamogordo	
	BIO 111/101	29	2	58	Alamogordo	
Summer 2014 (May-Aug)	Courses	No. Exam Appts	Exam Length Hours	Exam Hours Total	Offering Campus	No. Instrs
	MATH 180	2	2	4	San Juan College	
	BIO 211	2	1	2	Alamogordo	
Total	5	39		76		5
Fall 2014 (Aug-Dec)	Courses	No. Exam Appts	Exam Length Hours	Exam Hours Total	Offering Campus	No. Instrs
	ECON 332	9	2	18	Alamogordo	
	BIO 225/226	12	2	24	Alamogordo	
	BIO 101	21	2	42	Alamogordo	
	BIO 211	2	1	2	Alamogordo	
	GEOL111	14	2	28	Alamogordo	
	MATH 121	10	2	20	Alamogordo	
	CHEM 110	7	2	14	Alamogordo	
	MAT 121	1	2	2	Mahvoc CC	
	PSY 376	2	2	4	Main campus	
Total	9	75		148		9
Spring 2015 (Jan-May)	Courses	No. Exam Appts	Exam Length Hours	Exam Hours Total	Offering Campus	No. Instrs
	MATH 122	3	2	6	Pima CC	
	MATH 121	6	2	12	Alamogordo	
	BIO 226	12	2	24	Alamogordo	
	CHEM 110	5	2	10	Alamogordo	
	BCIS 502	3	2	6	Grants	
	HNDS 251	4	2	8	Alamogordo	

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	BIO 221	2	2	4	Alamogordo	
	GEOL 111	1	2	2	Alamogordo	
	PHLS 150G	1	2	2	Alamogordo	
	ENGL 218	1	2	2	Grants	
	BOT 101	1	2	2	DACC	
Total	11	35		78		11

ProctorU 2014-2015						
Semester, Year	Courses	No. Exam Appts	Exam Length Hours	Exam Hours Total	Offering Campus	No. Instrs
Fall 2014	Econ 312	1	1	1	Grants	
Spring 2015	BCIS 502	11	1	11	Grants	
Total		12		12		2

Appendix E Instructional Media Services

Semester	Telecourses	Colleges	Departments
Summer 2014	1	Engineering (3 courses)	Mechanical Engineering
Fall 2014	11	Education (4 courses) Engineering (4 courses) Health & Social Services (4 courses)	Industrial Engineering Mechanical Engineering Curriculum & Instruction Nursing
Spring 2015	13	Engineering (3 courses) Education (4 courses) Health & Social Services (6 courses)	Industrial Engineering Mechanical Engineering Curriculum & Instruction Nursing

Appendix F OCIP Hosted Events

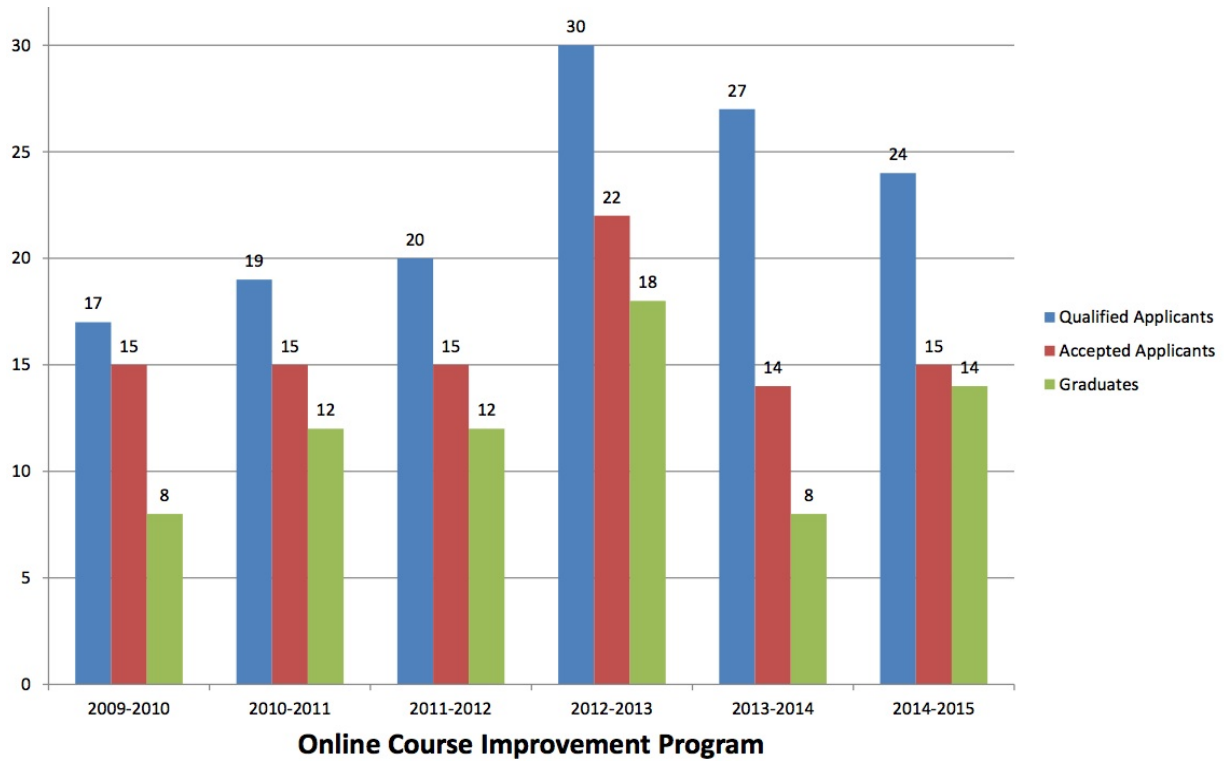
OCIP Hosted Events July 1, 2014 through June 30, 2015	Number of Attendees
Let's Talk Online Teaching	176
iPad/Handheld Devices Workshops	31

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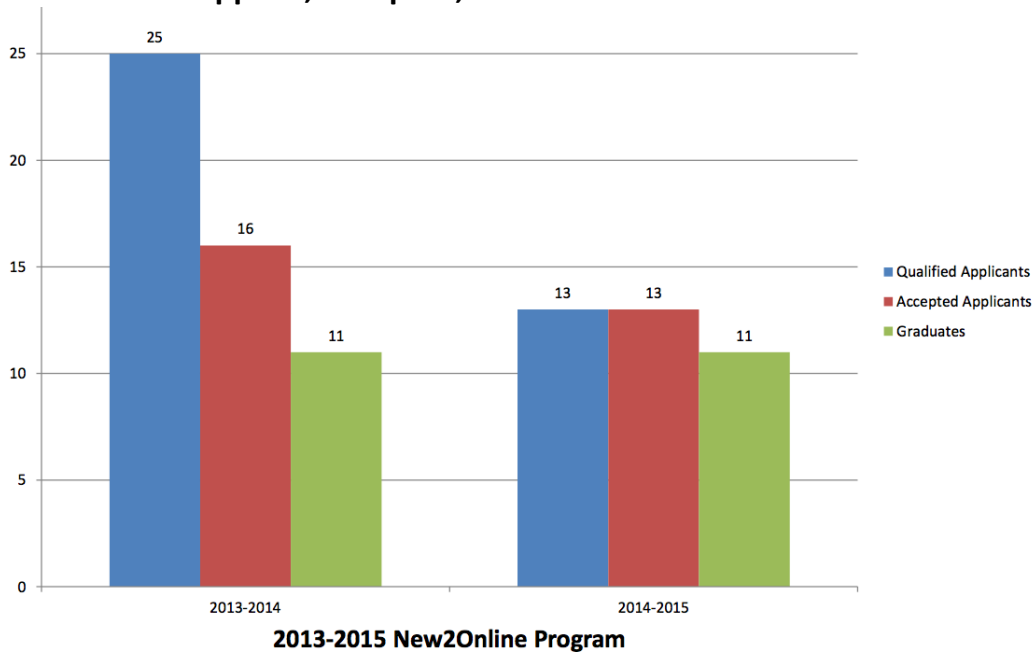
Quality Matters Workshops or Trainings	37
Workshops and Presentations	95
Archived Webinars	60
Summer Camp 2014	19
Summer Institute 2015	14

OCIP Total Events	51
Total Attendees	399
Unique Attendees	194
Professional Development Hours	2,895

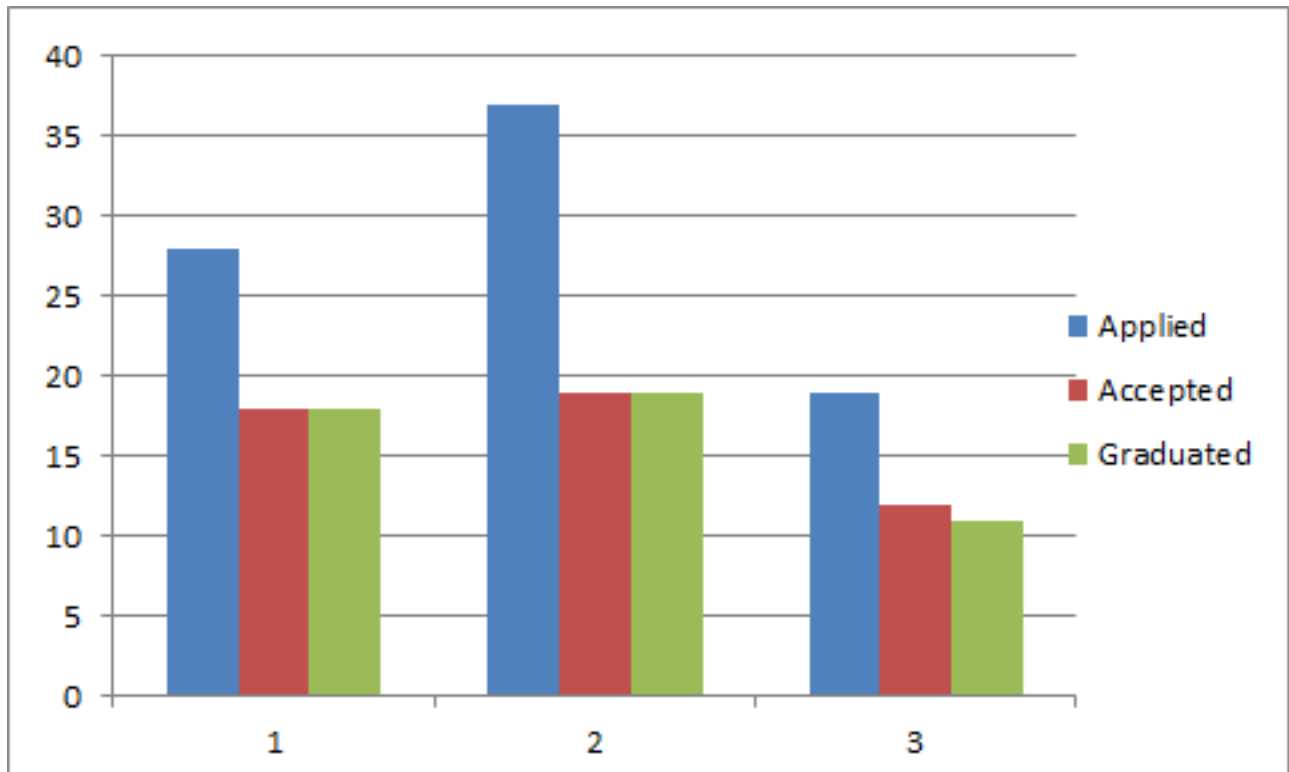
One Year Plus Fellowship Applied, Accepted, Graduates Data 2009-2015



New2Online Applied, Accepted, Graduates Data 2013-2015



Summer Institute Applied, Accepted, Graduates Data 2014-2015



Appendix G Quality Matters

Applying the QM Rubric (APPQMR) Workshop

Arts and Sciences		
1.	Tara Stimatz	Psychology
2.	Joshua Uhalt	Psychology
3.	Tara Young	Psychology
4.	Yuliana Zaikman	Psychology
5.	Jaqueline Zieber	Psychology
6.	Katya Reka	Art
7.	Armando Altamirano	Psychology
8.	Felicita Carmichael	English
9.	Tracey Miller-Tomlinson	English
10.	Kefaya Diab	English
11.	Ryan Goss	Plant and Env.
12.	Patricia Mendoza-MacGregor	Languages and Linguistics
13.	Mike Demers	GIS
14.	Collin Scarince	Psychology
Business		
15.	Mark Clark	Mgt
16.	Rich Fortin	Bus
17.	Bobbie Green	Accounting and IS
Education		
18.	Amneh Al-Rawashdeh	Educ Leadership & Admin
19.	Lynn Bagwell	C&I
20.	Juanita Hannan	Education
21.	Tanya Watson	C&I
22.	Karen Trujillo	Education
23.	Karen Potter	Spec Ed and Comm
Engineering		
24.	Robert Paz	Electrical Comp. Engineering
25.	Christina Schaub	Engr
26.	Chuck Boehmer	Engr

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Health and Social Services		
27.	Shelly Noe	Nursing
28.	John Scarbrough	Nursing
29.	Linda Summers	Nursing
30.	Cheryl Lombardi	Nursing
31.	Stephanie Lynch	Nursing
32.	Connie DeBlieck	Nursing

QM Recognized Courses in FY15

Course Name	Course Number	Course Instructor	Reviewers	Recognized
ARTS AND SCIENCE				
Human Trafficking	CJ 454	Marija Dimitrijevic	Stephen Anderson Susie Bussmann Brenda Vose	2015-05-22
Cognitive Psychology	PSY 340	Justin MacDonald	Mary Jo Carnot Kerry Forsythe Sandra Johnson	2015-06-16
Language and Society/Adv Study of Social Linguistics	LING 302/502	Patricia MacGregor-Mendoza	Sharon Lalla Khadijah Miller Sharla Sava	2015-03-16
EDUCATION				
Emerging Technology Tools and Techniques	EDLT 581	Julia Parra	Miley Grandjean, Phyllis Salsedo, Carrie Baldwin	2015-06-30
Online Teaching Practicum	EDLT 592	Susie Bussmann	Doug Layer Bethany Simunich Megan Stoneking	2015-06-03
Mgt of Student Support Services in Higher Ed	EMD 540	Henrietta Pichon	Miley Grandjean Kourtney Vaillancourt Sheri Hutchinson	2015-02-16
Designing and Organizing Online Learning Environments	EDLT 575	Sandra Johnson	Michelle Franz Krista MacDonald Sonia White	2014-10-10

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Universal Design for Online Course Design	EDLT 579	Sharon Lalla	Jed Duggan Tami Ford Bethany Simunich	2014-09-27
ENGINEERING				
Systems Engineering & Prog Mgt	EE461	Charles Boehmer	Robert Paz, Bethany Simunich Elizabeth (Betsy) Stringam	2015-04-13
BUSINESS				
Business Information Systems I	BCIS-502	Richard Oliver	Heidi Collins Kerry Forsythe Sharon Lalla	2014-10-08

Informal Course Reviews in FY15

Course Prefix	Course Title	Course Instructor	Department
ARTS AND SCIENCES			
ENGL 211	Writing In the Humanities and Social Sciences	Kefaya Diab	English
Art 295	Introduction to Art History	Julie Fitzsimmons	Art
Span 540	Introducción a la Lingüística Hispánica	Patricia MacGregor-Mendoza	Lang & Ling
PSY 201G	Intro to Psychology	Laura Madson	Psychology
SOC 551	Quantitative Analysis	Sandra Way	Sociology
ART 354	Art	Katya Reka	Art
MUS 530	Seminar in Music Education	Christopher Hughes	Music
ENGL 409	Shakespeare II	Tracey Miller-Tomlinson	English
CS167/450	C Programming	Najah Al-shanableh	Computer Sci.
BUSINESS			
BA 500	Macroeconomic Essentials	Comfort Ricketts	Economics
ECON 503	Managerial Economics	Yu-Feng Lee	Economics
Marketing 500	Concepts in Marketing	Erin Blaugrund	Marketing
ACCT 503	Accounting	Sherry Mills	Accounting
BUSLAW 502	Business Law	Nancy Oretskin	Finance

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BCIS 338	Business Information Systems I	Bobbie Green	Accounting
MGT/MKGT 491/591	Entrepreneurship	Mark Clark	Management
EDUCATION			
EDUC 601	Contemporary Curriculum and Instruction Practices	Koomi Kim	C&I
EDUC 515	Critical Multicultural Education	Judith Flores Carmona	C&I
ELA 350	Introduction to Leadership in a Global Society	Amneh Al-Rawashdeh	EMD
ECED 245	Professionalism	Lynn Bagwell	C&I
ENGINEERING			
EE 551 Control Systems II	EE 551 Control Systems II	Robert Paz	Elect Comp Engr.
HEALTH AND SOCIAL SERVICES			
Nursing 362	Evidence Based Practice	Cheryl Lombardi	Nursing
Nursing 698	Advanced Clinical Immersion	Shelly Noe	Nursing
Nursing 353	Nursing Informatics	Conni DeBlieck	Nursing
Nursing 515	Health Assessment	Stephanie Lynch	Nursing
Nursing 460	Allied Health	Linda Summers	Nursing

Course Self Reviews in FY15

Name	Department
ACES	
Kulbhusan Grover	Plant & Env. Sci.
ARTS AND SCIENCES	
Jessika Edgar	Art
Lily Hoang	English
Donald Pepion	Anthropology
James Billings	Theatre Arts
Matthias Burkardt	Physics
Michael DeAntonio	Physics
EDUCATION	
Sara Melendrez	Curriculum & Instruction
Deborah Rhein	Spec. Ed. & Comm.
Lynn Bagwell	Curriculum & Instruction
ENGINEERING	
Christina Schaub	Industrial Engineering
Phillip Braker	Engineering Tech.

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Robert Paz	Electrical Computer Eng.
BUSINESS	
Sherry Mills	Accounting and Info. Sys.
Jennifer Kreie	Acct. & Info. Sys.
HEALTH AND SOCIAL SCIENCES	
Linda Summers	Nursing
Cheryl Lombardi	Nursing
OTHERS - UNIDENTIFIED DEPTS.	
Mary Southworth	
Celina Bryant	
Joseph Lara	
Jed Duggan	

Peer Reviewer & Master Reviewer Course Reviews 04/2013 – 06/2015

Reviewer	Courses Reviewed	Department
ACES		
1. Betsy Stringam*	ACC 211, EE461, BCIS 338, HFT 2000, 10109134	HRTM
2. Kourtney Vaillancourt	EDF 530, MUS 101, EMD 540	FCS
Arts and Sciences		
3. Marija Dimitrijevic		Criminal Justice
4. Justin MacDonald		Psychology
Health and Social Sciences		
5. Stephen Anderson*	CJ 454, CEL 580, GEOL 481	Social Work
6. Susan Wilson		Public Health Sci
7. Tami Ford	EDLT 579, SHB5003	Pubic Health Sci.
Education		
8. Julia Parra	EDT 655, ED7016	C&I
Engineering		
9. Robert Paz	EE 461	Engineering
Business		
10. Elise Sautter*	QMR-EDLT 590, PSYC225, CRJ303, MKTG 311, MKGT 733, BUS 421, MAR 6805, MAR 6158, MAR3023	Business
Instructional Innovation and Quality		
11. Kerry Forsythe	BCIS 502, PSY 340, EDU 295	IIQ
12. Miley Grandjean*	FNBSLW 735, ENGL 409, NURS 353, NURS 698, NURS 460, EDU 295, BUSLAW 502, ACCT 503, 500, EDLT 581, MGMT 6301, NURS 515, EMD 540, ECN 100, NURS 362, EN210, BUAD 6300, ENG 3302, EDLT 560	IIQ/ENGL
13. Sandra Johnson*	MTH 221, LDSL 722, ENGL 203, PDOCIP MED 301, ECED 245, MGT/MKGT 491/591, BCIS 338, ECON 503, BA 500, Macroeconomic Essentials, ENGL 211, EE 551, CS167/450, MTH 578/598, PSY 340,	IIQ/C&I

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	ELA 350, HIS 1000, NURS 405, BUSLAW 502	
14. Sharon Lalla*	CEL 580, GEOL 481, MUS 101, BCIS 482, BCIS 338, EDLT 560, LING 540, MED 301, BCIS 502, LING 302/502, MUS 530, SOC 551, EDUC 515, CCR 1450, HUM 8060	IIQ/C&I
15. Michelle Lebsock	ART 354	IIQ
16. Susie Bussmann	ART 295, EDUC 601, Non-Academic Course, ENGL 203, BCIS 482, CJ 454	IIQ/C&I

*Master Reviewer

State-wide Awareness

QM NMSU System committee (Las Cruces, Alamogordo, Carlsbad, Dona Ana)

QM System Meetings (6)
NMSU QM System retreat (1)

National Awareness

<i>Assessing the Quality of Online Courses at New Mexico State University-Las Cruces</i> , Quality Matters Higher Education News, Lalla, S. and Bussmann, S.
Success Stories Series: <i>The Trail to a Quality Matters Recognized Course</i> , Lalla, S.
<u>Course Redesign Based On the Quality Matters Program: Examples of Before and After</u> Information Systems Education Journal, Volume 13-2015 <u>http://isedj.org/2015-13/</u> , Kreie, J. and Bussmann, S.

Testimonials

Being someone who is new to online education this was a great place to start. As instructors we can sometimes be considered the expert in the subject material. That being said when we design our courses everything makes sense to us & we can navigate our courses with ease. By going through a peer review, or using the Rubric in the design process we are able to see how students can get lost or frustrated with the process. (APPQMR June 2015)

Going through the rubric, I realized there are many more reasons that students are not learning the way I expect them to-it is not the material- it is the way it is presented, or whether they are getting help elsewhere, so providing or directing them to help. Organizing from the start and then getting to the class content. (1year+ 2015 Spring 2015 Focus group)

I really think it would be useful for all online faculty, those contemplating being online faculty, and even to a much lesser extent f-2-f faculty to take this course. A colleague took the course improvement workshop and although she did not expect to be teaching online she was adamant that she had learned much that was important to her regular teaching. (APPQMR March 2015)

I learned what I consider to be the most significant part of the course- the method by which alignment is considered across the variables of course objectives, module objectives, course materials, learning activities, assessments, and technology. Although I knew before that there should be alignment across aspects of a course, this has provided a method to more deeply consider the degree to which alignment exists across all of these areas. It creates the possibility for improvement. (APPQMR March 2015)

Appendix H Priorities Survey for Online Learners Overview

Noel Levitz Survey Priorities Survey of Online Learners 2015

Overview of Study

The Noel Levitz Priorities Survey of Online Learners (PSOL) was sent to Spring 2015 students who were taking online courses in the Education, Business, and Health and Social Services Colleges. The survey (<http://bit.ly/1wmEJPM>) sought to discover student satisfaction levels about online course services and the issues most important to them at NMSU. Each item was scored on Importance to me and My level of satisfaction 7-point rating scales from 1 = not important at all or not satisfied at all to 7 = very important to very satisfied with a N/A = not applicable option. Approximately 16% or 512 out of 3,270 students responded to the survey. The overview of the survey results are as follows:

Demographic Snapshot

The majority of respondents were female (73%) between the ages of 19-34 (65.04%). Students were full-time (47.70%) seeking bachelor’s degrees (42.74%), master’s degrees (34.99%), doctoral degrees (19.28%), certificates (1.19%), associate’s degrees (0.99%), and Other (0.80%). Their enrollment status was primarily online (53.66%) and primarily on-campus (46.34%). The majority of respondents were single (61.93%) and either rented (39.72%) or owned their own home (38.54%). They mainly resided in Doña Ana County (62.99%), in the state of New Mexico (23.23%), out of state El Paso area (Not Mexico, 6.89%), out of state (6.89%), and international (0.59%).

Strengths/Challenges

The following strengths and challenges are the items from the survey. Strengths were determined based on responses indicating high importance and high satisfaction while challenges were determined based on responses indicating high importance but low satisfaction for a particular service.

Strengths	Challenges
<ul style="list-style-type: none"> • Registration for online courses is convenient. • Billing and payment procedures are convenient for me. • Campus item*: The technologies required in My courses are readily available, provided or easily downloaded. • Instructional materials are appropriate for program content • Campus item: Course learning objectives, and instructions on how to meet them, are made clear in my courses. • Student assignments are clearly defined in the syllabus. • Program requirements are clear and reasonable. 	<ul style="list-style-type: none"> • Campus item: The institution's online courses are of high quality. • Faculty provide timely feedback about student progress. • There are sufficient offerings within my program of study. • The quality of online instruction is excellent. • Tuition paid is a worthwhile investment. <p>* Campus items are customized by IIQ staff.</p>

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Online Services (Highest Satisfaction to Lowest)	Gaps (Largest gaps between Importance and Satisfaction)
<ol style="list-style-type: none"> 1. Enrollment Services (Highest) 2. Instructional Services 3. Institutional Perception 4. Academic Services 5. Student Services (Lowest) 	<ol style="list-style-type: none"> 1. Campus item: The purchase of course materials is a worthwhile investment. 2. Adequate financial aid is available. 3. Tuition paid is a worthwhile investment. 4. This institution responds quickly when I request information. 5. The quality of online instruction is excellent.