

# Vision 2020 Strategic Plan Alignment – Unit Name

## Planning Framework

## Unit Goals, Metrics, and Timeline

## Current Strategies

## Major Accomplishments

## Aspirations

**Mission**  
Instructional Innovation and Quality's (IIQ) mission of providing increased access to a quality education for all New Mexico's citizens through web-based technologies supports New Mexico State University's land grant mission "of serving the educational needs of New Mexico's diverse population through comprehensive programs of education, research, extension education, and public service."

**Vision**  
The Instructional Innovation and Quality (IIQ)/ Distance Education (DE) unit will be recognized for the quality of the service and support it provides for students, faculty, staff, and the public.

**Values**  
Service – provide quality customer service in all IIQ/DE endeavors.  
Quality- provide the highest level of service, support, and resources to IIQ/DE customers.  
Improvement – continually improve the functioning of IIQ/DE in all areas – support, services, value, etc.  
Strategic – align available resources to directly support IIQ/DE core services.  
Communication- maintain open two-way channels for the regular and timely flow of information.

**Vision 20/20 Goal Alignment**  
All goals support Goal 1: Academics & Graduation - Support student engagement, retention and completion through effective use of technology in all delivery formats.

**Goal 1:** Support the effective use of learning and emerging technologies  
Metrics: Secure adequate resources to staff Instructional Innovation & Quality Units; Budget is balanced; Complete for FY19. Maintain balanced budget for FY 20.  
Train a minimum of one backup Canvas administrator by 2018. Provide a full calendar of professional development workshops by 2018-19. Develop and implement a full PD calendar by June 2019. Continue each year through FY 20.  
Research a minimum of one new learning/emerging technology per year. Ongoing.- the purchase of (FY19) TurnItIn originality checking software under serious consideration and review.

**Goal 2:** Provide faculty and staff professional development for technology-enabled delivery formats.  
Metrics:  
Scale OCIP professional development program to support more faculty. Baseline FY 18; Goal FY19; Goal Fy 20.  
Provide a min. of 60 professional development workshops /year by 2018. Ongoing.  
Increase OCIP professional development completion rate from current avg. 82% to 90% by 2020.  
Diversify OCIP online course development partnerships. Add a

**Goal 3:** Ensure quality in online course design.  
Metrics:  
Increase the number of faculty participating in professional development for quality online course design. Baseline FY 17 - 27%; FY 18 – 40%; FY 19 – 55%; FY 20 – 70%.  
Increase the number/percentage of faculty who are Quality Matters trained from current baseline FY 17 - 27%; FY 18 – 40%; FY 19 – 55%; FY 20 – 70%.  
Increase the number of online courses that meet a Quality Internal Review from current baseline of FY 17 - 10%; FY 18 –30%; FY 19- 45%; FY 20 – 60%.  
Ensure DE courses are telecommunications courses and not correspondence courses. Basic Online Course Check (BOCC)

**Goal 4:** Provide services for Distance Education (DE) students, faculty, departments, and colleges.  
Metrics: Launch the NMSU Online (NMSUO) model defined so website and brand launch in FY 19; FY 20 -Model established  
College DE Annual Reports issued minimum annual basis and expanded to provide valuable data. FY 16 – 1<sup>st</sup> report 4 components: FY 17 – 2<sup>nd</sup> report 7 components; FY 18 – 3<sup>rd</sup> report 8 components: FY 19 – 9 components; FY 20 -10 components

**Goal 5:** Provide a variety of communication services for course delivery, meetings, and events.  
Metrics:  
Number of DE courses delivered by Interactive Television Ongoing  
Baseline FY 17 – 24 courses: FY 18 – TBD: FY 19 – TBD; FY 20 – TBD  
Number of students enrolled in DE ITV courses. Ongoing  
Baseline FY 17 – 894 FTE: FY 18 – TBD: FY 19 – TBD; FY 20 – TBD  
Number of ITV meetings/events supported. Ongoing  
FY 17 –253 3 events (FY 18 – TBD: FY 19 – TBD; FY 20 – TBD  
Number of hours for ITV events/meetings. Ongoing

Alignment of the IIQ budget to funding source (Course Delivery Fee).  
Min. one Academic Technology (AT) staff member in training to be Canvas Administrator.- Completed Dec. 2018.  
Coordinating AT and Online Course Improvement Program (OCIP) full calendar of professional development workshops in advance of semester start. AT regularly update Canvas workshops as needed. AT & OCIP research available/emerging learning tech, especially for accessibility (close captioning and transcripts), academic integrity, video, etc. Offering hybrid (face-to-face & online) workshops. Implementation of the Basic Online Course Check for fall and spring semesters since Spring 2016

Offering one professional development program (Course Development Institute, CDI) versus three and offering program 3 times per year. See Goal 3 Current Strategies below.  
Assign an Instructional Consultant to each faculty participating in CDI.  
Support do-it-yourself professional development resources; offer instructional design services; IC mentoring of faculty not participating CDI. See Goal 3 Current Strategies.

Provide three Course Development Institutes (CDI) sessions/year with min. 24 faculty participants/session and min. 75 faculty participants/year.  
Define program completion as development of an online course that meets Quality Internal Review.  
Assign Instructional Consultants (ICs) to mentor faculty in departments with current or new DE/online programs. Assign ICs to develop online courses for faculty in departments with current or new DE/online programs.  
Collect, track and report progress on number and percentage of quality online courses by department and college. (See Goal 4 College DE Annual Reports).

Presenting NMSUO to multiple stakeholders to listen to concerns/questions and get support – BOR, faculty, departments, colleges, support units.  
Provide College Distance Education Annual Reports Partner with departments on launching new DE programs.  
Maintain the currency of the DE website.  
Provide limited exam proctoring for students taking DE courses and faculty support.  
Manage compliance with state authorization and federal regulations.

Hire and train undergraduate students for admin and tech support services.  
Provide live support for ITV DE courses. Ongoing.  
Provide live support for ITV meetings and events. Ongoing.  
Monitor infrastructure of DE classrooms. Ongoing  
Develop plans and work with vendors and ICT to improve technology infrastructure of DE classrooms.

AT increased from 2 to 4 FTE, OCIP from 4 – 6 FTE & Instructional Media Services employs 4 part-time students employees.  
AT offering workshops for all available learning technologies - Canvas, Adobe Connect, e-Clickers, etc. Have a backup Canvas Administrator in place. Created Professional Development Matrix to align IIQ services aligned to NMSU ARP 4.69 Academic Rules for Distance Education.  
AT and Online Course Improvement Program (OCIP) professional development calendars posted at min. of one month before start of semester.  
OCIP offering hybrid Course Development Institute hybrid sessions open to all faculty. AT planning stages for online Canvas workshops.  
New web-conferencing (Adobe Connect) fully integrated

Offering Strategies for Teaching Online 2-week online course min. 6x/year and shared across the NMSU system.  
Developed an Online Course Developer's Guide mapping out process and resources.  
Partnered with min. six departments with current and new DE programs to mentor faculty for developing quality online courses, four ICs working with 14 faculty from 7 departments, and 5 colleges. See Goal 3 Major Accomplishments.  
Two ICs assigned to develop three courses with the

Worked with Faculty Senate to adopt 6.55 Revised Academic Rules for Distance Education (NMSU ARP 4.69)  
Increased scalability of Online Course Improvement Program faculty professional development to CDI 3x per year. Min.75% increase in number of faculty mentored from min. 40 to 70.  
4 ICs assigned to work with faculty for six DE programs (MSW, MBA, BS FWCE, BBA Marketing, BS FCS, and BS Geomatics)  
NMSU Quality Matters System subscription started FY15.  
Two Quality in Online Education System Conferences FY 17 & 18.

NMSUO unanimous vote of support from System Summit Dec. 2017.  
Issued College DE Annual Reports for FY16 & 17. Met min. annually with Deans to review. Expanded FY17 report. Maintained throughout the year in real time.  
Launched fully online Bachelor's degrees in partnership with Alamogordo Community College.  
Working with min. 3 departments on new DE programs 0 MSW, BS FWCE, BS Geomatics.  
FY15 online proctoring service (ProctorU) provided. Hired GA (.25 FTE) as proctor. Exam proctoring data collected and reported annually IIQ Year End Reports FY 14 – 17.  
NMSU became SARA institution June 2015. Maintained

Four undergraduate students trained and providing excellent admin and tech support.  
Supporting and average of 25 DE ITV courses/year with average total enrollment 915 students.  
Supporting a 65% increase in hours for ITV meetings/events between FY 14 – FY 17.  
Completed tech infrastructure upgrade of one DE

Integrate use of Canvas Blueprint into how manage online courses.  
Establish quality online course library. See Goal 3 below.  
Increase supported online technology by one offering, for example re: academic integrity, accessibility, etc.

Continue to strengthen coordination and sharing of professional development resources across NMSU system.  
Increase number of faculty mentored in quality online course development.  
Increase the number of partnerships with departments with DE programs/ courses for quality online courses and faculty prepared to teach online.

Increase the percentage of faculty trained to develop quality online courses min. 85% by 2021.  
Increase the percentage of online courses meet Quality Internal Review (quality metric) to min. 85% by 2021.  
Implement a quality online course library.  
Have ICs worked or working with min. 85% current & new DE programs by 2021.

Launch NMSU Online in 2019. Create brand represents 100% online offerings across NMSU system.  
Increase the number of DE offerings by min. 20 programs by 2021 from 37 to 57 for Las Cruces campus.  
Launch a new DE website in FY19.  
Clarify NMSU status in all states for DE programs involving field experiences in FY19.

Maintain student staff trained to provide excellent admin and tech support.  
Continue to provide live tech support for ITV courses, meetings, and events.  
Complete technology infrastructure upgrades to all four DE ITV classrooms.