

# **Administrative and Educational Support Report**

**Center for Distance Learning**

**Annual Action Plan  
Annual Assessment Report**

**June 2006 – May 2007**



**Annual Action Plan: June 1, 2006–May 31, 2007**

**Unit:** Center for Learning, Teaching & Technology

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division:** Academic Affairs     **Unit Head:** Christina Rogoza

**Unit Mission:** The Center for Learning, Teaching & Technology, a department of the Division of Academic Affairs, supports and fulfills the mission of the University of Texas-Pan American by providing services and facilities that promote, support, and integrate best pedagogical practices in applied technologies in teaching, learning, and research for traditional and web-based learning offerings.

**UTPA Goal:** Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Academic Affairs Objective:** Create the academic infrastructure to improve student learning and success.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Increase offerings of fully online and reduced seat time opportunities.	Advertise Teaching Online in Higher Education series. Presentation at Dean’s Council.  Enhance awareness of potential for developing fully online courses through discussion with faculty			

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
<p>Review and revise policies and processes to facilitate institutional support for distant student access and success in fully online courses, i.e. library, registrar, 20/20 Help Desk, student advisement.</p> <p>Develop a policy for quality control for fully online course offerings.</p>	<p>during regular WebCT trainings and instructional support activities.</p> <p>Develop a plan for streamlining processes and procedures.</p> <p>Presentation at Council of Deans for review of policy.</p>	<p>Increase fully online/reduced seat time courses offered FY2006-2007 from 2005.</p> <p>Procedures are implemented and ready for Fall 2007 to ensure distance student access to support needs.</p> <p>Student satisfaction rates measured with question on survey that addresses institutional support for distance students.</p> <p>All faculty teaching fully online courses must take the Teaching Online in Higher Education (TOL) course.</p> <p>All developed fully online courses must be approved by the Director, Center for Learning, Teaching &amp; Technology and the Chair/Deans before it is released.</p>	<p>Fully online and reduced seat time offerings will increase by 20%.</p> <p>100% student satisfaction with institutional support for access and success for fully online courses.</p> <p>Survey question results forwarded to Provost and relevant department heads each semester for continuous improvement of processes.</p> <p>100% of faculty teaching fully online courses have taken the TOL course.</p> <p>100% of fully online courses have been reviewed and approved by Deans/Chairs and Director of Center for Learning, Teaching &amp; Technology.</p>	<p>One instructional developer to handle increased load.</p> <p>N/A</p>

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**UTPA Goal:** Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Academic Affairs Objective:** Establish a separate Learning and Teaching Excellence Center to improve instructional practices and promote student engagement in learning.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Expand the mandate of the Center to support a broader vision for a Center for Learning, Teaching & Technology.	<p>Collaborate with relevant stakeholders in the design and implementation of a Center for Learning, Teaching &amp; Technology.</p> <p>Reorganize department to align with new strategic goal.</p> <p>Identify budget needs to support new vision.</p>	<p>Expanded mandate is clearly stated and promoted to relevant divisions and departments in the university community.</p> <p>Increase in number of faculty calls for instructional support services FY2006-2007 from 2005.</p>	<p>100% of targeted departments report the inclusion of the Center for Learning, Teaching &amp; Technology on their staff meeting agendas.</p> <p>20% increase in number of faculty calls for instructional support services FY2006-2007 from FY2005.</p>	<p>Programmer to develop user interface for access to Center's expanded services and information resources.</p> <p>Instructional Developer to handle increased faculty support services.</p>
Combine pedagogy with technology assistance as part of the CLTT activities.	Integrate pedagogical content into training sessions and materials.	Pedagogical presentations and materials developed.	<p>Four pedagogical presentations delivered.</p> <p>Number of pedagogical materials produced and distributed.</p>	Instructional Developer
Develop a research culture in CLTT to support the development of a Center for Learning, Teaching, and Technology.	<p>Develop a research library re: learning technologies, to be hosted on the website.</p> <p>Initiate learning technology</p>	<p>Resources (scholarly journal articles, web links, electronic journals, etc.) hosted in website.</p> <p>One research project from</p>	<p>New resources available bi-monthly on the website.</p> <p>One research project</p>	Programmer to develop custom applications for website.

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	research activities from CLTT	CLTT developed.	implemented FY2006-2007.	

**UTPA Goal:** Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

**Academic Affairs Objective:** Provide support for the improvement of the research infrastructure.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Initiate technology research activities with faculty. (6)	<p>Provide incentives for faculty to stimulate research activities.</p> <p>Make available technical staff to support research.</p> <p>Advertise support capability of CLTT for research initiatives in trainings and instructional support activities.</p>	Increase in research activities initiated by the Center FY2006-2007 from 2005.	10% increase in research activities initiated by the Center FY2006-2007 from 2005.	
Expand the offerings of masters' and doctoral programs.	<p>Collaborate with Deans, Chairs, and VP Graduate Studies for the development of online/hybrid graduate programs.</p> <p>Deans/Chairs appoint committee members for</p>	At least one online programs identified for development.	Number of fully online /hybrid graduate programs proposed for development. One proposed by May 31, 2007.	One instructional developer needed to handle increased load.

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<b>Unit Objective</b>	<b>Strategy(ies) to Achieve Unit Objective</b>	<b>Measurable Outcome for Unit Objective</b>	<b>Assessment Criteria, Evaluation Methods for Measurable Outcome</b>	<b>New Resources Needed in FY07</b>
	online/hybrid program development.			



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**Academic Affairs Objective:** Create the academic infrastructure to improve student learning and success.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Increase offerings of fully online and reduced seat time opportunities. (1)	Increase fully online/reduced seat courses offered FY2006-2007 from 2005.	Fully online and reduced seat time offerings will increase by 20%.	Fully online and reduced seat time courses increased from 33 (Spring 06) to 46 (Spring 07) representing an increase of 39%.	Developed a BootCamp for faculty development for online course development. This will be an additional model to the Teaching Online Course to offer both face-to-face and online modalities.

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	Procedures are implemented and ready for Fall 2007 to ensure distance student access to support needs.	100% student satisfaction with institutional support for access and success for fully online courses.	Procedures in development.	Executive Director to follow up on this.
Review and revise policies and processes to facilitate institutional support for distant student access and success in fully online courses, i.e. library, registrar, 20/20 Help Desk, student advisement. (2)	Student satisfaction rates measured with question on survey that addresses institutional support for distance students.  All faculty teaching fully online courses must take the Teaching Online in Higher Education (TOL) course.	Survey question results forwarded to Provost and relevant department heads each semester for continuous improvement of processes.  100% of faculty teaching fully online courses have taken the TOL course.	Survey not developed.  100% of faculty teaching new online courses are taking the TOL course.	Executive Director to follow up on this.  Communique need to continue to go out on a regular basis from the Provost's office reminding faculty of TOL.
Develop a policy for quality control for fully online course offerings. (3)	All developed fully online courses must be approved by the Director, Center for Learning, Teaching & Technology and the Chair/Deans before it is released.	100% of fully online courses have been reviewed and approved by Deans/Chairs and Director of Center for Learning, Teaching & Technology.	Draft policy has been developed.	A committee is being formed led by Dora Saavedra to work on formalizing the policy. Executive Director to follow up on this.

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Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Expand the mandate of the Center to support a broader vision for a Center for Learning, Teaching & Technology. (4)	<p>Expanded mandate is clearly stated and promoted to relevant divisions and departments in the university community.</p> <p>Increase in number of faculty calls for instructional support services FY2006-2007 from 2005.</p>	<p>100% of targeted departments report the inclusion of the Center for Learning, Teaching &amp; Technology on their staff meeting agendas.</p> <p>20% increase in number of faculty calls for instructional support services FY2006-2007 from FY2005.</p>	<p>Do not have data for this.</p> <p>Increase in number of faculty participants in workshops from Fall 2005 from 45 – 120, increase of 160%. Increase in number of service calls from 570 – 1029, increase of 81%.</p>	<p>Faculty liaison person and Executive Director to book time on department agendas.</p> <p>Faculty liaison and Executive Director to work with Deans and Chairs to increase awareness of services offered at the Center.</p>
Combine pedagogy with technology assistance as part of the CLTT activities. (5)	Pedagogical presentations and materials developed.	<p>Four pedagogical presentations delivered.</p> <p>Number of pedagogical materials produced and distributed.</p>	Five sessions delivered – 4 Teaching Online sessions and 1 CPS training.	Planning in place to book 4-6 sessions for next year.
Develop a research culture in CLTT to support the development of a Center for Learning, Teaching, and Technology. (6)	<p>Resources (scholarly journal articles, web links, electronic journals, etc.) hosted in website.</p> <p>One research project from CLTT developed.</p>	<p>New resources available bi-monthly on the website.</p> <p>One research project implemented FY2006-2007.</p>	<p>Website in revision.</p> <p>Two in-house research projects initiated.</p>	<p>Website in revision.</p> <p>Executive Director to revisit this direction for the Center.</p>

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Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

**Academic Affairs Objective:**

Provide support for the improvement of the research infrastructure.

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Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Initiate technology research activities with faculty. (7)	Increase in research activities initiated by the Center FY2006-2007 from 2005.	10% increase in research activities initiated by the Center FY2006-2007 from 2005.	Two research projects initiated. 100% increase from 2005.	Executive Director to revisit this direction for the Center.
Expand the offerings of masters' and doctoral programs. (8)	At least one online programs identified for development.	Number of fully online /hybrid graduate programs proposed for development. One proposed by May 31, 2007.	One new online Masters Program in Manufacturing Engineering initiated.  Boot Camp developed and training has begun.	Begin development with the Masters in ESL program in the fall.