LEARN@UW SC Retreat Notes & Action Items

Action Items

All current SC members
- Review the draft Mission Statement and respond by Sept 1st:
  > ***Provide vision, strategic direction and oversight for instructional applications and tools that support teaching and learning across the UW System. Specific responsibilities include planning, budgeting, advocacy, fostering collaboration, and resolving differences in priorities.***

- Review the composition of the new Exec Committee and respond by Sept 1st with suggestions:
  > UW System CIO (Ed Meachen)
  > UWS Academic Affairs VP (Kolison)
  > UWS Director of Learning Tech Dev (Lorna)
  > Learn@UW Sponsor (Kathy Christoph)
  > 2 other CIOs
  > 1 LTDC
  > 1 Provost
  > 1 Provost office
  > 2 Deans
  > 1 faculty member
  > Open
  > ** make sure at least one member on this group is also on CSRG
  > ** who will make the appointment? How long is the term?

AL Hartman
- Clarify with Ed (or Rebecca Martin) on:
  - o   Who does this new executive committee report to?
  - o   Where do recommendations from this group go?

- Contact the Deans (e.g. engineering and business) at UW-Madison for an estimate of Moodle Hosting cost.

Ed Meachen

- Ed will check with Al Crist on Chancellor Support on what Furlough issues – exceptions?
- Lorna and Ed will communicate the Pandemic document to other governance groups – CIOs, Provost, CBOs, Chancellors(?) quickly – before start of semester
- Contact IAM Exec Committee that support of academic systems to be put as a top priority in this project.
- Connect Ed Melchior with Lorna to get representatives for D2L/e-learning in BI discussion

Lorna Wong
- Draft a guideline for non-affiliated usage of D2L
- Lorna and Ed will communicate the Pandemic document to other governance groups
- Convene a small group to explore the current Synchronous Tool
- Lorna and Peter will convene the Faculty Survey group to prepare for next round of survey – target Spring 2010
- Put Formula support for HTML editor on Account Manager agenda
- Report retreat outcomes to LTDC and Site-admins

Jeanne/ Life Cycle Task Force
- Pandemic Planning:
  - Life Cycle task force: add CBO on the recipient list
  - Life Cycle task force: write a one-pager exec summary for quick read
  - Bring back for SC approval soon – early August?
  - Get a attention catching title? ***If you think D2L is savior in Pandemics, read this !***
- Start conversation on CMS transition / exploration and come up with some recommendation to the SC – target date – October meeting

Peter Mann
- Initiate SLA team with a revised SLA by October Meeting
- Prepare budget for extension of application technical support FTEs for Academic Systems budget for next year, or this year on special request if needed.
- Lorna and Peter will convene the Faculty Survey group to prepare for next round of survey – target Spring 2010
- Prepare budget for Streaming Media Service support for Academic Systems Budget next year
- Complete elwg-Models report by Oct Meeting

Meeting Notes

Learn@UW Steering Committee – Mission revisited – Al & Kathy P
- Review historical role of the SC in relation to other technology groups
- Discuss possible changes
- Affirm mission going forward

The original mission statement and charge from 2003 was reviewed. Ed gave a brief review of the technology governance groups, suggested Steering Committee be changed into Executive Committee, since we have moved way beyond

Implementation stage. Should be more intentional about committee membership with strong academic composition at the leadership level.

The Exec Committee should be the channel of communication to Provosts, UWS Academic Affairs, CIO, and other governance bodies, brings budget requests for academic systems forward to CSRG, need to play a more proactive role in advocating technology in teaching and learning. Keywords for Mission:

Instruction	Technology	Learning
Budget	Planning	Advocacy
Conflict resolution	Fostering Collaboration	
Students	Integration	Vision Strategic

LTDC – responsible for efficacy and acquiring the technology for the campuses, does planning, exploring, investigating. Emerging technology should bubble up to this Executive Committee. The Site-admin group (some overlap with LTDC membership) is somewhat equivalent to the collateral group for SIS in D2L.

Composition should include:
UWS Academic Affairs – Steven Kolison might be a candidate to this group
Faculty/Dean/chair/OPID
CIO
LTDC chair or rep
Provost/Assoc provost for teaching and learning
Learn@UW sponsor – Kathy Christoph

Learn@UW Utility Updates

- **D2L Contract Status – landscape of current CMS market –Ed /Lorna**
Contract signed for 5 years, dated back to July 2008. The price is stable with annual increase of only student licenses. CSRG has approved the request for true-up cost and additional disk - $161,000 for this year. We have in fact 4 years until 2013.

  Discussion on exit strategy and planning for the future - Ruth pointed out DOA's expectation that we start exploration of alternatives during the next couple of years. The group agreed that exploration should start soon, with the intent to explore the market, open source vs others, alternative strategies of collection of tools (best of breed). Current D2L concerns are litigation outcomes, lack of open API. However, D2L is active in IMS standard body, is opening up API and integration options, e.g. Oracle SAIP.

  Ed suggested starting 2010, others agreed that it is too early to start drafting an RFI/RFP, but exploration should start this year. Need a group. Elwg-Life Cycle group or LTDC group are good candidates.

- **Data Cleanup progress and next step – Lorna Wong**
  Data cleanup process is progressing according to plan for the first iteration (pre-Fall 2005). Un-enrollment completed end of June. Actual purging of files will start soon. Delay caused by upgrade and newly improved tool just released. The Data Cleanup Hot Team has rolled out the 2nd iteration schedule to start in the Fall, will then catch up to pre-Fall 2007 courses. Yearly schedule will continue.

- **SLA review Hot Team report – Peter Mann**
  SLA is an agreement between UWSA and Learn@UW Utility. Last reviewed Jan 22, 2007. Peter will form a group of Site Admins and Utility tech folks, plan to divide labor by pairing up folks with expertise on certain sections. Will include new topics on emerging security issues, data cleanup, restore, 3rd party integration, upgrade schedule planning, service requests, QA/Beta environments, Utility stakeholder communication plan. Target date – end of Sept, 2009.

- **D2L Feature Requests Hot Team report – Mary Mielke**
  The SA Hot Team is revived to deal with the feature requests reported by SAs. Hope to vet and present collective UWS request in an organized fashion with tracking to D2L Community Site and JIRA for cross reference. Hot Team members: Mary Mielke, Joan Weckmueller, Carl Rosa, Sharon McCarragher.

- **Non-affiliate User License – Ed/Al/Lorna**
  We pay D2L for 5,000 non-affiliated licenses on a yearly basis, that amounts to ~$28,000. There is no easy way to keep track of these licenses automatically, nor any good guidelines for SA to follow. We agreed that we will ask SA to keep track of the users but will not request for a formal regular report. Lorna will draft a short definition of non-affiliated users to be reviewed by the SC.

Data /Report Discussion

- **Reporting Need from D2L data – Mary Alice Muraski**
  Current reports available from D2L are not adequate. Utility supplements with their own reporting. D2L Analytics Tool is expensive, produces only limited information currently, and only available for hosted clients. We are working on getting D2L to make data available to generate our own query. The Reporting Hot Team would like to collect reporting needs from the SC and admins.

  Suggestions from Kathy C & others: number of students enrolled, courses in general, transaction based information, be able to tell success stories related to achieving student learning outcomes, login thresholds for academic success, able to identify active learning interactions, or longitudinal data on faculty use of features to identify best practices …etc

Ed: In about three months, there will be a cross enterprise BI requirement group formed to gather reporting requirement needs on all systems, led by Ed Melchior at UWM. Ed will ensure representation from our group.

- **Teaching & Learning Survey – Peter Mann**
  A faculty survey on CMS usage was conducted Spring 2007. Should we consider re-doing a similar survey – Spring 2010?   Survey may support next steps in RFP, may get additional input for functionality needs etc. Should look at ECAR student data as reference. Caution: be careful of survey fatigue, only survey if action will be taken on outcome, should also use the elwg-LOR survey on digital resources as a reference.

  Will form a group to work on the logistics and to review the questions – Andy Speth, Jeff Bohrer, Peter Mann, Al Hartman, Lorna Wong.

Operation Support Discussion

- **Review Need for Extension of Learn@UW support Services – Peter Mann**
  Growing usage of Learn@UW brings the need to revisit the current "best effort" support model. [refer to handout]. Peter brought up the potential burnout of the two FTE application technical support and that additional FTE can potentially allow more development work to be accomplished. Ed suggested a proposal for funding for additional personnel for the next budget year. We can potentially submit another request to the CSRG for the current year, but we will need very persuasive rationale. Short term reasons can be effect caused by staff taking furlough days, while long term rationale will be mostly relying on growth. Next CSRG meeting is in September. Ed will check with Al Crist on Chancellor support for flexibility on furlough days for Learn@UW support staff.

- **Production Upgrade schedule – weekend possibilities – Jeanne Blochwitz**
  The current upgrade schedule is weekday evenings for planned outage of less than 12 hours, and consideration for weekends if the outage is estimated to be longer than 12 hours. Increasing demand for access leads to weekend consideration but there is really no good times, even weekend outage will inconvenience a segment of users. Other improvements on upgrade scheduling include 'blackout' period that best match campus semester schedule, doing smaller / frequent upgrade to avoid long outages, and posting planned outage one year out. [refer to handout.]

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Supplementary e-learning Services

- **Synchronous Tool – ExtendLMS – Marcia Baird & Lorna Wong**
  ExtendLMS is a current Utility that supports Adobe Connect and Presenter, the web conferencing tool that supplements the D2L synchronous chat and whiteboard feature. Usage since 2006 has been steady but not overwhelming.

Need better promotion and usage tracking to determine growth. The SC endorsed to convene a small group to review the current usage, needs, cost models offer by vendors, and explore the new Elluminate Tool that is directly integrating with D2L. [refer to PPT for detail]

- **Streaming Service – Peter Mann**
  Streaming Service for UW campuses in wmv, QT, Flash and Real (will discontinue soon) is currently hosted at DoIT Streaming Services. Usage has been steady but is growing at a rapid pace with increasing popularity of rich media in instruction. Ed asked the support cost be part of the Academic Systems budget for the next year. Suggestions for a e-learning tools suite approach for budget request, and a catalog of tools for users may be valuable.

  [refer to PPT for detail]

e-Learning Work Group Task Force Reports & Discussion

- o **Models for Provisioning e-Learning Systems Task Force- Peter Mann**
  The task force studied various areas that a utility model needs to address. A formal report will be finalized by the next meeting in October.

  Ruth alerted the group the Procurement Office should be involved early on in the process; trying to negotiate a 'best' price as one campus purchasing for other campuses is not the best route because no campus is obligated to pay any negotiated price. SaaS (Software as a Service)is becoming popular, but IT needs to be involved in the decision, as it can be much more expensive in the long run. The advantages and disadvantages of centralization and decentralization need to be carefully considered.

  [refer to PPT for details]

- o **Life Cycle Planning Task Force – Jean Blochwitz**
  The task force worked on various phases of a life cycle and issues that occur in each. A Final report will be completed before the next meeting in October.

  Kathy Pletcher brought up the area of 'Adaptation' – we should consider the trust and usage of the current users, the investment we put into the system, and ways to adapt the current platform to fit the changing needs of users, without necessarily transition over to an entirely new platform or environment.

  Charges to the Task Force:
  Look at emergency exit strategy
  Look at ' various ways forward' from current CMS – recommend process to SC to satisfy the commitment to DOA on a near future RFP like process prior to end of current contract.

- **Pandemic Planning – Jeanne Blochwitz**

  Jeanne distributed the Pandemic Preparedness document that was sent to the SC prior to the retreat. The Life Cycle group prepared this document as part of their study.

  Discussion on the need to have some consistency across UW System in response to a pandemic, and possibility to share resources among campuses should be brought to Academic Affairs? Chanecllors?

  The SC commended of the thorough work and asked for the following actions:
  ** Life Cycle task force: add CBO on the recipient list
  ** Life Cycle task force: write a one page executive summary
  ** Bring back for SC review/approval
  ** Lorna and Ed will move this to other governance groups
  ** Get a attention catching title? If you think D2L is savior in Pandemics, read this !

- **Elwg-LOR Task Force – Andy Speth**

  Andy distributed the Final Report from the task force, and reported extensively on the faculty survey on use of digital resources, current D2L LR features, advantages and caveats of a repository implementation. Alan Wolf reported on the UWDCC repository and new initiative, and Scott gave a summary of the external successful repository initiatives including connexions, Merlot and educommons.

  [refer to PPT and distributed report for details]

  SC members concurred with the finding that faculty in general do not have a clear understanding of digital repository. Many other repository initiatives have not taken off. They feel that campuses have numerous ways of storing files, and additional repository will not be used.

- **UWS-IAM project – how it relates to Federated ID management for e-learning systems – Keith Hazelton**

  Keith gave an overview of the IAM concept – identity and access management revolving around pulling individual information from various authoritative sources and grant proper access to the individuals on various systems after proper authentication. He then gave a brief description of IAM/HRS project using Oracle Suite in conjunction with the open source identity provider – Shibbeleth. This authentication process can eventually be used to replace the IAA authhub which has recurring technical issues. Federated IAM using InCommon framework for cross campus authentication is possible. This will not solve the difficulty of cross campus course sharing need as other issues need to be resolved from registration and SIS perspective.

CSRG is funding IAM initiative, we need to make our case that support of academic systems is a priority in this project. [Ed?]

Other Topics of Interest

- **How D2L is used for HRS Training – Greg Konop**
  Greg gave a short demo on how the HRS is planning training for over 1800 HRS staff and 80,000 self service users using D2L. HRS training material is built on the Oracle UPK toolkit, a similar tool like Adobe Captivate, which allows for interaction and self testing. SCORM tracking will be utilized to keep track of usage and perhaps scores etc. It can be a model for future staff professional development.

- **Moodle Community at UW-Madison – Kathy Christoph**
  A number of independent Moodle community have mushroomed on the UW-Madsion campus – engineering, pharmacy, CALS, some Education, Some Busines, some L&S – some foreign language department. These were grassroot efforts, unclear of exact reasons, but mainly for pedagogical issues such as better support of Unicode (languages) and scientific formulas. They are now mature enough to form a Moodles Council and request for enterprise support.

  Currently, the Moodle implementations are mainly small institutions, but it is also adopted at Open University at the UK, Louisiana State, and UCLA., U of Minnesota. WiscNet support Moodle for K-12. Madison has a document on how to choose between Moodle and D2L.

  We can take advantage of this effort – find out cost estimate – Al can contact the Deans (e.g. engineering and business) for an estimate of Moodle Hosting cost. Also, Jeff has contacted D2L regarding formula support on D2L HTML editor. Lorna and Jeanne will put on Account Manager agenda.

Last Item:
CSU (California State U) Webinar on CMS - Aug 10 or 11.
- Gain an understanding of the LMS profiles of peer systems
- Gain insight on the current state of the LMS vendor market
- Discuss key issues faced by state-wide systems

Lorna will send details.