

**Learn@UW Retreat Meeting 2010**  
**Noon July 21 to noon July 22, 2010**  
**Lowell Center, Madison**

**Attended:** Al Hartman, Lorna Wong, Gene Leisz, Jeanne Blochwitz, Peter Mann, Doug Wahl, Kathy Pletcher, Chris Clements, Rovy Branon, Alan Aycock, Aaron Brower, Kathy Christoph, Barbara Barnet, Ed Meachen  
**Guests:** Ruth Ginzberg, Rebecca Martin  
**Absent:** Stephen Kolison, Kathleen Enz-Finken, David Schejbal

**Action Items**

- Faculty Survey Task Force will convene to wrap up the report and the recommendations from report results discussed at the retreat
- Form a task force to explore the LMS market. Al, Ed and Lorna will write the charge. Suggested members are: Lorna Wong, Rovy Branon (consultant), Andy Speth, Sharon McCarragher, Barbara Barnet, Utility members.
- L@UW EC supports the Rich Media Focus Group recommendation to start a pilot for Kaltura product, and DoIT transcoder. Lorna will get pricing and work with Procurement as needed. Peter and Lorna will convene with Rich Media group to plan for Fall pilot.
- L@UW EC will support the continuation of the D2L eP product beyond the pilot year. ~2000 users may be a good number to put in the budget request.
- L@UW EC will be interested to see some examples of D2L eP in action. Lorna will work with the D2L eP group to see how best to accomplish this.
- L@UW **EC** recommends the CIO will take on the RFP for the Elluminate/Web Conferencing product for instructional needs with the goal to meet research and may be administrative needs if applicable. Lorna will ask this to be put on the CIO agenda for August.
- A small task force to look at instructional software will be formed. Kathy Pletcher and Doug Wahl will work with Lorna. The focus will be Lab software first.
- A small Budget working group – Al Hartman, Peter Mann, Lorna Wong, and Chris Clements will meet and incorporate all the recommendations for the CSRG request for next FY before our November meeting.

- L@UW EC requests LMS and e-learning to be included in the UWS **Business Intelligence** initiative. Ed will take the request to the BI workgroup for future inclusion. *EC will formulate some key metrics for Provosts preview?*
- Lorna will craft a short guideline for the campus site-admins on handling non-affiliated use of D2L, put it up on the Learn@UW course site for easy reference.

Commented [PM21]: KPIs?

## Discussion Notes

### *Call to order/ Welcome*

Senior Vice President for Academic Affairs Rebecca Martin delivered welcome to the group. She addressed the vital importance on the role technology will continue to play in teaching and learning. She urged the group to be leaders and align technology goals with the Growth Agenda goals of student retention and producing more graduates by 2025.

Terms of service for the Executive Committee were ratified by Rebecca. Four positions are permanent – AVP OLIT, AVP AFGP, Dir LTD, Sponsor L@UW, LTDC chair. All other terms are three years and renewable – 2 deans, 2 CIOs, 2 Provost (provost office), 2 faculty.

New member Barbara Barnet –UW Platteville was introduced. The group recognized the outstanding service Kathy Christoph offered to the committee the past 7 years and wished her the best for her retirement. A certificate of recognition will follow.

### *Instructional Technology Survey Report and Findings*

Initial summary report and campus data were sent to Provosts, CIOs, and LTDC mid July. Draft report and analysis was distributed to the EC present, also available on the D2L course site. *Different members took interest in different areas. The committee members expressed interest in the findings.*

In general, satisfaction rate is high – over 80%. Early adopters have higher expectations.

### *Questions to answer:*

- How to introduce or educate faculty on the use of the the gradebook?
- Why are some faculty not interested in using the a LMS? How should we engage them, if at all?
- ~~How to reach the faculty not using? Or better to leave them be?~~
- Can we tie the use of LMS to retention, early warning, etc. – to encourage usage?
- Interest in identifying usage patterns based on ranking to tie rank of faculty to usage patterns.

- How can LMS play a role in better retention?
  - Provide better capacity for gateway courses
  - Increase use through online and blended learning, or self paced learning. That requires lots of support resources.
- Also need to pay attention to the trends of new technologies and faculty needs and desire to adopt.

The Survey task force will meet to craft recommendations to campuses, UWS and D2L.

#### **Elwg Life Cycle Report -**

Jeanne Blochwitz presented the highlights and key elements of the report [available on the D2L course site]. Questions raised were:

- Is faculty transition also included in the transition elements?
- Policy can include guidelines for transition plan.

#### **Learning Management System Discussion**

UWS needs to fulfill our agreement with DOA to explore the LMS market before the next contract renewal (2013). For D2L, we have a renewable contract, we do not own the license. It is different from Peoplesoft/Oracle – we own the license ~~is paying~~ and pay annual maintenance. Doing an RFP will take a lot of work and may not give us the information we really need for consideration. Ruth Ginzberg gave reasons to go the RFP route: ~~to~~ keep vendor cost down, need to know what competitors are out there. A waiver for RFP needs to demonstrate: ~~c~~ost we are paying is reasonable; cost is too high to switch, take TCO into account.

The ~~Group Committee~~ recognizes that change of technology is relatively easy compared to transition involved for the users and those who support them. A more productive way to explore the market and gain useful information may be to use a small task force who are experts in LMS and know what we are looking for. We should evaluate the information gathered before determining if an RFP is the final action.

*Capturing some statements made at the discussion:*

“Need to formulate the types of questions regarding LMS we want to explore”

“What are the toolsets desired – Bolt-on vs add-on, use of Drupal, ~~Facebook~~, etc will grow in time”

“LMS is not great, but serves the need of most”

“LMS is portal to tie to all related apps for learning, loosely or tightly”

“One stop shopping is an enticement to students”

“Students are sensitive to different environments”

“D2L following ~~BLTI~~ LMS standards (Basic Learning Tools Interoperability) makes integration easier”

“Need to see how other (LMS users) handle gateway courses, retention issues etc”  
“May be we should look at K-12 institutions on systems they link to as well”  
“Linking to Publishers can be important in the future”  
“Data collection and export”  
“Digital Asset Management – Rich Media Handling”  
“Delivery to mobile devices”  
“Planning for retirement of stuff – Retention issues too”

Commented [PM22]: Other institutions using a LMS?

A Task Force to explore the LMS market is formed with members pending confirmation: Lorna Wong, Rovy Branon (consultant), Andy Speth, Sharon McCarragher, Barbara Barnet, Utility ~~representatives~~members (Peter Mann and Dan Voeks)~~representatives~~. Ed Meachen, Al Hartman & Lorna Wong will draft the charge.

#### **LTDC Rich Media Focus Team White Paper and Recommendation**

Peter discussed the scope of the study by the team and the current state of rich media issues faced by the campuses. [See White paper on D2L course site] The scope of the recommendations is based on possible integration with the LMS. The Kaltura platform ~~and the DoIT transcoder can both~~ offers YouTube-like service to the users with better control over their IP (intellectual properties) ~~and the DoIT transcoder service provides simple conversion and encoding of digital content~~. Kaltura offers a friendly User Interface, and has generated interest on many institutions.

A small scale pilot with Kaltura will be worthwhile. The results can be worked into the Academic Systems Budget for next year as needed. Ed will have some money to support the pilot. Will need to work through procurement requirements as needed. Lorna will follow-up with vendor, rich-media group, and Ruth.

#### **D2L ePortfolio Report**

Lorna reported on the status of the ePortfolio pilot [See PPT on D2L course site]. The interest is steady as faculty and instructional support staff gained experience, and D2L continues to improve the product. The most prevalent issue on exporting eP to standalone HTML version is resolved in the upcoming MR3 patch ~~(scheduled for release in mid-Fall 2010)~~.

The advantages of D2L eP are: familiarity of the interface and the convenience of tying the course work directly to the eP, easier to manage. D2L needs to improve on some areas of the interface and features.

Our pilot ends June 2011. Currently, 6 campuses will be in the pilot this academic year. A number of interested parties inquired about the product but was hesitant to adopt because of the uncertainty of future adoption. The campuses that have invested in the pilot want the product to continue. A system wide adoption will cost \$1.90 per FTE. A small adoption of 2,000 users will be around \$12.50 per FTE (un-negotiated). The EC recommended ~~to request~~requesting for a budget (FY12) to

cover ~2000 FTE for the year after June 2011 to see how the usage grows. The budget should also take into account for the Utility resources to support the product. The EC would also like to see some demos of the various uses of D2L eP on the pilot campuses.

### **D2L / Elluminate Pilot Report**

Lorna reported on the spring 2010 semester Elluminate pilot participated by ~48 faculty and > 1,000 students in ~50 courses [See PPT on D2L course site]. The overwhelming reactions from the faculty are very positive. From the feedback survey collected, 100% recommended keeping the product. D2L integration was a big factor. The free pilot will continue and open system wide to get more data. An RFP process will start. We should try to incorporate research needs (and possibly administrative needs as well) for the RFP. The EC feels that a better approach will be for one campus to handle the RFP at the CIO level. Lorna will request to be on the CIO council agenda at the August meeting for further discussion.

### **Instructional Software Inventory**

Lorna presented a high level summary of the instructional software inventory collected from the campuses in June. The level of input from the campuses varied and by no means comprehensive. There are different interpretations of the definition of 'Instructional software'. Many software reported are purchased through the current existing UWS contracts. Others are categorized (loosely) in a summary handout [on D2L course site].

The EC recommends taking a more focused approach – start with Lab software first. Kathy Pletcher and Doug Wahl will help to kick this off.

### **Update on eCampus Initiative**

Rovy Branon gave a status in the absence of both Stephen Kolison and David Schejbal. Rovy showed the mock-up and usability results of the eCampus Portal. Tentative date of launching will be September, after ~~presentation presenting back~~ to the Distance Learning Workgroup, and Provosts and Chancellors. The first stage of the launch will not include the course information of the current distancelearning.wisconsin.edu site, which will be linked. Future phases will fold the information into the eCampus site.

### **Instructional & Academic Budget Preparation**

Ed discussed the Common Systems principles document and the CSRG roadmap [on D2L course site]. The group decided a number of items to be added to the budget request this Dec. Ed also suggested that for R&D funding, we may want to request \$200,000 instead of \$50,000. We will need to have more persuasive arguments accompanying the requests to supporting the growth agenda and student engagement goals. Al appointed a budget subcommittee to start working on this in the Fall: Al Hartman, Lorna Wong, Peter Mann, and Chris Clements. Items to include: Rich Media pilot, D2L-eP support, R&D, one additional FTE for Utility.

### **Business Intelligence and D2L Analytics**

Ed shared the report he just received from the Business Intelligence Group. Four workshops were held around the state to educate departments on BI and how to use financial and student data in a strategic way with the goal of tearing down barriers and walls between departments and best practices in involving institutional research on campuses to tie data to KPIs. Both the Library and the Learn@UW groups were missed. Will make sure these two groups are included in the future. A short term recommendation is to clear the BI vision by developing a governance group to plan for budget and staff for the BI initiative. No specific product is being considered at this time.

D2L data will be of great value. We will continue to negotiate with D2L to extract data that we need, to engage with either a vendor, D2L, or ourselves to mine the data for useful information. The Reporting Hot Team formed by the Site admins can assist, but the key is some metrics or KPIs need to be formulated. **The EC will work on this and be vetted through the Provosts and other administrative groups.** Kathy Christoph sent references from ELI 7 things ~~and~~ as a start. [found in D2L course site]

### **D2L Related Updates**

- Learn@UW Usage stats – Peter presented the spring 2010 semester stats, showing a 14 % increase in usage overall.
- V9 Upgrade – Release date was delayed from original schedule for over a month which caused a rescheduling challenge into July. Everything went very smoothly after extensive planning and testing from the Utility group over very compressed time. The users were in general happy.
- Disk Storage Update – a dramatic ~~31~~8% saving was realized after the file servers were migrated to the NetApps storage with de-duplication. Further improvement planning in the future will be discussed at the enterprise storage retreat to be held.
- Recruitment of new FTE for Utility - the process is underway. Expecting to fill the position by Fall. **The ~~A~~ second FTE was requested in the last budget cycle and will be included in FY12 budget request.**
- Non-affiliated Users guideline – EC recommended that a short guideline to be written for the campus site-admins to handle such requests. Usage is encouraged, as long as it is not for profit, and it does not add an unreasonable load to the campus SA support. We will not keep track of usage formally. Lorna will take the action item.
- Student Administration Integration Pack (SAIP) project – We are running into a severe delay from the original plan. D2L discovered that to meet UWS requirements in replicating our current features and delivering the real-time functionalities, the timeline needs to be shifted to next April (2011) for full

delivery. The pilot campuses will be duly warned of the change. L@UW integration and Miler staff will be monitoring closely throughout the development to keep them on track.

- Shibboleth - In compliance with the UWS Wisconsin Federation & IAM initiative, Learn@UW will need to move away from the IAA auth hub for user authentication by early 2012. Learn@UW will be coordinating with campuses on implementation of Shibboleth service on the D2L side this coming year. Some change of support responsibilities will need to be clarified with Middleware group regarding the Shibboleth services on local campuses.
- System Update/Maintenance Schedule revisited - Learn@UW has always published a calendar for the academic year. Sometimes the schedule can slip because of vendor delay or other hardware or software maintenance. In order to better manage user expectations, Learn@UW proposed to schedule a monthly longer outage (12 hours) that will be executed as needed. Users will be notified 3-4 weeks ahead of time when the outage is not needed for the month. Kathy C suggested to move this maintenance to Friday morning instead of Thursday as currently practiced. Jeanne will discuss such option with the Technical Team as this may have implications on weekend support in the event of upgrade issues.

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Notes compiled by Lorna Wong, [edited by Peter Mann.](#)  
[August 27, 2010](#)  
[Approval Pending](#)