

# **Learn@UW Executive Committee Retreat 2012**

**July 31 – Aug 1, 2012**

**Pyle Center, Madison**

**Attended in Madison:** Al Hartman, Lorna Wong, Linda Jorn, Chris Clements, Jeanne Blochwitz, Peter Mann, Bob Hoar, Tanya Joosten, Doug Wahl, Aaron Brower, Kerry Huberty, Lorie Docken, Stephen Kolison, David Dumke

**Absent:** David Schejbel, Barb Barnet (excused)

Guests from LMS Task Force: Jeff Bohrer, Dan Voeks, Sharon McCarragher, Jane Henderson

## **Action Items:**

**Lorna - convey EC's comments on LMS report, finalize and release.**

**Chris / Stephen – get on provost's calendar on LMS report and budget**

**Lorna – send guiding principles for upgrade decision to EC.**

**Lorna/Tanya/Bob – convene to do planning for Canvas Pilot**

## **Meeting Notes**

**Minutes for April 20 meeting were approved by all present.**

### **LMS Task Force Report**

A draft version of the report was distributed to the EC prior to the retreat. Members of the task force presented highlights on the major sections of the report and recommendations: Jeff Bohrer – LMS landscape, Dan Voeks – Content Independence, Sharon McCarragher – Student Survey on use of LMS. Some Highlights to note:

- LMS Landscape - Blackboard 'treading water', becoming a "services and consulting" provider; D2L growing fast with employee hires; Instructure getting attention
- UW Campus Pilots
  - Madison - Moodle, WSOB Canvas/Instructure (150 students)
  - Stout - Canvas for vocational reha institute
  - Extension - OpenClass (Pearson)
- Question how the feedback from these pilots is being collected
  - Suggestion: could be a task for the LMS task force this coming year
- Question: is there a difference in features? Specifically on LA and Canvas
  - in general, all LMSs have the same feature set
- Newer products have 'more modern' features & newer more flexible architecture
  - Suggestion to develop a checklist of features/categories to address:
  - (Linda - examples: 3rd party hosting, Mobile, ...)
- eText Pilots
  - Courseload: Madison, Stout, Milwaukee (total of 1600 students)
  - CourseSmart: Whitewater College of Business
  - Publishers are contacting faculty directly, students are making purchases on

their own, thus hard to gage the real interest.

- Suggestion: provide a place to report on what faculty are doing
- Where to get this information will vary by campus - some could use bookstore (lack of textbook order) to find courses.
- There are integrations with D2L for both of these pilots
  
- Content Independence
  - Focus on providing a transition path
  - Industry standards for Export/Import – Common Cartridge is a recognized standard by many LMS and publishers
  - Seeing movement from LMS as a central place to a platform for integration
  - LMS as Hub
  - State of practices were collected from LTDC and CIC group
  - Suggestion to change from 'promoting' to 'educating' faculty on awareness of content. OER will eventually play a role and can be political
  
- Student Survey on LMS
  - Over 6000 responses from every campus, over 99 percent used D2L as primary LMS
  - In general, satisfaction rate is high
  - Comparison of demographics did not yield significant differences
    - Did not ask age - Tanya indicated that this has shown differences in their surveys
  - Not much interest in including Social Media-like features in LMS
    - Highest interest in collaboration features (Google docs)
  - Improvements requested – from survey questions & open comments
    - Better navigation - especially discussion boards
    - Access to grades (this was somewhat influenced by questions in the survey)
    - Good collaboration tools (Google apps)
    - SSO
    - Full access on Mobile Devices: Grades, content and more
  
  - Students Expectations
    - Have come to expect LMS to be part of their courses
    - Timely posting of grades (may require expectation set by faculty)
    - Students want access after course end date (another item 'led' by survey?)
      - Question on how this might impact Utility?
      - Retention
      - Fair-use (control access to copyright material)
      - How does this tie to OER?
      - Tanya: Students have expectation that they should have access to their contributions and also they have paid for access to materials.
      - Need to make content available outside of the LMS
  
  - Linda: liked questions 9, 10
    - Lorna: will add the information from these questions

- Open ended responses were more about the pedagogy
  - Expression of some overuse of the tools - need to balance the use
- Using LMS to organize life/learning.
- Calendar tool was not robust, but much improved in current version.
  - Need to share with D2L the need to integrate D2L calendar tool with other external calendar tools. Being able to push events out of LMS to other calendars
- Question about Google Apps? Mainly use of Google docs. There was no overwhelming call for Google calendar or other tools
- Feedback from the EC include: More specifics on the recommendation section to use the LMS more ubiquitously, especially the grade book, and additional information on perceived effects on learning by students should be more clearly stated. Lorna will convey the changes to the Task Force.
- A final version will be released in the next couple of weeks. It will be distributed via the web to CIOs, LTDC, and Site-admins and posted on L@UW EC website
  - *[Note: report was final and distributed on Aug 13]*
- Need venue with provosts
  - Discuss access to course materials?
  - Increase encouragement for faculty to use LMS.
  - Al says this will be on the fall agenda for provosts.
  - It has been the practice in the past 2 years. Included in LUW budget discussions.
  - Chris requests Stephen to assist in getting on Provost's agenda

### **Learn@UW Update and Upgrade Policy discussion**

- An update on usage and growth of L@UW was sent to the committee prior to the meeting. Peter gave a brief walkthrough of the projects accomplished this year.
  - [slides available]
- Discussion on the guiding principles and upgrade decision for v10 that involved a change of date after announcement at Madison's insistence on changing the date.
  - Al: What drove the decision to go with Madison request? Size of Madison user base, perceived number of summer courses, D2L delay in release, lack of time for further deliberation.
  - Who makes the decision and who needs to be informed? – EC trusts the judgment of the UWS liaison to campuses and Utility. When feasible, EC should be consulted ahead.
  - How to do a better job of communicating with campus stakeholders?
    - (Lorie) Communication of guiding principles to the stakeholders on the campus is important.
    - (Linda) Learned about the processes that we do have in place. Also wants to provide sufficient support for Lorna/Peter from LUW Executive

- Tonya: requests discussion of the guiding principles. Lorna will send to EC.
  - Also wondering about the decision to be the first major institution to go first with v10 – not specific order, volunteer, someone has to go first. UWS is not always the first, in fact – we are rarely the first.

### **Delta Initiative Workshop - Current Status of LMS**

PPT slides available on D2L course site. Jeanne Blochwitz took extensive notes. Attached as Appendix 1.

### **Preparation on meeting with John Baker on Wednesday**

Following are the notes captured by Jeanne Blochwitz during the group discussion after the presentation by Delta Initiative.

Lorna - Contract discussions cannot occur without procurement presence. We will need to steer clear of the topic during our conversation. John has also been forewarned.

Procurement (Ruth Ginzburg) indicated the easiest way to handle the renewal is to go through the board of regents rather than DOA. Work needs to start end of year or spring of 2013.

### **Brainstorming from the group on issues we want to address:**

- How do D2L's future plans and roadmap align with our needs?
- What are our needs?
- Strategy is - get our needs met. Positioning ourselves for 3-5 years.
- Opportunity to document our needs in 2012 and then reflect on these in 3 years to see what has been addressed.
- Aaron - work towards standardization. Plug and play.
- Ask for the processes that support cloud, content and delivery.
- They are the first vendor for LTI 1.0, but haven't moved to LTI 1.1
- D2L is building a Learning Platform. Very active in IMS standards
- From Student survey feedback, discussion tool needs improvement - how is D2L planning to address?
- What are our options if we don't like the answers from D2L? (Aaron)
- Any interaction with D2L, let them know what our priorities are (Tanya)
- Account Manager - ask John what kind of support Eric Shotwell will have
- \*What is D2L's strategy to manage the growth of the company?
- How is he managing change? Stability of product?
- How is John working with his new leadership change?
- \*How will D2L help us control costs?
- Outages are expensive
- \*Performance - absolutely need this addressed
- Our reality is budget cuts.
- What is the business model for analytics? Customizable service model?
- Important to have control of the data - open access to data.

- What ways can we partner with D2L? Examples of new Research group.
  - (Lorna) LISA-B opportunity to be involved in the groups.
  - (Linda) what is John's vision for Eric Shotwell? What is the role for this person.
  - (Aaron) Need for easy/intuitive technology that supports linking with many tools - online homework (any vendor), quizzing, a MOOC, everything that is out there, we want to connect with.
  - Most of what people ask for, D2L can do now, but it is too complex.
  - Can a D2L representative be more connected with faculty?
  - D2L Community - more open source model for direct input.
  - (Chris) Analytics - why can't D2L just provide the data and let us use it.
  - (David) Ease of use and the integration with tools via LTI1.1
  - (Linda) LMS landscape is changing - what is the vision for D2L in this space.
  - (Aaron) How do we get from here to there? Clear that we need to use all of the internet better. Separate data transfer from data utilization. Is the D2L product going to help us get there?
  - Linda) What is John's vision for 'services' aka BB model. What is his vision for the future business model
  - Need to look at the needs of the stakeholders - how can D2L help us understand the needs for university/faculty.
  - How will D2L interact with developers?
  - Analytics
  - Defining the term 'partnership'.
  - What are the specifics of D2L's strategic planning?
  - Do we want D2L to provide a formal response? Accountability from vendor
  - What is the plan for next major release of D2L - the current product is limiting our ability to move forward. What is the strategy for transition from current platform?
- A list of questions were composed in a Google doc (Thanks, Tanya):
  - [https://docs.google.com/document/d/1GmnkdIIXW78t3Yxzwlxcr2XnOHJGObVjVK\\_F8oNrgLQ/edit](https://docs.google.com/document/d/1GmnkdIIXW78t3Yxzwlxcr2XnOHJGObVjVK_F8oNrgLQ/edit)
- **Update of D2L related systems**
  - Ran out of time. D2L systems update postponed till tomorrow. PPT decks on each topic available on D2L coursesite.

**Wednesday, Aug 1<sup>st</sup>**

### **Meeting with John Baker, CEO, D2L & Eric Shotwell, Strategic Account Manager**

John presented a brief roadmap of the D2L LE platform and related products, company direction and growth, shared their IBM partnership, and responded to the questions. Jeanne Blochwitz took extensive notes during the session. Check appendix 2.

Lorna will request a follow-up session on topics that we did not have enough time to cover. We also need a copy of the PPT on Roadmap, and the PPT that describes IBM partnership.

### **Academic Systems Update**

In the interest of time, Lorna and Peter did a quick review of the following academic systems. More details can be found on the PPT slide decks. Will allocate time at the September meeting to cover these topics in more detail.

### **ePortfolio**

All campuses except Stout are now on D2L ePortfolio. An eP showcase event was held by the LTDC on June 22. Fourteen faculty presented, attended by 60. D2L is rolling out a free eP cloud service called MyDesire2Learn to serve eP users beyond graduation. Beta testing should start in a few weeks.

### **SAIP/IPSIS status**

Did not have time to report. Will do update at the September meeting.

### **Learning Analytics Pilot**

D2L Pilot is on track with slight delay. Technical set up of data warehouse and reporting server is scheduled for August. Pilot courses have been selected. Faculty kick-off meeting is scheduled for Aug 29 in Madison. A Growth Agenda grant for the project with 2-year extension has been approved. The D2L pilot builds a foundation for the project.

### **BB-Collaborate**

Campus adoption continues to steadily increase. The system is becoming an integral part of the D2L Learning environment. Integration of BB-C with Moodle is explored by Madison users. Federation authentication using Shibboleth is on the BB-C roadmap for end of December. Lorna and Peter have been exploring actively alternatives for authentication and provisioning of meeting rooms for admin/non-instructional users. The project needs ownership from another entity, as it is not academic.

### **Kaltura Pilot**

Kaltura is a cloud based media management and delivery system. UWS has negotiated a one-year pilot Spring 2011-Fall 2011, funded by OLIT. About 250 users plus student users participated. The pilot was extended through Spring 2012 semester to investigate its integration with D2L. The Learn@UW Exec Committee supported a 2<sup>nd</sup> year pilot through CSRG funding. An extension was successfully negotiated with an increased number of users and bandwidth. We plan to test heavily on the D2L integrated experience in addition to the features offered by Kaltura.

### **Membership**

Discussion was tabled till September.

### **Budget Discussion**

FY13 Academic budget was approved by CSRG with a \$60,000 from the original request: \$30,000 for campus support in the Learning Analytics project was not approved, another \$30,000 to be reduced from the overall budget. After discussion, the EC agreed on Lorie and Lorna's

recommendation to tentatively reduce the D2L Learning Analytics implementation fee by \$15,000, and innovative project line item by \$15,000, and monitor throughout the year.

Budget committee for FY14 is formed: Chris Clements, Peter Mann, Lorna Wong, need volunteers.

It is important that provosts be aware of the major themes in the academic budget. David Dumke suggested the discussion with the provosts should include the overview of LMS landscape from Delta Initiative and LMS task force, including results of the Student Survey. Bob Hoar observed provosts will hear the problems about D2L, thus positives also need to be presented on a regular basis.

***Rough Timeline for budget work:***

- Initial meeting for major budget initiatives in Sept meeting & form budget committee
- Get on the Provost agenda - talk to Mark Nook and cc Stephen Kolison
- Then present draft budget to provosts in December
- meet in November to review budget prepared by budget committee
- need to find out the budget schedule – Lorna will investigate

**Innovation projects for FY13 (Sept 2012-June 2013)**

Discussion on ideas to use the Innovation Funds (~35K) from the academic budget approved by CSRG include:

- pilot for Canvas as recommended LMS task after the Jan 2012 presentation (document on the D2L course site)
- central resources for accessibility
- support for LTI - exploring and test
- Support for valence API development
- IBM partnership - going beyond D2L LA pilot
  - looking at pulling in data from other institutions
- Noel Levitz conference - Chris Clements
- funding for research - individuals
- Open source solution for Learning Analytics
  - Bob - suggested that Provosts may be sensitive because growth agenda grant was the largest that was funded, so may not want to emphasize this.

Canvas pilot will allow UWS to evaluate an alternative LMS. We will need to define clearly the goals of the pilot to determine who to involve, size of the pilot, and develop a good evaluation plan.

Tanya commented that research design with one or two courses may not be generalizable, or may be a pilot is not replacing a course, but part of a course etc. to look at filling in gaps that D2L does not meet.

Action: Tanya, Bob and Lorna will meet to work on a canvas pilot plan before the September meeting. Lorna will contact Canvas to get an update on cost.

## **D2L contract renewal**

Ed, Lorie, Lorna and Ruth Ginsburg met in June. Procurement understands the contract due date and the situation. Ruth recommends UWS go with Chapter 36 – Board of Regents waiver, rather than DOA waivers. Procurement will lead the work, most likely will start end of year or early spring. The negotiation team needs to be small – no more than 4-5 people. Thus the team suggested in the April meeting will most likely serve as a resource team. Lorna will call the team together sometime in the fall to start a conversation.

## **Next meeting**

Sep 26, 1-4 pm, at Madison or remotely. Location TBD.

Retreat adjourned at noon.

Respectfully submitted

Lorna Wong

Sept 7, 2012

A special thank you to Jeanne Blochwitz who helped to take notes during this two-day retreat.



## **Appendix A – Meeting with Delta Initiative – 7/31/12**

### **Notes taken by Jeanne Blochwitz**

There are only a handful of LMS solutions that can handle a minimum of campus-wide solution. There are many more solutions, but not many that are 'enterprise'.

Blackboard as vendor has grown mainly based on acquisition.

Open source (Sakai/Moodle) fairly new, but growing

Origin for most solutions is a campus solution that was commercialized.

- designed for a specific campus at least 10 years ago (prior to social media)

These are established designs but no significant changes.

Things have been driven in US market by BB or reactions to BB (Moodle growth).

Very dissatisfied user-base. From a market perspective, this is an area that is ripe for disruption.

We've been stuck in the 'technology chasm' for the past 2-3 years. This has caused most of the move to open source (Moodle).

Last year Blackboard made a change to support multiple LMSs.

Not many customers are changing their Angel-based product.

Currently D2L and Instructure are the major competitors.

D2L grew corporately (gone through a growth phase).

2 years ago, Moodle was fastest growing, now has stopped growing.

Sakai is going backwards (in number of new adoptions).

D2L is losing market to Instructure.

Systems designed since 2008 have social as part of the system from the ground up. All of the systems are moving towards social, but for older systems, more like a bolt-on.

MOOC support: D2L has added more support for this than BB. D2L has been more successful in doing the bolt-on.

What are the drivers to social? Consumerization. Technology is so ubiquitous that expectations/demand is the biggest driver. Not based on market research that social media is better. However there is pedagogical support for using social media to increase learning.

There is research to support that social media supports student experience.

How does D2L integrate with existing social networks?

How has LMS market changed in past 2 years?

What has happened is that outside players are putting resources into this space:

Apple, Google, Oracle, Cisco, Publishers (Pearson/Cengage/MH)

Instructure is venture capital funded from the start.

Wordpress

Piazza

BrainHoney

LoudCloud

GoogleApps

The market has not finished changing. Can only look at trends.

Blurring of lines between content/publishing and LMS

Delivery and Content bundled (iTunesU, MIXTI, Udacity)

Where are the real partnerships and strategic alignments?

How to provide content and delivery

Change from ERP focus (this has become a commodity)

DRIVERS:

- Cloud Platform has become the standard (cloud based services)

this includes several free platforms targeted at individual faculty adoption (Nixty, OpenClass)

- Analytics

- Open Education (Coursera, EduX, MOOCs)

Educational Deliver Models 2012:

Course Design (vertical)

Modality (horizontal) Face2Face Blended Online Course

for online sub systems with cohort based vs. self paced

MOOC branches: Stanford Brand vs. Connectivist Branch

Consistency is very important for online programs

TREND: MOOC

Reaction to MOOCs has been driven by Administration to this point.

- tends to drive a wedge between admin and faculty.

- Example of UVA: MOOC as a major factor

Writing an article for Educause Review for this fall that will include these graphics.

Online Education Service Providers

Growing market to use commercial partner to develop fully online programs

Udacity and Coursera came out of Stanford

MITx has a platform

Potential Future Problems with MOOCS

- Revenue Model

- Credentialing vs. accreditation

- Course completion Rate

- Student Authentications

Goal is to remove all possible barriers to get as many students as possible

All innovation and money is going here - none are using legacy LMS systems

TREND: Cloud Platforms

D2L using managed hosting approach

- note that this is not truly a 'multi-tenant' cloud approach

SaaS Delivery/ Multi-Tenant Cloud Arch

- The only provider historically was Pearson

- Now, any new LMS platform is cloud platform

- This is becoming the dominant method for delivery

- Allows for rapid development/deployment of new LMS

- Coursera and Udacity developed in less than 12 months

- removes barriers to impact/change

The current LMS traditional market will need to react more quickly due to this.

TREND: Learning Analytics

Need to focus on what are the specific issues you are trying to address

Think LA may be overhyped.

Get more success if focus on specific usage instead of lumping everything together. Every vendor is coming out with a LA package.

Trending reports require historical data from multiple data warehouses.

Analytics is a driver, but currently amorphous.

When you have immature products, this works better for single solutions – over time this will migrate to a broader based solution.

Migration from local to central systems

Definition of market is changing: not LMS but Learning Platform Market.  
Multiple tools fit together in one platform.

- market moving toward interoperability
- trick is how to provide a cohesive experience for students/faculty

Aaron: where is the burden to do the integration? Is this on the campus more than just the front-end, but also data management.

Market has not shaken out. Standards are part of this. IMS LTI is helping. Single sign-on and passing of credentials. Then LTI1.1 for assessment. Support plug-n-play.

From D2L perspective, they see D2L as the Hub  
Schools have used a portal approach

Question: how much money to devote to which initiatives?

LMS needs to redefine itself, not as a hub -this is the most likely way.  
Got to stop trying to be everything - integrate with tools

Organizational Capacity (Linda) - what skillsets do we need to work in this area? contract negotiation, legal, purchasing, vendor management.

See purchasing as a barrier to address strategic initiatives.

People who can translate faculty needs into solutions (BA)

Things will be a lot more fluid - not just one large system, need to deal with multiple systems. Need agile solutions.

Portfolio management. Be ready for more rapid change.

MOBILE

Equates this with Learning Analytics - companies are hyping but not providing real solutions.

BB did drive this market

2 competing modes: HTML5 (m-site) or Native App

D2L trying to do both

Moodle going all HTML5

Started with a broad-based approach, but that didn't pan out

Now working with specific solutions (like grader app )

Will have more success with targeted solutions

This is not LMS specific - general mobile market

LMS has been the leader in use of mobile in education

Need to think about strategic UWS for content development

adobe flash vs HTML 5

Suggestion to focus on local solutions and look for ways to integrate later

TREND: students text technology

Aaron: not separating the content from the delivery

Need to show the advantage of content - need to show the reason to move from paper.

Important trend, but not sure how this will happen

HtML5 will have a big impact in this space

Blurring of line between content and commodity

nextisnow.net

There are pessimistic and optimistic views of e-text book

Daytona State University

Previous assumption was that content was becoming a commodity

Think the change will be differentiated content: HTML5 provides the way to do this.

Differentiated content favors providers

Engagement as a measurement of value of content

See the partnership of LMS/Content/Mobile

broad market trend - but unclear how this impacts learning

Example may be faculty using the annotation tool

Question (Al) any examples of successful implementation of University Portal for education.

Harrison College - portal

Several companies are trying to provide this, but not much success.

Strategic question: what is our approach on unification? Is it D2L or another approach?

Possible pilot: have a campus try to create a unified experience for students.

Suggestion not to make this purely an LMS question.

Linda - what is happening from Internet2 from LMS perspective?

Phil is skeptical of this approach - making it easier to purchase a specific product may not serve the institutions well.

Instructure

- venture capital

- in head2head competition with D2L, Instructure is winning

Don't have a good approach for online programs

For making money, they have good leadership. Person from MOXI technology leadership is impressive, good working with customers

Don't have seasoned managers, younger people handling operations

Analytics package is quite nice - keep eye on approach to dashboard.

D2L

at an inflection point - grown significantly (160 to 500 people)

strategic threats - they are not a cloud computing company, social is harder

D2L appears to be aware of the weaknesses and is spending money to address these weaknesses.

John's emotional attachment to the company is a problem.

Have to see if they will 'let' the people they have hired to make the needed changes.

Suggestion to leverage our strategic position when doing the contract negotiation. Our pricing power has gone up. Still important to view this as a partnership.

Does D2L understand our needs? Do they get it?

PPT will be available in PDF format - setup with CC, so can share internally  
[now available on the D2L course site]

Appendix B – Meeting with John Baker – 8/1/12  
(notes taken by Jeanne Blochwitz)

Drivers for change

- Platform: on premise --> cloud  
institutions are treating 'on premise' in a SaaS way.
- Delivery: brick/mortar to online/blended
- Content delivery: text to digital
- Instructional model: one size to personalize

Capture

- students becoming producers; going beyond being consumers of education

Support for Lifelong learning

- example in engineering, there is a need to re-tool after 5-10 years
- maybe a driver for MOOCs, showing the demand for this type of learning

Developing attributes

- examples of things institutions want to develop in students
  - building a map for a program, to look across courses to ensure meeting goals

D2L expanding

- 350 people at the beginning of 2012, now at 525
- 14 available languages - goal is all languages available on internet
  - building partners to support this work
- currently 20 countries - soon to be 40 (based on one global client)

COO - Dennis Kalverman

implementing Sales and operations planning (usually done at a larger scale company). This is closing the gaps across the company. Helping with internal communications and transparency within D2L

James Keir - helping to reshape the SaaS implementation for D2L

thought leader in this area (from Q9 network in Canada)

New call center (Ayaya) New help desk KB

New server platforms and & storage arch  
Enhanced Monitoring & Notification

Over 90% of clients using D2L hosted solutions

IBM partnership

- set a goal of 3 strategic alliances. IBM is one of these

- had 18 senior people from IBM at the conference
- helping to understand strategy for analytics
- IBM's vision is for lifelong learning
- includes K-12
- Mike King - VP of ?

Opportunity with IBM to bring in data from multiple data sources

#### Extensible and Open

Craig Dunk (VP for extensibility)

- \* main reason HSB picked D2L - 120 developers working on this and will share back the code with D2L

#### Assignment Grader

example of John letting his team go forth in a direction (?)

Campus Life is open and extensible

#### Easy Video Recording

- using Amazon web services for storage/streaming
- native video just the beginning

10.1 out Oct 31, 2012

upgrade for discussion postings

cleaning up the core tools

making student progress reports graphic (leveraging visualization engine)

10, 10.1 and 10.2 are all upgrades to the core technology plus additional free tools (like video)

#### myDesire2Learn

eP in the cloud. 2GB storage for alumni

looking at ways the institution wants to continue to interact with alumni included in eP license

#### Analytics

focusing on improving reports - is this what we want?

#### Binder

based on a set of cloud services that D2L has built (more about this)?

supports personalization of the content

this is available at no cost with the LE

#### Partnership with I2 for Capture

providing a platform for lecture



## Questions for John

Community -

Early access - formally opens in Sept/Oct

Service Packs - moving to fully automated

Approach is to move to zero down time for upgrades

- need a partnership in order to move to this

- relying on layers of resiliency - this is infrastructure changes

ACTION: follow-up with David Dumke on this idea of following up in 3 months on these items of infrastructure.

University of Surrey - had a similar issue with app pool recycling. Turned out to be an issue with a local monitoring tool.

Aaron - 2 groups:

- one group wants access to all the data

- Response from John is to use valence

- this needs policy to support this down to instructors

SPSS is part of the integration with IBM for the data warehouse

ACTION: need to ask Al Essa how IBM is connected with our LA pilot

- 2nd group wants intuitive easy interfaces with tools

- looking for seamlessness of using D2L

- Response from John: working through IMS (LTI integrations)

- partnering with other applications

- opened up all the APIs -

- Instructors can request a test environment

v10 has underlying HTML5 structure - easy to support mobile

'insert stuff' for support of youtube

Tanya - request for clear information on what is useful for instructors

- Marketing. D2L needs to help by providing video

Linda - how is LTDC involved in this

Response from John - Recipes

All the dashboards that have been developed all have open APIs

John says that data warehouse should be available at no cost.

will be part of the base offering in the future.

What D2L is building is the learning analytics, predictive modeling system.

Data reporting tool is still 'old'. Version 10.1 will have additional visualization within LE.

Start with Eric Shotwell in working on R&D/new projects  
Rose Kocher is grant person

ACTION: follow-up for John to provide a slide on the analytics with IBM - clarifying the communication arch between different data sources.

Summary

Community is great - John seems engaged

ACTION: request follow-up on internal structure. Fiscal conditions - reduce costs. Dialectical between product and service - what products do we need to buy and what will be part of the service - for example the claim that data warehouse will be part of the core product. Look for questions in Google doc from Tanya.  
suggestion for a conference call in September - would like a video conference or in person.

Question about moving to SaaS  
development in the cloud