

Learn@UW Exec Committee Meeting
September 26, 2012
1:00 – 4:30 p.m.- Room 206, 780 Regent Street, Madison

Present: Al Hartman, Lorna Wong, Kerry Huberty, Jeanne Blochowicz, Peter Mann
Tanya Joosten, Linda Jorn, Lorie Docken, Chris Clements, Doug Wahl, Dave Dumke, Bob
Hoar, Stephen Kolison, Barb Barnet, Rovy Branon

Remote: Doug Wahl, Dave Dumke, Bob Hoar, Barb Barnet

Action Items:

- Lorna to contact D2L on a focus session (retreat) to discuss and plan for our architecture upgrade for the future.
- Lorna and Chris – Start conversation with Budget Planning group.
- Chris, Jeanne & Al (?)– Attend Provosts’ meeting on Nov 9 – 30 min, time TBD. Will focus on LMS, landscape, performance planning, and budget items
- Lorna will call together the Contract Renewal Advisory group (task force)
- ALL - send potential members on LMS continuation of operation (task force) to Chris
- Lorna will finish and act on the Canvas Pilot plan and RFP
- Lorna will pursue the unresolved Bb-Collaborate issues caused by D2L.

1. D2L Performance Issues and Resolution Update

Temporary work around for D2L performance issues; working on a permanent solution. Have engaged Symantec since their anti-virus scanning seemed to be the cause of the issue. But background work to maintain adequate security can't be sustained. Unable to reproduce conditions in test environment that we saw in production environment. Have ideas but would have to risk service outages to test since reproduction can't take place in a test environment.

Taking off active scanning does lead to better performance, but can't sustain it. Have asked D2L to take a look at similar environment to help with ideas. No other client as large as we are is currently running V10, which probably explains why we are the only one having issues. Have to look at entire environment to see what can be adapted for an acceptable operation. One step may be to update Win 2003 to Win 2008 on the file server system.

D2L technical account manager has been engaged and attentive, it has been a good experience working with them. Everyone is frustrated because root cause can't be identified at this time, and we can't reproduce an environment for testing that causes the same error under heavy load – either here or at D2L. D2L doesn't want to reproduce a 10 TB environment with over 20 millions of files for testing.

Originally we asked what would have happened if we hadn't found the solution. How would we have handled the situation? Splitting the volume to multiple servers? We are confident we can sustain the temp solution through the end of the semester. No time estimate on permanent solution. Likely, there will be additional optimizations attached to Version 10, or they will be part of 10.1. We were too focused on the D2L application (due to V10 upgrade) and not on environment when testing and doing fixes last summer.

Continuity of operations hasn't been focused on issues pertaining to application up to this point. Need to focus on long term, as well. Can't just focus on fixes if we can (and should) be moving into future planning of the system. Do need to reduce the size/number of old files currently being warehoused. The current purge process is still awaiting final fixes to correct links carried forward from old courses.

We need to know more about D2L roadmap on platform architecture and scalability.

Linda (and Tanya) – bring in top level architects and technical people from here and D2L for a 2-day retreat to focus on these issues. Too complicated to patchwork at a time when we need to start making decisions for the future – Lorna will initiate through Eric. This will take money and will have to hold the retreat ASAP to inform the budget request (due Dec. 17th).

10.1 – moving to time based versus function based scheduling. D2L may still be working on functions after release. Releases should be on schedule.

2. Academic System Updates:

BB Collaborate – Univ. of Edinburgh has a U portal portlet that allows authenticated access to BB collaborate outside the LMS; what Wisconsin is pursuing so administrative users can access as well as academic users. Lorna and Peter is pursuing this solution with UPortal folks at DoIT. UW-M is having problems with collaborate (moderator is not retaining moderator status, too many meeting notifications being sent – most of these are d2L integration issues that are being addressed, there are workaround for some of these). Lorna needs to be informed of these issues. Will pursue.

Analytics – moving forward, data warehouse is being built, testing is complete and are starting to populate production data warehouse

- **Student Success System pilot** – hoping to get started in November (Madison, Platteville, Colleges Online); had initial kick off meeting with participants Aug 29. Faculty were very engaged and interested. Pilot courses are scheduled to run in Spring 2013.

Kaltura – negotiated an increase in bandwidth, campuses have access for pilot (funded by innovation fund for Academic Systems); Tanya asked where we are with captioning on rich media; Peter said the capabilities (closed captioning) are there, but it isn't at instructor level, must contact campus administrator for it to happen; problem is that students need this support for rich media. Fifteen campuses engaged in pilot. Lorna and Peter are conducting campus interviews for planning evaluation and the next step. Need to not just know if they're using it, but how it's being used.

SAIP – Stout, Green Bay and River Falls will be engaged in pilot; earliest first school will come on board will be November. Most likely the first pilot for course mapping will be April 2013 for summer and fall 2013 semester.

3. Budget Discussion

AI – do we know enough about pilots to know if we want to commit or should we run multiple year pilots? Kaltura is in its second year; ePortfolio was a 2.5 year pilot. BB-Collaborate was a one year pilot but was adopted through an RFP.

This is the 4th semester for the Kaltura pilot . One focus will be testing the integration with D2L .

- ✓ Kaltura
- ✓ Blackboard Collaborate license (3rd year)
- ✓ E-Portfolio license (maintenance, storage)
(My D2L (life after D2L) – no extra cost)

MOOCs – UW-M and Colleges/Extension considering them; UWM is considering running them through E-commerce tool, Extension would not necessarily use D2L

UW-L will be responding to a grant from the Gates Foundation related to MOOCs and Lorna is actively talking to D2L about their willingness to be engaged

[as part of negotiation with D2L, need to address licensing systems and the unclear requirements on the 'other' users, for which we are charged; with MOOCs and in supporting other kinds of initiatives, need more flexible systems and need to understand pricing around it; BB is talking about this now]

- ✓ Analytics – two pieces: license (what we need to pay D2L for licensing the warehouse – amount is extremely high; John Baker indicated it would be free at our retreat, but that is inconsistent with earlier pricing and we

haven't received follow-up confirmation); UW-M data warehouse expansion; and need more robust infrastructure to support data warehouse (the costs include people and technical infrastructure)

- ✓ Innovation Budget – MOOCS and learner analytics (course level, program level, methodological issues) – learner analytics at different levels (be careful about how we write narrative so it doesn't look like it's redundant), LMS pilots – Canvas, mobile technologies,
- ✓ Operations/Upgrades – should it be part of operations budget (how much would operations cost without upgrade – have to have it)?
- ✓ Infrastructure upgrades – to correct for performance issues

November 9th (joint meeting between provosts and CBOs) – Chris and Jeanne

4. UWS Flex Degree Program – Rovy's update

Formally announced but the program is just now being developed; cross-System schools involved; UW Colleges is most closely involved in program development right now; may be primarily online, but not necessarily entirely online; mastery outcomes based degree; enterprise system conversations will be extremely relevant.

5. LMS Pilot Plan –

UWS has been using D2L as the supported LMS system for the last 9 years. The LMS Task Force has reported on the changing landscape and new players into the market. Invited Canvas in last winter for a demo. The LMS Task Force recommended further investigation. The EC acquired Innovation Fund for this purpose. Would like to have some campuses engage, arrange to get good data and do a formal evaluation.

Tanya, Lorna and Bob met to discuss possible pilot plan; developed a draft RFP for courses to participate in the pilot; Canvas offered \$17.50 per head pricing for the pilot (needed something special because courses will be across a variety of campuses); but Canvas also offers instructors free account and courses, so maybe need to just test functions as a first stage – may keep us from having to engage them in a formal agreement, but don't get any training or support; When contacted, they said we could get the training and support for \$12.50 + \$5000 base.

Wouldn't get any feedback on the support if we didn't use these functions; do campuses have adequate staffing to learn and support to take this on?

Need to clarify our goals in order to make a decision about which way to go; i.e., if we want feedback on usability and functionality and to generally understand Canvas, the

free version may work; if we are considering Canvas as our next LMS, we need to this in a bigger, more disciplined way and probably go with the cost model

Al, Tanya and Lorna think we are in the first phase; we are talking about getting a 3 year extension on D2L, so we have more time to do more intensive testing and investigation.

Lorna – at this point we will offer them \$5000 and see what they can give us - \$7000 with training. She will negotiate.

5. Membership Discussion

Will need to submit a revised membership request based on our changes to Sr. V.P. of Academic Affairs – provost's office rep, dean's office rep, CIO's office rep.

Al will revise the membership document to reflect such.

Also, membership are not 'inherited'. Members are invited because of their involvement, knowledge, interest, and passion in learning technology and academic systems.

6. LMS Task Force:

Should it continue? Membership? We could say: Thanks for everything you've done. We may want to engage you in the future. An Ad Hoc committee should not become a standing committee. Need to cognizant of people's time commitment, also need to allow new expertise for new tasks. We need to determine what are the LMS related tasks that the EC want to work on this year.

- Continuity Task Force – Need to take a look at continuity of operations planning and also need to be more careful in the utilization of utility resources. Should also investigate hosting option comparisons. Maybe Dave Dumke can lead as Exec Committee member (a working group of 5 or 6) – Recommendations will be sent to Chris and the list will be vetted with Jeanne and Dave.
- A small task force - to advise the negotiation team on ideas, parameters for contract negotiation (Lorna will organize this)
- A third task force will work on the faculty survey under the direction of Al Hartman, Kerry, Peter Lorna and Tanya(?).

Meeting adjourned at 4:30

Notes taken by Chris and Lorna