

Learn@UW Exec Committee Annual Retreat

July 28-July 29, Noon to Noon
Lowell Center Room B1B&A, 610 Langdon Street, Madison

Attended: Dave Dumke, Steve Cramer, Barb Barnet, Molly Immendorf, Linda Jorn, AL Hartman, Lorna Wong, Chris Clements, Doug Wahl, Sasi Pillay, Bob Hoar, Peter Mann, Dan Voeks, Rovy Branon, Stephen Kolison

Remote: Tanya Joosten, Renee Pfeifer-Luckett (Monday)

Guest: Bruce Maas (Monday), John Krogman (Tuesday)

Actions:

- Al Hartman will incorporate suggestions on the Faculty Survey Report Recommendations for final version and send to EC before distribution – in the next two weeks
- Dave Dumke will change the name of the Integration Study Task Force to Learn@UW/SIS integration Study Task Force.
- Dave Dumke will get the draft the input requirements for the study by August.
- Bob H will draft a statement on the EC's stand on the Unizin Initiative
- ALL – Read the Roadmap Report – and send comments to Tanya soon.
- Tanya – continue to edit the report with a final version available for discussion at the Fall EC meeting
- Lorna – contact Karyn Biasca at UWSP – to start forming the Data Access Task Force
- Chris – draft a message to Stephen for Provost engagement on Academic Technology support
- ALL – Actively seek nominations for Learn@UW EC members

These notes are organized to [match the Agenda](#), but were discussed in different orders during the meeting.*

D2L Status- Peter Mann, Dan Voeks, Lorna Wong [reference: [Learn@UW status update - Spring '14.pdf](#)]

Peter - A number of metrics used to keep track of performance: Number of courses, enrollments... Course numbers increased but enrollments were relatively stable; log in attempts over first week also tracked, heavy usage at the start of the term – over 1M log in attempts over first week – evaluation metrics will be posted to Learn@UW course for Exec Committee

Growth is as expected and, for the time being, manageable; have been able to maintain operations with current capacity of infrastructure; not in danger of being compromised at this time

Dan – V10.3 Upgrade - completed in June; was not plagued by performance issues unlike previous upgrades; functional feedback from users regarding discussion tool.

Another project is predictive analytics tool project – will be expanded from Madison, Colleges Online and Platteville, adding Milwaukee and Green Bay.

Getting ready to run purge tool in October, a final phase of the complete purge exercise to maintain 2 years of active data.

Linda asked about regular, formal reporting on different aspects of Learning Environment; Dan said it was brought up at the roadmap meeting and is in discussion

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Projects Reports

Faculty Survey Report – Al Hartman

[reference: Report on 2014 Faculty Survey – [DRAFT v16.docx](#)]

The 2014 iteration had slightly fewer respondents than in 2010; this is the 4th round of fac/staff surveys; 90% are using the LMS – satisfaction varied with different aspects of the system; overall satisfaction was a bit less than last time (but it was done 4 weeks after an upgrade with significant changes); This may have caused slightly less satisfaction due to abrupt change and learning curve involved at the beginning of a semester.

Recommendations discussion:

It should be noted that the recommendations came from the Task Force, based on the observations of the survey results and interpretation from the input in the comments area. They go beyond information just extracted from the survey responses.

- Encourage greater collaboration among units related to teaching and learning; OPID, LTDC – have those focused on enhanced teaching work somewhat together to better develop professional development for faculty and staff; requires greater resources
- Develop a roadmap for academic technology – expand and enhance increasingly complex e-learning ecosystem that is formally accepted and supported at the provosts' level
- Efforts are needed to enhance awareness among faculty/staff of centrally-funded technologies (e-portfolio, BB collaborate, Kaltura, LMS; faculty appeared not to know about gradebooks and quizzes in D2L, etc)
- Learning Analytics and richer reporting are critical to retention; efforts are needed to enhance awareness and interest in analytics
- UWS Leadership should share the full report with D2L; include specific concerns about D2L functionality (e.g., dropbox and calendar); include a statement that some of the concerns come from survey and some from other situations
- Add a key finding about those with less than 80% satisfaction
- Start a more thorough review of the LMS market and RFP in 14-15 with diverse participation from all constituents
- Encourage each campus to review the data provided by their respondents, and seek means to address expressed concerns
- Increase in resources for advocating and supporting technology in teaching and learning
- Conduct a similar survey every 2-3 years;

Al will do revisions and send it out for an electronic vote endorsing/accepting sometime in the next two weeks.

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Integration Study Task Force - Dave Dumke

Dave reviewed the current scope of the Task Force: Develop functional and technical requirements for integration needs; make recommendations as to whether or not the UWS should make current integration standards a requirement for our LMS and SIS.

The Task Force wants to understand and document our Learn@UW/SIS integration requirements so we can make informed recommendations on the use of integration standards. Broadening the scope to include other academic systems can be a second phase of the project, a different project, or considered by the LMS RFP group. Because of the change in scope from the original charge, the Exec Committee recommended the title of Task Force be changed to "Learn@UW/SIS Integration Requirements Task Force".

The final requirements will be reviewed by Peoplesoft experts, LTDC reps, site admins from campuses. Linda suggested they might also want to get registrar's offices involved to increase awareness and engagement; Dave said they will have draft together by August and will send it out to those mentioned above shortly thereafter.

The goals of the project are to investigate whether integration standards can meet the needs of campuses and, at the same time, reduce the cost of maintenance, and provide more agility for the process.

Continuous Delivery Planning Task Force – Dan Voeks

Dan - D2L has had major version upgrades that have required disruption in services to implement. D2L is now implementing a new process to deliver upgrades called **continuous delivery**, which involves a series of monthly functional updates that can be applied without disruption to service. There will be built-in capability to defer accepting all upgrades or to opt out of functionalities within the continuous upgrades. This strategy will take much robust testing to implement, especially for self-hosted clients.

D2L offers an alternative called **Long term support**, which offers a version that an institution would hold for a year, before another version is applied. There will not be any upgrade to the snapshot during the year unless it is a major reason that needs a fix.

The Task Force will still be gathering information the coming months. The impression gathered from conversation with D2L development leadership at Fusion. Indicates that D2L is currently still in development mode for proper management of continuous delivery for self-hosted institutions of our size force during the next year. D2L's recommendation currently is that UWS should plan select the Long Term Support path for our next upgrade to Learning Suite One (LSONE).

At this time, Learn@UW's normal path will be to upgrade to v10.4 (LSONE) in summer 2015. Will likely establish testing plan for Continuous Delivery the next 9-18 months, and make some decision based on the testing results and experience from other institutions.

Discussion on Unizin Initiative –Bruce Maas

[Reference: [Bruce's email](#) after the session and [the ppt](#)]

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Bruce:

The Unizin idea started in CIC among provosts - focused on mission and strategies that allow universities to control their destinies. We are fighting the rising cost, and the vendors control what we can have. It's about strategy, not technology.

The Unizin idea is not about the LMS, but needed an LMS to build it on. Canvas was selected for its open architecture; its capacity to share, move content. Canvas allows loose coupling. Open up the hood so that analytics can be done transparently.

D2L sells stacks of services but they are NOT loosely coupled and they involve secret sauce. We have no bargaining or negotiation power with them. Unizin is designed to be loosely coupled. Unizin creates the eco-system. Other LMS and 3rd party companies can join the fold as they comply with the standards. Unizin is not anti-private sector, just does not want to be locked in. Interoperable products is bounded to cost less.

Current Status:

There are 4 institutions already committed. Oregon State may come through soon. Most others will announce in the next 6 months.

Unizin has announced an executive director – Amin Qazi. They are in the process of hiring the team or 3-5 Analytics staff and 3-5 content relay staff. A roadmap and business plan will be available in the next 6 months.

Bruce also indicated that the deans at UW-Madison has unanimously endorsed the idea,

Questions from the EC:

Should UWS participate? If so, How? Other than some financial support, how does UWS get a voice in the decision or direction? How is this idea being socialized to the stakeholders that will be most closely involved on the ground and have the best understanding of their teaching needs – faculty and instructional support staff? How do we know that Canvas fits their needs? What would be the migration plan? Can UWS be part of the pilot with \$0 Canvas license? Why was it so closely guarded in the beginning in terms of information and membership?

Comments from the EC:

- Bob – running parallel system for a while which will increase costs over the transition
- Dan – attended Instructure Conference – it's a large conference with many new client base, many working groups of clients are being developed around specific areas and issues
- Are we looking for a commitment to support Madison as part of a pilot? Is there a way to ensure legitimate involvement in decision processes
- Al – we can indicate general support for the project
- Unizin is a leap into a new paradigm; constantly shifting ecosystem, what kind of support systems do we need for learners
- Rovy – would be fully supportive of engaging in the Unizin project, as we need to be part of this conversation, there are important core philosophical issues – an industry that tries to divide and conquer (D2L, Oracle)

What is Bruce looking for from the EC?

A statement of endorsement of the initiative and possible commitment to participate.

Bob H. will draft a statement from the committee for their approval: *Support the vision that Unizin presents and support Madison's involvement as a pilot; want to be part of the conversation and would be willing to put some innovation funding into the project.*

Academic Technology Roadmap Discussion – Tanya Joosten [remote]

[Recorded report on YouTube - https://www.youtube.com/watch?v=QW3_L5_nYCI&feature=youtu.be]

Tanya reported on the status of the Roadmap project, the status of the draft report sent, and the work needed to finish the report. She joined us via phone conference for discussion on the draft and reactions from the EC.

- Rovy - Comments at roadmap event were candid and Phil Hill provided great contextualization, great start
- Al – How do we develop a UW System Community?
- Tanya – can be difficult when we are used to living in isolation on our own campuses
- Possibilities – system sponsored programs? e.g. OPID structured activities and budgets to support faculty development & research in teaching and learning
- Sasi – plans to initiate an innovation fund program soon; will call for projects, funding up to 120 days to complete
- Lorna – we need some permanent commitment on resources to sustain any programs for a longer period to bear the outcomes or goals intended.
- EC - Please send comments to Tanya and she will edit the report and resend it to all for final discussion at the fall meeting of the Exec Committee. We want to make sure no important areas are missing
- Dave - Report will be a living document, providing a framework which drives action items

Data access and Purge in D2L – Al Hartman

[Reference: D2L Data Capture and [Purge.docx](#)]

This proposal was triggered by the discussion at the last retreat regarding reviewing the purge policy into the future, as well as the requests and expressed needs of the campuses to access D2L data for accreditation and assessment purposes not currently in D2L reporting. Keeping the data and deferring purge does not help if data continues to be not accessible for various reporting and analysis.

This project explores the possibility of extracting data in the LE or the data warehouse on a regular basis. Campuses will store and use them as they see fit. This will potentially solve some immediate needs of the campuses, without having to modify the data purge policy in the near future.

This project will form a small team to identify the common data elements, design the extraction process with the expertise from Learn@UW Utility or D2L, and establish some schedule to provide data to the campuses.

The EC moved to approve this project with some innovation fund support. Dan Voeks volunteered to be on this Task Force. Lorna will try to assemble this task force. Will most likely seek experts outside of the EC to chair and head the project. Karyn Biasca at UWSP may be a good candidate.

- Replacement for Chris – Dean?

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Projects for Upcoming Year - Bob Hoar, all

- LMS RFP – Learn@UW EC approved.
 - Timeline - some time practical in the Fall semester.
 - Need to include expertise and campus representation – Features, tools, technical, infrastructure, user experience, integration (SIS) & 3rd party, data access, vendor relations,
 - Bob will work with Lorna's replacement to lead the charge
 - Need an estimate on the funding needs for this FY. We have allocation for it through the Innovation Funds
- Web Conferencing RFP – Learn@UW EC deferred. Should renew for FY16
 - BB collaborate contract can be renewed an additional year
 - Its requirements can dovetail into the LMS requirements and investigate along with the LMS RFP
- Academic Technology Roadmap – Learn@UW EC approved
 - Continue to finalize the document with actionable recommendations for funding request as needed for FY16
 - A plausible action item would be to bring people together across system every ye
 - Roadmap group will finish up and bring proposal back to this group
- Learn@UW /SIS [Integration Requirements Task Force](#) – Learn@UW EC [approved](#)
 - To be continued from the current year
 - Target date of completion – Dec 2014
- D2L Continuous Delivery Task Force – Learn@UW EC approved
 - To be continued from the current year
 - Target date of completion – Dec 2014
- LMS – Data Access Project – Learn@UW EC approved
 - Identify a task force to come up with a project plan and goals
 - Identify a chair (can be outside the L@UW EC) with the expertise on data needs and be able for bringing campuses together to determine fundamental data needs from LMS (e.g., around AoL, assessment);
 - Determine the technical feasibility to extract data elements needed from the LE or data warehouse
 - Develop a process to provide the data to campuses on a regular basis
 - Possible members of the group – Dan Voeks, Karen Biasca (UW-SP), Lorna's Replacement, and others
 - Al recommends allocating \$10,000. The task force can determine once the project plan is in place.
 - Lorna will try to assemble the group before September departure

Strategy for support & funding for instructional systems for non-instructional use – Peter & Lorna

[Kaltura as a use case]

Peter reported the status of implementation for the spring semester. All campuses have successfully implemented the integration with D2L. Moodle integration is in progress. Campuses have their own rollout plan. We are seeing a slow but steady uptick in use of Kaltura. Our current contract allows for 240 terabytes of bandwidth and storage. Projection looks ok for the coming year. 3 campuses have successfully implemented Kaltura Media Space (YouTube like interface) with their campus credentials/Wisconsin Federation to access (Madison, Oshkosh, Eau Claire)

Kaltura was acquired with instructional needs as the focus during the RFP, contract negotiation and implementation. However, the contract allows for all UWS faculty, staff and students to

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access the system. It will be reasonable to allow for non-instructional use but we have to be aware of the funding source and the campus support involved.

After discussion, The decision is to give an allocation of storage and bandwidth to each campus. It will be the campus decision to utilize the bandwidth and provide the support needed to the interested party, including non-instructional units. The campus will be responsible for any overage during the year. We will review the usage after a year to determine if additional funding will be needed from CSRG or other funding models.

Peter and Lorna will meet with the Kaltura administrators in the near future, and revise the terms of use accordingly.

Budget related matters – Chris Clements, AL Hartman

We have advocated for a stronger focus on academic systems. CSRG is paying more attention to academic systems needs. CSRG has brought in a consultant (Don Norris) in the Spring to help them with their budgeting process and long term directions. The Learn@UW EC needs to get the Provosts attention to advocate for academic technology.

Chris will send an e-mail to Stephen (send draft to Bob and Lorna), ask for provost conversation, ask for provost rep on CSRG - ask provosts if they have thought about how to shift the budget process more toward academic systems; place provosts in a position to be proactive and not just reactive; ask to be on the agenda this fall to talk about roadmap, initiatives, budget process

The FY16 Budget Subcommittee is set up – Dave, Peter, Dan, Lorna’s replacement, Bob H.

Discussion on DoIT COOP plan – John Krogman

John gave a report on the Power Outage incident that happened on June 18-19 at the DoIT Data Center that resulted in a complete power outage and ALL services not available for close to 24 hours. This was due to a power surge caused by the severe thunderstorm in the area that morning. The UPS system did absorb all the shock. No damage to any hardware. No data was lost. However, the UPS failed to direct the power source to failover to commercial power. It took many staff and the Power Company 5-6 hours to get the power to the commercial source, and many hours to bring back over 1000 servers into service. The COOP plan actually worked. During the incident, the communication was dependent on social media. PIR (post incident report) will be ready in a few weeks, and will be made available to the EC. DoIT appreciates the patience and understanding from all stakeholders throughout the ordeal.

Status of Membership

The recruitment for Lorna’s position is in process. Interviews the week of Aug 4-6. It’s unlikely the position will be filled before Lorna’s departure early September.

The EC will be in need of a new member in the faculty role, and a new member in the Dean’s role.

Renee Pfeifer-Luckett has been invited to serve an extra year during this transition.

EC members are asked to nominate candidates who will be fitting to serve on this EC.

Meeting was adjourned at 11:55am.

Meeting Dates for 2014-2015

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Thursday, September 11, 2014, 10am -2pm

Wednesday, October 29, 10am - 2pm

Monday, February 23, 10am - 1pm

Wednesday, May 20, 10am - 2pm

Monday/Tuesday, July 27-28, Retreat