

Learn@UW Executive Committee Meeting

May 1, 2013

Meeting Notes

Taken by Chris Clements & Lorna Wong

Attended in Madison: Chris Clements, Al Hartman, Lorna Wong, Peter Mann, Jeanne Blochwitz, Linda Jorn, Stephen Kolison

Remote: Dave Dumke, Chris Olsen, Tanya Joosten, Doug Wahl, Barb Barnet, Bob Hoar, Kerry Huberty, Lorie Docken

Absent: Rovy Branon (excused)

Action Items:

- Lorna will arrange for summer retreat – Week of July 29, Madison
- Stephen will send Flex Option Program SARA document and will give a status at the summer retreat
- Dave Dumke (or Peter Mann) share the Continuity Task Force D2L course site with the EC
- Peter and Lorna will start the RFP effort for Media Management System in assembling a team and gather requirements
- Lorie will follow up with Ruth and Rich (UWS procurement) to express the urgency the EC feels about a contract agreement.

Utility Update (Peter Mann)

Summary document already sent to committee members with agenda

D2L Upgrade

Will not upgrade D2L learning environment during the summer as we would usually – although will continue to take learning packs. Provide stability to the version we have. Targeting Winterim for upgrades to V10.1. Will talk to D2L later today to get more performance data on V10.1 to date. We are talking to MNSCU and others for more upgrade information and experience.

Clean-up/Purge project

Good progress made by D2L. The Absolute Path Migrator (APM tool) will eliminate deleterious effect of purging (Testing with Eau Claire); the tool provides reports on link changes after course deletion as well as fixing the absolute link changes.

All campuses are currently involved in un-enrollment process, which severs user access to the courses older than 2 years. This is the first step for course cleanup. The second step is the actual course deletion which is dependent on a Purge Tool that D2L has yet to provide. The decision to do the course cleanup has been endorsed by the Learn@UW Exec Committee and in action since 2009.

Tanya Joosten raised her concern about keeping data for analytics where un-enrollment has occurred. Jeanne said this issue was currently being considered in pilot for analytics and nothing would be done before August. Tanya would like archive options explored.

Linda Jorn suggested we may want to look at best practice for retention of data and analytics needs. What are other schools doing? Value assessment needed.

Tanya asked that Data Dictionary be shared for Analytics Project. Kerry asked whether options might exist to choose what to keep and what to eliminate in storage and purge. She will send follow up e-mail and Peter said they will assess the need and possibility.

Lorna stated that the committee has made a decision to purge in 2009. Dave D. said while Stevens Point is concerned about retaining data, as well, there has to be consideration for performance issues and costs of data warehousing. We can't simply not purge. There are many implications for maintaining a large dataset.

Linda J. suggests that we may need to revisit the need for data retention in Learning Analytics, MOOCS, Flex etc. and reflect on questions so we're all comfortable with decisions moving forward.

Continuity of Operations Task Force (Dave Dumke)

The task force has done a great deal of work in a rather compressed time frame. Peter and Dan are working with Dave to prepare the task force report.

The task force met 4 times, 3 in person in March and April. Detail work is done. Meeting minutes and research documents are available on a D2L team site that can be shared to the EC.

Areas of investigation include:

- Current Learn@UW services and infrastructure, policies, practices Events that are occurring that impact continuity (like upgrades, what's happened the last academic year – impact on learner community).
- How might this be impacted positively?
- What are likely future issues that are likely (e.g. major data service failure)? Are there fail-over sites?
- How does this compare with what happens at other institutions?
 - Talked to Tennessee Board of Regents(TBR) and Minnesota State Colleges & Universities (MnSCU)

All schools are dealing with performance issues, D2L testing concerns, local impacts of patches; MnSCU believes they have had fewer app recycling issues than WI; TBR says they regularly expect downtimes of up to 4 hours

High level findings (more detail to be presented in the report)

Upgrades and patches are causing problems for everyone (need for better quality assurance testing by D2L and by us)

Administration mistakes (human error in deployment of service packs) D2L makes when working with application

Architecture issues in applications

Everyone is experiencing infrastructure failures (sharing communications because we're using shared services – creation of a warm or hot failover site, MnSCU has one that can be implemented in 4 hours)

Risk of catastrophic failure – preparation – address with hot or warm failover site

The Task Force is aware of political implications the report may bring. The report will also substantiate our needs for the next budget cycle.

Report target date will be around June 1.

Dave says he feels a lot better about UWS infrastructure after hearing about what's going on at other institutions, including D2L

Al – thought we might use this for 2-3 hour discussion at our retreat regarding preparation for our future

Lori – The CIO Council, and the Provosts would be two appropriate executive sponsorship groups for the outcomes of this report

Budget Request implications are critical here. A broader group needs to be better educated and informed.

Retreat Agenda (ALL)

Lorna will send out a Doodle for the last week of July to schedule Retreat

Brainstorming on Retreat Agenda Topics:

- Linda – learning analytics, MOOCs, Flex Option, Purge Project
- Continuity of Operations Report
- How do we prepare budget requests for CSRG in a compelling way – Frame cuts in terms of services (Lori)
- Need to talk about innovation projects
- Canvas Pilot Report
- Fall 2013 Faculty Survey Discussion
- Update on Flex Option, platform, infrastructure
- Stephen would like to talk about Program Integrity Regulations

Final CSRG Budget outcome – (Lorie Docken)

Fiscal year 14 budget @\$3,864,109 – after reduction of \$153,975

Provosts were very supportive and effective in pushing the CSRG attention on academic systems vs Enterprise systems

UW System Administration will fund Media Management System for this budget cycle, but managed by CSRG, and a longer-term solution for funding will have to be identified (this was also true of library initiative); RFP for Media Management System should begin (Peter make a note)

SAIP – no funding recommended for this initiative in FY14. Jeanne recommends that this project be put on hold due to impacts of staffing changes on Miler. We do not have Oracle side expertise in-house, even though the ISPIS (D2L) side has made good progress on assessment. No further funding source should be sought at this time.

CSRG Budget Recommendations have yet to be sent to Chancellor's, "more pressing issues" have taken precedence.

Lori believes things will proceed as currently recommended; Suggestions were made that CSRG restructure budget process to be sure academic systems is getting appropriate attention.

If we can save some funding on other aspects of the budget, inform CSRG that funding was saved, we are managing to the bottom line, and will reallocate to fill gaps in other areas.

Contract Renewal Update - Ruth Ginsburg

Ruth Ginsberg did not join the meeting because of connection issues.

Lorna:

The contract negotiation team met with D2L (John Baker and Eric Shotwell) on March 4th for a 7-hour meeting. We presented the UWS fiscal situation and expressed our product & service expectations going forward; D2L told us their future roadmap and company growth, and their desire for a continuing strong partnership.

UWS received a first proposal on March 20th (D2L had some conversations with Ruth Ginzberg in-between); proposal had 5% increase on all items, a few discounts, but it didn't reflect the terms we were hoping for related to quality assurance & learning analytics.

The team conferred with our response. Ruth contacted D2L and asked for a conversation for a better understanding of our wants; Ruth and Lorna then attended

a meeting with several D2L Account Executives (no John Baker). Our expectations were articulated in clearer terms; UWS received a second proposal on April 24. The team responded with their reactions to Ruth shortly after; Ruth was supposed to be re-contacting them. We haven't heard anything yet.

Al - Ruth is the contact and the team are not directly involved in the negotiation.

Linda asked who makes the final decision to accept. Lori says it would be the recommendation of the final negotiating team.

Al - Have to stay within budget, reduce term (3 years); but will have to do some compromising; Ruth has been made aware of the tremendous cost and implications on various on-going projects if we don't have a contract by July 1; D2L's proposed increases on FTE price are above what we requested

Linda talked about Canvas crashing and burning with Univ. of Central Florida, said we need to be carefully watching the LMS landscape

The EC expressed concern about the progress and the need to have a contract agreement prior to the end of the contract terms. The EC feels strongly that we need to have a new contract by July 1. Lori will follow up with Ruth and her supervisor about our strong concern.

L@UW Utility update Membership Review

Three members terms are up in 2013. New members are in place: Chris Olsen (for Aaron Brower), Rovy Branon (for David Schejbel), and AL Hartman will stay for one more year while the EC will actively seek a replacement by 2014.