



RUTGERS

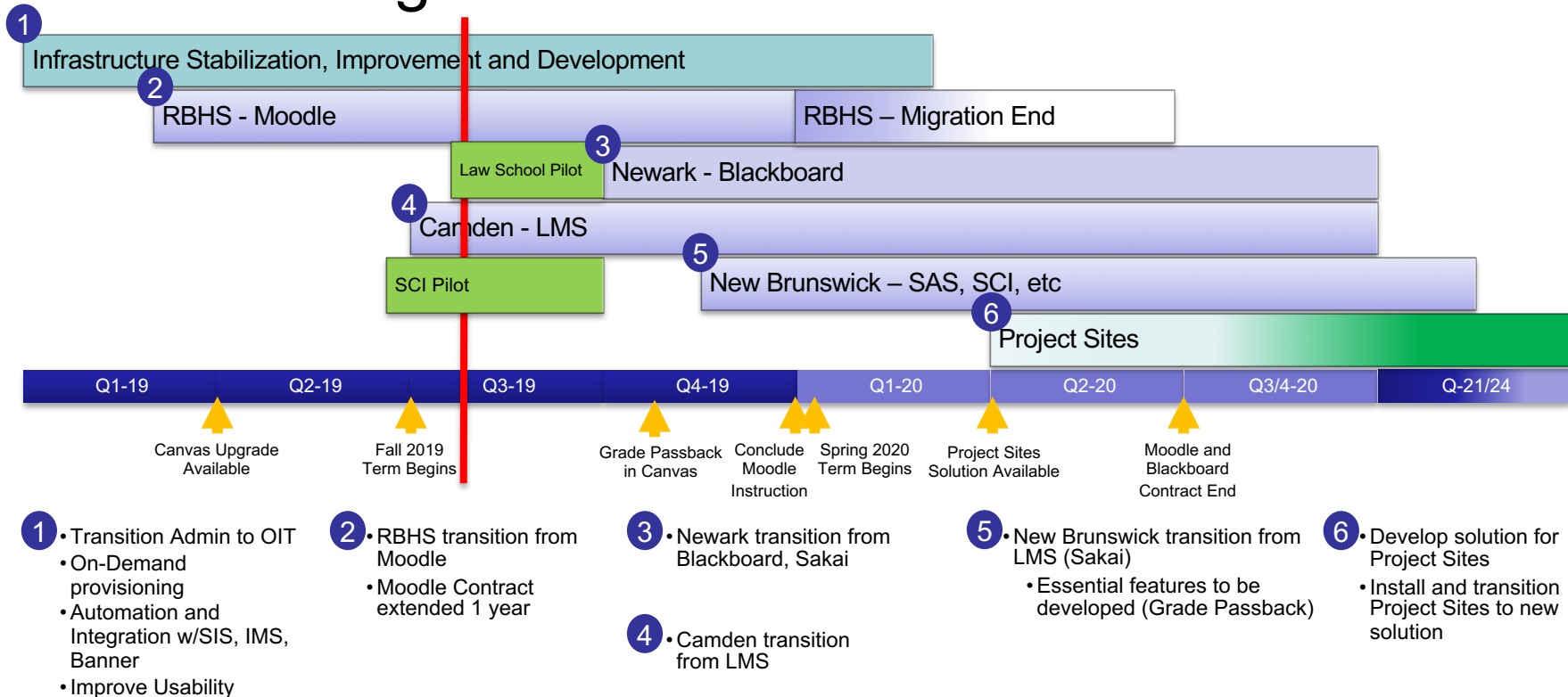
Learning Management Systems

Transition to Canvas
Steering Committee
September 25, 2019

Agenda

- Project Timeline
- Current Moodle Migration Status
- Sakai Migration Pilot
- Blackboard Migration Pilot
- Working Group Updates
 - LMS Use Guidelines
 - LMS Course Provisioning
 - Non-instructional Use/Alternative Solutions
 - LMS Support
 - Data retention/course archive
- Canvas IT Development Roadmap

Transitioning To Canvas – Overall Plan



RBHS Migration Progress – ON TARGET

School / Unit	Term	#Courses	Kickoff	Inventory	Migration	White-glove	Completed
Biopharma Educational Initiative	All	84	X	X	90%	75%	11/2019
Rutgers School of Dental Medicine (RSDM)	All	150	X	X	75%	75%	11/2019
School of Graduate Studies (SGS)	All	130	X	X	100%	N/A	N/A
School of Health Professions (SHP)	SP2020	171	X	X	70%	65%	11/2019
New Jersey Medical School (NJMS)	N/A	N/A	X	N/A			
School of Nursing	N/A	N/A	X	X	100%	N/A	N/A
School of Public Health (SPH)	N/A	N/A	X	X	100%	N/A	N/A
Robert Wood Johnson Medical School	N/A	N/A	X	N/A	100%	N/A	N/A

Sakai Migration Pilot – School of Comm & Info

- Migration project meetings held with SCI throughout August 2019:
 - Confirmed inventory of 39 courses for Spring 2020 with target completion by 11/22/2019
 - Migrations have been completed for all 39 courses, with quality review completed for 60% of courses
 - Totals: Tier 1: 29, Tier 2: 8, Tier 3: 2
 - Avg migration time (Min): Tier 1: 70, Tier 2: 80, Tier 3: 150
- Pilot goals
 - ✓ Standardize methodology, approach and process successfully conduct migrations efficiently
 - ✓ Document work effort for varying levels of course complexity
 - ✓ Establish templates for communications and training
- Summer and Fall 2020 SCI courses will be migrated next
- Course content archives to be developed

Next Sakai Migrations – Target Summer/Fall 2020

- Unit selection criteria
 - Conveyed interest in migrating
 - Smaller Schools / Departments / Programs
 - Schools / Departments / Programs with partial migrations completed

Blackboard Migration Pilot

- The Blackboard migration pilot has been established for Newark Law School (LS-N)
- Kickoff meeting was held
 - Approximately 120 courses have been identified for migration
 - LS-N faculty will generally build content during instruction, thus content migration is minimal and quality review effort will be less taxing on resources
 - Migration services from Instructure will be leveraged to determine efficiency and adequacy of migration
- Support processes will be designed to seamlessly handle faculty and student requests while RUNIT acquires the necessary knowledge and training to be self sufficient
- Pilot Goals:
 - Discovery and experience in Blackboard migration efforts
 - Leverage Instructure migration services to augment internal efforts
 - Establish standard plans for Blackboard migrations

Working Groups

Topic/Issue	Deliverable/Expectation	Group Assigned	Chair	Cadence
Guidelines on Use of LMS	<ul style="list-style-type: none"> Guiding Principles for LMS course Implementation Use case mapping of “course” types to be implemented in LMS/Canvas Definitions / Glossary 	Faculty Advisory	William Pagan	Drafting phase complete; ad hoc meetings as necessary
Non-Instructional Project Sites Use Cases	<ul style="list-style-type: none"> Use case matrix/mapping of solutions Definitions / Glossary 	Faculty Advisory	Charlie Collick	Drafting phase complete; TBD
Course Provisioning	<ul style="list-style-type: none"> Allowable methods (pros/cons) Administrative requirements / controls Service level requirements / objectives 	Faculty Advisory	Chris Valera	Drafting phase complete; ad hoc meetings as necessary
Best Practices on Canvas Course Development	<ul style="list-style-type: none"> Canvas Feature/Function awareness training Sample course discussion / dissection Instructional Design approach Migration lessons 	Instructional Technology	TLT	Suspended until Spring 2020
LMS Support (e.g. Service Desk)	<ul style="list-style-type: none"> Process development / optimization Knowledge Management / Development Service Desk expectation Service Level requirements 	? (Service Management / OIT) Faculty Instructional	Warren Nevins	BiWeekly; independent work groups
LMS Data Retention Planning	<ul style="list-style-type: none"> Develop minimum requirements Determine storage solutions Define archiving processes Access requests and control 	OIT / Instructional Technology Support	Chris Valera	Weekly 1 hour sessions

LMS Use Guidelines

The primary purpose of Canvas at Rutgers is to enhance the student's learning experience. Acceptable use of Canvas is governed by this principle and determines the types of courses permissible on the system. Sites created in Canvas should have students as the main audience or impact their learning.

- The following guidelines and procedures regulate the use of Canvas at Rutgers by instructors, students, and staff.
 - Canvas can be used for the following purposes:
 - For an official course published in the Rutgers schedule of classes
 - To support course content development
 - To provide program or degree resources for students enrolled in an official program or degree, such as a cohort site
 - For continuous education, extension, and professional development courses
 - For medical residencies, clinical rotations, and fellowship programs
 - To provide students with academic resources and training

Course Provisioning

- Initial meeting focused on a discussion of provisioning "for-credit" courses
- New automated process will create all courses in Student Information Systems (IMS & Banner)
 - New Banner application development in production 9/3/2019 for Spring 2020 RBHS terms
- Identified exceptions and use cases (15+) not satisfied by automated processes
 - Will work with stakeholders and admins to develop processes for course delivery
 - Future application development will automate these exception use cases
- Roles of the sub-account admin need to be clarified and documented

Non-instructional Use/Alternative Solutions

- A draft of use cases, alternative solutions, and additional recommendations will be made available for review through the Steering Committee TEAMS site
- Most alternative solutions for non-instructional use cases are already available at the University, but many of these solutions have not been fully implemented or advertised to users
- Training and support resources for alternative solutions will need to be increased/developed in order to effectively serve the community in place of Legacy LMS
- Pilot participants for each NI use case will be identified to verify the suggested alternative solution is viable and to develop support resources

LMS Support

- Findings and Discoveries
 - There is no clear or common process for supporting the various LMSs
 - Support and Service tools (voice, call management, help desk tickets) are varied, disparate and not easily integrated
 - Cross support organizational requirements, processes and touchpoints are not well defined (with a few exceptions)
 - Canvas knowledge at distributed campus Help Desks is limited
 - Unique campus needs, instructional technology standards or support protocols are not commonly documented or communicated (i.e. iClicker technology)
- Challenges
 - Non-integrated support tools will hinder efficient and timely resolution to support calls
 - Timing of Rutgers' implementation of a strategic IT Service Management initiative and platform
 - Defining clear support requirements, roles and responsibilities, internal operating level agreements and overall process integration or handoff protocols

LMS Support (cont.)

- Short term
 - Create a patch work of agreed upon transfer, coordination protocols and service levels between help desks based on existing tools, help desks and processes
 - Provide training to distributed help desk staff on Canvas
 - Migrate voice and call management systems onto one common instance
- Longer term
 - Work with the Rutgers Service Management Office to pilot and support Canvas as a supported service offering on the strategic ServiceNow platform
 - Implement "virtual help desks"
 - Define common incident handling process
 - Document operating level agreements
 - Create and develop knowledge articles in a common Knowledge Management System

Data Retention/Content Archive

- Development of a standard set of requirements across all LMS
- Identified purposes for data retention
 - Compliance, regulations, audits
 - Instructional / instructor needs
 - Student / faculty / administration needs
 - Maintaining intellectual capital
- Established a policy
 - Policy #: 30.4.5 Records Management
 - Policy #: 70.1.2 Information Classification
- Developed expectations for methods of access
- Determined deliverables for each LMS plan

Canvas IT Development Roadmap

- Canvas website (canvas.rutgers.edu) - Completed 3/1/2019
- Canvas website & announcement API integration – Completed 6/1/2019
- Banner course and user provisioning – Production 9/3/2019
- OIT admin interface – Production 9/16/2019
- Canvas grade sync to REGIS – Spring 2020
- IMS course and user provisioning - Summer/Fall 2020
- Automate course provisioning exceptions - TBD

Upcoming Discussions & Decisions

- Working group deliverables review
 - Approval of LMS Use Guidelines
 - Approval of Course Provisioning Guidelines
 - Approval of Data Retention Guidelines
- Course duplication vs course migration
- Course content archiving options
 - Content dump in Canvas?
 - External solution?
- Process for evaluating 3rd-party/locally developed tools (Post Em example)

Next Steps

- WG draft deliverables will be added to a TEAMS site
- Steering Committee review and provide feedback
- Develop TEAMS site tutorial for Steering Committee
- Identify and prioritize potential migration units
- Schedule migrations for Summer/Fall 2020
- Continue to investigate vendor sourced migration solutions

Steering Committee Cadence

October LMS Transition Steering Committee Meeting

Thursday, October 24, 2019

10:30am – 12:00pm

Knightsbridge Building

Room 304/305 West Wing

Appendix

Key Project Risks and Issues

Risk / Issue	Impact	Plan
Need of guidelines on use of LMS for non-academic scenarios	<p>The need of established guidelines on the use of LMS for non-academic student use cases (demographically based sites, student groups, etc.) could negatively impact the student experience</p> <p>The need of guidelines creates risks around what new solutions will or won't be needed for non-instructional project sites.</p>	Establish a Committee comprised of Faculty, Staff, Stakeholders and IT to develop guidelines and policies on the use of LMS
Need of Project Sites Solution	Approx 25,000 project sites are on Sakai.	<ul style="list-style-type: none">• Users can continue to utilize legacy LMSs for non-academic use until further notice.• A use case matrix is in development to identify solutions for projects sites.• Steering Committee and Project Teams will work to fill gaps via development or procurement of new solutions.
A streamlined help desk support model would improve customer experience.	Current help desk process is a direct handoff from OIT help desk to the LMS help desk	A coordinated optimization effort should be initiated with the Rutgers Service Management Office and the two help desks.

Key Project Risks and Issues

Risk / Issue	Impact	Plan
Sakai GradeBook passback functionality to Rutgers SIS is not available in Canvas	The lack of GradeBook passback functionality in Canvas would require a manual workaround	A development effort has been identified to provide the necessary functionality in Canvas, however, target date for completion is 4Q19. Thus Sakai migrations will be deferred until available.
Sakai migration pathways are typically inefficient	Migration of Sakai content mired with issues that lead to course content to be misplaced, scrambled or not migrated at all.	Investigate alternative methods for migration: <ul style="list-style-type: none">• Work with Unizin/BTAA/Instructure on a migration tool• Engage and work with an experienced migration vendor service• Hire additional instructional designers to handle lengthy (5-40 hours/course) white-glove migration
Guidelines on course provisioning	Related to guidelines on LMS use, uncontrolled provisioning may lead to unintended uses	Task committee to recommend guidelines <ul style="list-style-type: none">• Scheduling/Registration generated• On-Demand• User-Requested

Outstanding Decisions

Decision	Impact	Recommendation
Need of guidelines on use of LMS for non-academic scenarios	<p>The need of established guidelines on the use of LMS for non-academic student use cases (demographically based sites, student groups, etc.) could negatively impact the student experience</p> <p>The need of guidelines creates risks around what new solutions will or won't be needed for non-instructional project sites.</p>	<p>Guidelines to be developed by working teams and should be recommended by the SC and be submitted for policy development.</p> <p>Guidelines should be developed around “use cases” such as academic courses, user training, student-oriented administrative sites, student groups, etc. to ensure all potential uses are covered under future policy. Cutover dates for Legacy LMS project sites and current Canvas project sites dates need to align with AUP effect</p>
Solution for “Project” sites – Migrate to Canvas, then grandfather or migrate to new solution?	Approx 25,000 project sites have no transition solution. Many are actively being used	Based on Peer Institution Feedback, do not allow transition of these sites to Canvas. An alternate solution should be developed.