Technical Administration of an LMS Pilot

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Scenario

Current LMS (moodle)

? 

Pilot LMS (canvas)
Challenges: Locations
Challenges: Course Types

Credit

small

medium

large

3x^2 = y
Challenges: Scaling the pilot
Processes
Organization: Structure

Pilot Project Team
- LMS Admin
- Technologist/Designer

Local Support
- Technologist/Designer

Cohort
- Instructor
- Instructor

Vendor Training/Support
Organizations: Communication: Support Team (I)

Weekly Project Team Meetings
Organization: Communication: Support Team (II)

Daily Standups
Production assistance for instructors

Formal training sessions and ad hoc practice notes/resources

Regular consultation sessions
  1:1 sessions with paired technologist or designer, and cohort meetings with designer and faculty peers

Cohort resource sites
Rapid prototyping of processes to facilitate pilot operations
Reusability

Pilot has limited lifespan - avoiding sunk costs

Looking for processes that can be applied elsewhere
“Hey, I heard from Prof. X that you did Y for her/his course… Could you do that for me too?”
Processes

- Faculty accounts
- Course sites
- Sandbox sites
- Student accounts
- Student enroll

Pilot LMS (canvas)
Evaluation and communication of technical outcomes
Assessment of system functions and features (I)

Functionality, usability, and feature comparison

- Articulate core LMS functional requirements as a framework for analysis
- Conduct talk-aloud usability studies, user surveys, and focus groups

Evaluation of external tools support and compliance or conformance with preferred interoperability standards

- Articulate local customizations and evaluate system extensibility
Assessment of system functions and features (II)

Assessment of mission critical integrations and integration architecture

  Methods for authentication, user and course site provisioning, enrollment, etc.

Application data, analytics, and reporting

  Methods for accessing, aggregating, and analyzing user behaviors and performances
Evaluation of system performance and user experience

Reliability

  Uptime and performance assessment of core system

  Assessment of integration outages and performance

Analyzing support needs and helpline performance
Q&A