Jul 27th, 2:15 PM - 2:45 PM

Technical Administration of an LMS Pilot

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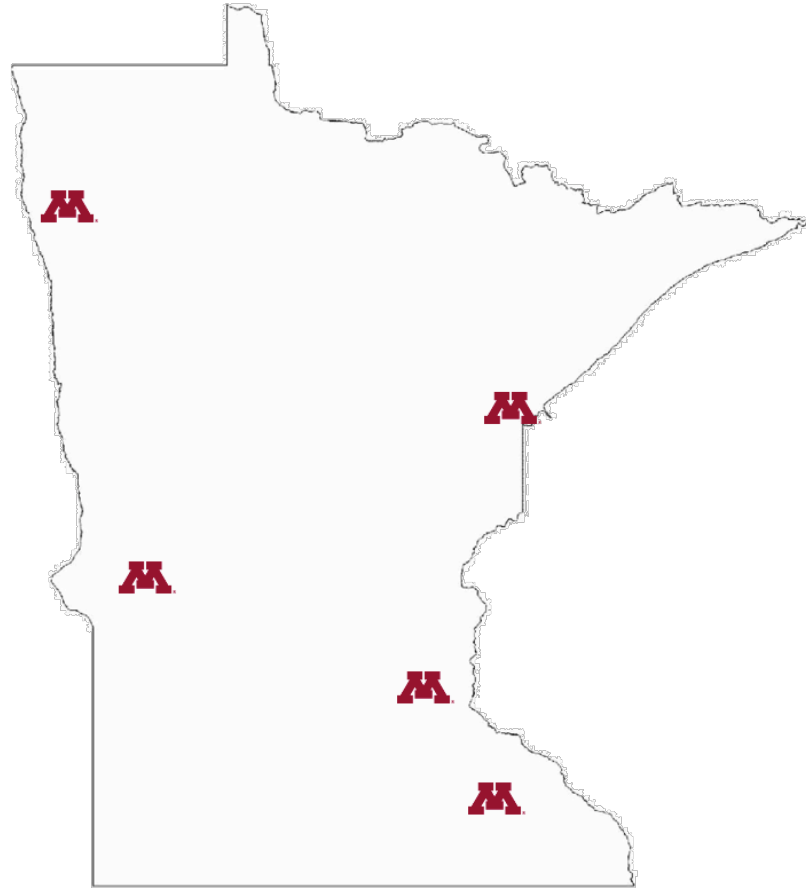
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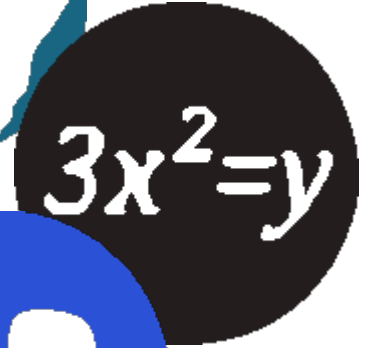Chris Scruton
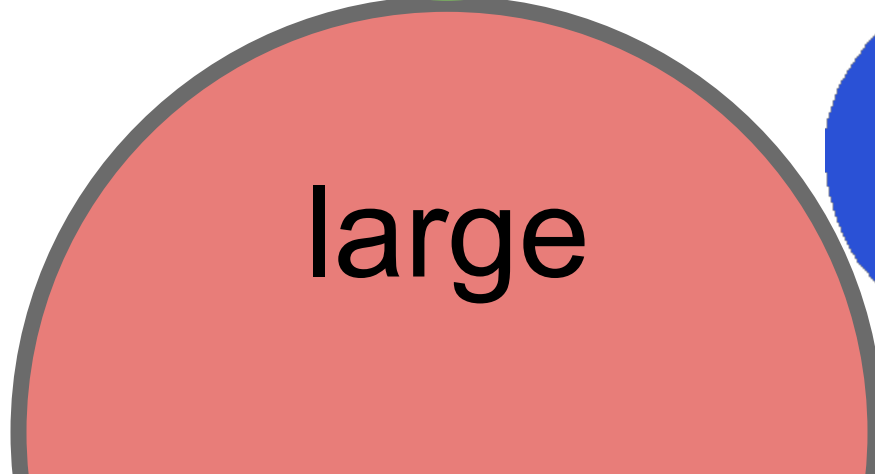University of Minnesota

Scenario

Current LMS (moodle) ? Pilot LMS (canvas)

Challenges: Locations

Challenges:
Course Types

Credit

Credit

small

medium

large

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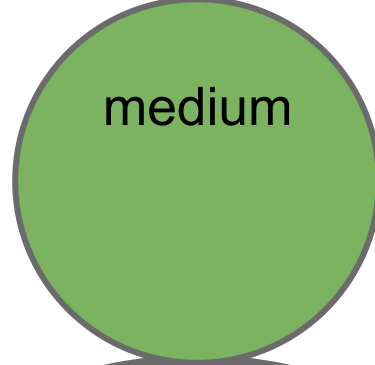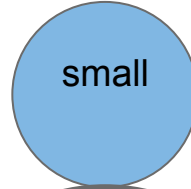
Challenges:
Scaling the pilot
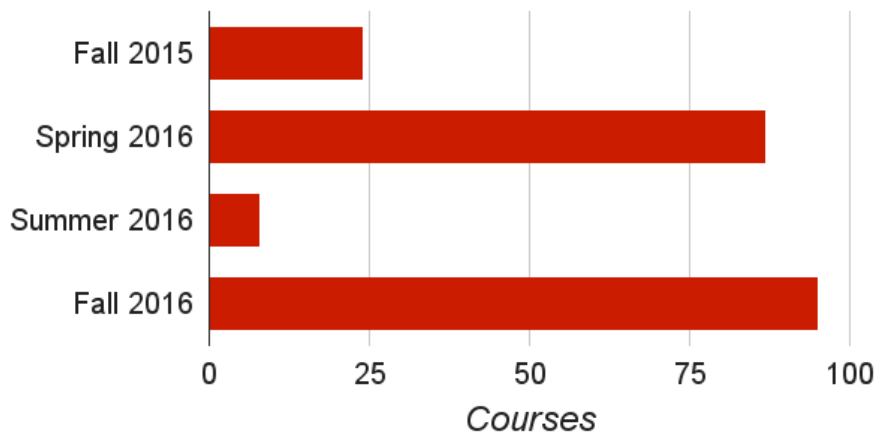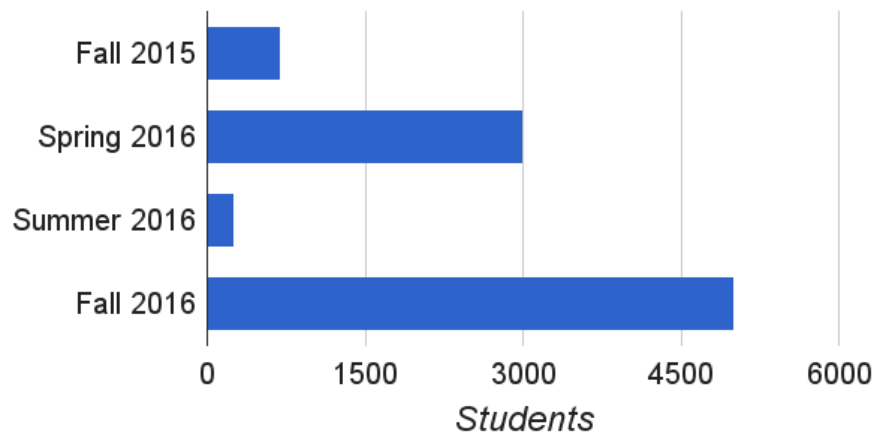
Processes

Organization: Structure

Pilot Project Team

LMS Admin

LMS Admin

Technologist/Designer

Local Support

Technologist/Designer

Technologist/Designer

Vendor Training/Support

Cohort

Instructor

Instructor

Instructor

Instructor

Cohort

Instructor

Instructor

Instructor

Instructor
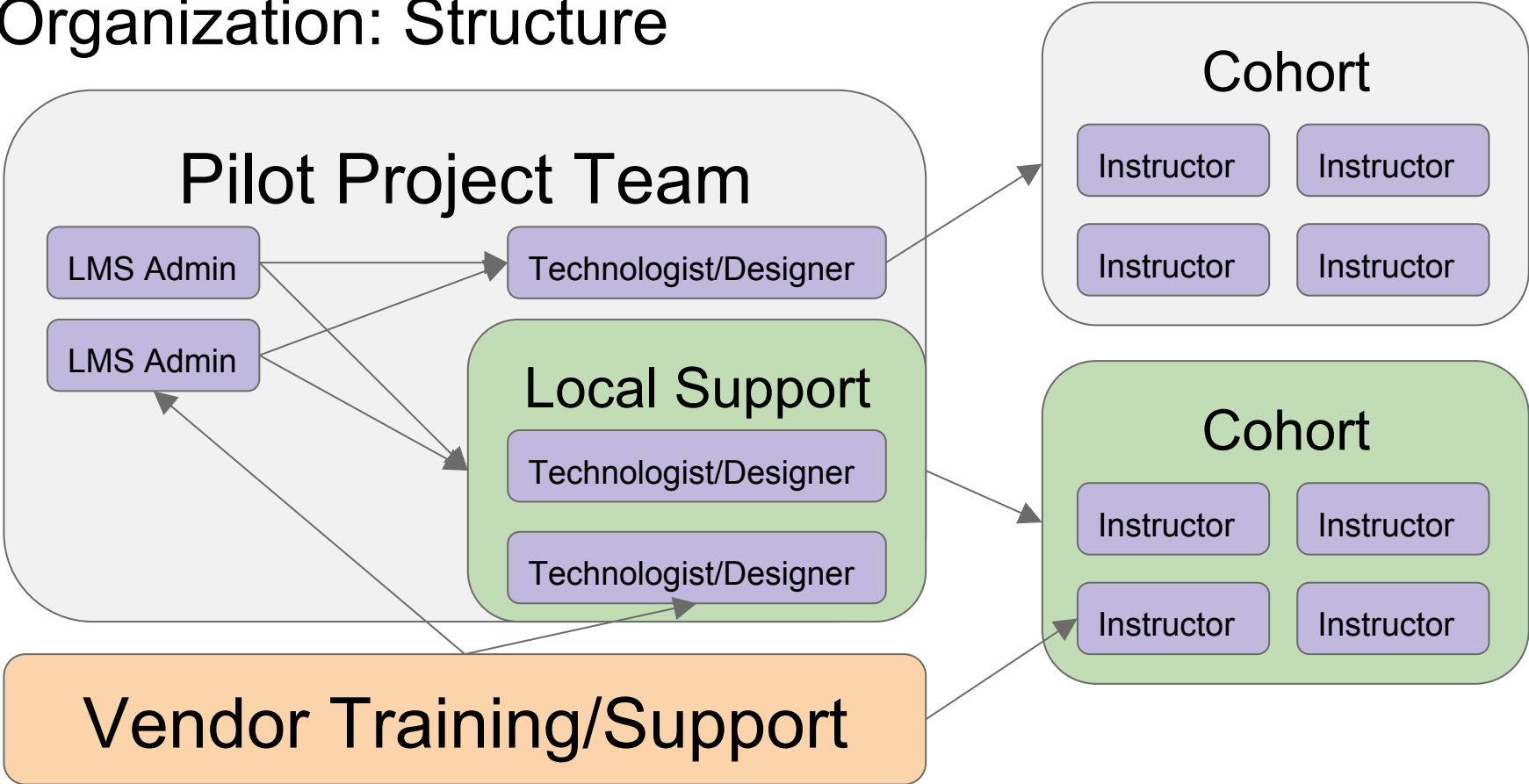
Organization: Communication: Support Team (I)

June 2015

S	M	T	W	T	F	S
	1	●	3	4	5	6
7	8	●	10	11	12	13
14	15	●	17	18	19	20
21	22	●	24	25	26	27
28	29	●				

July 2015

S	M	T	W	T	F	S
			1	2	3	4
5	6	●	8	9	10	11
12	13	●	15	16	17	18
19	20	●	22	23	24	25
26	27	●	29	30	31	

August 2015

S	M	T	W	T	F	S
						1
2	3	●	5	6	7	8
9	10	●	12	13	14	15
16	17	●	19	20	21	22
23	24	●	26	27	28	29
30	31					

September 2015

S	M	T	W	T	F	S
		●	2	3	4	5
6	7	●	9	10	11	12
13	14	●	16	17	18	19
20	21	●	23	24	25	26
27	28	●	30			

October 2015

S	M	T	W	T	F	S
				1	2	3
4	5	●	7	8	9	10
11	12	●	14	15	16	17
18	19	●	21	22	23	24
25	26	●	28	29	30	31

November 2015

S	M	T	W	T	F	S
1	2	●	4	5	6	7
8	9	●	11	12	13	14
15	16	●	18	19	20	21
22	23	●	25	26	27	28
29	30	●				

December 2015

S	M	T	W	T	F	S
		●	2	3	4	5
6	7	●	9	10	11	12
13	14	●	16	17	18	19
20	21	●	23	24	25	26
27	28	●	30	31		

January 2016

S	M	T	W	T	F	S
					1	2
3	4	●	6	7	8	9
10	11	●	13	14	15	16
17	18	●	20	21	22	23
24	25	●	27	28	29	30
31						

February 2016

S	M	T	W	T	F	S
	1	●	3	4	5	6
7	8	●	10	11	12	13
14	15	●	17	18	19	20
21	22	●	24	25	26	27
28	29	●				

March 2016

S	M	T	W	T	F	S
		●	2	3	4	5
6	7	●	9	10	11	12
13	14	●	16	17	18	19
20	21	●	23	24	25	26
27	28	●	30	31		

April 2016

S	M	T	W	T	F	S
					1	2
3	4	●	6	7	8	9
10	11	●	13	14	15	16
17	18	●	20	21	22	23
24	25	●	27	28	29	30

May 2016

S	M	T	W	T	F	S
1	2	●	4	5	6	7
8	9	●	11	12	13	14
15	16	●	18	19	20	21
22	23	●	25	26	27	28
29	30	●				

Weekly Project Team Meetings

Organization: Communication: Support Team (II)

Daily Standups

Organization: Communication: Support Team (III)

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

Rapid Prototyping and Automation

"Hey, I heard from Prof. X that you did Y for her/his course…
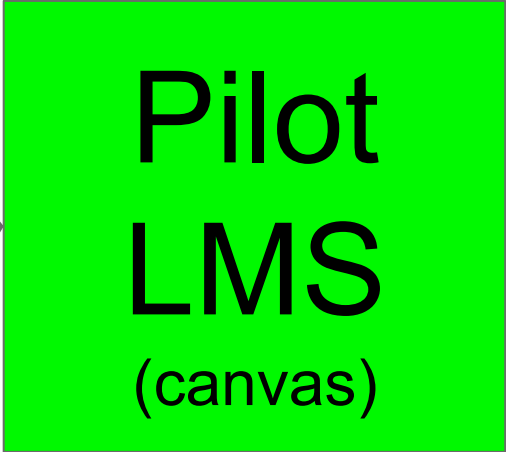
Could you do that for me too?"

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