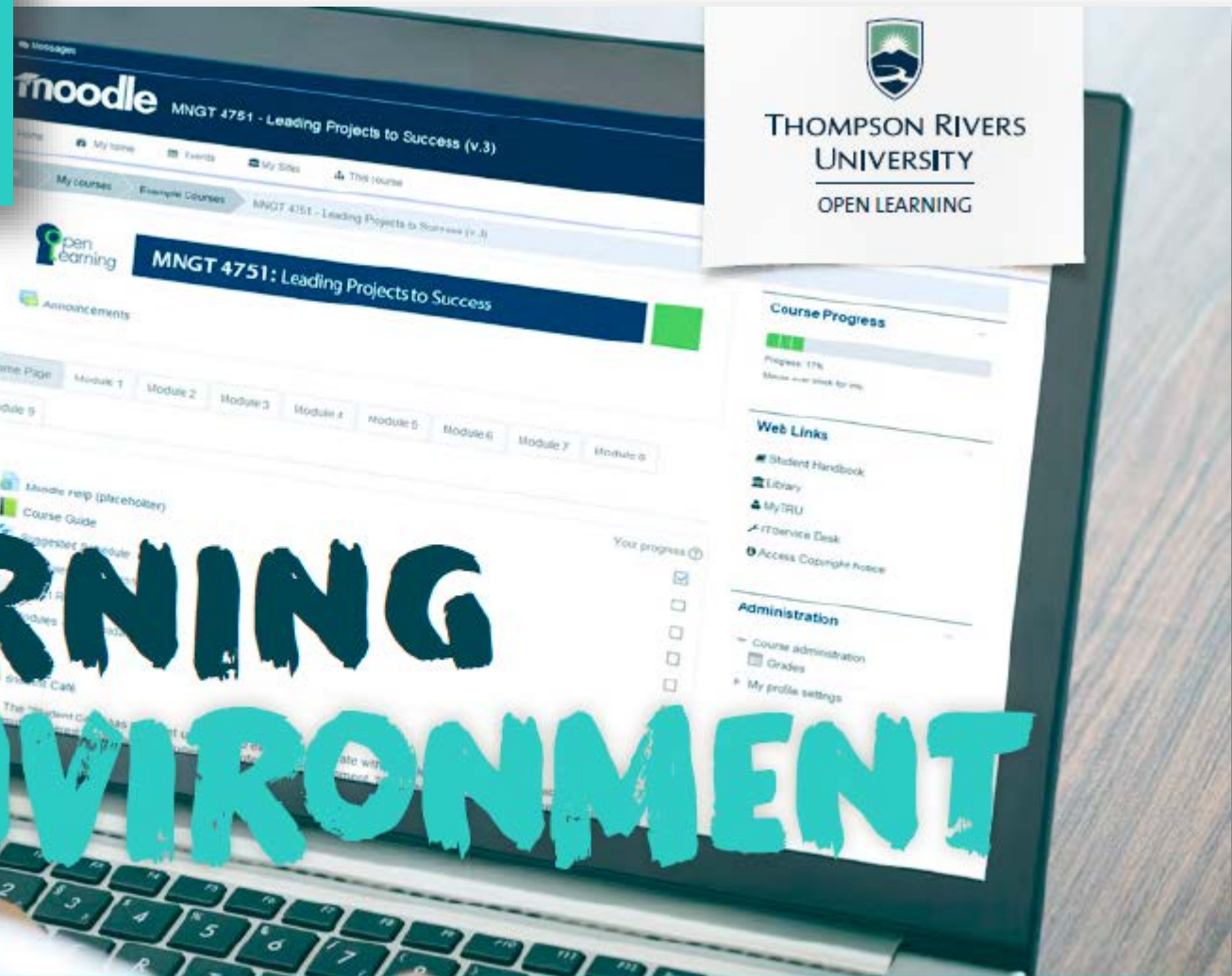"A wonderful student experience makes life easier for faculty and valuable for students."

- Open Learning Faculty Member

THOMPSON RIVERS UNIVERSITY
OPEN LEARNING

LEARNING ENVIRONMENT

Overview

The project goal is to incorporate Moodle and other learning technology that support an enhanced teaching and learning experience. Open Learning, Information Technology Services (ITS) and the Centre for Student Engagement and Learning Innovation are working together on this TRU-wide initiative.

Results (as of July 31, 2016)

- Successful launch of Phase 1
- Paced & continuous course structures and processes define
- Additional technical requirements for Phase 2 developed & tested (auto-enroll, copy content, system for manual override)
- Migration of Phase 2 course content in progress
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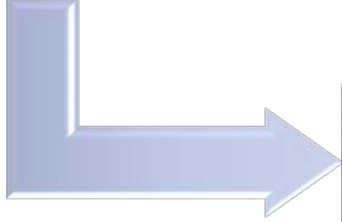
How did we get to this point?

resources in place
- Several cross-functional working groups meeting regularly to review and adjust migration and overall LMS support
- Use cases to increase use of WordPress, H5P and other tools in conjunction with Moodle in development
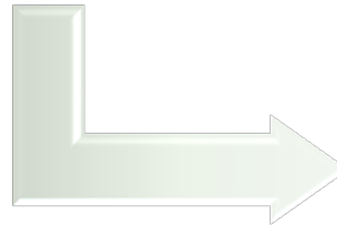
Where we started

Consult

- Recommendation to proceed with small pilot in Moodle made

Plan

- Stakeholder group created in October 2014 to plan for small pilot in January 2015

Implement

Entered here

Why we stopped

Consult
- Recommendation to proceed with small pilot in Moodle

Plan
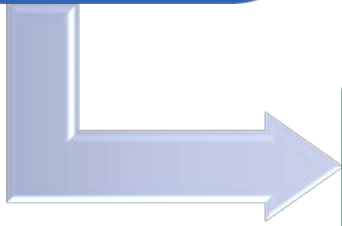- Stakeholder group created in October 2014 to plan for small pilot in January 2015
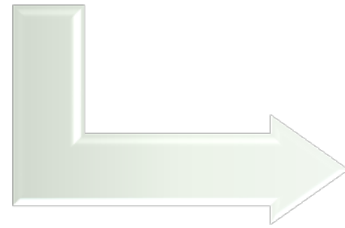
STOP
- Early stakeholder group meetings did not go well
- Stakeholders were expressing reluctance, resistance and uncertainty

How we backed up

December 2015 - Modified SWOT analysis

When we think about good teaching and learning and the technologies that support it:

What do we know (or think we know?)	What do we need to find out?	What do we hope?	What do we fear?

Who/ what we heard

You are not doing the SWOT process correctly.

What about Canvas or D2L? Aren't they better?

What are you going to do with what we tell you?

What training will faculty get?

We tell someone what we need & then they go off and do something else

Do we even need an LMS? What about WordPress?

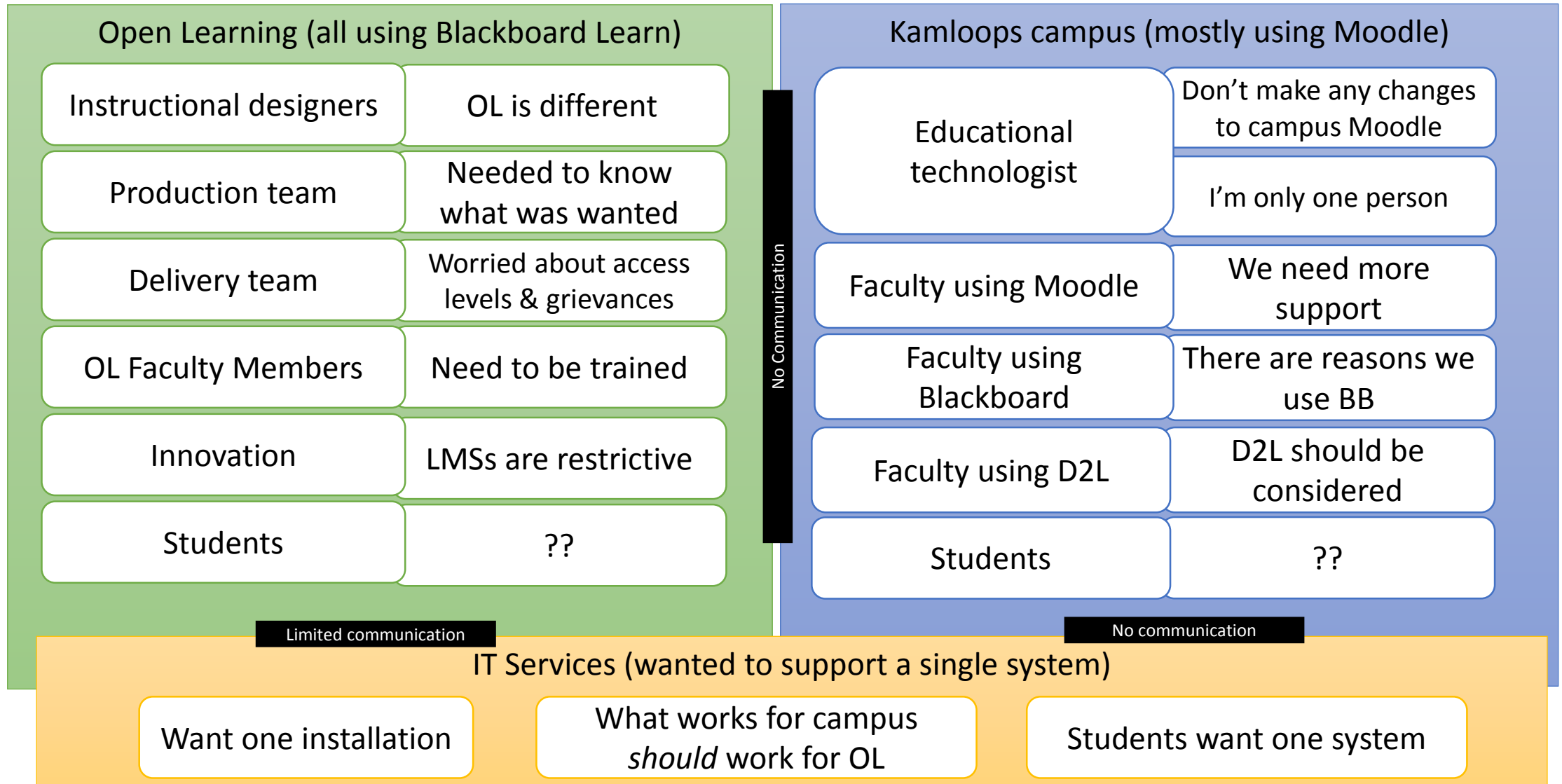Didn't we just complete a Blackboard migration?

We've done this before.

What do students want?

Why can't we just keep using Blackboard?

We need everyone on the same system.

Who/ what we heard

Open Learning (all using Blackboard Learn)

Instructional designers	OL is different
Production team	Needed to know what was wanted
Delivery team	Worried about access levels & grievances
OL Faculty Members	Need to be trained
Innovation	LMSs are restrictive
Students	??

Kamloops campus (mostly using Moodle)

Educational technologist	Don't make any changes to campus Moodle
	I'm only one person
Faculty using Moodle	We need more support
Faculty using Blackboard	There are reasons we use BB
Faculty using D2L	D2L should be considered
Students	??

No Communication

Limited communication

No communication

IT Services (wanted to support a single system)

Want one installation	What works for campus *should* work for OL	Students want one system

Process: who/ what we heard

Open Learning (all using Blackboard Learn)

Instructional designers	OL is different

we had communication & trust issues

Innovation	LMSs are restrictive
Students	??

Kamloops campus (mostly using Moodle)

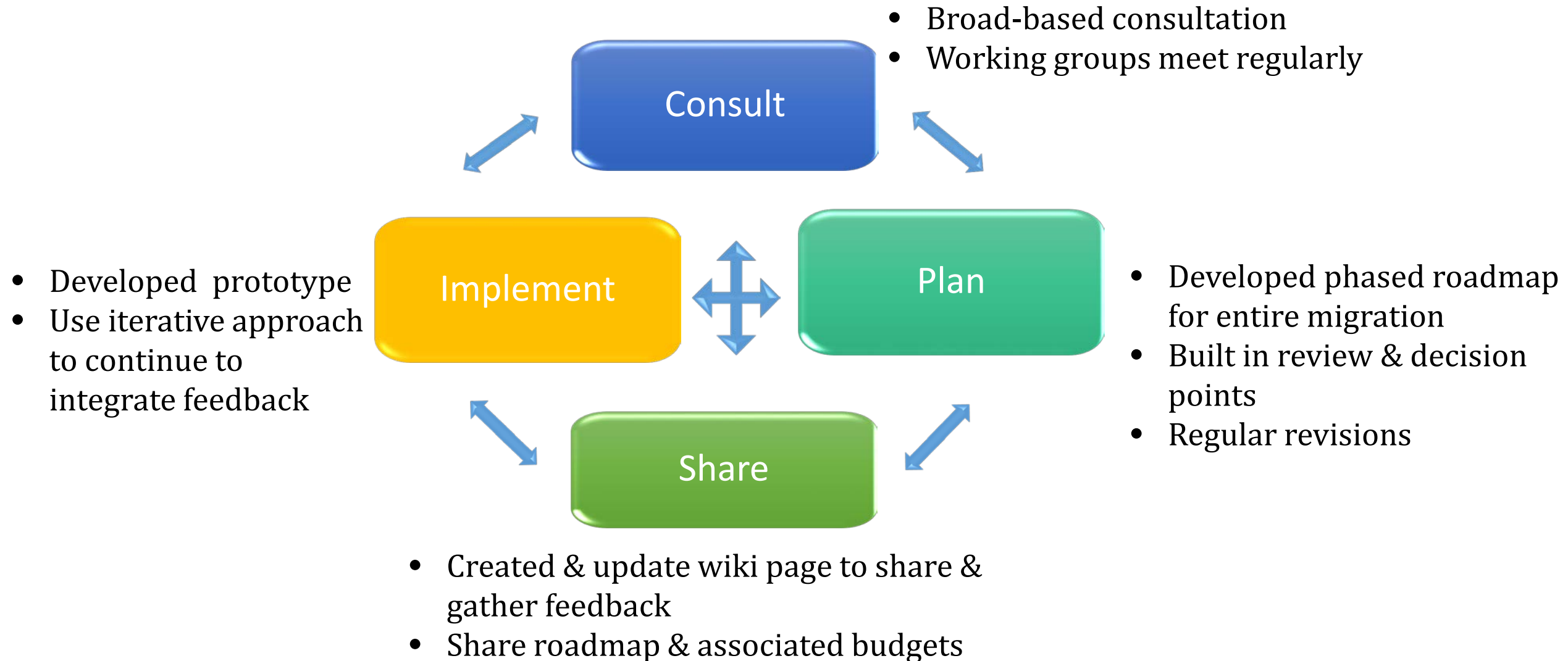| Educational	Don't make any changes to campus Moodle
Blackboard	use BB
Faculty using D2L	D2L should be considered
Students	??

Limited communication

No communication

IT Services (wanted to support a single system)

Want one installation	What works for campus *should* work for OL	Students want one system

How we agreed to move forward

Consult

Plan

Implement

Share

- Broad-based consultation
- Working groups meet regularly

- Developed phased roadmap for entire migration
- Built in review & decision points
- Regular revisions

- Developed prototype
- Use iterative approach to continue to integrate feedback

- Created & update wiki page to share & gather feedback
- Share roadmap & associated budgets

What emerged

OVERALL GOAL	PHASE 1 GOALS	STATUS	OTHER INFORMATION
Implement single learning environment for TRU	Select and run three OL paced courses in Moodle in January 2016	In progress	Three courses have been selected and Moodle shells are currently in development.
Transparency	Create a wiki providing open access to the project process	Complete	http://kumu.tru.ca/Documentation:Learning_Environment
Collaborative process	Make every effort to ensure everyone feels included and has an opportunity to provide feedback during the information gathering phase	Complete	Consultation with: • Seven on campus faculty • Interviewed 10 Senior Open Learning Faculty Members (OLFMs) • OLFM Workshop plenary - 81 feedback packages • Curriculum services session • Two stakeholder kick offs • Expert session with D'Arcy Norman (U of C) • Campus student survey of 55 students • Focus group of five campus students • OL Student survey - 367 students • OL Advisory Committee- Reviewed OL student Surveys 2012-2015 • Eye tracking research • Researched experiences from other institutions
Develop and follow comprehensive project plan	Develop a three-phase plan and a draft of associated costs	Complete	The project plan is currently available in SharePoint. Direct access to the document can be obtained by contacting olplanning@tru.ca.
Assess overall costs associated with a LMS migration (baseline for future)	Develop and approve initial project scope	In progress	Presented to leadership and granted approval to continue to Phase I.
Functioning working groups with diverse representation	Creation of working groups to develop prototype	Exceeded	Learning environment prototype group (OL focus) and Learning Technology group (joint)
Needs assessment and development of system to meet needs	Develop functional requirements based on identified needs	Complete	Development of requirements specifications

What and how we shared...

WIKI

Since this project influences learning across our institution, we are striving to be as open and transparent as possible in our process.

The main page provides:

Goals and Objectives
Project Plan Overview
Information Gathering

The wiki is regularly updated with new information and next steps as the project proceeds.

http://kumu.tru.ca/Documentation:Learning_Environment

PROJECT PLAN

We have created a three phase project plan to support a gradual move from Blackboard.
The project is expected to span four years with a starting date of October 2014 and expected end date of September 2018.

The full working document is available in SharePoint and the O: Drive

Learning Environment Project Plan for Directors_v4

https://one.tru.ca/sites/planning_effectiveness/_layouts/15/start.aspx#/Documents/Forms/AllItems.aspx

...and invited ongoing engagement

In Progress/Next Steps

FEEDBACK AND REVIEWS

We made an extensive effort to reach out to interested parties, including Open Learning Faculty Members and campus faculty, students, TRU World and Williams Lake. The outcomes of our consultations are available on the wiki. We will continue to visit Faculty Council Meetings to provide updates on the project. If you have additional feedback, questions, or concerns please contact us.

PROTOTYPE

The Production team have created protoypes of the first three Open Learning courses to be delivered on Moodle, and are now working on moving the content into production.

LEARNING TECHNOLOGY GROUP

Will be working with OL and Campus to assess, research and administer assistance for Moodle courses.

LESSONS LEARNED:

Working groups were created to ensure all our institutional expertise was directed toward the project.

We strive to maintain regular communication to ensure the community knows progress is being made.

Data analysis is underway and ongoing to create baselines for future research/study/projects, and to ensure design and workflow decisions reflect how the online learning environment is used.

For more information please contact:

Moodlesupport@tru.ca
OLplanning@tru.ca

OL-MCT20363

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What I know (or think I know)

PROJECT MANAGEMENT

administer   solve
chart   prioritize   inform
clarify   analyze   implement
map   organize

communicate   address
budget   design
propose   evaluate   control
manage   plan   schedule
develop   define

CHANGE MANAGEMENT

listen   safety   fail
learn   try   value
support   mentor   focus
transition   lead

reinforce   experiment
reward   encourage
teach   practice   question
explain   tools   process
model   improve

RELATIONSHIP BUILDING

character   honesty
intent   integrity   fairness
openness   authenticity

competence   reputation
care   performance
credibility   results
capability   knowledge

What I know (or think I know)

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team talent

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trust

What I hope to achieve