

LMS Review Taskforce

Meeting Minutes

February 26, 2015

I. Call to order

Genevieve Mathieson Kilmer called to order the regular meeting of the LMS Review Taskforce on February 26, 2015 at 3:01pm.

II. Roll call - Melanie Thompson conducted a roll call. The following persons were present: Please see KWeb Roll Call

III. Approval of Minutes from the last meeting.

IV. Meeting Notes

a. Where are we now with the LMS Review? (A brief history)

b. Report-outs from the sandbox workgroups

- a) Student Experience Work Group – The results for the questionnaire sent to students on the Metro and West campuses are posted on Kweb. The results so no major dissatisfaction with Blackboard. Comments were included with the results. – Diane Gaston
- b) Dean Del Rosario explained that a lot of students access the LMS from home and mobile devices. Students would prefer the same experience on desktop and mobile. Students would like a template of consistent set of buttons for courses. Even if the courses use all kinds of materials to convey content (academic freedom) such as video, links, chat areas, blogs, wikis, or whichever instructors want to use.

It sounds like finding the items below should be found in the same way in al courses:

- where to start,
- syllabus
- assignments
- grades

An LMS with robust mobile access is important. Students experienced issues with all three of the mobile apps tested.

- c) Support Work Group – The work group tested in different browsers and found no significant difference between the browsers. After viewing all the vendor’s sandboxes and the previews of the new user interfaces the work group believe and equal amount of training will be need for any LMS selected. – Susan Berry
- c. Vendor Training Options – We will have about \$100,000 in training funds. The vendors charge about \$3,000 a day for a train the trainer sessions. We can ask Tech Forum for training dollars.

Even if we stay with Blackboard we will need training on the features faculty wants to use and the new user interface. Pat Stansberry asked if we still get training funds if we decide to remain with Blackboard. Yes, we will be going to Tech Forum & Tech Steering to request funds for training replied Sasha. The question was asked by Cindy Potteiger, What is the contingency plan if we don't get the funding we asked for. Sasha's response was, we will have to use internal resources and the designers and technologists on the campuses.

- d. Survey Monkey Results – Susan Berry has posted the Survey Monkey results on Kweb.
- e. RFP Scorecard – The scorecard used the same categories that were used throughout the process. It provides insight into the testing results. It keeps the process transparent. – Dana Walters. Genevieve explained the score for each category and how there is enough difference to see a trend in what people like. Sasha thanked the eLi Logistics Team for their work on the scorecard. She also added that the student results align with the scorecard. George shared that eLi asked him for feedback, and he gave suggestions. He suggested weighing student experience more. He is more comfortable with the scorecard even though it was developed late in the process. Mike Collura requested an explanation of item 13 on the scorecard. Genevieve explained that it is the total of the pre-discussion vote requested in the last meeting.
- f. Consensus Conversation
 - a) Explanation of Consensus Process
 - a. We will be voting on what the best LMS is for Tri-C moving forward. The rating system is 1-6. To reach consensus all must vote between 1-4. This collective decision includes the gut check and wisdom of the taskforce.
 - b) LMS Pre-meeting vote results – We had a total of 21 replies to the Pre-Discussion vote: Canvas 2, D2L 5 and Blackboard 14
 - c) Cultural Considerations – The goal is to decide what the best LMS is for Tri-C using all the data and our cultural considerations. – Sasha Thackaberry.
 - d) Call for Consensus Vote – Sasha explained how the consensus tool worked.

George- sandbox testing of Desire2Learn did not hold up to initial enthusiasm for the product. He experienced confusion about where things were, where to find them, and felt frustrated and panicky. This experience showed things that are in Bb that he didn't realize. This experience has helped us understand how a student experiences and LMS with little training. Training or retraining someone on a new system can be daunting; contents must be essential and key things must stand out. We know that Bb did not have the new version available but he appreciated seeing the galley version of Bb 2015, and was glad to see feedback was being listened to (as with their competitors, i.e. Calendar alerts, changing course view, allowing classic view, etc.) Blackboard has not remained static. There is a good sense of new market among students, who need mobile devices and access. He wonders about institutions that migrate away from Bb: we spent 20 years with Bb, we know what's

wrong with it and how to get around it. This isn't just a decision based in fear of change. We want to protect our investment. There is depth and logic behind what he feels.

Emily came into it in the similar way. She was excited about some of the possibilities, but found BrightSpace very difficult to overcome. She participated in impromptu sandbox testing on BrightSpace and experienced frustration in terminology differences and in organizing a course sight in a way that made sense. Investment in this is a new system would be an extraordinarily difficult thing to do. You can put a limited number of files within files i.e. folders, would not be able to get a lot of benefit from this structure. Canvas was the same way, but seemed to have a different structure than the other systems.

Mike - proposes we start the consensus vote. He suggests we vote to remain with Blackboard as our LMS.

Sasha - I want to make sure everyone has the opportunity to share comments and/or their progression in thought process. This is our last opportunity to do so before the decision. She also felt that Canvas has significant navigational challenges

Pat - I speak as a member of the CLOA committee (that may become a Governance Committee). Canvas and BrightSpace could do course and program level outcomes, but Blackboard is the only one that can do true system-level institutional assessments. With the others you could make it work, but they don't have a system in place

Susan - In terms of outcomes Brightspace could do the instructional outcomes. With Blackboard there are institutional reasons outcomes are not turned on. I still think D2L is better, but not based just on outcomes.

Genevieve - I thought both D2L and Blackboard had products to meet our needs.

Sasha - One of the schools that moved to Canvas commented about the limitations of the organization of Canvas. Canvas is organized from a student perspective. It is not how faculty want to use it. Students don't care about outcomes at an institutional level. Sasha reminded the group that they cannot share their thoughts at another meeting. This is it the decision meeting.

Genevieve - D2L gave us the out of the box product to sandbox. We found out later that terminology could have been customized, which was disappointing. Some fundamental tools in each system were turned off.

Ken - I tested on all three platforms and experienced no significant difference. One was easier to navigate. The end user experience is sort of the same for each. The tools that are available get the job done. The survey shows that trend. I would have chosen D2L, from practicality standpoint Bb is what everyone is leaning toward. I changed perspective due to vote I concur with George and Emily after their sandbox experience

Cindy - Bb Collaborate was turned on in the test system. Will it be turned on in the Bb system if we purchase it?

George - Stability and reliability seem to have been taken away in other LMSes, but Blackboard had it already. Canvas and D2L are simpler because they took things out. For example, you can't load two files at same time. If you want to save files in two different formats of that same file it's not possible. You lost that control. It wasn't the fancy things that did it for me. I came to expect the reliability. In some cases didn't know where to start with other two. Blackboard allows us to maintain the knowledge and investment in the system.

Sasha-Bb Collaborate is not going to be turned on in the standard Bb system because it is a separate product and cost.

Standish - Cisco WebEx will integrate with any LMS. WebEx is similar to the Bb Collaborate tool you tested in Blackboard. We can fund in FY16. Right now there are only a limited number of Adobe Connect licenses.

Sasha – An enterprise wide system would fill need we have right now at the college.

Cindy – The faculty needs a conferencing tool. As long as the need is being addressed, am fine.

Genevieve – Sandboxes included the core product of all three LMS systems.

Genevieve-Yes it will be

Susan-Bb Analytics, with Argos

Genevieve - Outcomes and analytics are separate, an add on

Pat – We are ready to end use of TK20.

Susan - We can achieve some analytics with Argos.

Jerry – Request analytics during negotiations.

Diane – When I think back on my initial introduction to Blackboard I had to learn to use it. Brightspace it not intuitive from a student perspective.

Cindy – We should note Bb scored lower on social tools and calendar.

Genevieve – Blackboard is taking notes on what other vendors have been doing. In future versions of Blackboard we will see changes.

Diana – Calendaring is something students are paying a lot of attention to. We need to understand how this fits their needs.

Susan - It is unfortunate that people didn't test certain tools because they weren't turned on. There are more social tools we can use in Blackboard.

Sasha – The Mindwires survey core features were discussion forum, assignment, assessment, and hosting files. The data suggests social tools are not as important to our faculty right now.

e) Consensus vote taken. Consensus was reached. The details of vote are available on Kweb.

V. Statement of LMS Review – The recommendation is to remain with Blackboard.

VI. Communication Plan – Please do not communicate the recommendation until the official message is sent.

VII. Adjournment by Sasha Thackaberry at 4:19pm