CHANGING YOUR LMS
DOESN’T HAVE TO BE SCARY

Join the conversation on Twitter: #LMSMigration
Today’s Speakers

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Before We Begin

• We are using Adobe Connect. Please enter questions in the text field at the bottom of the Q&A window.

• We are monitoring the discussion and will try to bring the Q&A comments into the conversation.

• We will not use the “raise your hand” feature.

• We are recording the webinar; the webinar archive and slides will be available later today.
A Quick Poll About Your Campus

What’s the Status of the LMS at Your Institution? (Choose one response that best describes your campus)

1) I anticipate no change in our current LMS platform in the next 1-3 years.

2) I anticipate we may change LMS platforms in the next few years, but we have not begun the conversation about doing so.

3) There is a little discussion about changing LMS platforms, but nothing formal about an institutional review of our current LMS.

4) We have begun a formal institutional review of LMS platforms and options.

5) We are in the middle of a transition to a new LMS platform.

6) Not applicable to my institution.
REASON FOR LMS EVALUATION

- Blackboard campus since 1998-1999
- Faculty outgrowing it (some happy, some felt no longer served purposes)
- New governance committee for education technology prioritized evaluating a new LMS

- Switched from WebCT to Angel in 2009
- Angel was being discontinued; needed a replacement
FORMED COMMITTEE
Including faculty from every division, online learning staff, tech services staff, and a Dean

IDENTIFIED “MUST HAVES” IN AN LMS
Mission critical vs. wish list, rainbows and unicorns

RESEARCHED THE MARKET
Extensively researched multiple options (Canvas, Blackboard D2L, Moodlerooms), including webinars, demos, LMS days (regional event), on-campus demos.

PILOTED TOP CHOICES
Canvas and Blackboard were top choices; piloted both LMSes with faculty and students.

DECISION
Held vote; results unanimous for Canvas. Chose Canvas and began limited rollout immediately.
THE EVALUATION PROCESS: Northwestern

FORMED COMMITTEE
Educational Technologies Advisory Committee appointed LMS review committee with representation from every division – central IT staff, the library, distance learning.

PILOTED INITIAL LMS

EXPLORED ALTERNATIVES
Explored alternative options including Canvas, Blackboard, and Desire2Learn (Brightspace)

PILOTED CANVAS
Piloted Canvas with 15 faculty in fall 2013, and 25 faculty in winter 2014; gathered feedback from pilot participants.

DECISION
Chose Canvas based on feedback. Choice was clear, so we were able to speed up the funding process for the new product (Canvas).
THE DECISION: Richland

- One-price pricing model
- Innovative features and design
- Single version, rolling updates
- Cloud-hosted
- Instructure team
- Had all “must haves” AND rainbows and unicorns
Faculty pilot participants responded 15 (yes) to 1 (I don’t know) when asked: “Should the University switch to Canvas?”

Pilot faculty responses to switch/stay question (fall 2013)

- Stay (0%)
- Switch (93%)
- Don’t know (7%)

Wouldn’t need to tend to system ourselves

Same reasons as Richland
MIGRATION PLANNING: Richland

- Built timeline for Angel to Canvas migration
- Identified and planned for the most critical factors for success: development of students, faculty training, and course migration
- Lots of communication and collaboration
MIGRATION PLANNING: Northwestern

PLAN

Built two timelines: (1) Rolling out Canvas, and (2) Decommissioning Blackboard

KNOW LIMITS

We weren’t staffed to move material for faculty, which meant we had to teach them to do it themselves.

FOCUS ON USERS

Knowing and understanding our users allowed us to be more effective. Our students didn’t need as much help, so we focused on our faculty who needed introductions, in depth training, and multiple methods of getting help (workshops, consultations, drop-in hours)
MIGRATION PROCESS:

RICHLAND COMMUNITY COLLEGE

- ~1 year transition to Canvas
  - Angel contract deadline forced quick rollout
- Online Learning Taskforce
- Overall transition very easy (could have been quicker if needed)

NORTHWESTERN UNIVERSITY

- ~1 year transition to Canvas
  - BB contract deadline forced quick rollout
- Canvas Transition Committee
- CANDUITS
  Canvas Distributed University Instructional Technology Support
MIGRATION – THE HOW: Richland

The most critical components for success, included:

1. Getting Jenzabar (our SIS) to play nicely with Canvas
2. Customizing the platform
3. Communicating changes
4. Creating the training materials

“Making the change was much smoother than anticipated. In fact, it was much more difficult switching from WebCT to Angel, than it was going from Angel to Canvas.”
MIGRATION – THE HOW: Northwestern

The most critical components for success, included:

1. Integrating Peoplesoft with Canvas
2. Working out an account structure
3. Building out a detailed transition plan
4. Creating an overall communications plan
ROLLOUT: Richland

- Unbridled enthusiasm!
- Created “Top 10 Time Savers in Canvas” list for faculty
- Shared user feedback from the pilot
- Internal marketing, included:
  - Drink stickers
  - Articles in the school newspaper and newsletters
  - Newsletter articles
  - “Countdown to Canvas” clock
  - Posters/flyers
  - Table tents
  - Canvas information cards at registration and advising
  - Video promo
  - Emails
ROLLOUT: Northwestern

Three-Part Communications Plan
Workshops, events, and lots of surveys
Internal Marketing that included:

- Website and videos
- Posters and bus ads
- Digital signage
- Emails, blogs, and twitter
- Tech Talks (webinars)
- Canvas Minute
- Countdown clock on dual login page
ADOPTION: Richland

DRIVING ADOPTION AND USAGE

- Departmental Meetings
- Informational Demos
- Q&A Sessions
- Online Training Resources
- Online Learning Taskforce
- In-Person and Online Assistance
- Publicized Survey Results
- Internal Marketing
MEASURING PERFORMANCE

HOW DO YOU MEASURE SUCCESS?

- Data!
- Usage and satisfaction rates
- Type and amount of Canvas help tickets

USAGE COMPARED TO PREVIOUS LMS

- RICHLAND: 90% of full-time faculty use Canvas; 85% of all students use Canvas
- NORTHWESTERN: Difficult to quantify

SUPPORT COMPARED TO PREVIOUS LMS

- RICHLAND: Significantly fewer help desk tickets; tickets submitted are for higher level needs
- NORTHWESTERN: Tracking out-of-work hours requests
LESSONS LEARNED...

Anticipated vs. ACTUAL Challenges

- Anticipated difficult for faculty to mentally switch from how we did things in our previous LMS to how things are done in Canvas. Wasn’t really an issue. Everyone kept saying how intuitive and easy it was to do things in Canvas.

- Anticipated faculty not “getting the memo,” but have seen little evidence of that.

- Anticipated greater social media engagement, but there isn’t much at Northwestern.

WAS SWITCHING WORTH IT?
LESSONS LEARNED...

IF YOU HAD TO DO IT OVER AGAIN, WOULD YOU CHANGE ANYTHING?

<table>
<thead>
<tr>
<th>RICHLAND</th>
<th>NORTHWESTERN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Happy with how things went!</td>
<td>Move even faster!</td>
</tr>
</tbody>
</table>

ADVICE FOR THOSE CONSIDERING MIGRATING TO A NEW LMS?

- Ensure right people at the table when planning and evaluating
- Don’t evaluate features, look for bigger picture
- Focus on communications
- Don’t underestimate the power of planning
- Think about disaster planning
ADDITIONAL RESOURCES

• Richland Rollout Plan: http://j.mp/richlandrollout
• Richland Mandatory Orientation Plan: https://community.canvaslms.com/groups/admins/blog/2015/04/14/orientation-programming
• Richland’s LMS Course Migration Guide: https://community.canvaslms.com/groups/lms-migration/blog/2015/08/03/start-from-scratch-in-canvas-or-import-from-angel
• Northwestern Canvas Blogs: http://lmsblog.it.northwestern.edu/
• Northwestern Transition Website: http://www.it.northwestern.edu/about/it-projects/learning-management/index.html
• Northwestern Transition Archive: http://www.it.northwestern.edu/about/it-projects/learning-management/initiative.html
RESOURCES AND REFERENCES

NORTHWESTERN’S ROLLOUT TIMELINE GOAL

SUMMER 2014
GOAL
15% of all summer classes on Canvas
• all summer classes in Law on Canvas
• Support systems and workshop offerings established
• Schools finalize transition plans

FALL 2014
GOAL
25-50% of all fall classes on Canvas
• all fall classes appear in both Blackboard and Canvas
• all new faculty learn Canvas
• Programs and units begin transition to Canvas
• Individual faculty can opt-in at any point

WINTER 2015
GOAL
75% of all winter classes on Canvas
• custom courses are provisioned in Canvas

SPRING 2015
GOAL
100% of all spring classes on Canvas
• no new classes on Blackboard
• Blackboard phase-out planned

SUMMER 2015
GOAL
Phase out Blackboard
• Blackboard data archived
• All courses running on Canvas
FINAL QUESTIONS FOR TODAY’S SPEAKERS

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