VANDERBILT
UNIVERSITY

Blackboard Faculty Advisory Committee
March 12, 2015

AGENDA:
1. CFT Assistant Director for Educational Technology
    a. Finalist interviews in March. FAC participation?
2. Migration to managed hosting
    a. Now complete, except for a handful of courses over 4GB in size.
    b. Feedback on performance?
3. Summer upgrade
    a. Aiming for Monday, June 1st. Any concerns?
    b. Faculty outreach plans. Suggestions?
        i. Brief presentations at faculty meetings
        ii. Invited workshops for departments or schools
        iii. Open workshops for faculty and staff
        iv. Targeted consulting for power users
        v. Drop-in consulting?
        vi. On-demand, online resources
        vii. New faculty orientation in August
4. Tools to make available?
    a. Badges & Achievements
    b. Cloud Profiles
    c. Discussions – Avatars?
    d. Rubrics
    e. Social Learning
    f. Others?
5. Policies to implement on the new system?
    a. Course size limit: 1GB.
    b. Other policies?

Attendees: Derek Bruff, Cliff Anderson, Jesse Blocher, Melissa Gresalfi, Timothy Hanusa, Michael Hime, Greg Kyle, Kelly McGill Barrett, Abby Parish, John Rafter, Larry Reeves, Jerry Roth, Suzanna Sherry, Craig Smith

Absent: Cynthia Cyrus, Brett Benson, James Byrd, Heather Davidson, Mavis Schorn, Virginia Scott

MINUTES:
1. Update on search for CFT Assistant Director for Educational Technology
    a. Three finalists are coming to campus to interview for this position
    b. It is critical for this person to interact well with faculty, therefore, we still have several opportunities to be involved with this process. We need faculty feedback on candidates.

2. Migration to managed hosting
    a. The transition happened over winter break to the new servers of Blackboard.

    b. We have been monitoring the situation; we have had a few issues, but it has drastically improved.

    c. Feedback on performance:

        i. It is still very slow with Internet Explorer. Using Blackboard on Chrome, you can't cut and paste with the mouse, you must use the keyboard shortcuts. But on Chrome, response times are great.

            1. When we upgrade this summer, it may resolve this issue.

        ii. There are two different accounts of Blackboard users (regular and g_bb account). Prior to the migration, you had to log in differently. That doesn't happen anymore. You can click the link now.

        iii. Would like to bookmark the login page. Don't want to have to click the link to get onto the login page.

        iv. Comment from committee: Blackboard is much faster; able to use in class again where before the migration, use in the classroom was not possible.

        v. Question between 1 and 4 GB, we are working with the exceptions. A course bigger than 4 GB couldn't come over from OAK and into Blackboard.

        vi. Kaltura, ideally, should add new video content tools so the owner of all of the content can share the "ownership" with others.

            1. We are trying to come up with a way to give ownership to someone else in Kaltura courses. Concern: faculty need to "own" things that were previously "owned" by learning coordinators.

        vii. How can we make a controlled environment of "owning" various copies while avoiding copyright issues?

            1. Gate-keeping function helps against having multiple copies of the same video. We are trying to find a way to share media files without going through the Help Desk.

        viii. There were some things that were lost during the transition from OAK to Blackboard— some attachments were lost off, but the copies were still on the faculty computers, so they could replace them on Blackboard.

        ix. Overall, the transition brought huge gain and benefits, but wasn't seamless.

3. Summer upgrade:

    a. We are running the October 2012 version of Blackboard—we are very out of date with the latest upgrade of Blackboard. The October 2014 upgrade has some issues (bugs), therefore, we are going to upgrade to the April 2014 version since it is known to be better than October 2014.

        i. Question: Why not April 2015 version?

            1. Answer: Too risky, not stable enough.

    b. April 2014 user interface will not bring huge changes, but there will be some small changes. This also brings with it the opportunity for us to turn on some tools that we might be interested in turning on. These tools could change the experience a little bit—do we want to turn these on?

        i. New tools that could be made available: badges & achievements, cloud profiles, discussions (avatars?), rubrics, social learning, and others

        ii. Comment: It is better for faculty if we make small changes at a time

    c. Upgrade timeline: Changed from Monday, June 1st to Sunday, June 7th after discussion with the committee (committee prefers the upgrade over a weekend and after the first week of summer classes rather than on the first day before classes start).

        i. System will be down for 12 hours for the upgrade to the April 2014 upgrade. We will start at 8:00 p.m. and it should be complete by 8:00 a.m. on Monday. Blackboard is experienced doing this kind of upgrade. It could take longer than 12 hours, but that possibility is small.

  ii. Question: Will faculty's summer courses still be on Blackboard the way they left them?
    1. Yes, when faculty log in the next day (after June 7th), all things will still be there—just an update, not moving things anywhere.
  iii. Suggestion: Make the Blackboard page read: "Upgrade in Progress- please check back on <u>this day at this time</u>".
  iv. Comment: VUIT Help Desk should be ready for an onslaught of faculty questions during beginning of August because they didn't look at Blackboard at all during the summer.
 d. Faculty outreach plans: Suggestions from committee:
  i. Get on faculty meeting agendas to tell them the upgrade is coming. Tell the faculty about new tools that are coming/ positive things about the upgrade, along with where to get more information.
  ii. For departments or Schools that are interested, set up a time for faculty to see the new system in staging fairly soon in the process so we can show the faculty what the new system will look like.
  iii. CFT staff should come to faculty and walk them through it. There should be a blend of technical and pedagogical perspectives when teaching faculty how to use the upgraded system.
  iv. The CFT should get on faculty agendas now if you want to speak to them in April because faculty don't have faculty meetings during the summer. Might want to pick up again in August.
  v. Let faculty know where the resources are and that the CFT can come to them and have some follow-up lessons on how to use it.
  vi. In Peabody, the best way to show faculty how to use it is to have someone very educated on the new upgrade (IT person) help faculty in the weeks preceding August classes.
  vii. It is important how you frame the trainings of the Blackboard upgrade: it's important to frame it as "We can show you how to make your life easier/ help you save time", instead of, "come see this new tool".
  viii. Can tailor the pedagogical needs to the people in the room. Use pedagogical examples.
  ix. Train colleagues so they can teach their peers and advocate for a go-to person in each department
  x. We are hoping to have CFT new hires to perform full-time Blackboard tech support. Ideally, individuals could contact them by online chat, email, phone, desktop sharing, etc. to get help (new Assistant Director of Educational Technology will supervise them). They will have admin access to blackboard@vanderbilt.edu and a phone call hotline. Department technology staff will be able to access them as well. Support will be better when we have people who do Blackboard support 100% of the time.
  xi. Faculty want a direct link to the Blackboard tech staff—start thinking of ideas for how the help line is structured for faculty to speak with very knowledgeable Blackboard support staff—this would be the Blackboard experts' full-time jobs.

Next meeting:
- Demonstrate/ look at the available tools
- Discuss pros and cons of turning some of the tools on