

CCLE: Project Oversight Group

Update to the ITPB

February 22, 2007

Membership: Julie Austin (SEAS), Annelie Chapman (CDH), Mike Franks (SSC), Lisa Kemp Jones (CLICC), S. Kumar (Anderson), Michelle Lew (OID), Rose Rocchio (OIT), Ruth Sabean (OIT), Stephen Schwartz (Library)

Timeline: Spring Quarter 2007

1. "Alpha" Service for 10-15 faculty from potential early adopter academic units (see attached list).
2. Out-of-the-box Moodle functionality plus core integration.

Overall Process:

The Project Oversight Group has been working since mid-fall 2006 on planning the components of an implementation of a CCLE service. Following the decision by the FCET for UCLA to use Moodle as the software platform on which to build the CCLE, the team began to focus on the work of providing a test service, "the alpha service" for early adopters by spring 2007.

While the work is, of necessity, intertwined, the group has organized its efforts around six areas. UCLA participants from across the campus are working on these subgroups. It is a working assumption that these groups are likely to change after the alpha implementation of the CCLE.

Area 1: Systems Operation

The purpose of this subgroup is to define and plan the provision of the CCLE system and system administration service for alpha, beta and phase 1 production. The test site is available for experimentation by any UCLA faculty and staff member. Visit: <http://www.ccle.ucla.edu>.

Goal for Alpha Service: leverage existing resources to provide both a stable production server and a development server to enable testing while future hardware needs are determined.

Work in progress:

1. Surveyed other large Moodle sites regarding architecture and lessons learned.
2. Brought up an experimental Moodle service which will transition into an Alpha Moodle service.
3. Developing proposal for production system architecture
4. Developing definition of systems administrator roles
5. Analyzing pros and cons of alternative system configurations for development, testing, staging and production.
6. Met with the Applied Security Task Force representatives and discussed a plan to do security penetration testing.

Contact: Rose Rocchio, ATS and Stephen Schwartz, Library

Group members: Jose Hales-Garcia (Statistics), Pete Nielsen (ATS), Daye Rogers (GSEIS), Ed Sakabu (ATS)

Area 2: Systems Integration

The purpose of this subgroup is to achieve integration of UCLA's implementation of Moodle with authentication, course rosters, digital library resources, and myUCLA.

Goal for Alpha Service:

- 1) UCLA Login Authentication via Moodle Shibboleth Module, along with local Moodle accounts for special cases and non-UCLA people.
- 2) Registrar data feed to Moodle for close to real-time class rosters.
- 3) Library Reserves linked from each class site if they have reserves
- 4) MyUCLA Gradebook transfer by downloading Moodle Grades with UID# included as CSV file, for upload to MyUCLA Gradebook.
- 5) Feedback Form on all class sites, for students to report problems to support group, collecting details like browser type, IP address, etc.

Work in progress:

- 1) Shibboleth
 - a) UCLA Shibboleth Identity Provider now has permission from Registrar to release student UID#s to us (this was essential).
 - b) test server configuration for bilateral federation set up and it allows authentication but fails on delivering attributes. We're waiting on AIS to open some ports.
 - c) we've made contact with U. Wisconsin School of Business that has done exactly what we want to do
- 2) Registrar Data
 - a) identified Moodle Enrollment Plugin to External Database as what we need, and Statistics Dept. already doing close to what we want.
 - b) identified short-term plan for almost real-time roster data, but still working on long-term plan (scalable)
- 3) Library Reserves
 - a) already have data from Library, on daily basis, so just need to learn how Moodle can have auto links with different SRS#s and TERMS, depending on course.
 - b) found Learning Resources Block that seems like it might do this, but haven't tried it yet.
- 4) Feedback Form
 - a) identified Trouble Tickets module from Humboldt State, that GSEIS uses successfully.
 - b) installed and configured but haven't got it working yet

Contact: Mike Franks, Social Sciences Computing

Group Members: Harsh Desai (CDH), Bruce Dumes (College Information Systems), Mike Franks (SSC), Andy Kohler (Library), Donald Leeper (Arts and Architecture), Mauro Leonardo (Physics and Astronomy), Warren Leung (ATS), Joseph Lierl (ATS), Datta Mahabagiri (ATS), Pete Nielsen (ATS), Albert Wu (AIS)

Area 3: Functionality

The purpose of this subgroup is to develop detailed knowledge and share expertise in the use of Moodle functionality with a focus on how best to implement the UCLA general requirements and specific needs of academic units.

Goal for Alpha Service:

To determine basic tools required, and verify functionality.

Work in progress:

- 1) Identified functionality requirements of alpha participants.
- 2) Verifying functionality of system to meet Alpha requirements, including multi-language features, forums, chats, limited group functionality, branding.
- 3) Determining function and definition of "roles," assignments and tests/quizzes. Expected completion by March 1.
- 4) Identify second-tier functionality such as direct (not via the website) delivery of email to a group, and verification of compliance with copyright restrictions when uploading files.

Contact: S. Kumar, Anderson

Group members: Jose Hales-Garcia (Statistics), Howard Kim (Anderson), John Lynch (Humanities), Rose Rocchio (OIT), Martin Simon (Physics), Caroline Tam (SSC), Juan Tan (Public Affairs).

Area 4: Migration

The purpose of this subgroup is to define, plan and support the implementation of the migration work required to move existing course and project data into the Moodle environment.

Goal for Alpha Service: To assess the needs of the Alpha participants, migrate their data from an existing system (if any), and assess the process to determine steps required to serve a wider range of participants.

Work in progress:

1. Drafting a migration assessment (set of interview questions) to assist instructors and CCLE support staff in evaluating whether, when and how best to opt into the CCLE.
2. Interviewing alpha instructors regarding migration, setup and training needs for the Alpha test phase, to be completed 2/23.
3. Testing WebCT-to-Moodle and Blackboard-to-Moodle conversion scripts for possible use in Alpha phase.
4. Gathering research on who in the Moodle community has experience and recommendations to share about readying instructors for a pilot and/or migrating from one LMS to Moodle.
5. Coordinating support needs for Alpha with the Support SG.
6. Created Alpha participant list and course list for Spring 2007 Alpha test phase.

Contact: Annelie Chapman (CDH)

Group Members: Harsh Desai (CDH), Scott Dicks (Nursing), Kristin Hartman (Life Sciences), Pete Nielsen (ATS), Vincent Riggs (Public Affairs).

Area 5: Support

The purpose of this subgroup is to develop information, training, and help desk support for faculty, students, and IT staff who plan to use the CCLE.

Goal for Alpha Service: to develop training and support mechanisms for the Alpha group, involving participants in the process in order to build robust support systems going forward.

Work in progress:

1. Identified local support contacts for the Alpha participants and invited them into the Support group as active participants.
2. Set up cclhelp@ucla.edu as a primary contact email address, and developed a process by which support group members can both respond to email queries and track those calls for future assessment.
3. Began work on a kick-off event tentatively scheduled for the week of March 12 to introduce the system and its capabilities to the Alpha participants (and anyone interested) in a hands-on format.
4. Working with the Migration group to focus on the needs of the Alpha participants, the functionality they require, and determining possible support scenarios and how to address them.
5. Assessing training needs for various groups: front-line support people (often students) local departmental support people, faculty/TAs, staff, and students and developing tutorials and/or sample sites to provide guidance.
6. Brainstorming names and branding ideas for the service to be brought to the POG for review.

Contact: Lisa Kemp Jones, CLICC and Michelle Lew, OID

Group Members: Jeff Baughn (CTS, Bruin OnLine), Scott Dicks (Nursing), James Kim (Anderson), Stacey Rosborough (CDH), Juan Tan (Public Affairs). Representatives from all departments in the Alpha test have been invited to participate in the Support group.

Area 6: Technical Community

The purpose of building the technical community involvement with Moodle is two-way: to grow the pool of expertise that can assist with the CCLE implementation, to better understand the current uses of IT in instruction, and to help the technical community share its expertise.

Goal for Alpha Service

- develop awareness and recruit as many members of UCLA course management community as possible
- get them to volunteer for different groups

Work in progress:

- 1) one announcement meeting with good attendance
- 2) regular weekly meetings (Friday mornings 9:30-11:30 in PPB 2041) established, but weak attendance
- 3) many non-POG community members are participating in the other subgroups
- 4) established Moodle Unanswered Questions list http://kb.ucla.edu/tag/moodle_unanswered so that tech community members can help answer them without coming to meetings. The answered questions list is <http://kb.ucla.edu/tag/moodle>

Contact: Mike Franks, Social Sciences Computing