

CCLE: Project Oversight Group
Update: May 1, 2007

Membership: Julie Austin (SEAS), Annelie Chapman (CDH), Mike Franks (SSC), Lisa Kemp Jones (CLICC), S. Kumar (Anderson), Jim Williamson (OID replacing Michelle Lew as of 2007/04/30), Vincent Riggs (SPA), Rose Rocchio (OIT), Ruth Sabeau (OIT, Retiring), Stephen Schwartz (Library)

Timeline: Spring Quarter 2007

1. "Alpha" Service provided for 15 faculty from early participant academic units.
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. The team first focused on the work of providing a test service, "the alpha service" for early participants in spring 2007. Planning is now underway for scope of service in summer 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 Alpha service is up and running. 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.

Accomplishments:

1. Have brought up a Moodle production server running Moodle 1.7
2. Have brought up a shared development server also running Moodle 1.7
3. Have transitioned into an operational mode including implementation of daily security monitoring processes
4. Had Applied Security Task Force scan our production server and met with Director of Security to discuss results

Work in progress:

1. In the process of readying a test system so that the POG subgroups can begin testing Moodle 1.8
2. Working with purchasing to begin an RFI process to understand what outsourcing options may be available
3. Continuing to analyze the pros and cons of alternative system configurations for a production system architecture
4. Developing definition of systems administrator roles

Contact: Rose Rocchio, ATS and Stephen Schwartz, Library

Group members: Ed Sakabu (ATS), Jose Garcia (Statistics), Daye Rogers (GSEIS)

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.

Accomplishments:

1. UCLA Login working on Production and DEV sites via Shibboleth.
2. Registrar data controlling access to Alpha Moodle class sites via Moodle Enrollment Plugin to External Database
3. Library Reserves Block written and tested.

Work in progress:

1. Course Creation via IMS Import
2. Automatic reporting for debugging purposes.
3. Learning about the differences between Moodle 1.7 and 1.8.
4. Contacts Form
5. Move backend data supply to CCLE Servers.

Contact: Mike Franks, Social Sciences Computing

Group Members: Harsh Desai (CDH), Mike Franks (SSC), Ricardo Garcia (CLICC), Andy Kohler (Library), Mauro Leonardo (Physics and Astronomy), Joseph Lierl (ATS), Ed Sakabu (ATS)

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.

Accomplishments:

1. Identified functionality requirements of alpha participants.
2. Verified functionality of system to meet Alpha requirements, including multi-language features, forums, chats, limited group functionality, branding. Branding was implemented by David Lederman of SSC in time for Alpha launch.
3. Determining function and definition of “roles,” assignments and tests/quizzes. Expected completion by March 1. This was completed as expected. Not all role details work even though it can be specified . Will try again with the next release of Moodle software.

Work in progress/to be done next phase:

1. Explore role functionality with next version of Moodle when ready
2. Will be testing additional functionality for next set of Moodle tools like wiki, blog, database, etc.
3. Explore built-in functionality for Grades export
4. Installing and testing various plug-ins available from the Moodle community (primary one being Questionnaire for surveys.
5. 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: Scott Dicks (Dentistry, joined in April 2007), Jose Hales-Garcia (Statistics), Howard Kim (Anderson), John Lynch (Humanities), Rose Rocchio (OIT), Mauro Leonardo (Physics, replacing Martin Simon in April, 2007), 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. Coordinating the process by which interested users for future quarters can "preview" the CCLE. This is seen as a way to transition and prep potential new users for migration.
3. Ongoing investigation into and testing of viable conversion scripts or processes for migrating sites from other LMS's (Blackboard, WebCT, Sakai, etc.) to Moodle.
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. Migration and Support subgroups now meet jointly to facilitate coordination and provide better service to our alpha users.
6. Created Alpha participant list and course list for Spring 2007 Alpha test phase. Preparing to create a participant list for Summer Session 2007.

Contact: Annelie Chapman (CDH)

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

Area 5: Support

The purpose of this subgroup is to develop information, training, and support for faculty, students, and IT staff who plan to use the CCLE. Additionally, the group performs quality assurance testing (end-user) and coordinates communication with users.

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.

Accomplishments:

1. Identified local support contacts for the Alpha participants and invited them into the Support group as active participants.
2. Set up cclehelp@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. Hosted two "kickoff" sessions to introduce instructors and support staff to Moodle and the CCLE. These were held prior to the start of Spring quarter.
4. Provided orientations and one-on-one trainings to faculty members and TAs.
5. Provided orientations for student lab consultants.
6. Coordinated with the Migration group, ultimately coming meetings to take advantage of overlapping membership.
7. Developed Help site with tutorials, relevant links, and Suggestion Box.
8. Implemented Weekly Update email for Alpha users, outlining updates, fixes and tips.
9. Brainstorming names and branding ideas for the service to be brought to the POG for review. (ongoing)

Work in Progress

1. Assessing tracking systems, and ways to effectively track bugs, updates, fixes, etc.
2. 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.
3. Developing Quality Assurance procedures and mechanisms for escalation.
4. Investigating user requests.

Contact: Lisa Kemp Jones, CLICC

Group Members: John Maher (CTS, Bruin OnLine), Scott Dicks and Nir Shemer (Nursing), James Kim (Anderson), Stacey Rosborough (CDH), Juan Tan and Vincent Riggs (Public Affairs), Kristin Hartman and Jonathan Roges (Life Sciences), Mauro Leonardo (Physics). 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

Accomplishments:

Regular weekly meetings (Friday mornings 9:30-11:30 in PPB 2041) with debugging and testing of current problems.

Contact: Mike Franks, Social Sciences Computing