UC Merced

Campus update to the ETLG

December 8, 2014

UC Merced Overview

- ~6200 students, ~350 faculty (50/50), ~900 staff
- 58 Registrar scheduled general assignment classrooms (not wet/dry labs)
  - 14 classrooms digital enabled
  - 7 general assignment instructional computer labs (5 Windows , 2 Linux)
  - 4 Video conference rooms
- One open access 53 seat Windows computer lab (can dual-boot to Linux)
- New buildings recently opened
  - Student Services Building – Fall 2013/Spring 2014
    - 6 new classrooms , conference rooms
  - Science & Engineering 2 – Fall 2014
    - 5 new classroom labs , conference rooms , lab group collaborative workrooms
- New building projects
  - Classroom & Office Building 2 – Fall 2016 - http://dc.campuscms.ucmerced.edu/cob2
  - UC Merced 2020 project - http://2020project.ucmerced.edu/

Technology Overview

- Learning Management System – Sakai (moving to Canvas)
- Classroom Technology
    - Control system – AMX
    - Projectors - Panasonic / Christie
    - Audience Response System – TurningPoint
    - Lecture Capture & Streaming – MediaSite
    - Videoconference – Polycom
    - Computer Lab Management – Ghost / Veralab / DeepFreeze / Insight
- Other common tools
    - TurnItIn
    - Box – Cloud storage - 10Gb per user
    - Office365 – Email, Calendar, Messaging
    - Lync – enterprise instant messaging and desktop conferencing
    - Pharos Uniprint – Student/Public pay for print service

Recent Events

- NAS/SAN outage (early October)
  - Affected many services
    - Primary file storage for campus
      - 27TB of storage sent for external recovery
      - Computer lab logins slowed to 5mins
    - UCMCROPS (Sakai)
      - Unavailable for ~4 days
      - Recovered from backup on 4th day with one month old file data
      - Remaining difference data recovered on 5th day
  - Outcomes
    - CANVAS hosted solution purchased
    - Crashplan cloud service purchased for staff/faculty
    - Evaluating services to move to cloud or other UC hosted solutions
    - 10Gb Network link from campus to CENIC

Learning Management System

- UCMCROPS (Sakai)
  - All UC Merced course sections (~1100)
    - All instructors, all students
    - Also used by staff and groups for Project sites
  - Required for grade entry
  - Courses and Rosters are dynamically populated and updated using a script that pulls data from SIS (Banner)
  - Delivered through central my.ucmerced.edu campus portal
  - Mixed reviews from faculty / students
  - Migration of courses planned for Fall 2015
    - Will continue to maintain for Project sites

Learning Management System

- CatCourses (Canvas)
  - Taskforce reviewed Canvas.
  - Presented to Academic Senate, received support.
  - 1.5yrs of Pilot use with mostly Writing Program courses
    - Approximately - 40 courses, 20 instructors, 700 students
    - Used a manually run script to generate course site and roster. Update roster on request.
    - Very little, no support provided. MWP provided peer support.
  - Budget approved during outage. Contracted through Internet2 sole source agreement.

Learning Management System

- CatCourses (Canvas)
  - In 3 weeks, rolled from pilot to production
    - Revised script to generate all courses, and all rosters. Tested to verify equivalent to Sakai
    - Update script automatically runs twice a day.
    - Created resource / support web site
      - Modeled from UC Berkeley (thank you!)
      - Online tutorials and knowledge base articles
    - Training from Instructure for Admin & Support
    - Contracted for Premium + Tier 1 Faculty Support with Instructure
    - IT Help Desk and Academic Technology to provide student support
    - Announced via facebook & twitter for those that wanted to move immediately
      - Only 2 additional courses so far

Learning Management System

- Anticipated issues / changes
  - Transfer of resources/files from UCMCROPS to CatCourses will be manual.
  - Adapting to changes in communication from Email to Notifications
  - Official grading not available from CatCourses to Banner.
    - Mid-semester and final grades will need to be entered via the BLINK tool for Banner.
  - Cross-listing of courses may no longer be done by import. Combining course sites will no longer be done by IT. Instructors now have access to tools to do so manually.
  - Support from UC Merced IT staff will be limited, but for now the vendor offers 24 Hour Live Support, every day of the year for Faculty.

Learning Management System

- Anticipated issues / changes (cont.)
  - TurningPoint clicker integration is limited compared to Sakai
    - For participant list generation and grading, instructors will have to use the new Turning cloud service.
    - Not a true LTI tool.
  - Student photos will not be populated in the Roster.
  - Loss of integrated Course Evaluations tool (Writing Program)
  - ePortfolios will not be available in the same way (Writing Program)
  - Project sites for administrative use are being evaluated on a case-by-case basis

Learning Management System

- CatCourses (Canvas)
  - Spring 2015
    - Announcement sent to all faculty to encourage making the move
    - Asking for them to use one LMS for all of their courses
    - Instructor Training webinar from Instructure for those interested. Recorded and available for review after.
    - Integration into MyUCMerced Portal
  - Fall 2015
    - Migration of primary LMS from UCMCROPS to CatCourses
- Service Catalog page: http://it.ucmerced.edu/?page_id=1566
- Support info page: http://it.ucmerced.edu/?page_id=1369

Faculty Instructional Technology Initiatives

- Awarded two ILTI grants in RFP 2
  - One working with UCOE instructional designers
  - One in partnership with UCSD faculty and using UCSD services
- One faculty self-identified interest in delivering an online course
- Center for the Humanities
  - Proposal and plans for a Digital Humanities Studio available to UCM faculty
    - Multimedia workstations and software

Classroom Technology Initiatives

- Lifecycle planning to address digital display transition
  - 35 Panasonic LED projectors purchased planned for replacement in small classrooms
    - Replacing 8 yr old Sharp MB70x/67x
    - Analog & digital
    - System control emulation
    - The LED is rated at 20,000hrs, so reduced cost of consumables (~$8000 per year)
    - Half the power (potentially 6-7 mWh per semester), less heat, and no mercury based lamps
- AMX enterprise Room Management Server (RMS)
  - Integrate programming into remaining classrooms
  - Help request interface (great response from instructors)
  - Monitoring of systems
- AppleTV for untethered presentations (pilot)
- iPad for instructional use apps – check out service
- Evaluating VDI solutions for general computer lab access

Other

- Apporto
  - Evaluating and about to pilot
  - Software management and sync deployment tool
  - http://www.apporto.co/cloud-based-app-management

- Lynda.com
  - IT & HR partnership
  - All students, staff, faculty have access through single sign-on