

## Protocol for establishing a new centrally supported learning technology

### Purpose

In late 2007 the LTC recognised the need for a university-wide framework of coordination and planning for the adoption of new learning technologies that is responsive to the teaching and learning needs of the university's academics and supports the teaching and learning objectives within the university's strategic plan. This framework is also designed to avoid wasteful duplication and avoid unsupported adoption of technology that results in sub-standard student learning experiences.

### Process

This protocol establishes the LTC as the coordinating body for the adoption of educational technologies at La Trobe university. It provides an open and transparent process for handling requests to implement new, centrally supported learning technologies, from initial consideration to adoption and where appropriate, university-wide implementation. Adherence to this protocol will ensure transparency, accountability, oversight and control over significant institutional developments while also enabling timely engagement between central support units and leading academics in teaching and learning.

This protocol guides stakeholders through a process of Proposal, Selection, Trial, Pilot and Production. It may be updated by the LTC from time to time. Refer to glossary for a definition of terms.

### Key Steps in the Process

1. An application is made to the LTC using the *New Educational Technology Application Form*.
  - The application is reviewed by the LTC Proposals Sub-Committee,
  - The Sub-Committee makes recommendation to approve, revise or reject the application, providing reasons for its recommendations.
  - The LTC decides whether and how to proceed with the application.
2. The LTC decides to request a review of a technology or a group of products or services for the purpose of selecting one for a trial.
  - The LTC Proposals Sub-Committee works with the applicant(s) and other stakeholders to establish a Technology Selection Working Group (TSWG),
  - If the proposed technology has broad application, input from faculties other than the originating faculty must be invited to participate in the TSWG at the earliest possible stage. (e.g. via LMSAG and LTC)
  - The TSWG must provide the LTC with a recommendation for trial.
  - The TSWG will have access to generic guidelines and criteria from the LTC and, if necessary, will formulate and apply specific criteria with advice from its members.
3. The LTC decides to request a trial of a specific product or service.

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- The LTC Proposals Sub-Committee works with the applicant(s) and other stakeholders to establish an Educational Trial Working Group (ETWG),
  - If the trial is based on a TSWG recommendation, then the same group may serve as the ETWG,
  - The ETWG must plan and conduct the trial with particular attention to the following:
    - a. Define the terms of reference for a trial,
    - b. Scope the trial (eg, duration, number of users, pre-conditions to be satisfied before commencing the trial, the support required),
    - c. Specify criteria against which LTC can decide whether to proceed with a pilot project, or full implementation,
    - d. Ensure data is captured against the agreed criteria.
    - e. Ensure staff and students participating in the trial are well-supported,
    - f. Report regularly to the LTC.
4. The LTC decides to progress to a pilot project.
    - The LTC Proposals Sub-Committee prepares a business case for the pilot project,
    - The LTC recommends the pilot project to the ICT Policy and Governance Committee for approval and resourcing.
  5. A pilot project is approved and funded.
    - A project is established with the ICT Project Office and a project manager is assigned.
    - The Project Manager prepares the Project Plan.
    - The LTC must approve the Project Plan before the project commences.
    - A Pilot Project Reference Group is formed to assist the project manager.
  6. After a successful pilot project, a product is proposed to go to full production, or a service is to be made universally available.
    - A project is established with the ICT Project Office and a project manager is assigned.
    - The Project Manager prepares the Project Plan.
    - The LTC must approve the Project Plan before the project commences.
    - A Project Reference Group is formed to assist the project manager.
  7. If a trial or pilot project is judged to have failed against the acceptance criteria the LTC must analyse the reasons for the failure and decide on the best course of action from that point.
  8. If a product or service can be implemented simply and the LTC agrees that a formal project with its own budget is not necessary, the project may progress at a simplified level of project management. However, the

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principle that stakeholders remain consulted throughout the project must be adhered to in all cases.

### Formation of Working Groups and Project Reference Groups

The LTC has governance over the composition of Working Groups. It will ensure that major stakeholders are represented and, together with the conveners of the Working Groups, ensure that information and reports from the Working Groups are available to La Trobe staff.

Conveners of the Working Groups will provide reports to the LTC.

Each Working Group must include at least one member of the LTC Proposals Sub-Committee.

The LTC may choose to act as a Project Reference Group or nominate one. A Project Reference Group receives progress reports from the Project Manager and advises the Project Manager on business case issues, end-user issues and other stakeholder issues that arise in the course of project implementation.

### Resources

Application form: The application form is available at <http://??>

Web site: A password protected web site will be maintained to provide easy access to all La Trobe staff to information regarding the application process, current applications, current projects and their status. The site can be found at <https://??>

### Glossary

**Trial** - an initial investigation. Has a defined start and end date, after which an assessment is made against agreed criteria. A trial tests a few, typical use-cases.

**Pilot** - a scoped initial implementation of the technology. The Pilot acts as the first stage in a staged implementation. A pilot attempts to test a broad range of use-cases to uncover all potential problem areas. A Pilot phase is particularly relevant where success of a technology is impacted by such things as the SOE, bandwidth capacity, third party firewall settings or any other factors not tested during the preceding trial.

**Production** - full implementation and university-wide availability.