

LMSAG0905_M

LA TROBE UNIVERSITY
Learning Management System Advisory Group

Minutes of the 5th meeting of the Learning Management System Advisory Group held on Thursday July 30, 2 – 3 pm DM Meeting Room at Bundoora campus. This meeting was video-linked to Bendigo and Mildura.

MINUTES (confirmed)

Attendees:

(Bundoora)

Aly Waterson (Chair), Shannon Kerrigan Paul Whittingham, Donna Bisset, Matthew Oates, Andrew Noble, Matthew Riddle, Ric Canale, Dianne Williamson, Marcus de Rijk, Robert Bassett, Russell Smith

(Bendigo)

Tracy Robertson, Katherine Legge,

(Mildura)

Jennifer Hamilton-McKenzie (partial attendance as connection failed)

Robyn Hodge (Minute taker)

A PRELIMINARY BUSINESS

A1 Welcome from Chair

Apologies were received from Jennifer Masters, Cindy Taylor, Ben Ong, Fiona Salisbury and Lilian Austin, Steve Jones

A2 Confirmation of the previous minutes

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The Advisory Group confirmed the minutes of the meeting held on June 25 2009.

Moved: Ric Canale

2nd: Paul Whittingham

A3 Business arising from previous minutes (if not covered in general business)

4/B1 *Academic request data (AN)*

- Issue around student access to LMS after enrolment status is flagged as 'Completed'. Problematic for students who are sitting Supplementary exams. AN and Systems Group working on resolution or workaround.

Navigation issues (AN)

- Removal of broken links a priority

4/B3 *Frequency student announcements (AW)*

- Aly still to contact academic services, she will put notice on LMS today; students will see notice before they enter their subjects.
- The electronic notice can be used now.

Communication strategy (AW)

- Communication of the statement has been achieved at systems level.

Action: Aly and Andrew to discuss a link from the login.

4/B4 *ADFWG status and reporting (AW and/or RC)*

- The value of having this working group (aligned with LMSAG) is having academic representation to discuss the tools and processes for accessibility.
- Current composition of the working group is 3 CTLC staff; 1 academic and 1 Equality and Diversity staff.

General discussion:

LTU policy may in the future, have to 'cut across' library, LMS and web accessibility and how that will be rolled out re training. LMSAG members discussed the importance of Sue Howley paper. Equality and diversity may submit paper on these issues soon to CTLCommittee. Shannon Kerrigan will follow up with Sue Howley.

Action: The WG will continue and focus on developing a bullet point list of criteria/guidelines

4/B5 *Feedback on criteria (RC)*

- Health Sciences feedback still to come, however feedback was tabled at Learning Spaces Technologies Committee earlier in the week.
- The focus of the feedback was predominantly functionality and useability.

B **GENERAL BUSINESS****B1** **LMS Admin**

Deferred to C1C (other business).

B2 **Turnitin (AW)**

Available from July 21. Has been feedback from Julianne East.

Knowledge is required for users About how to turn it on and that there are instructions for use available (MR)

SMoy from the Study Hall has identified multiple entry points as an issue: in responding to enquiries, they don't know which have direct links and which are stand-alone accounts.

Targetted information sessions for staff to disseminate information to students re how to use Powerlink.

Action: Aly to prepare submission for UniNews on upcoming information sessions.

Action: Make recommendation to LSTC that after Semester 1 2010, Turnitin Admin cut off support for stand-alone accounts.

B3 **LMS Review project (PW and RC)**

ICT has put up project bid for 2010, submission to Pranay via CTLCommittee meeting this week.

C **OTHER BUSINESS****C1** **Other business****C1A** Replacement for Ben Ong from FSTE (OSP till Feb 2010), Steve Jones will be attending in his place.

Action: Add him to distribution list and inform him of dates for remaining 2009 meetings

C1B Clarification re distribution list and dissemination of confirmed minutes (minute-taker), Send unconfirmed minutes to distribution list plus Andrew Noble, send confirmed minutes to Rebecca di Corpo;

C1C **Refer Appendix 1.** Mathew Oates tabled Issues Paper prepared by Health Sciences LMS constituents: the paper documents concerns relating to their confidence in and satisfaction with the LMS system.

Re Lack of Access to Semester 1 content:

b/w semesters a lot of work was done to redevelop the system, the old data couldn't be imported to the new system. (The new system) used timetable information rather than manual academic input, this also created some mismatch issues.

Re Issue 2:

LMS will implement a unit 'life-cycle' exist for 18 months

New system won't have to worry about re-uploads

Re Issue 4

Had to recreate new Lectopia, ultimately new software will enable new to speak to old Lectopia server.

Revolves around capacity planning; not current staff to support (as part of ongoing Functional Review and e-Portfolio, there may be opportunity additional staffing support in the future.

Health Science constituents would like more communication around what is happening and why. There is also anxiety about the impact of resets and why they are necessary

AN working with Ric @ notifications and approvals: notifications can be sent to students via log-in or pop-ups. (System-down notifications have a process already in place).

ICT working with Ric to manage the message to academics, there is a real opportunity to put a positive spin and change cultural understandings.

Action: Aly and Andrew to work on developing human messages for more effective communication to a range of LTU stakeholders.

C1D Andrew will be on family leave for next meeting

Action: Andrew to arrange for ICT technical representation at next LMSAG meeting

Distribution

Ms Aly Waterson, Curriculum, Teaching and Learning Centre
Dr Anthony Jarvis, Humanities and Social Sciences
Dr Caroline Walta, Education, Shepparton Campus representative
Ms Cindy Taylor, Law and Management, Bendigo
Prof David Spencer, Law and Management
Ms Dianne Williamson, Health Sciences
Ms Fiona Salisbury, Library, Bundoora
Dr Jennifer Masters, Education, Bendigo Campus representative
Ms Jennifer Hamilton-McKenzie, Humanities and Social Sciences, Mildura
Dr Katherine Legge, Science, Technology and Engineering, Bendigo
Ms Donna Bisset, Humanities and Social Sciences
Ms Lilian Austin (Chair), representing Educational Designers
Mr Marcus de Rijk, Curriculum, Teaching and Learning Centre
Mr Matthew Oates, Health Sciences
Paul Whittingham, Information and Communications Technologies
Peter Barton, Education
Dr Ric Canale Curriculum, Teaching and Learning Centre
Mr Robert Bassett, Information and Communications Technologies
Ms Shannon Kerrigan, Equality and Diversity Centre
Ms Tracy Robertson, Library, Bendigo
Mr Steve Jones, Biochemistry (until Feb 2010)
Mr Andrew Noble, ICT

Dr Ben Ong, Science, Technology and Engineering (OSP until Feb 2010)

Appendix 1: C1C

TO: Learning Management System (LMS) Advisory Group

FROM: Matthew Oates & Dianne Williamson
Faculty of Health Sciences Representatives of LMSAG

DATE: 29th July 2009

SUBJECT: LMS Issues

As the LMS Advisory Group is aware, the LMS has been plagued by a number of issues in recent weeks. These have been reported by FHS staff to us as FHS representatives for LMSAG in addition to the normal reporting requirements to the ICT Service Desk for assistance.

While ICT and LMS Support are aware of most of the issues reported, a number of these have had a significant impact on staff and students. These are outlined below.

1. *Removal of students from semester one & year-long subject LMS sites.*

This has been particularly problematic for those students preparing for mid-year supplementary and special examinations as this has prevented access to course materials and other resources to support learning and preparation for these examinations. In some instances requests for these sites to be re-populated have gone unanswered or at the very best have taken considerable time to occur. Concerns have been raised by staff about the equity of this for those students preparing for supp/special exams.

2. *Loss of first semester subject content.*

Many subjects make use of the LMS mail tool to provide feedback to students (in the form of mail tool attachments) on assessment tasks. For many students, mail tool messages with this feedback has been lost, requiring academic staff to provide this in alternative ways, thus duplicating effort. Similarly, the loss of grade book data meant that students were unable to review their results for assessment as these were entered at the end of semester and during the examination period. In some subjects, the loss of discussion board information has also been problematic.

3. *Re-population of students into unit LMS sites completed in years prior to 2009*

In some instances current students have been populated in the subject's LMS sites from previous years. This provides unnecessary access to previous assessment and other course materials, and confusion over differing subject materials when students do not realise that they were in the incorrect site.

4. *Repeated loss of discussion boards, documents, Lectopia links, etc. in current semester LMS sites.*

Academic staff have received numerous complaints from students who rely on the LMS for accessing key learning materials and documents and other learning resources (eg. Lectopia). Students are clearly frustrated by the unreliability of the system, particularly when they are advised through announcements that items are now available, only to find them not there when they go into the site. Furthermore, staff are having to spend considerable time restoring documents, etc.

As stated earlier, we know that ICT are aware of these issues and others. Increasingly, the LMS is being used with the intention of enhancing learning through blended learning and for improving administrative communication between staff and students, and between multiple staff involved in large subjects. LMS has the capability of improving subject and course administration, providing timely feedback to students on assessment tasks and to complement the delivery of subject materials and learning resources. The unreliability of the system at crucial times (i.e. the end of semester and the beginning of semester) results in a considerable amount of time being wasted by staff and students.

It is unfortunate that well designed learning programs and course administrative support systems are criticised in student evaluations because of unreliable technology. The staff in this Faculty have raised concerns that the number of staff available to support the LMS appears to be insufficient given the increasing demands on the system.

We offer this information for your consideration.

Matthew Oates

Dianne Williamson