

FALL 2018

USAGE OF LEARN@UW LEARNING TECHNOLOGIES

Compiled by the DoIT Academic Technology's Learn@UW-Madison Team



Academic Technology

DIVISION OF INFORMATION TECHNOLOGY
UNIVERSITY OF WISCONSIN-MADISON

Learn@ UW-Madison

DoIT Academic Technology's Learn@UW-Madison service provides administration, customer support, and consulting for Learn@UW, the suite of evolving teaching and learning technologies that enable the creation of effective learning environments.

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Learn@UW Learning Technologies

During the Fall 2018 semester, Learn@UW-Madison provided administration as well as technical and consultative support of the following tools:

Canvas

Canvas is the university's centrally supported learning management system (LMS). The other tools listed all integrate with Canvas to provide a streamlined user experience for instructors and students.

Kaltura MediaSpace

The video management service platform allows users to upload, organize, stream, embed and share audio and video materials. Kaltura CaptureSpace Lite offers recording capabilities for media that can be uploaded to Kaltura MediaSpace.

AEFIS (Assessment, Evaluation, Feedback & Intervention System)

This web-based assessment management solution is used to provide campus-wide digital course evaluation survey tools, course syllabi and more.

Top Hat

The mobile device-based student response system (SRS) can help instructors engage students in the classroom with polls, quizzes, bias assessments and more.

Blackboard Collaborate

A web conferencing tool that is used for a wide array of synchronous learning experiences including off-campus guest speakers, virtual office hours, group collaboration and online lectures.

Piazza

Focused on student-to-student interaction, Piazza is a modern discussion platform. Students post their questions, other students respond and instructors endorse answers to keep the class on track.

Advanced Content Authoring and Reporting (ACAR)

Tools supported for the purposes of authoring advanced, interactive learning content as well as open educational resources (OER) are grouped into this category. These tools are used selectively by a relatively small number of instructors and instructional designers and include Pressbooks, Articulate Storyline 360, Grassblade, Learning Locker, and several "plugin" software customization components.

Learn@UW-Madison website:

at.doit.wisc.edu/learn-uw-madison



Canvas was rolled out in Fall 2016 for credit course usage. It was made available in August 2017 for non-credit usage (e.g. institutional compliance training). It is cloud hosted and the contract is managed by UW-Madison as per membership in the Unizin consortium.

Learn@UW-Madison provides administration, training, and support for Canvas. Basic and some in-depth technical support is provided by the DoIT Help Desk.

Also included is the management and administration of Canvas-related infrastructure, integrations, and tooling, including:

- Learn@UW-Madison Course Dashboard
- Canvas SIS Integration (“CSI”)
- Faculty Center Grade Prep Tool for final grading
- Scantron integration
- Non-credit integrations, including those with the Office of Talent Management, VCRGE, and University Health Services (UHS) tooling
- Custom-built administrative reporting tool
- Integrations with other supported tools, including AEFIS, Kaltura, and Blackboard Ultra
- Various vendor add-ons and integrations (LTIs)

Statistics

Term	Active courses	Unique students	Unique instructors
Fall 2018	3,496	41,017	4,797
Spring 2018	2,833	35,962	3,912
Fall 2017	2,520	40,413	3,548
Spring 2017	1,146	27,088	1,675

Usage (traditional credit courses only). Historically we see lower usage by students in spring semesters likely due to lower enrollment.

Date	Active courses	Unique students	Unique instructors
Dec. 2018	231	43,106	558

Usage (compliance/institutional training courses only)

Term	Courses from which the tool was launched	Successful roster file uploads to the tool
Fall 2018	705	166
Spring 2018	578	142
Fall 2017	500	146
Spring 2017	260	66

Usage of the “Faculty Center Grade Prep” tool within Canvas for final grade submission

Planned	Unplanned
0	1

Service interruptions/degradations/outages

KnowledgeBase Views by Month	Count
Aug. 2018	17,550
Sept. 2018	21,266
Oct. 2018	15,523
Nov. 2018	12,536
Dec. 2018	14,257
Total views: 81,132	

Canvas KnowledgeBase (KB) document views, based on 60 active Canvas documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Aug. 2018	520
Sept. 2018	784
Oct. 2018	370
Nov. 2018	282
Dec. 2018	288
Total:	

Support cases handled by DoIT Help Desk and Learn@UW-Madison

Course Name	Page Views
FA18 ZOOLOGY101 001	2,432,023
UHS: U Got This! Fall 2018	1,434,543
FA18 BIOCHEM 501 001	1,412,386
FA18 CHEM 103 001	1,160,457
FA18 CHEM 103 002	1,141,305

Top five courses according to number of overall page views, as of the end of the Fall 2018 term

Kaltura MediaSpace

In Fall of 2014, UW Madison adopted Kaltura for media storage and delivery.

Kaltura is available to all UW-Madison faculty, staff, and students. Users interact directly with Kaltura via a website portal called MediaSpace and via integration with Canvas.

Kaltura is a cloud-hosted product. Its contract is managed by UW-System; however, Learn@UW-Madison provides administration, training, and support for UW-Madison's Kaltura instance. Basic and some in-depth technical support is provided by the DoIT Help Desk.

Statistics

Term	UW-Madison storage allocation	UW-Madison usage
Fall 2018	Unlimited	384 tb
Spring 2018	Unlimited	346 tb
Fall 2017	464 tb	314 tb
Spring 2017	464 tb	256 tb

Storage

Term	Total media items	Assets added	# of plays	Minutes viewed	Avg. view time
Fall 2018	79,168	13,357	970,246	209,641	12:34
Spring 2018	63,718	11,026	800,785	195,704	14:20
Fall 2017	54,837	11,824	NA	NA	NA
Spring 2017	47,322	9,564	522,349	118,700	13:38

Usage

Term	# of World Geographic Regions Initiating Video Plays
Fall 2018	151

World geographic usage

Planned	Unplanned
1	0

Service interruptions/degradations/outages

KnowledgeBase Views by Month	Count
Aug. 2018	10,073
Sept. 2018	13,194
Oct. 2018	9,748
Nov. 2018	9,023
Dec. 2018	8,085
Total views: 50,123	

Kaltura KnowledgeBase (KB) document views, based on 58 active Kaltura KB documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Aug. 2018	14
Sept. 2018	24
Oct. 2018	31
Nov. 2018	23
Dec. 2018	7
Total: 99	

Support cases handled by DoIT Help Desk and Learn@UW-Madison

Captioned	Uncaptioned
~ 5% of total content (~25,000 minutes)	~ 95% of total content

Amount of media currently captioned

Assessment, Evaluation, Feedback, & Intervention System (AEFIS)

In Fall 2015, Learn@UW-Madison began supporting the AEFIS tool, which is used for online course evaluations as well as surveys and course syllabi. Program and course learning outcomes will be added to AEFIS as well in coming semesters.

AEFIS is an integral part of the UW-Madison Student Learning Assessment (SLA) initiative. More information about SLA is at assessment.provost.wisc.edu.

AEFIS is cloud-hosted; its contract is managed by UW-Madison. Learn@UW-Madison provides administration, training, and support for AEFIS. Basic and some in-depth technical support is provided by the DoIT Help Desk.

Statistics

School/College	Fall 18	Spring 18	Fall 17	Spring 17
Ag. & Life Sci.	69%	44%	32%	40%
Engineering	79%	64%	57%	72%
Education	90%	63%	52%	54%
Env. Studies	100%	32%	37%	65%
Human Ecology	86%	91%	76%	64%
Law	0%	0%	0%	2%
Letters & Sci.	72%	60%	51%	58%
SMPH	38%	16%	12%	7%
Nursing	91%	87%	76%	78%
Pharmacy	69%	89%	79%	72%
Vet. Med.	49%	27%	19%	9%
School of Bus.	99%	4%	3%	4%

Usage of AEFIS for delivery of electronic course evaluation surveys (percentage of all courses)

School/College	Fall 18	Spring 18	Fall 17	Spring 17
Ag. & Life Sci.	51%	53%	56%	59%
Engineering	52%	56%	53%	57%
Education	54%	58%	60%	57%
Env. Studies	58%	55%	61%	60%
Human Ecology	59%	62%	65%	64%
Law	0%	0%	0%	25%
Letters & Sci.	56%	57%	61%	58%
SMPH	49%	52%	56%	55%
Nursing	54%	54%	59%	57%
Pharmacy	81%	84%	80%	75%
Vet. Med.	51%	45%	47%	81%
School of Bus.	60%	56%	47%	46%

Course evaluation response rates

KnowledgeBase Views by Month	Count
Aug. 2018	2,895
Sept. 2018	3,772
Oct. 2018	3,189
Nov. 2018	3,614
Dec. 2018	5,236
Total views: 18,706	

AEFIS KnowledgeBase (KB) document views, based on 27 active AEFIS documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Aug. 2018	31
Sept. 2018	26
Oct. 2018	46
Nov. 2018	96
Dec. 2018	121
Total: 320	

Support cases handled by DoIT Help Desk and Learn@UW-Madison

Term	Count
Spring 2018	329

Syllabi published in AEFIS

Planned	Unplanned
3	2

Service interruptions/degradations/outages

Top Hat

In Spring 2016, UW-Madison signed an agreement with Top Hat to be the preferred student response system (SRS) used by the institution. UW-Madison students receive discounted license pricing for Top Hat. In 2017, Top Hat became a tool offered by the Unizin Consortium.

Top Hat can be used alone or via the integration with Canvas.

Top Hat is cloud-hosted; its contract is managed by UW-Madison. Learn@UW-Madison provides administration, consultative guidance for instructors, and product management. All technical support is provided by the vendor and users are directed to contact the vendor for product assistance.

Statistics

Term	Active courses	Unique students	Unique instructors
Fall 2018	126	11,675	181
Spring 2018	146	11,964	199
Fall 2017	NA	NA	NA
Spring 2017	126	10,526	160

Usage

KnowledgeBase Views by Month	Count
Aug. 2018	2,654
Sept. 2018	7,045
Oct. 2018	727
Nov. 2018	2,137
Dec. 2018	1,563
Total views: 14,126	

Top Hat KnowledgeBase (KB) document views, based on 5 active Top Hat documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Aug. 2018	1
Sept. 2018	3
Oct. 2018	1
Nov. 2018	0
Dec. 2018	1
Total: 6	

Support cases handled by DoIT Help Desk and Learn@UW-Madison (Top Hat provides end-user support for the majority of users; occasionally, however, some users reach out to the Help Desk or Learn@UW-Madison service with questions or requests for assistance)

Blackboard Collaborate / Ultra

Two versions of Blackboard Collaborate – Collaborate “Original” and Collaborate Ultra – are utilized at UW-Madison, for both instructional purposes and for meetings.

Instructors can create and manage meeting sessions through two entry points: Canvas and the MyUW portal. Anyone can create sessions through the MyUW portal.

Blackboard Collaborate/Ultra is a cloud-hosted product. Its contract is managed by UW-System; however, Learn@UW-Madison provides administration, training, and support for UW-Madison’s Blackboard Collaborate/Ultra instance. Basic and some in-depth technical support is provided by the DoIT Help Desk.

Statistics

KnowledgeBase Views by Month	Count
Aug. 2018	8,610
Sept. 2018	9,247
Oct. 2018	7,447
Nov. 2018	9,742
Dec. 2018	10,628
Total views: 45,674	

BB Collaborate/Ultra KnowledgeBase (KB) document views, based on 30 active documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Aug. 2018	3
Sept. 2018	13
Oct. 2018	5
Nov. 2018	3
Dec. 2018	7
Total: 31	

Support cases handled by DoIT Help Desk and Learn@UW-Madison

Planned	Unplanned
1	2

Service interruptions/degradations/outages

Usage

Overall, Collaborate is used by dozens of instructors on campus and impacts thousands of students. There is currently no way to track complete usage statistics, though UW System Customer Manager for Blackboard is aware that we would like to get better usage statistics.

Advanced Content Authoring & Reporting (ACAR)

In Fall 2018, Learn@UW-Madison began supporting a number of integrated tools that arose out of a subproject of the larger Canvas Migration project designed to identify a replacement for the Case Scenario/Critical Reader (CSCR) tool being used with Moodle.

This toolset includes the authoring tools Pressbooks and Storyline 360, the Learning Locker learning record store (LRS), hosting for Storyline 360 modules in Wordpress, and several Wordpress plugins to collect learning analytics, extend tool functionality, embed modules via LTI within Canvas, and pass grades from these modules to the Canvas gradebook.

Support models for the innovative use of this collection of tools are nuanced, but the Learn@UW-Madison team is committed to supporting this evolving space of OER and interactive content development and analytics.

Statistics

Pressbooks & Associated Plugins

Pressbooks is a WordPress plugin that turns WordPress into a textbook authoring tool. With the addition of several supported plugins (e.g. H5P, Hypothes.is), Pressbooks can be used to develop interactive texts (“critical readers”).

Term	Total PBs	PBs Edited	Unique Users	Page Views
Fall 2018	359	111	4,797	168,638

Pressbooks usage

Articulate Storyline 360 & Grassblade

Storyline 360 is an authoring tool that allows users to create complex branching case studies and interactive learning modules.

Grassblade is a WordPress plugin that is required to embed Storyline 360 modules into Canvas. It helps collect and emit xAPI learning analytics statements from these modules.

Term	Total Storyline 360 modules published
Fall 2018	58

Storyline 360 / Grassblade usage

Learning Locker

Learning Locker is a learning record store housing xAPI statements emitted by Pressbooks and Storyline 360 modules. Reports generated out of Learning Locker for instructors are designed to illustrate learner interaction with modules.

Term	xAPI Statements Ingested	Reports Requested
Fall 2018	123,403	1

Learning Locker usage

KnowledgeBase Views by Month	Count
Aug. 2018	2,565
Sept. 2018	2,389
Oct. 2018	2,561
Nov. 2018	2,020
Dec. 2018	1,921
Total views: 11,456	

ACAR-related KnowledgeBase (KB) document views, based on 26 active documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Aug. 2018	4
Sept. 2018	8
Oct. 2018	18
Nov. 2018	11
Dec. 2018	6
Total: 47	

Support cases handled by DoIT Help Desk and Learn@UW-Madison

Product	Planned	Unplanned
Pressbooks	0	4
Grassblade	0	0
Learning Locker	0	0

Service interruptions/degradations/outages