

SPRING 2019

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.

Learn@UW-Madison team

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Learn@UW Learning Technologies

During the Spring 2019 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

Projects & Initiatives

In addition to providing ongoing operational services, Learn@UW-Madison team members contribute thousands of hours to special projects and initiatives each semester.

Projects & Initiatives

During the Spring and Summer 2019 semesters, Learn@UW-Madison staff contributed to, and in some cases, lead, the following projects and initiatives.

Canvas and Student Information System (SIS) Instructor Roles Initiative

Contributed to this campus-level effort to streamline the selectable instructor role assignments in SIS. Roles flow into the Canvas LMS, so the service evaluated and implemented Canvas permissions for the roles.

Canvas Quizzing – Atomic Assessments Development & Pilot

Participated in this effort to develop tooling to replace advanced quizzing functionality in Moodle.

Unizin Engage eText & Digital Learning Tools (DLTs) Pilot

Participated in the pilot of Unizin Engage project, including support of DLTs utilized inside and outside of Engage.

Student Learning Assessment (SLA) Initiative

Contributed to the SLA initiative, the scope of which includes course evaluations, Canvas Syllabus redesign/AEFIS Syllabus soft launch, and launch of learning outcomes in AEFIS.

Learning Analytics Dashboard Pilot

Participated in this effort to design, develop, and pilot a learning analytics dashboard to be used by instructors.

Kaltura REACH Machine Captioning Pilot

Coordinating a project to pilot and assess the Kaltura REACH machine captioning feature in order to determine whether to enable the tool for the entire institution.

“Courses” App for My UW-Madison Project

Contributed to this effort to design, develop, and roll out an application for MyUW Madison which will allow students to access their Canvas courses and other learning technologies. Part of this effort includes decommissioning the Course Dashboard and the Learn@UW-Madison website (learnuw.wisc.edu).

SIS 9.2 Upgrade Initiative

Contributed to this effort to upgrade the PeopleSoft Student Information System (SIS) to a new version by testing our integrations with SIS and providing information to the Office of the Registrar.

Compliance & Institutional Training Support Project

Provide ongoing support for compliance and institutional training programs utilizing the Canvas LMS.

Academic Technology Scoped Departmental Consulting Initiative

Successfully championed the establishment of departmental-level technology consulting within AT.

Turnitin Product Evaluation & Operationalization

Participated in the effort to assess the Turnitin plagiarism detection tool and onboard it to the Learn@UW suite of tools.



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 (being decommissioned summer 2019)
- 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
Spring 2019	4,419	37,668	4,633
Fall 2018	3,496	41,017	4,797
Spring 2018	2,833	35,962	3,912
Fall 2017	2,520	40,413	3,548

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
May 2019	280	58,039	795
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
Spring 2019	577	146
Fall 2018	705	166
Spring 2018	578	142
Fall 2017	500	146

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

Planned	Unplanned
1	4

Service interruptions/degradations/outages

KnowledgeBase Views by Month	Count
Jan. 2019	18,365
Feb. 2019	13,726
March 2019	14,836
April 2019	15,396
May 2019	16,845
Total: 79,168	

Canvas KnowledgeBase (KB) document views, based on 70 active Canvas documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Jan. 2019	656
Feb. 2019	430
March 2019	297
April 2019	290
May 2019	356
Total: 2,029	

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

Course Name	Page Views
GEN BUS 307: Business Ana...	2,078,779
ZOOLOGY101: Animal Biolog...	1,675,788
BIOCHEM 501: Introduction...	1,650,637
Fabrication Lab Training	1,643,990
ANTHRO104: Cultural Anthro...	1,464,830

Top five courses according to number of overall page views, as of the end of the Spring 2019 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
Spring 2019	Unlimited	376 tb
Fall 2018	Unlimited	366 tb
Spring 2018	Unlimited	346 tb
Fall 2017	464 tb	314 tb

Storage

Term	Total media assets	Assets added	# of plays	Minutes viewed	Avg. view time
Spring 2019	88,695	11,592	92,3817	14,130,546	15:17
Fall 2018	79,168	13,357	970,246	12,197,922	12:34
Spring 2018	63,718	11,026	800,785	11,409,448	14:20
Fall 2017	54,837	11,824	855,338	10,537,108	12:19

Usage

Term	# of World Geographic Regions Initiating Video Plays
Spring 2019	158
Fall 2018	151

World geographic usage

Planned	Unplanned
0	2

Service interruptions/degradations/outages

KnowledgeBase Views by Month	Count
Jan. 2019	11,409
Feb. 2019	11,818
March 2019	11,464
April 2019	11,665
May 2019	12,591
Total: 58,947	

Kaltura KnowledgeBase (KB) document views, based on 80 active Kaltura KB documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Jan. 2019	30
Feb. 2019	28
March 2019	13
April 2019	34
May 2019	33
Total: 138	

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

Term	Captioned	Uncaptioned
Spring 2019	5.60%	94.40%
Fall 2018	5.80%	94.20%

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

Term	Course sections evaluated	Surveys distributed	Student submissions
Spring 2019	2,519	217,349	119,085
Fall 2018	3,005	224,023	128,791

Overall AEFIS course evaluation survey distribution and submission data

School/College	Sp 19	Fall 18	Sp 18	Fall 17
Ag. & Life Sci.	54%	69%	44%	32%
Engineering	67%	79%	64%	57%
Education	77%	90%	63%	52%
Env. Studies	26%	100%	32%	37%
Human Ecology	88%	86%	91%	76%
Law	0%	0%	0%	0%
Letters & Sci.	68%	72%	60%	51%
SMPH	18%	38%	16%	12%
Nursing	96%	91%	87%	76%
Pharmacy	88%	69%	89%	79%
Vet. Med.	45%	49%	27%	19%
School of Bus.	85%	99%	4%	3%

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

School/College	Sp 19	Fall 18	Sp 18	Fall 17
Ag. & Life Sci.	51%	51%	53%	56%
Engineering	49%	52%	56%	53%
Education	49%	54%	58%	60%
Env. Studies	59%	58%	55%	61%
Human Ecology	56%	59%	62%	65%
Law	0%	0%	0%	0%
Letters & Sci.	57%	56%	57%	61%
SMPH	57%	49%	52%	56%
Nursing	51%	54%	54%	59%
Pharmacy	89%	81%	84%	80%
Vet. Med.	40%	51%	45%	47%
School of Bus.	54%	60%	56%	47%

Course evaluation response rates

KnowledgeBase Views by Month	Count
Jan. 2019	3,551
Feb. 2019	2,947
March 2019	3,445
April 2019	3,693
May 2019	4,355
Total: 17,991	

AEFIS KnowledgeBase (KB) document views, based on 33 active AEFIS documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Jan. 2019	67
Feb. 2019	52
March 2019	47
April 2019	133
May 2019	101
Total: 400	

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

Term	Count
Spring 2019	273
Fall 2018	329

Syllabi published in AEFIS

Planned	Unplanned
4	0

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
Spring 2019	TBD	TBD	TBD
Fall 2018	126	11,675	181
Spring 2018	146	11,964	199
Fall 2017	NA	NA	NA

Usage

KnowledgeBase Views by Month	Count
Jan. 2019	2,703
Feb. 2019	1,508
March 2019	994
April 2019	623
May 2019	686
Total: 6,514	

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

Support Tickets by Month	Count
Jan. 2019	2
Feb. 2019	1
March 2019	1
April 2019	0
May 2019	1
Total: 5	

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
Jan. 2019	6,461
Feb. 2019	7,503
March 2019	7,383
April 2019	5,378
May 2019	7,265
Total: 33,990	

BB Collaborate/Ultra KnowledgeBase (KB) document views, based on 28 active documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Jan. 2019	6
Feb. 2019	3
March 2019	2
April 2019	2
May 2019	2
Total: 15	

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

Planned	Unplanned
5	3

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 more robust 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
Spring 19	399	138	1,748	168,609
Fall 18	359	111	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
Spring 19	70
Fall 18	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
Spring 19	374,617	25
Fall 18	123,403	1

Learning Locker usage

KnowledgeBase Views by Month	Count
Jan. 2019	3,531
Feb. 2019	3,806
March 2019	3,791
April 2019	2,980
May 2019	3,339
Total: 21,768	

ACAR-related KnowledgeBase (KB) document views, based on 29 active documents maintained by Learn@UW-Madison

Support Tickets by Month	Count
Jan. 2019	10
Feb. 2019	16
March 2019	8
April 2019	15
May 2019	19
Total: 68	

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

Product	Planned	Unplanned
Pressbooks	0	1
Grassblade	0	0
Learning Locker	0	0

Service interruptions/degradations/outages