MEMO

University of Victoria

Division of Learning and Teaching Support and Innovation
Office of the Executive Director

DATE: June 26, 2020
TO: Deans, Associate Deans, Chairs & Directors; Administrative Directors and Administrative Officers
CC: Dr. Susan Lewis, Associate Vice-President Academic Planning
                Wency Lum, University Systems Associate Vice-President and Chief Information Officer
FROM: Dr. Laurene Sheilds, Executive Director & Professor, LTSI

RE: **Brightspace Transition Project: Access and Migration**
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Please distribute this memo broadly to all faculty, sessional instructors and staff

The successful transition to Brightspace by D2L, the new Learning Management System at UVic, requires careful coordination, planning and communication. This memo is intended to provide you with an overview of the transition process, identify key strategies that will be used in migration and articulate clear communication pathways.

As most of you are aware, UVic purchased Brightspace in mid-June. The initial announcements were accompanied by an open forum for chairs and directors, followed by forums for faculty/instructors and staff to provide an overview of Brightspace including a demonstration of its basic features. See TeachAnywhere for posted recordings.

Access:
Brightspace access will be provided to all faculty/instructors and staff and will be **live as of June 30, 2020 at bright.uvic.ca**. This access will immediately include:
- A "playspace" (i.e. a sandbox) site where instructors can try out the features and functionality of Brightspace and familiarize themselves with the environment.
- A welcome course site that provides resources for getting started and creating familiarity with easily accessible features.
- "On-demand" training videos through TeachAnywhere.

For those faculty/instructors teaching in fall 2020 or spring 2021:
- Course sites for upcoming courses will be **automatically provisioned by July 3, 2020**. These sites will be "empty" and will be used in the migration process. There is no need to request new course sites as you were required to do with CourseSpaces.
- The migration of all courses will be completed in July. When migration is complete (specific to a course), the migrated versions of the course will also appear (see below for migration request).

Migration:
The capacity for successful migration of courses from CourseSpaces was one of the key factors in selecting Brightspace. With fall 2020 being offered predominantly online, we expect needing to migrate and/or provision approximately 3,000 courses. Support from the Learning Technology Assistants (LTAs; co-op students) is integral to the migration process with the LTAs providing hands-on support to assist faculty/instructors with the migration.

Migration to Brightspace is a multi-step process that is automated with a 90% success rate in the transfer of course content. The first step is extracting a copy of the data from Moodle (CourseSpaces); into a D2L staging area/repository for review. It is then uploaded into Brightspace for another review/cleaning (this is where the LTAs can assist under the direction of LTSI and the instructor). After, the course is ready for further development.

This process, although multi-staged, will occur quickly. The challenge is going to be to ensure that we are meeting the needs of the specific instructor and in some situations the academic unit/program. Recognizing the need to tailor the migration process to meet instructors' needs, the following process will be used:

All faculty/instructors teaching in fall 2020 and/or spring 2021 will receive an email by July 3, 2020 specific to each course where they have been listed as the instructor of record. This includes undergraduate and graduate courses as well as cross-listed courses. In the email, instructors will be asked to respond on a web-based form to identify what migration option they are choosing for each course they are teaching as well as the LTSI supports that they are requesting.

The three migration options are as follows:
1. **Start a new course within Brightspace.** Some instructors will want to start their course from scratch, and those instructors can get underway as soon as they have access to Brightspace (June 30). We would ask that the instructor still responds to the Migration Planning email so that we know how they are proceeding and the supports (if any) they would like in the development of their course(s).
2. **Request access to a migrated course.** If an instructor is wanting to use materials from a previous CourseSpaces site, they can request access to a migrated course. We are in the process of migrating course and community sites from CourseSpaces starting with those courses being offered in fall 2020. An instructor can then refresh or further develop the course. We recognize that there are many different circumstances (e.g. migrating a course from fall 2019, from another year, or from a current sandbox). The web-based form will allow us to tailor this option to an instructor's specific needs. Supports will be provided following the automated migration.
3. **Self-migrate an old course from CourseSpaces to Brightspace**. The instructor uses the drag-and-drop functionality from a previous CourseSpaces site to Brightspace to create a new course. This is straightforward (similar to the CourseSpaces refresh process) and another quick way to get started. An easy self-migration guide will be available. If an instructor decides to self-migrate, they can access other supports and should complete the form.

Lastly, there are groupings of courses that we know need to be attended to in particular ways. These include large, complex sites predominantly in first-year courses, course development sites for fall 2020 that are currently underway, course sites that use templates from year-to-year, and sites where there are multiple sections with course coordination. We will be attending to each of these. **A specific email about non-CRN active community CourseSpaces sites will also be sent out by July 3, 2020 to address migration needs and timing**. There may also be exceptional instances where there is a specific need at the level of your Faculty, department/school, and/or program. If this is the case, please contact ltsisupport@uvic.ca so that we can address those concerns proactively in the migration process.

LTSI supports:
A range of supports will be provided to ensure successful migration, including hands-on support by the LTAs who will actively assist in the migration review and clean-up.

As in the summer, **each Faculty will have a dedicated LTSI Support Team** (names to be provided in a follow-up email). The teams will be consistent with Summer Teams but further developed as we complete hiring in the next week.

All LTSI Support Teams will include:
- Learning Experience Designer
- LTSI Learning and Teaching Consultant
- Educational Technology Specialist
- 2 Senior Learning Technology Assistants (co-ops)
- 4-5 Junior Learning Technology Assistants (co-ops)
- In collaboration with potentially 1-2 Faculty Mentors (dependent on Faculty decisions)

The range of supports that will be provided include:
- Migration review and clean-up (e.g. review of content migration, formatting, checking links, video functionality, quiz functions, settings, etc.)
- Checklist for site supports and whether essential supports are included (e.g. Accommodation Statement, Academic Integrity Statement)
- Online course design/development supports
- Assessment (quiz/exam/assignment) design/development supports
- Quiz/exam verification
- TA strategies/supports within the site
- Experiential learning supports including community-engaged learning

Faculty/instructors will be asked to select the LTSI supports that apply for the particular course that is being migrated. Once we have identified the faculty/instructor's needs for a course, we will communicate and assign supports. Our goal is to work in partnership with faculty/instructors and staff.

Resources and Contacts:
- TeachAnywhere is the key site for Brightspace resources. Check here first for all supports.
- ltsisupport@uvic.ca - Access the LTSI Support Team including:
  - learning and teaching technology-specific questions; functionality and problem-solving related to all of the tools within the Learning Technology Ecosystem (Brightspace, Zoom, Kaltura, Microsoft Teams, Crowdmark, and iClicker);
  - hands-on migration supports with the Learning Technology Assistants; and
  - online course design and development supports through your Faculty specific support team.
- helpdesk@uvic.ca - Access the computer helpdesk for assistance with system access issues, computer hardware and software concerns and questions.

Follow up and next steps:
Effective communication is an important factor in to the implementation of Brightspace, particularly as we are implementing within the urgent context of COVID-19. One strategy that we have seen over the summer that has been effective are Faculty or department/school townhall meetings that are typically hosted by the academic unit and attended by LTSI staff can assist and answer questions. I strongly encourage you to consider this format as it tends to elicit meaningful questions and engagement.

I also want to thank you for your support and patience as we make this important change to a new LMS together. We do know that this is a large and significant change in a tight timeframe and may pose challenges. We will do our best to address issues as they arise. I am grateful for your willingness to work with us so that we can ensure a successful fall term.