Learning Management Systems
and the
Merged Organization

NERCOMP Annual Conference
March 11, 2008
The LATTE Project
Project to Production
Product Management
The LATTE Project

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Chief University Librarian
Background

• LMS implemented by ITS in 1997
• E-Reserves implemented by University Libraries in 1997
• All digital course reserves offered exclusively via LMS since 2003
Fall 2006

• LTS 18 months old
• LMS supported by 3-4 FTES and 10-15 students
• 500 courses per semester
LATTE Project: March 1 - July 31, 2007
• Project Lead = University Librarian
• Teams
  functional, communication, technical, content migration, training, support
• Project Lead Group
Stress Factors

• New role for library staff (University Librarian included)

• Inherited practices (migrating content)

• Not simply replacing one software platform with another
Organizational Gains

• High-level cross-functional leadership collaboration
• Highly cross-functional teams
• Broad ownership of LATTE throughout LTS
• Sophisticated communications and branding
What we learned

- Cross functional teams really do work
- Cross functional teams take work
- Silos don’t work
- Today’s learning and teaching environment takes a village to support
- Respect for one another
Project to Production

David G. Wedaman, Ph.D.
Director for Research and Instruction Services
Research and Instruction Services Group

• Reference Librarians
• Instructional Technologists
• Subject Specialists

A merged group within the merged organization
Fall 2007

- LATTE established as an enterprise system
- 510 Moodle Courses; 15 WebCT Courses
- New Faculty Support Model Developing
LATTE Faculty Support

Tier 1: Students staff, Help Desk, Tech Desk, InfoPoint

Tier 2: RIS staff

Phone

Drop in/Appointment (Faculty Resource Center)

Email (ticket tracking)
Immediate Challenges

• Defining “after-hours” support
• Defining staffing for support tiers
• Defining the Learning and Teaching Technology Environment beyond Moodle
• Competing roles of RIS staff
What we learned

• LATTE support, maintenance and development requires cross functional coordination
• Silos don’t work
• Today’s learning and teaching environment takes a village to support
LATTE Product Management

Janet M. Hill
Academic Systems Project Manager
LATTE Development

• RIS Group: feature requests, bug reporting, functional requirements
• LATTE Product Management Group
LATTE Product Management Group

- Development of functionality
- Management of release cycle
- Liaison to Administrative Stakeholders
  Registrar
  Deans
  Provost
Immediate Challenges

• Archiving courses
  – as record of instruction, as container for instructional materials
• Creating formal regression testing process and procedures
• Managing Moodle upgrades
• Managing administrative needs
What we learned

- Open source software requires a new kind of support group
- LATTE support, maintenance and development requires cross functional coordination
- Silos don’t work
- Today’s learning and teaching environment takes a village to support
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