



Brandeis University

Learning Management Systems and the Merged Organization

NERCOMP Annual Conference
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Library and Technology Services



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The LATTE Project Project to Production Product Management



The LATTE Project

Susan V. Wawrzaszek
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



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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



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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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Brandeis Library and Technology Services
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