BCNET

Shared IT Services for Higher Education & Research

Conference 2018

Moodle User Experiences

Enhancing the Learning Environment Through a Cooperative Cloud Solution

Presenters

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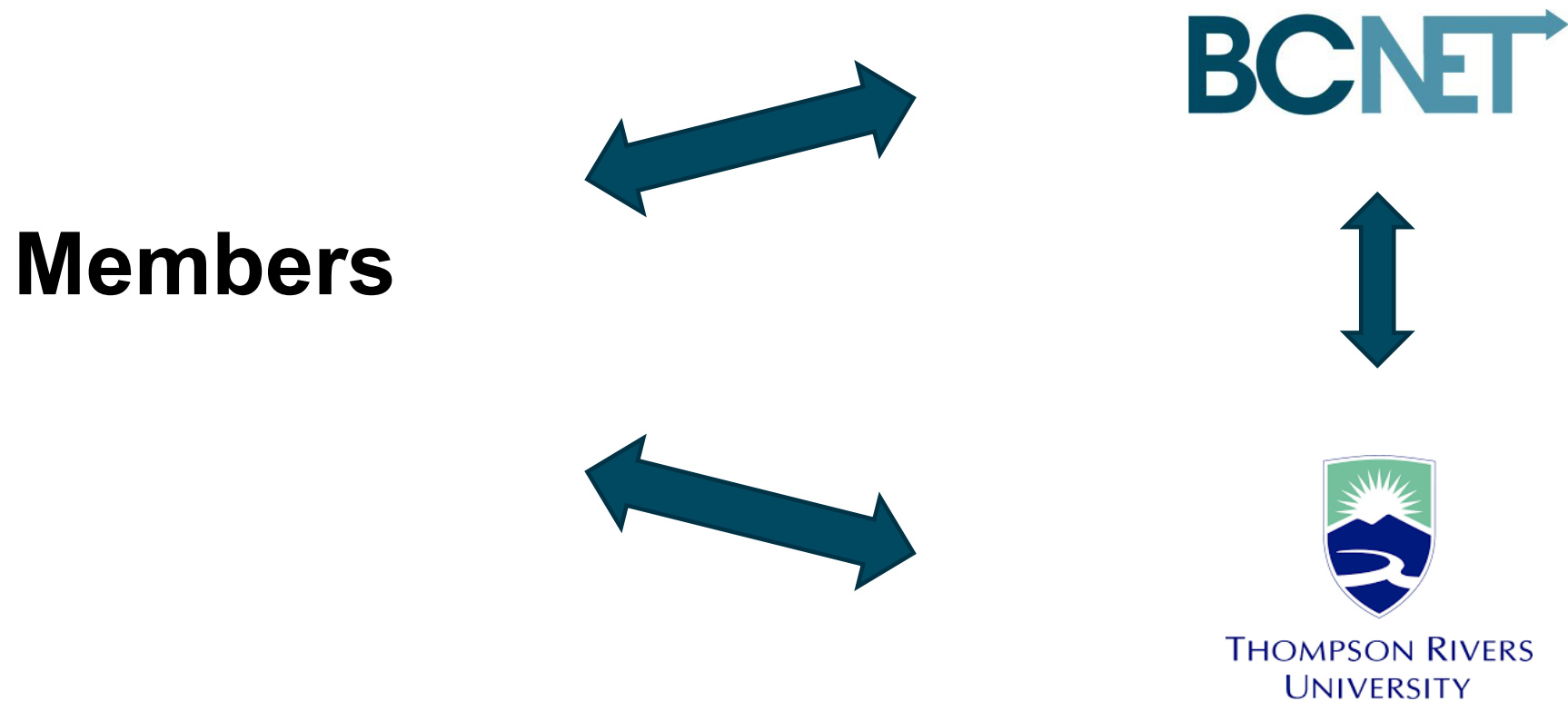
On the Menu Today…

- **Beverage:** Introductions

- **Appetizer:** Service Overview

- **Main Course:** Moodle at TWU

- **Dessert:** Q&A

Moodle - Service Overview

- What is it?

  - A collaborative software application for admin, course management, tracking, reporting and documentation (LMS)

- Background

  - Pilot at BCcampus in 2007

  - Transferred to BCNET in 2016

- Members using BCNET Moodle service today

  - 8 institutions

Moodle - Service Overview - Operations
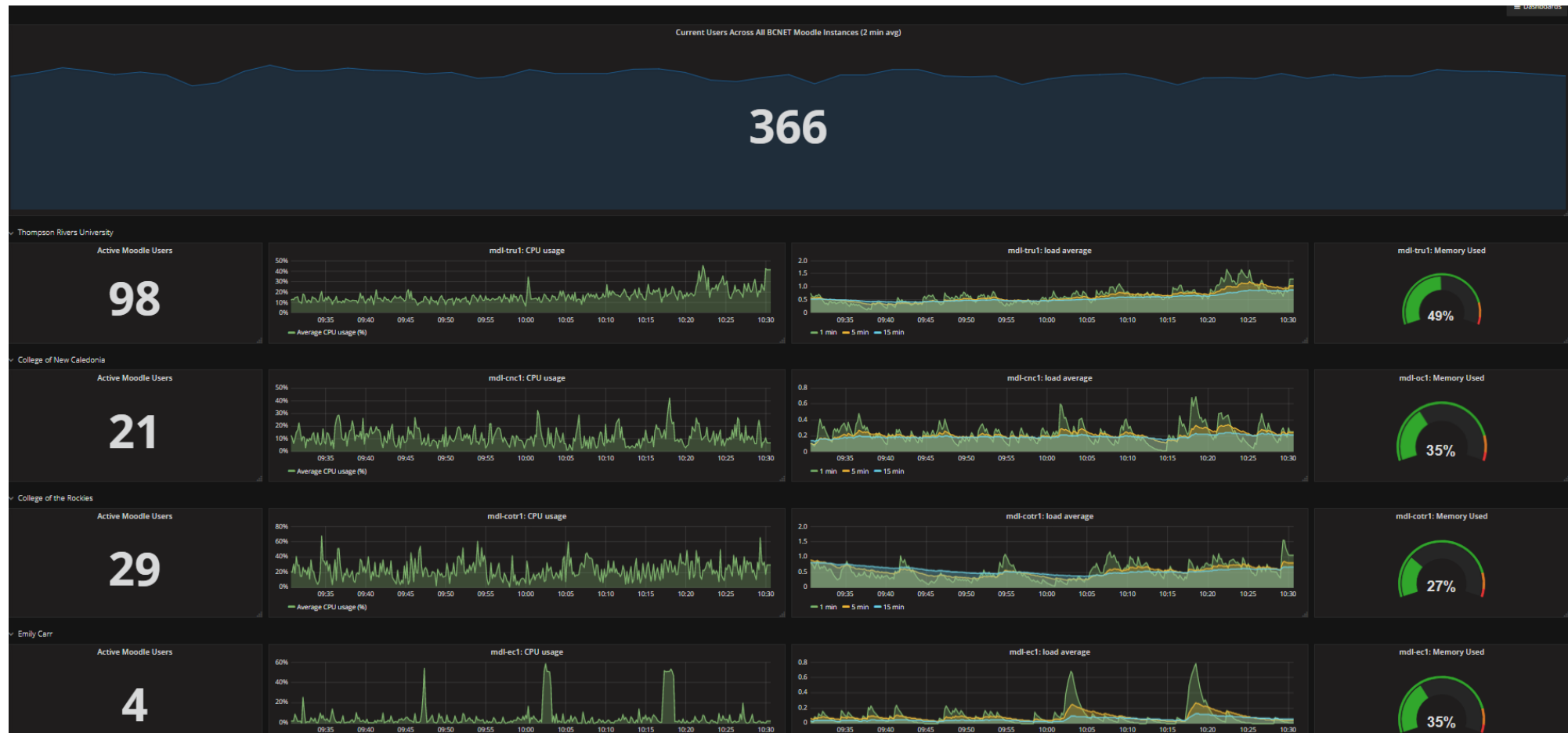
Members

Moodle - Service Overview - Operations

Infrastructure

- Linux-based environment

- Production & development Moodle servers

Services

- Managed Moodle upgrades

- Validated Moodle plugins

- Monitoring

- Tier 2 support

Moodle - Service Overview - Grafana

Moodle – Service Overview - Cost

Annual Costs

- ➢ Base Fee (includes 2 servers – 1 prod, 1 test)

- ➢ User Surcharge ($/FTE)

> *Example service cost for 5000 FTEs: $12,000*

Moodle at TWU

- Moodle first installed ca. 2007
- Stalled at 1.9
    - Security patches ended June 2012
    - Lack of faculty support
- …
- Colin hired in Aug. 2016
    - Regular crashes at peak times
    - Many work-arounds
    - Faculty doing the best they could with what they knew
    - Moodle became #1 priority

Moodle at TWU

- RFP (pfft)
  - Brief look at Canvas
  - Access to results of evaluations @ TRU, UofC
- Why stay with Moodle?
  - Long institutional history -> reduced need for training
  - Very limited time
  - Limited budget
  - BC K-12 system
- Decision supported by admin and faculty reps

Timeline

- 2016 October – Project Proposal Drafted

- 2017 March

  - BCENT Moodle Service Agreement Signed (some delays with new process @ BCNET)

  - Moodle Server Setup

- 2017 April

  - Faculty Training Scheduled Announced

- 2017 September 1st

  - Go Live – All Fall 2017 courses created in NEW Moodle

  - No new courses in Moodle 1.9 (some courses that began prior to Sep'17 still active)

- 2018 July

  - Archive Moodle 1.9

Configuration

- Vanilla

- Modules/Plugins - copied TRU so we'd know it will work

  - Configurable Reports - SQL Reporting module for trouble shooting

  - TurnItIn *sigh*

  - EBSCO Curriculum Builder

  - Attendance

  - H5P

  - Completion Progress

  - Completion Status

  - Filtered Course List

  - Onetopic Format

  - Assignment Dates

  - Theme -> Adaptable

Integrations

- Jenzabar Student Information System

- Enrolment plugin - "External database enrolment"

  - 3 TWU SQL jobs run twice daily (1pm, 6pm) loading data into the "External Database"

    - Courses

    - Users

    - Enrollments

  - TRU script follows TWU SQL jobs to pull data from the "External Database" into Moodle

  - In addition – Enrollment Sync happens during each user login

- Authentication: Moodle CAS to Homegrown SSO Provider

Lessons Learned & Wish List

- Branding

- Gradebook

- Struggle with Moodle documentation – external database plugin

- Not having direct server access – needing to bug Mike – "Configurable Reports" is helpful to see what is happening in the database

- One-way sync (profile changes don't sync back)

- Faculty assistants being assigned to group of courses

Working with BCNET

- HUZZAH! to Mike Kelly and Dave Burkholder @ TRU

- Good to actually know the people behind the screen!

- Some TWU admin were concerned about '9-5 weekdays' service – no issues to date that we couldn't diagnose and fix

Thank You