



Monroe
Community
College
STATE UNIVERSITY
OF NEW YORK



MONROE COMMUNITY COLLEGE MIGRATES TO BRIGHTSPACE AND ARCHIVES ITS HISTORICAL STUDENT DATA

A K16 Solutions & Monroe
Community College story

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WHO WE ARE



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Monroe Community College

STATE UNIVERSITY OF NEW YORK

MONROE COMMUNITY COLLEGE

- Founded in 1961
- Unit of the State University of New York (SUNY) system
- Located in Rochester, NY



LOCATIONS

- Brighton Campus
- Downtown Campus
- Applied Tech Center
- PSTF
- Virtual

STUDENTS

- **8,283** credit students for Fall 2022
- **23,344** credit/non-credit total 2021-22

EMPLOYEES

- **231** FT faculty
- **547** PT employees and adjunct faculty
- **258** FT administrative/professional staff
- **251** FT support staff

ONLINE LEARNING AT MCC

1997

MCC began offering online courses with 4 classes.

TODAY

18

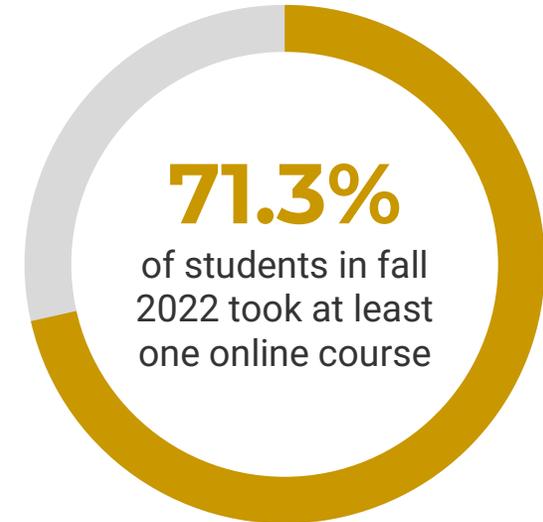
Fully online degrees and certificates

40

Partially online degrees and certificates

415

Fully online sections running this spring



MCC has been a member of the SUNY Online Learning Network (SLN)

- Hosts the LMS
- Student Technology Help Desk
- ID community/support
- Faculty Training Requirements (fully online, hybrid, web enhanced)
- Virtual Campus Team Approach to online course development

LMS HISTORY AT MCC



SUNY homegrown
Lotus Notes
based system



Angel Learning
Education
Software



Blackboard Learn
(Original) and
Blackboard Ultra



TODAY

D2L
Brightspace

As a member of the
SUNY Learning
Network - LMS changes
are driven by SUNY
contract processes

- SUNY RFP process with input from multiple stakeholders across the system.
- Create a common LMS for the entire SUNY system making it easier for students to access their courses from two year to four-year colleges.
- Create a consistent student experience across all course modalities.

POLL QUESTION 1

Which LMS are you currently using?

SUNY VISION FOR A NEW DIGITAL LEARNING ENVIRONMENT

SUNY adopts D2L's Brightspace for a unified digital learning environment across campuses.

With the transition to D2L's Brightspace, SUNY envisions a dynamic opportunity to unify the digital learning environment within which all SUNY campuses operate:

- a common LMS application;
- a central architecture with common data structures;
- common templates;
- a common set of online tools integrated with the LMS (right now there is much redundancy across the System);
- and a common integration for data.

This allows SUNY to take advantage of economies of scale, better share best practices and resources across campuses and between SUNY System Administration resources and campuses, assure strong technical support, and provide a familiar platform for students, faculty and staff moving across campuses.

SUNY's goals are to deliver a consistent and seamless student experience while generating cost savings and operational efficiencies with a single-instance multi-tenant deployment model.



THE CHALLENGE



Implement a SUNY wide digital learning environment that provides students with a consistent online experience while meeting the unique needs of up to 64 campuses.

Single instance, multiple tenants

Single sign-on

MFA

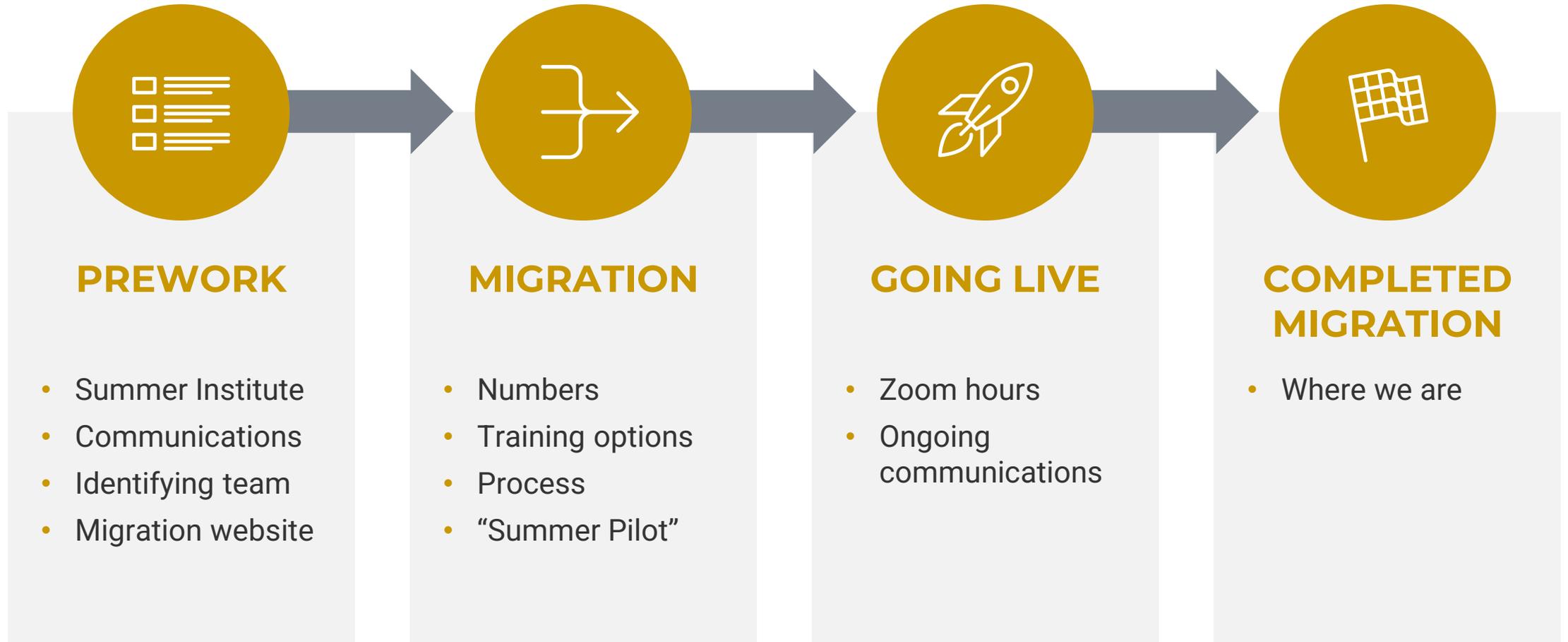
Notes:

- Campuses were offered 4 cohorts to that determined when they start migrations
- MCC elected to be in Cohort 1 (with 29 other campus)
- MCC's new campus portal was also being implemented at the same time

TIMELINE



MCC's APPROACH



PRE WORK



Regular communication with faculty and staff throughout the project:



Consistent ongoing communication in multiple modes through the entire project

Ongoing communication with SUNY/D2L partnerships during the project:

Participation in SUNY workgroups

Collaboration with D2L/SUNY for technical support through the transition

POLL QUESTION 2

**Which LMS do you
need to migrate to?**

MIGRATION AND SUMMER PILOT

APRIL-MAY 2022

- Small group of faculty to pilot for summer (approx. 35 faculty/50 courses)
- Manual account creation and course shells.

Prioritized support for summer pilot faculty

- Manual conversion of courses (export/import)
- Extensive, time consuming cleanup

Continuous promotion of training from SUNY, D2L resources, and drop-in Zoom support hours for 1:1 help (Ongoing)

- **SUNY:** Synchronous trainings sessions, asynchronous modules, and DLE resources
- **D2L:** Brightspace Tutorials (short, focused videos)
- **Virtual Campus:**
 - Targeted migration training on how to export/import into Brightspace and a migration guide on how to clean up courses
 - 18 hours a week of drop-in zoom sessions with our support team to answer individualized questions



Summer pilot was successful, positive feedback from students and faculty.

MIGRATION CHALLENGES

Lessons learned during the “summer pilot”

COURSE CONVERSIONS CHALLENGES

- Course complexity (quizzes, images, etc.), significant clean up time
- # of courses to migrate in a tight time frame
- New tools and integrations that impact course conversions - Yuja

ARCHIVES, BACKUPS/RESTORES

- Various options for archiving (old vendor or K16)
- Opted for K16 because of the product and quick turnaround time, flexibility to retrieve courses and bring into the new LMS
- Wanted to bring our archives into one system for easy retrieval (courses on two systems)




K16 SOLUTIONS

GOING LIVE

GOAL:

- Move all “academic” courses for the semester, previewing August 22, 2022
- Transfer Blackboard Organizations during the Fall 2022

Training and migration of all courses was challenging for faculty with varying skills and a lack of time.

We wanted faculty to focus on content rather than the “How To’s” of Brightspace.



- Offered an optional migration for complex courses through K16
 - Focused on asynchronous online courses/complex content
 - Created an online form for faculty request with a 1-2 week turnaround
 - Used K16 to transfer all Blackboard Organizations into Brightspace
- Ongoing training and support offered (SUNY training, Zoom Hours)
- Ongoing communication to students and faculty
 - **Students** - onboarding letters to students to explain the new system, creation of an student orientation to quick start into Brightspace
 - **Faculty** - Creation of a faculty space in Brightspace to post resources, announcements for one central repository

POLL QUESTION 3

**Do you need to
migrate to a new LMS;
if so, when?**

MIGRATION PROCESS WITH K16



K16 SOLUTIONS



Migration process

- **Migrated courses in batches**
- Submitted Course IDs to shared spreadsheet in batches
- Each batch of courses was processed within a week
- Migrated courses to a “Migration Department” Term in Brightspace
- We manually “copied” each converted course to a practice or live shell for faculty
- Regular communication of any issues with course migrations

Archiving process

- **Archived 40,000+ courses**
- Began the process to allow 10 weeks, or 5000 courses per week
- Started in mid-October and completed before our December cutover
- Submitted Course IDs to a shared spreadsheet

Find/Replace

- Migration to a new video streaming platform that impacted 6000+ courses

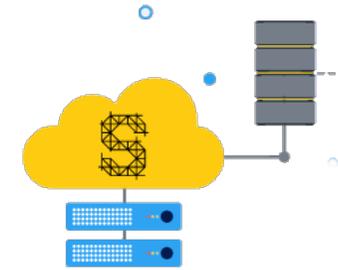
COMPLETED MIGRATION



Completed our migration, all academic course and Blackboard Organizations by December 21, 2022



Extensive communication through the semester to save and backup materials (exports) from Blackboard, create download file of gradebooks, and created awareness of loss of access in mid-December



All of our courses successfully archived by K16 and easy to access data and “push” content into Brightspace from the archive Scaffold system as needed

POLL QUESTION 4

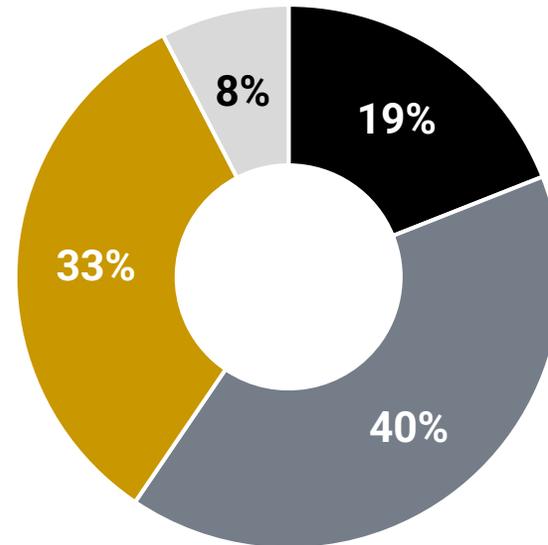
Do you have a plan for how you will archive your historical course content and student data?

FEEDBACK FROM FACULTY AND STAFF

Fall 2022 survey of 80 faculty:

86%
of faculty were satisfied
with Brightspace and
found it easy to use

70%
of faculty reported
spending 6 hours or more
cleaning up their imported
content, especially the
gradebook



- Built courses from scratch
- Mix- reuse content and build from scratch as needed
- Exported directly from Bb directly
- Mentioned other challenges

Faculty appreciated the option to migrate their courses through K16

- This solution produced better quality results than a standard export/import from Blackboard to Brightspace.
- Worked well for large courses over 2GB, courses with extensive images, and Blackboard Tests (question sets)

LESSONS LEARNED & ADVICE FROM OTHERS

1

Take the time to make sure the support team knows the new system (admins, help desk)

2

Provide regular communication with all stakeholder groups within the organization

3

Provide opportunities to practice and engage in the new LMS in advance

4

Make it easy for faculty to reuse content, but consider advantages of starting fresh (migration services can help)

5

Offer regular support and training, identify needs (such as quizzes, gradebook)

6

Provide opportunities to collect feedback from stakeholders, especially faculty and students

7

Connect with other “admin” users at other colleges to learn the pitfalls and challenges

8

Work together in teams to troubleshoot issues and problems with the new LMS (transfer of content in migration is not always 1:1)

9

Use the transition of the new system as an opportunity to provide more consistency across the student experience

QUESTIONS?

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