

**NET+ LEARNING
MANAGEMENT SYSTEMS:
COVID-19 NEXT STEPS:
PREPARING FOR FALL 2020
SEMESTER AND BEYOND**

INTERNET
2



JULY 1, 2020

online

BY COMMUNITY, FOR COMMUNITY

Agenda

- Welcome
- Introduction to NET+ Program
- LMS Service Providers Provide Assistance During COVID-19
 - Blackboard – Jim Chalex & Tim Tomlinson
 - D2L – Ken Chapman & Chris Sessums
 - Instructure Canvas – Melissa Loble & Shaun Moon
- Roundtable Discussion, Q&A

Logistics

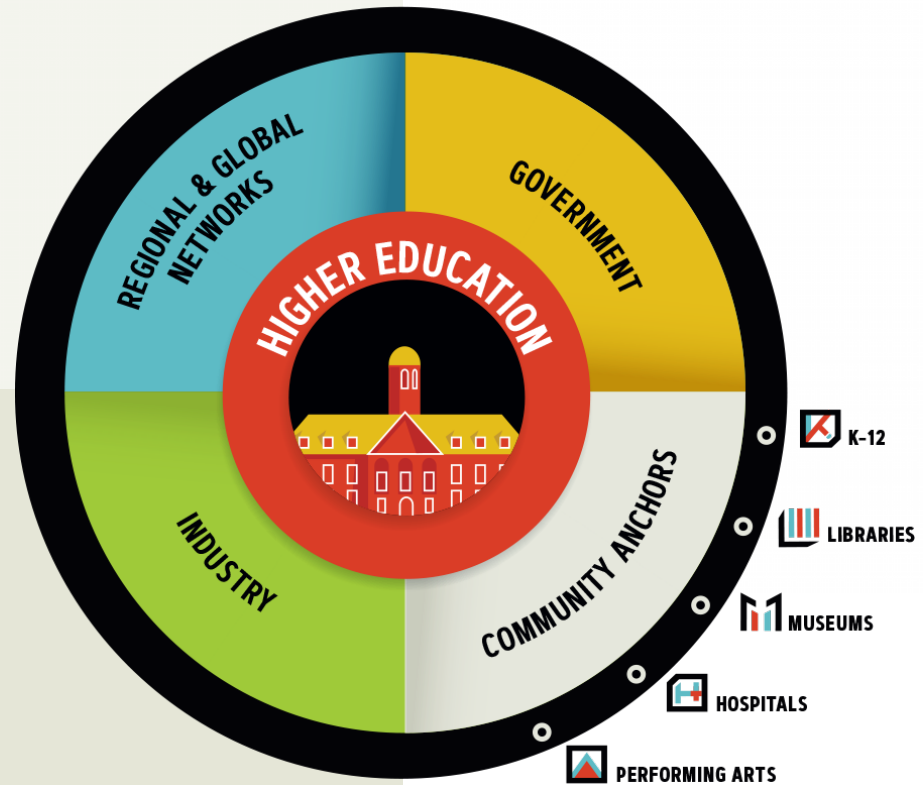
- Participants microphones and video are turned off
- Please submit your questions via the Q&A functionality
 - Questions will be moderated, but we may not have time for all
 - Limited offline follow-up afterwards
- Today's virtual event is being recorded and will be made available on the Internet2 I2 Online page: <https://www.internet2.edu/news-events/events/i2-online/>

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INTERNET2 EXISTS TO FACILITATE collaborative effort of U.S. higher education institutions to design and provide selected mission-critical services required to advance all aspects of their academic and service missions.

INTERNET2 WORKS BY ENGAGING mutual-interest collaboration across diverse communities to advance scholarship and accelerate discovery.



Community-Driven NET+ Cloud Services



Services conceived, tested and vetted based on R&E standards

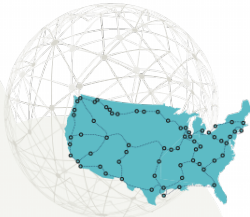


Peer-driven solution roadmaps address evolving user and enterprise needs



Services meet R&E security, compliance and accessibility standards

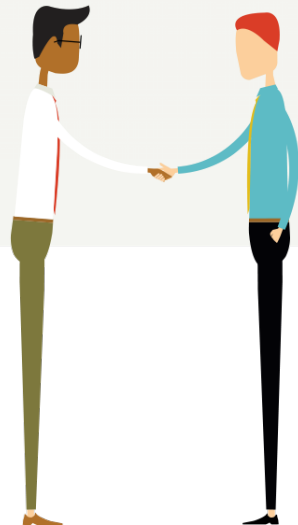
PROVIDER PARTNERSHIPS



Architected to perform across advanced Internet2 network and global peers



Leverages R&E federated identity standards enabling seamless sign-in with campus credentials



Provides standard agreements and terms for all

Key Elements of a NET+ Cloud Service

I2Cloud
NET+



Developed through a community led [Service Evaluation Process](#)

Reviewing services to ensure they meet higher education standards in areas such as functional, technical, security and compliance, business and legal, and other areas of importance.

Backed by a group negotiated [Facilitation Agreement](#)

Ensuring standard and differentiated higher education contract terms and conditions, and discounting for qualified institutions.

Supported and maintained by a [Service Advisory Board](#) and [Program Manager](#)

Convening the community in meaningful ways around cloud services while supporting ongoing management of the service offering.

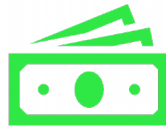
How NET+ contracts help speed up access to the cloud for research and education:



Reduce time

Pre-negotiated terms and conditions developed by peer higher education institutions

Service providers are required to complete and provide standard compliance documentation



Reduce cost

Volume discounting based on the size of the Internet2 membership
Legal negotiation costs supported by community participation in the negotiation



Reduce risk

Contracts capture important compliance and legal requirements for higher education

Pricing backed by a Facilitation Agreement with Internet2 – typically with a multi-year term and capped price increases

NET+ Key Metrics - Updated May 2020

351 institutions subscribe to at least one NET+ service

84 institutions subscribe to 3 or more NET+ services

117 institutions have contributed to at least one NET+ service evaluation

21 NET+ cloud services in the portfolio

Jim Chalex & Tim Tomlinson

Blackboard

Ken Chapman & Chris Sessums

D2L

Melissa Loble & Shaun Moon

Instructure Canvas

Crista Copp

Loyola Marymount University

John Fritz

University of Maryland – Baltimore County

Suzanne Harrison

University of California – Berkeley

Matthew Buss, Sean O'Brien, & Dana Voss

Internet2



SPEAKERS

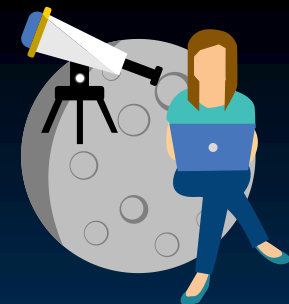
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Blackboard's & Our Clients' Response During COVID-19

March 2020 by the Numbers

The Impact
of Covid-19
on Education



3,600%
increase

in global daily
Blackboard
Collaborate users.



400%
increase

in global daily
Blackboard Learn
logins.



55%
increase

in the Blackboard
Community's
membership.

April 2020 by the Numbers

The Impact
of Covid-19
on Learning

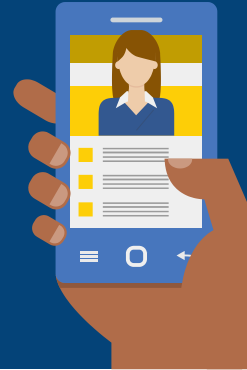
**100%
increase**

in number
of students
learning online.



**35%
increase**

in mobile app
use year-over-year.



**1.5M
downloads**

of alternative
formats.



Educators are building the next generation of online courses.

March – May
2020



1,000% increase

in the readership of content about “motivating online learners” year over year.

50,000 hours

of digital teaching professional development.



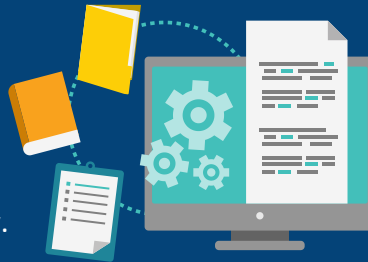
600% increase

in the installation of lab simulation tools year over year.



366,646 files

files improved by educators for accessibility.



700% increase

in the use of online proctoring tools year over year.



Scaling to Meet the Demand

Real-time Scaling



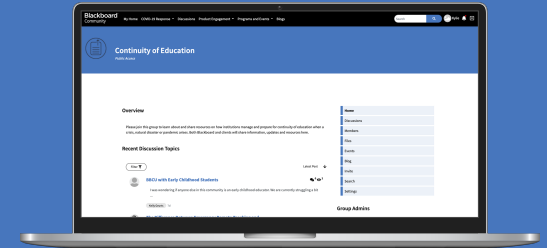
- Auto-scaling
- Proactive provisioning based on load metrics and predictive usage models
- Checks run daily, and changes made overnight as needed

Collaborate



- Partnering with cloud providers to ensure resource availability
- Leveraged global footprint to project usage as institutions moved online in regional waves

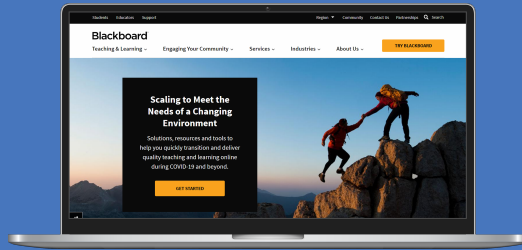
Quality and Consistency



- Maintained consistent release cadence, with additional gates to validate release quality and scope
- Focus on avoiding change management or any disruption to online learning

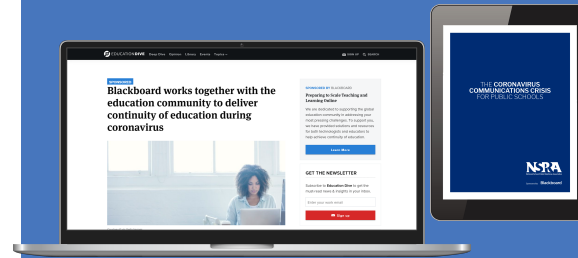
How Blackboard is Supporting the Educational Community

Sharing Best Practices



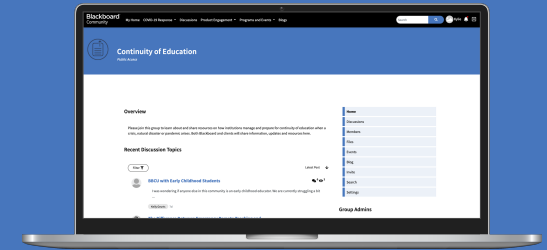
- 12 blogs sharing best practices and approaches to teaching online
- 100+ faculty training webinars in 3 months

Free Resources



- Comprehensive resource web pages
- "Getting Started" video tutorials
- File transformer
- Accessibility checklist
- Technology adoption toolkits

Community Site



- Continuity of Education Group for HE
- CPO Corner, hosted by Tim Tomlinson
- Office hours
- Europe/Africa SaaS/Ultra office hours

Some of Our Clients' Responses to COVID-19



+ 4,492% Collaborate Meetings



Converted +1,000 courses to go online in weeks



**Sam Houston
State University**

Converted 3,000 courses to go online in 5 days

Continuity of Education & Inclusive Access

75% increase in content added to the LMS

(March – May 2020 vs March – May 2019)

Introduces more accessibility issues and puts additional strain on instructional designers and disability services **leaving students vulnerable**

Regardless of institution type, institutions are seeing **more than one alternative format download per FTE**, showing the benefits of alternative formats for all students

Blackboard



File Transformer

<https://ally.ac/covid19/>



Accessibility Best Practices For Transitioning to Remote Instruction

<http://tinyurl.com/a11yauthoring>



Inclusive Course Design

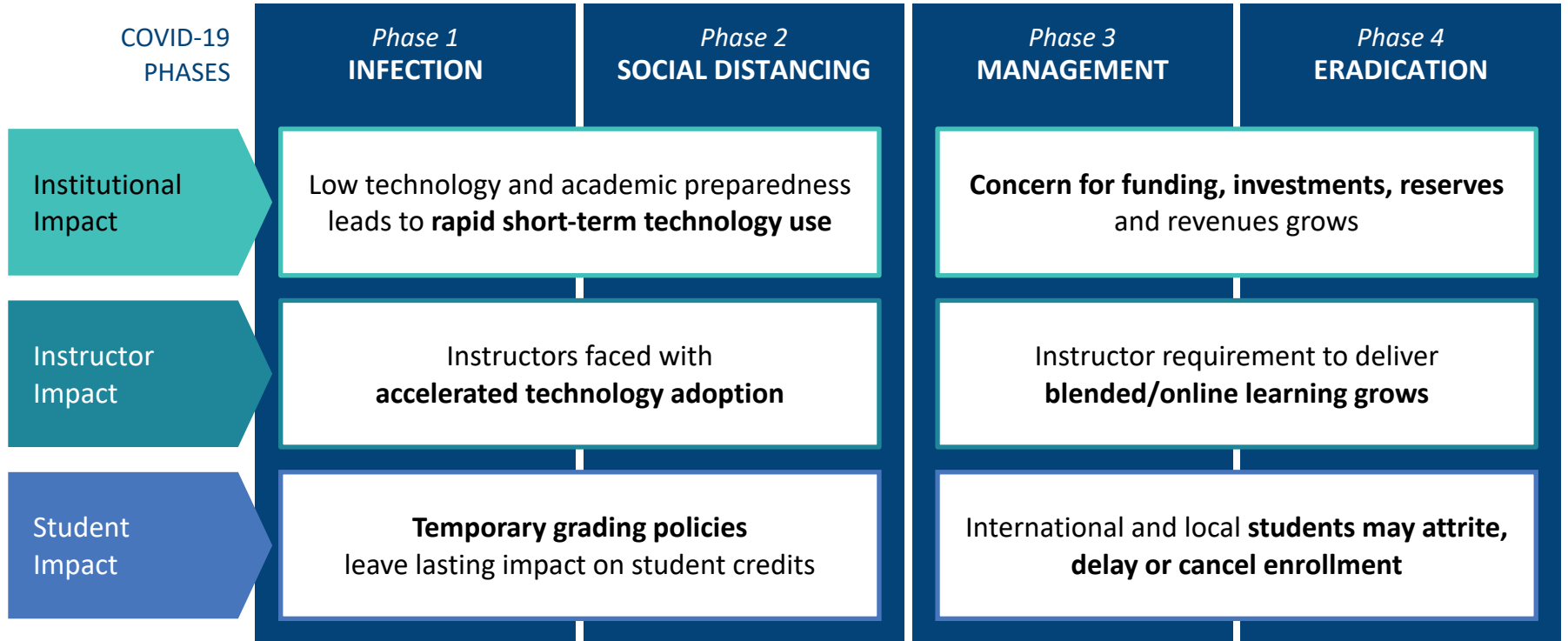
<https://tinyurl.com/InclusiveCourseDesign>



Inclusive Learning Research Series

<https://usergroup.ally.ac/s/resources/>

Our View: The Ongoing Impact of COVID-19 on Higher Education



Some of Blackboard's Areas of Focus for the Remainder of 2020

- **Continuity of experience**
Quality, stability, scalability, security
- **Learning management (Learn)**
Refining assessment workflows, deepen 3rd party integrations, mobile offline use
- **Virtual classroom (Collaborate)**
Larger sessions, more gallery cameras
- **Universal design (Ally)**
Equitable access, alternative formats
- **Insights driving action (Analytics)**
Cloud reporting, community support



Blackboard[®]

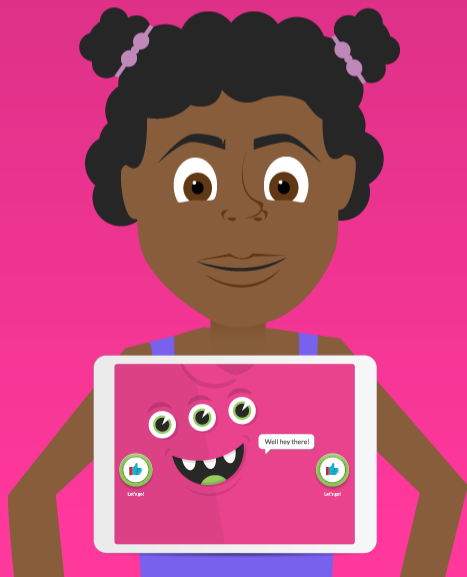
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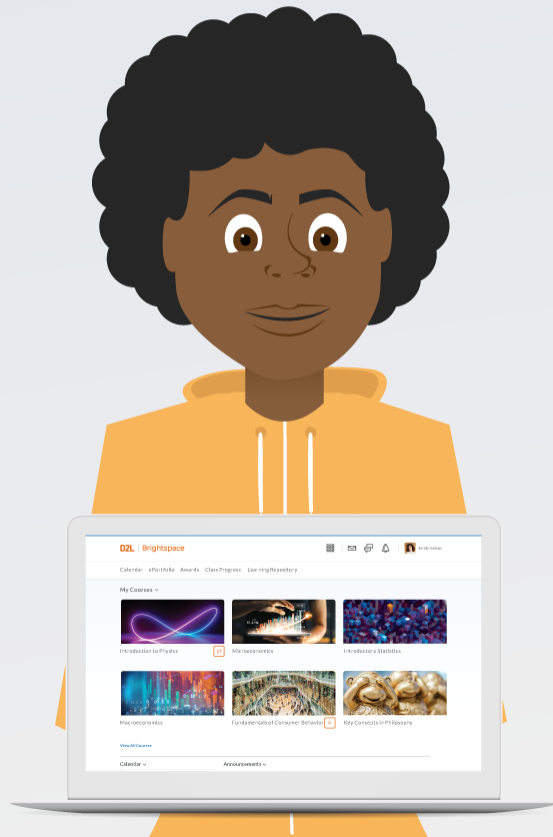


D2L's COVID Learnings

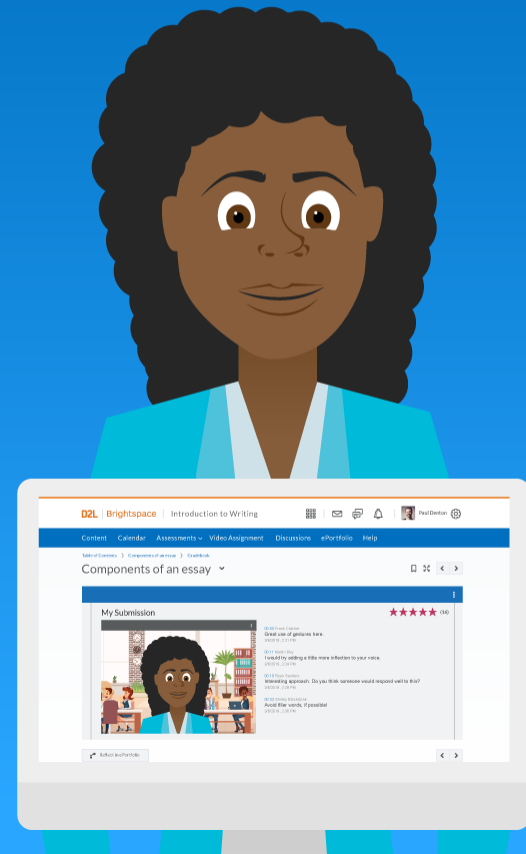
LIFE



LONG



LEARNING



Equality

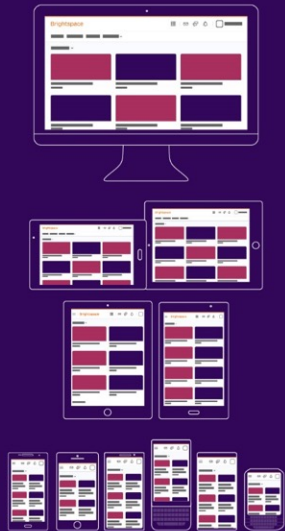


Equity

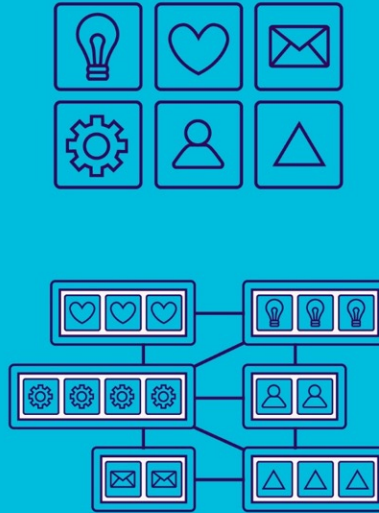


Preparing for Scale

Responsive



Microservices
Architecture



Required Slide – COVID stats

99.99%

Maintained uptime level

3100%

Increase in Portfolio usage

2500%

Increase in Virtual Classroom usage

440%

More content getting created

85%

Community posts answered within 24 hours

61

Mins from contract to site being live (68 new schools)

30%

More learners using Brightspace

What We Heard During COVID



Worry-free technology



Putting students first



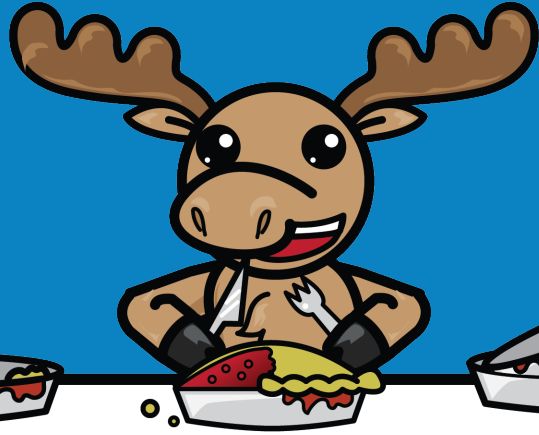
Faculty tools to enhance
teaching success



Awesome Community




More partner, less vendor



PIE

(Product Idea Exchange)



Brightspace Portfolio

Collecting evidence of learning, skills and knowledge in the classroom.

Class Device

My Device

Family Device

About

Auto Analysis™

Challenger-President-Reagans-Challenger-Disaster-Speech-1-28-86

WORDS: 648
DURATION: 4 minutes, 9 seconds
ANALYZED AT: 9/18/2019, 9:47 AM

94 OVERALL

98.2 DELIVERY

- CLARITY: 94% clear (24 unclear words)
- FILLERS: 5 filler words
- SPEAKING RATE: 155 words per minute

91.6 CONTENT

- KEY TERMS: 11 of 12 key terms

TRANSCRIPT


Key Terms

- give me a challenge: 1 of 1
- space program: 3 of 1
- hero: 1 of 1
- discovery: 1 of 1

ladies and gentlemen, I'd planned to speak to you tonight to report on the State of the Union. But the events of earlier today of let me to change those plans. Today is a day for mourning and remembering. Nancy and I are paying to the crew with the tragedy of the shuttle challenge. We know we share this pain with all of the people of our country. This is truly a national loss. 19 years ago, almost to the day, we lost three astronauts in a terrible accident on the ground. But we've never lost in **discovery** on flight. We've never had a tragedy like this. And perhaps we've forgotten the **courage** it took for the crew of the shot. But they the **Challenger** seven, were aware of the **dangers**. It overcame them and did their jobs brilliantly. We mourn seven **heroes** Michael Smith, Dick Scobee, Judith Resnik, Ronald McNair, Ellison, Onizuka, Gregory Jarvis and Krista make off. We mourn their loss as a nation Together. The families of the seven we cannot bear it you do the full impact of this tragedy. But we feel the loss. We're thinking about you so very much. Your loved ones were daring and **brave**. And they had that special grace, that special spirit that says **Give me a challenge** and I will meet it with joy. They had a hunger to explore the universe and discover its truths. They wish to serve, and they did. They served all of us. We've grown used to wonders in this century. It's hard to dazzle us. But for 25 years the United States **Space Program** has been doing just that. We've grown used to the idea

Media Capture

Record Webcam Video | Upload File



New Recording 00:00 / 30:00

Add Cancel

ROGERS LTE 1:45 PM

DL Brightspace This Week

Work To Do Events All

MON	TUE	WED	THU	FRI	SAT	SUN
22	23	24	25	26	27	28

Thursday, Jun 25, 2020

- Architecture Styles 10:00 AM | Architecture 101 ✓
- Spanish Architecture 10:00 AM | Architecture 101 ✓

Works for everyone



First time Instructor

Never taught with an LMS
New to blended learning
Needs a simple experience



Power user

Teaches fully online
Uses advanced tools for
blended learning

Human Diversity in Online Learning

Inclusive Design Benefits Everyone

See



Blind



Eye Surgery



Glare

Hear



Deaf



Ear Infection



Public Places

Interact



Paralysis



Fracture



New Parent

Understand



Dyslexia



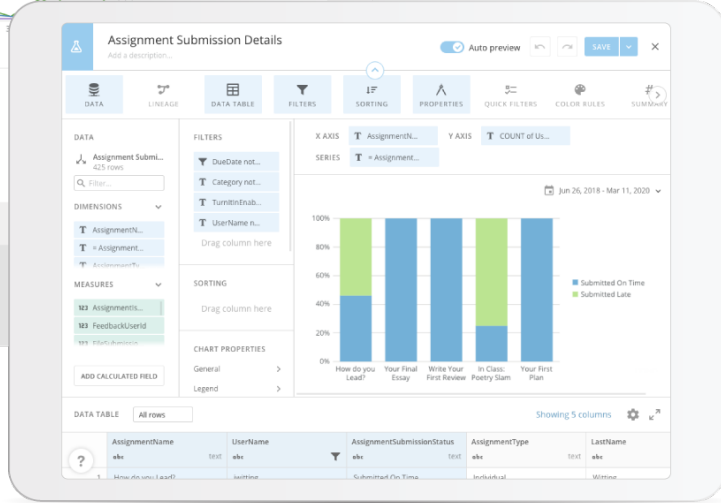
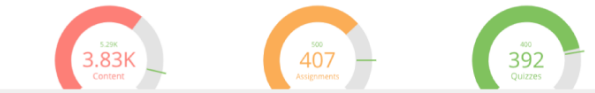
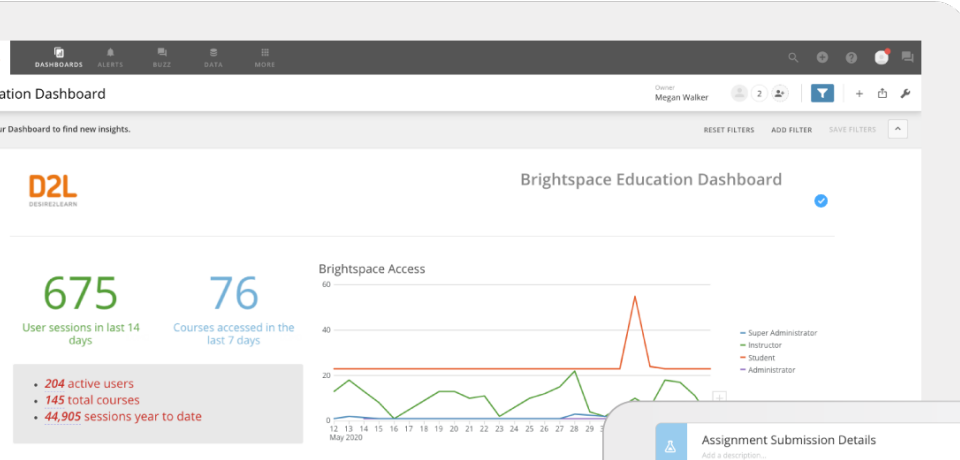
Concussion



Overwhelmed

Data to inform:

- Advising
- Curriculum
- Enablement



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INSTRUCTURE

Melissa Loble — Chief Customer Experience Officer

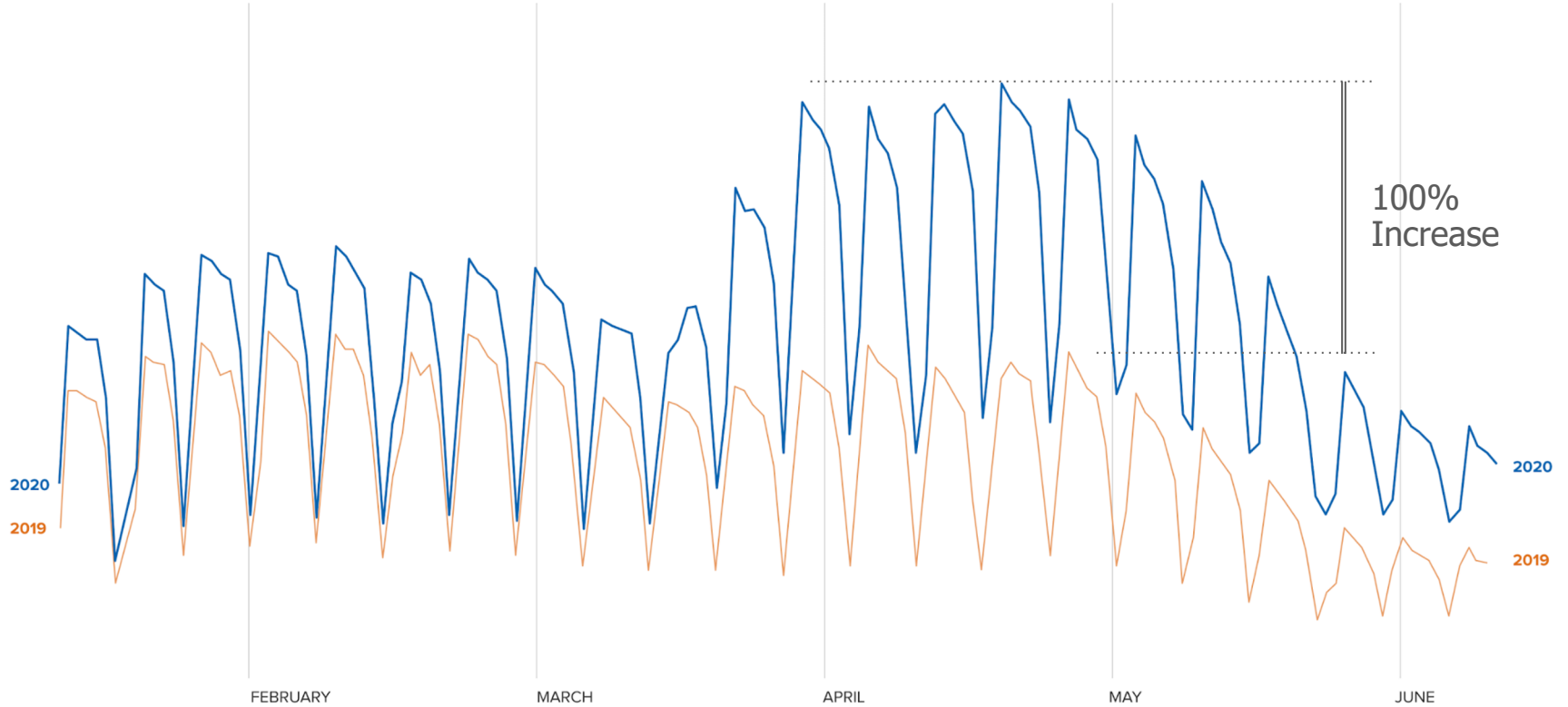
Shaun Moon — VP Product, Canvas

What happened in March and April?

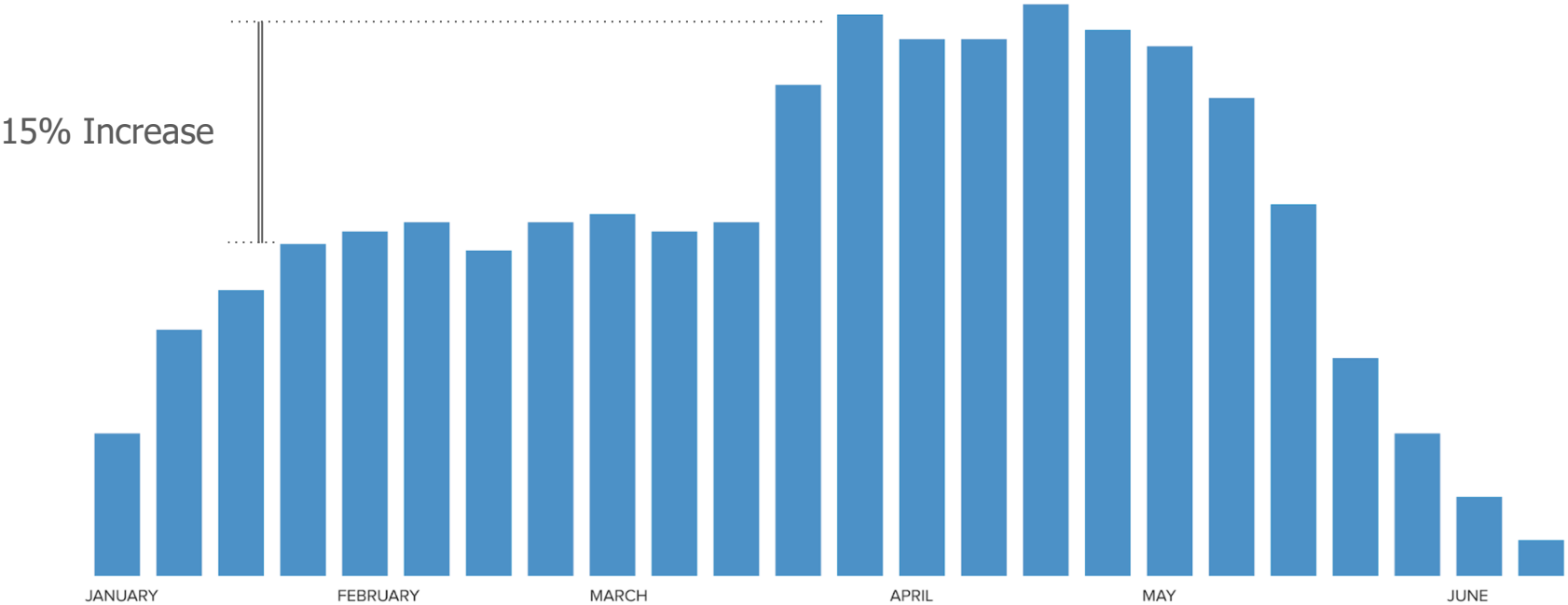
Canvas Usage

Whoa. Just...whoa.

Peak Concurrent Users by Day

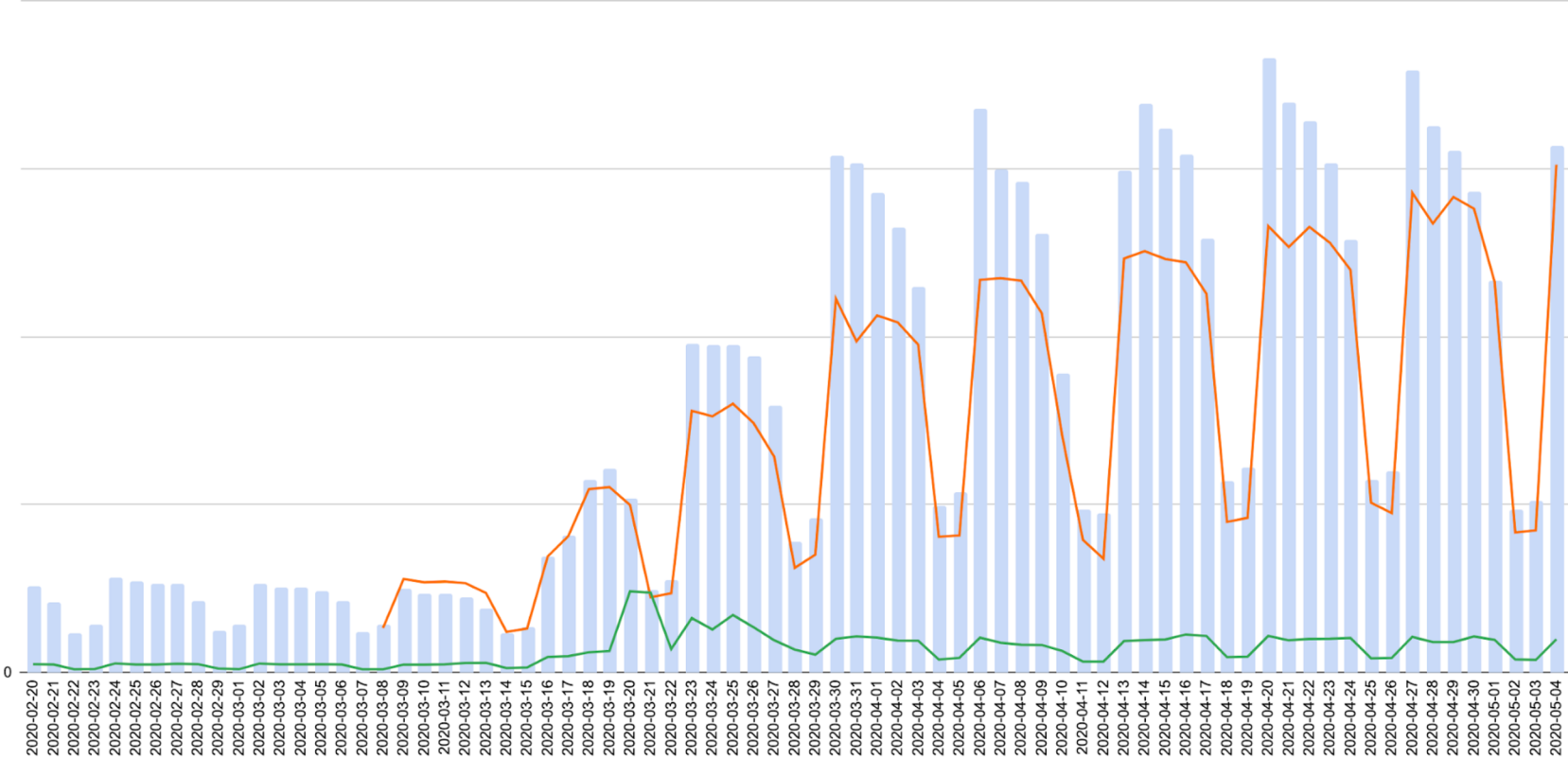


Unique Users by Week



Async Media Usage

Served (TBs) Fetches New Media



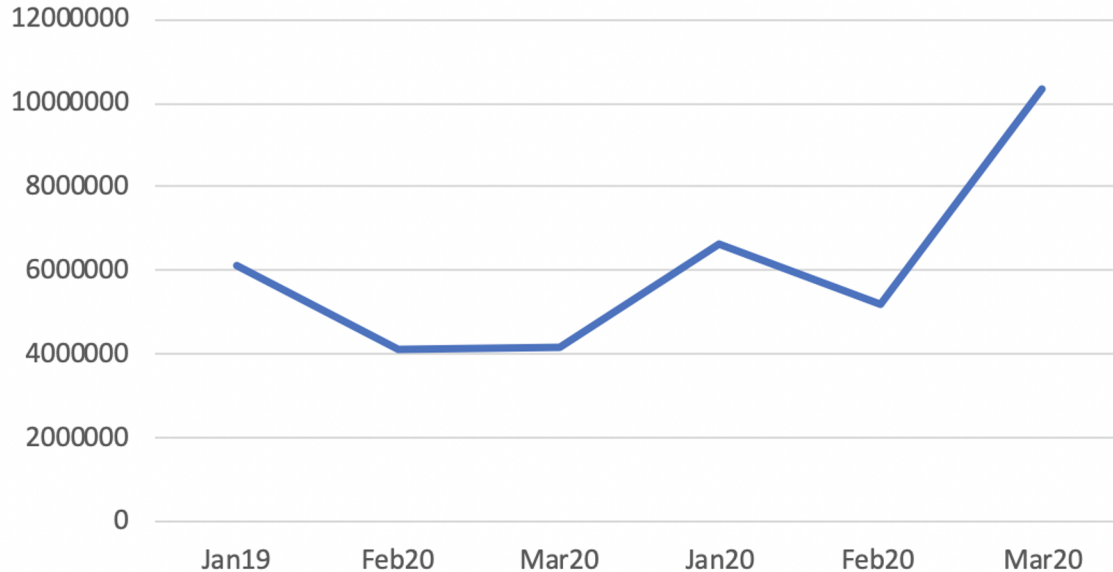
99.9% Uptime

Community Engagement

Massive spike in consumption & participation

Community rallied around its members and anyone looking for help.

Canvas Community Monthly Page Views



Canvas Community page views peaked at 689,467; 386% of daily average.

Activity in “typically quiet” March was 1.5x more than “heavy participation” Fall 2019.

Free-for-Teachers Global Usage in March 2020



Free-for-Teachers activity in March 2020 was double activity from the previous year.

COVID-19 UPDATE



108k

SUPPORT REQUESTS
(since March 15th)



2.34M

CONCURRENT
USERS



430%

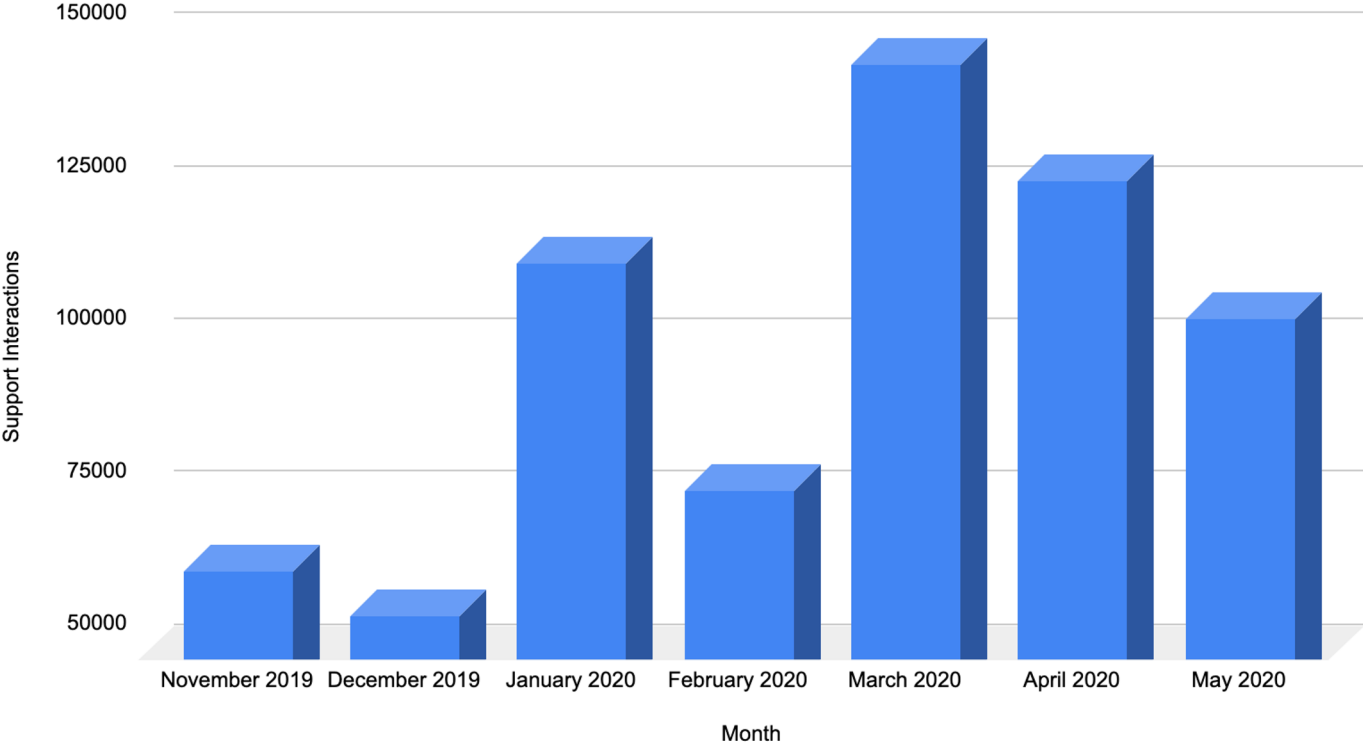
CANVAS GUIDES
(since March 13th)

Rapid Response

Support & Implementations

We empowered institutions and individuals to rapidly transitioning to fully remote learning with an incredible support team and new training programs.

Support Interactions by Month



Rapid shifting of services' focus

- New training for “getting up and running with Canvas” rapidly
- Expedited implementations
- Live webinar discussions and training
- Resource playlists/collections focused on new instructor audiences
- Transition of onsite delivery to remote delivery
- Creation of free resources for use by anyone

Distance Learning Resources Specific to Your Role

[Schools](#) | [Teachers](#) | [Parents](#) | [Students](#)

4 Ways to Create Consistency For Remote Learners

As students and parents settle into their distance learning routines, there's one question on every educator's mind, "How do we ensure learning occurs for every student—virtual or not?"

[READ THE POST →](#)

Leadership and Instructional Continuity

Dr. Tracy Weeks connects with Todd Theobald and Rich Wilson to discuss the importance of quality instructional content and effective professional development in preparation for next year.

[WATCH THE VIDEO →](#)

The Fundamental Five

A transition to distance learning from home begins with a clear focus on what concerns students have. Use this simple framework as a foundation for communication.

[READ THE POST →](#)

Center for Leadership and Learning

Get the latest insights from school and district leaders together about how to improve communication, consistency, culture, and collective teacher efficacy.

[VIEW RESOURCES →](#)

Canvas For Leaders with The Canvascasters

Trenton Goble connects with Eddie Small and Marcus Painter to discuss important implementation strategies for leaders and share advice for getting started with Canvas LMS.

[WATCH THE VIDEO →](#)

EdTech Guide

If your district needs to purchase now, there are a few critical questions to ask to ensure you get the security, scalability and support you need.

[GET THE GUIDE →](#)

Product Response

Enhance teaching & learning without disrupting.
Easily (and remotely) **onboard** folks new to Canvas.
Multiply the ecosystem with more connections

Partner Collaborations

50+ partners shared special programs and resources with the our community.

Intense interest in video conferencing, student collaboration, and content.



Microsoft

Microsoft Teams - Free for all Educational Institutions

Microsoft Teams is included in Office 365 A1, which is free for ALL educational institutions. [In partnership with Microsoft](#) our team worked hard to bring you a Microsoft Teams Conferencing integration. Use this [Canvas Quick Guide](#) to get started.



Google

G Suite for Education customers given access to advanced Google Meet features.

G Suite and G Suite for Education customers have free access to advanced Google Meet features now through September 30th, 2020.

These features include having up to 250 people in a call together, recording meetings, and live streaming content for up to 100,000 people within the domain.

[COVID-19 support resources](#)

[Canvas Quick Start Guide](#)



BigBlueButton

Canvas Web Conferencing tool - (free)

Canvas Conferences (BigBlueButton) is the built-in virtual classroom solution for Canvas. Premium Conferences, which included unlimited downloads and recordings, is available with short term contract options.

[COVID-19 Contingency Planning](#)



Zoom

Web Conferencing Tool

Zoom is temporarily lifting the 40-minute time limit on Free Basic accounts for schools affected by the Coronavirus. Teachers can use this free option in Canvas by manually copying the zoom link into Canvas Course/Assignment.

[School Verification Form](#)

If you have "Business" or "Enterprise" you will be able to leverage the Zoom LTI. See guide below:

[Zoom LTI for Canvas Guide](#)



Blackboard

Blackboard Collaborate supports the education community with a free 30-day trial for instructors and a low-fee departmental license

Designed exclusively for education, Blackboard Collaborate simulates a real classroom experience allowing instructors to deliver teaching and learning anywhere, anytime. Individual Instructors can sign up for a free 30-day trial of Blackboard Collaborate. And Institution departments can stand up a virtual classroom with unlimited rooms, up to 250 users per room, and 1M total session minutes, for a low fee. Classrooms are provisioned within hours of order submission.



CirQlive

Due to COVID-19 outbreak CirQlive is offering FREE usage our gold standard Canvas- web conferencing integration for 90 days.

CirQlive integrates major web conferencing platforms such as Zoom (including Zoombasic accounts), Webex, GoToMeeting, GoToTraining, GoToWebinar and BlueJeans into Canvas.

Our platform enables easy, effective and efficient management of the web conferencing platform from within Canvas via the LTI tool.

We also offer free consulting and training for 90 days to any institution that needs help scaling their

What we found out

Access

Bandwidth, devices, and “digital literacy” gaps still exist.

Parents & Guardians

Relationships with the extended family, as facilitators of learning, are more important than ever.

Privacy

More data = more concerns about how that data is used.

Digital Citizenship

There are bright opportunities, and daunting challenges, related to young people engaging in new modes of social interaction.

What are the social norms, if any, in the new learning context?

The New Learning Environment

This is a whole new dynamic with little precedence for how the stakeholders of education can and should interact.

How can we deliberately and intentionally shape the emerging culture of teaching and learning?

Futures

Customer Success Futures

Transition more services from onsite to remote

Packaging materials for a deeper focus on online, not remote, instruction

Self-support resources & access

Cohort-oriented approaches for sharing of practices

Surfacing partner information

Product Futures

Orienting learners, putting them front and center in their own experience

Ensuring students get immediate, regular, and accessible feedback

Enriching learning with engaging activities, ubiquitous communication, and pervasive support

Meeting educators and learners where they are with experiences designed to be easy, extensible, equitable, and accessible

Providing a rich ecosystem of compelling, interoperable tools that complement the educator and learner's journey

“Everyone Learns Together.”

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Please tell us how we did today!

- Take our survey:
 - <https://bit.ly/LMSTownHall2>