

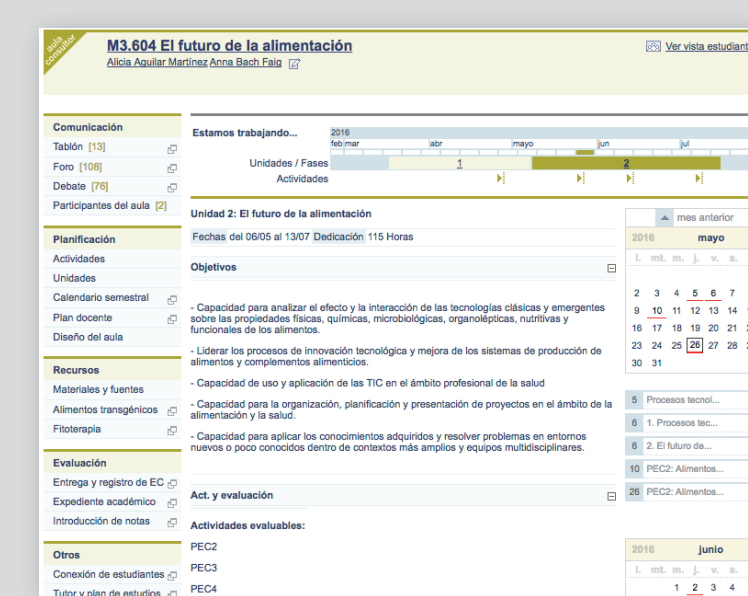
Changing LMS

How to Manage Change in Technological Innovations in Higher Education

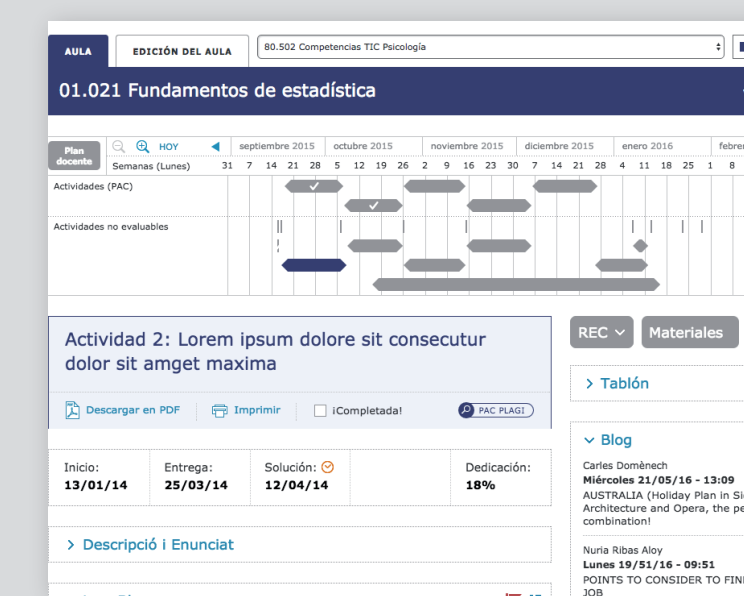
EVA P. GIL-RODRÍGUEZ | egilrod@uoc.edu, ANA MARIA DELGADO GARCIA | adelgadoga@uoc.edu, MIREIA LEG GIL | mleg@uoc.edu

Starting point

- 1 Many technological innovations are being applied within the field of teaching and learning
- 2 We do not find many references to innovative experiences implemented on a large scale within a university



Old virtual classroom

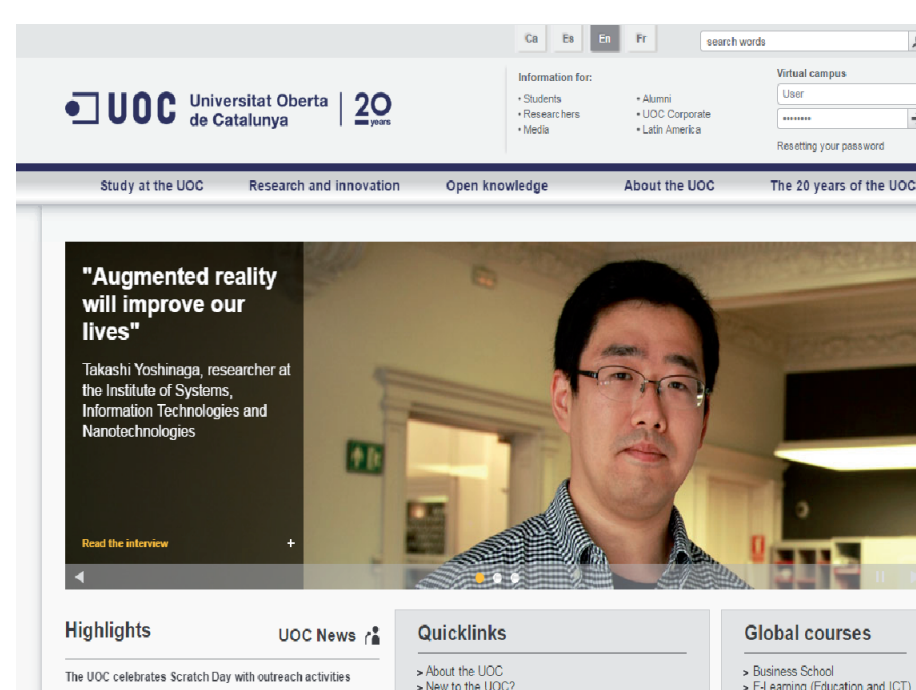


New virtual classroom

New virtual classroom environment

Universitat Oberta de Catalunya is a fully online university, with more than 50,000 students and 4,000 teachers learning and teaching through our learning management system.

Our new technological environment is a key component of our virtual learning model.



⊕ New virtual classroom benefits

- Responsive interface
- Customizable design to assist the lecturer in integrating different collaborative and audiovisual tools
- Design and functionalities according to teaching requirements.

⊖ New virtual classroom disadvantages

- Purely voluntary

Results

Although the lack of success in initial implementation could be attributed to the system's lack of technological robustness, the classroom stabilization actions only achieved a level of generalization in the University of 44%.

The Faculty of Law and Political Science was chosen to make the large-scale transition to the new environment, starting in September 2015.

VOLUNTARY ADOPTION		RESULTS		
YEAR	2013 > February 2015	2015 September	2016 February	2016 September
% NEW VIRTUAL CLASSROOM	43%	66%	90%	100%
NEW VIRTUAL CLASSROOMS	1,386	2,300	3,348	3,800* (estimated)

Institutional actions

Technical actions

Automation of the process for creating the new classroom.

Improvement of the course copy functionality, which drags the teaching content and the learning activities from one semester to the next.

Design and delivery of specific sessions for each Faculty

Demo of the new classroom and its possibilities.

Workshops on teaching innovation topics: pedagogical use of video, multilingualism and gamification.

Explanation of the UOC's educational model and its impact on course design (institutional justification).

A communication plan concerning the large-scale change to the new environment, and virtual and face-to-face training courses for all the online faculty.

Practice with each lecturer.

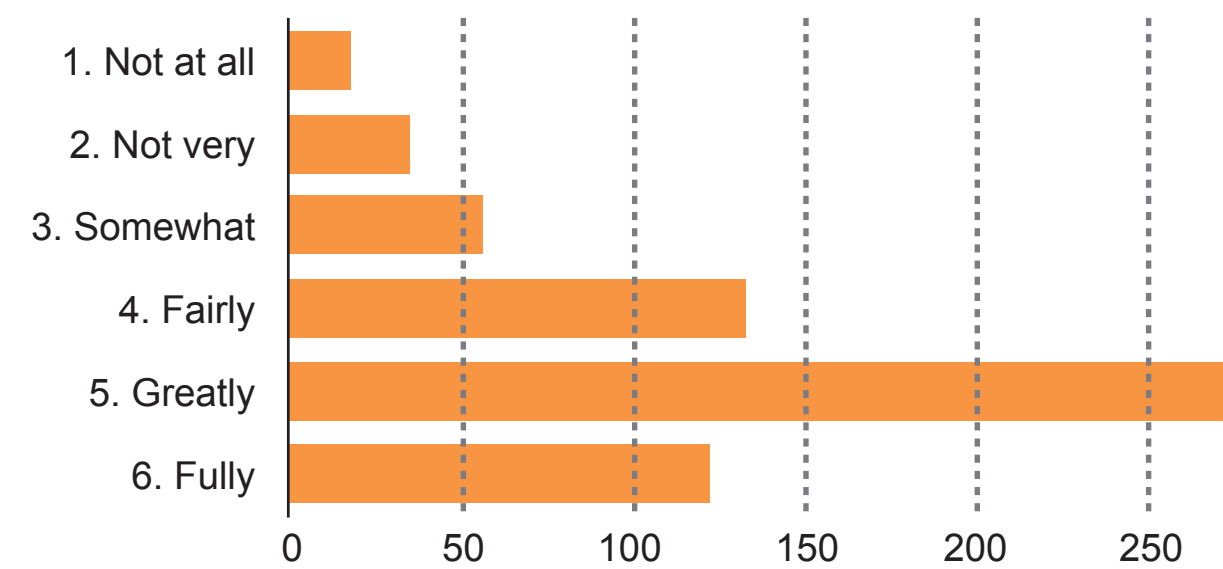
Special technical support during the preparation of the semester.

Teachers' Perception

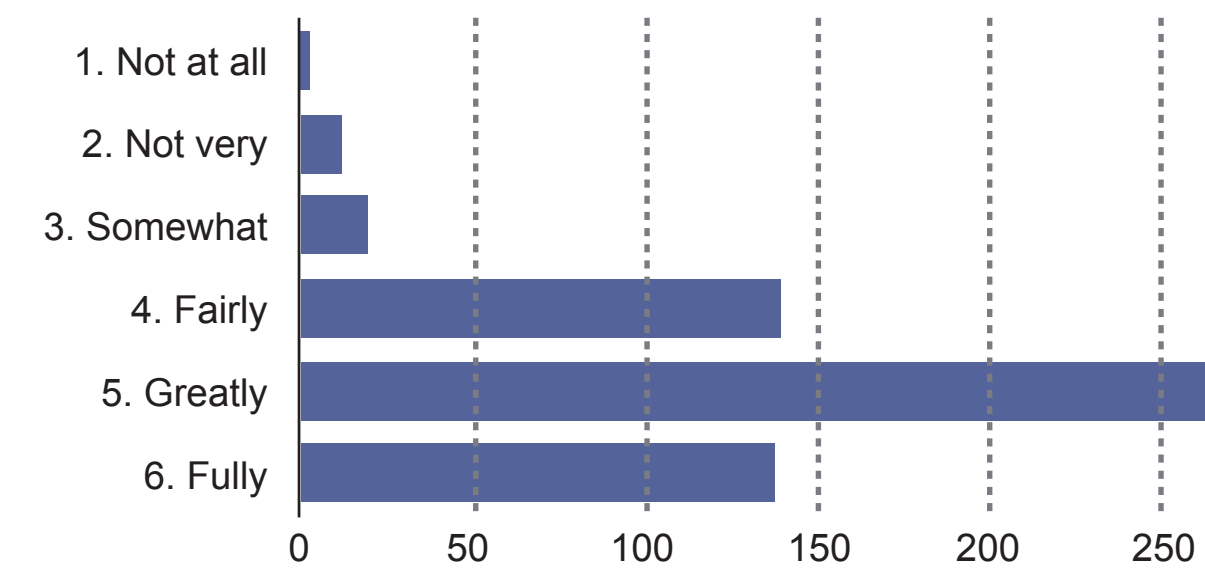


- The information and training about the new environment.
- The importance of mentoring.
- The generalized change is made automatically, without any need to make any kind of request.
- The system's stability and robustness, even with peak user attendances at the start of the semester, with few technical problems.
- Receipt and implementation of improvement possibilities, following the continuous improvement cycle and User Centered Design.

Students' Perception



Satisfaction with the new environment, Catalan

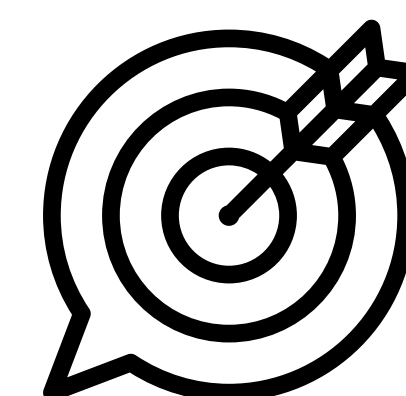


Satisfaction with the new environment, Spanish



Conclusion

Even though technological change has obvious benefits and no technical drawbacks, it does not take place spontaneously but, on the contrary, requires institutional actions to ensure effective implementation.



Best Practice

Design a change management plan that takes into account the needs and concerns of all the agents involved.