



Blackboard Vista at London Metropolitan University:

Learning Technology Support:
Then and now

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Introduction

- London Met Background
 - Large University
 - Approx. 3,000 staff members to support
 - Large % of hourly paid lecturers
 - Administrators and support staff
 - Student numbers
 - approx 34,000 from 150 countries
 - Two campuses
 - North London (Holloway Road)
 - City including Tower Hill, Aldgate and Moorgate

Learning Technology Approach



- Centralised unit of learning technologists
- Services
 - Training
 - Train the lectures to use VLE themselves
 - Learning technology support
 - Learning technology advice



Where were we in 2006-7?

Migration



WebCT

- Ended in March 2007
- 25% of modules on WebCT
- 1700 modules migrated from WebCT
- 1.8 learning technologists

Blackboard Vista Pilot

- 2006-7 (Health and Human Sciences, Law)
- 42% of modules active in Blackboard by 2007 – 8
- 480 people trained
- 1 learning technologist



Blackboard Training

- Scheduled Blackboard basic training sessions
- Bespoke training arranged with departments
 - 2 sessions per day
 - Departments block booked slots
- 2 Learning Technologists

Where are we now?

Challenges

- All staff University wide directive (September 2008)
 - Requirement: 100% Blackboard usage
- Staff shortage
 - 2 learning technologists from 2007-Present

Training Sessions

- Scheduled open session examples
 - Blackboard Basics
 - Building online quizzes and surveys
 - Building online coursework
 - Creating online discussions and chats
 - Creating PDF's for Blackboard
- Bespoke departmental training sessions
 - Meet the specific needs of the department

Blackboard Surgery

- 1/2 hour bookable sessions at fixed times
- At both main campuses
- Allows staff members to ask specific questions with a trainer 1 to 1
- Act as a mini training session and support

Other support

- Mostly through ICT helpdesk which is a separate unit
 - They offer e-mail and phone support
- We offer e-mail support when queries cannot be handled by the ICT helpdesk

Conclusion

- As a centralised unit we offer high quality training and support based on our current resources.
- What is the result of our efforts?
 - Over 60% of modules are now on Blackboard
- Overall
 - Customer satisfaction is high
 - Need more staff to operate effectively