SAKAI UPDATE – SPRING 2013

SPRING 2013 STATS

COURSE SITES

(Note: for comparisons to Bb and Fall 2012 – see Appendix 1: Update on Blackboard Decommissioning and Sakai Migration)

- **1886** published course sites; **229** unpublished
- **74** course sites (~4%) had student enrollment of 100 or more
- **1,180** course sites (~60%) had student enrollment of 20 or less

USERS

- **15,369** total users
- **1,764** instructors
- **12,732** students

PROJECT SITES

- **927** Published
- **826** Unpublished

(Note: semesters do not apply to Project Sites)

RECENT CHANGES (BEFORE UPGRADE FREEZE JAN 2013)

(Note: for full list of changes to Sakai, visit the Changelog: http://support.sakai.duke.edu/about/changelog/)

SEPTEMBER 2012

- **Sept 23**: Added button to expand FCK editor, WIRIS math tool, and Piazza discussion tool integration
- **Sept 30**: fixed list of terms in drop-down menu during Worksite Setup. Most recent semester now appears as default.

OCTOBER 2012

- **Oct 14**: Patch to fix issues with courses that have duplicate roster feeds; fix for Course Builder role (can now access unpublished courses)
- **Oct 15**: Spring 2013 feeds released
• **Oct 22:** Patch to fix name issue in the internal Sakai blog tool. Previously names would not update for users in the blog tool.
• **Oct 27:** Patch to address issue with gradebook crashing when the user doesn’t assign points to an uploaded column; patch to address issue with Tests&Quizzes crashing when selecting Statistics or Item Analysis; patch to add monitoring in the logs for Web Content tool
• **Oct 28:** SERVICE OUTAGE. Hardware issue after scheduled maintenance.

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**NOVEMBER 2012**

• **Nov 25:** Patch to fix issue with eReserves – web content links were being removed from sites when the process ran. Updated Fuqua template.
• **Nov 29:** New server node added to support increased load.

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**DECEMBER 2012**

• **Dec 2:** Update to Media Gallery. Video and audio will now play on iOS devices (iPhones, iPads, etc).
• **Dec 16:** Modification to Tomcat and Nginx to address issue with export grades feature.

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**SAKAI UPGRADE (2.7-2.9) SUMMARY**

The Sakai upgrade from CLE 2.7 to CLE 2.9 started in January 2013 and is scheduled for production in May 2013. Downtime for users should be 6-8 hours. The best window seems to be during graduation – **Saturday May 11 or Sunday May 12**. Summer session begins **May 15**.

A full Sakai community summary of 2.9 features is available here: [https://confluence.sakaiproject.org/display/DOC/Sakai+CLE+2.9+release+notes](https://confluence.sakaiproject.org/display/DOC/Sakai+CLE+2.9+release+notes)

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**UI CHANGES**

The new Sakai UI features a collapsible menu on the left hand side, and narrowed header to make more room for content. We plan to tweak the current templates for Duke (default), School of Nursing, Divinity School, Law School, Fuqua and CRTP to fit into the revised format.

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**TOOL CHANGES**

**Retire Melete; Adopt Lesson Builder**

Melete (aka Modules) is a third-party tool for creating learning modules that we originally added to Sakai to support courses that required a linear, outline-style format for content. The Sakai community adopted the Rutgers-developed tool ‘Lesson Builder’ (aka Lessons) to fulfill the same need in Sakai 2.9. Since the community has ceased developing patches or supporting Melete, we will 'stealth' the tool from new courses starting Summer 2013 and instead rollout Lessons in the upgrade. CIT will provide training and additional support documents to help former Melete users (30-40 courses per semester activate the tool).

Several other tools have been updated. The full list of tool changes for Sakai 2.9 can be found here: [https://confluence.sakaiproject.org/display/DOC/Sakai+CLE+2.9+release+notes](https://confluence.sakaiproject.org/display/DOC/Sakai+CLE+2.9+release+notes)
NEW INTEGRATIONS

RETIRE WIMBA VOICEBOARD; ROLLOUT VOICETHREAD

We recommend decommissioning Wimba VoiceBoard and replacing it with a VoiceThread pilot and alternate strategies using other available Sakai tools. Funding for Wimba is currently supplied by CIT’s budget, and can be used to cover VoiceThread until 2014, at which time we recommend conducting another usage analysis and deciding whether VT should be absorbed into the general Sakai operating budget or decommissioned as well.

For more on why we feel Wimba VoiceBoard needs to be retired and a summary of a survey conducted by CIT staff, see Appendix 2: Wimba VoiceBoard report and survey

COURSESMAINT ETTEXTBOOK SAKAI PILOT

CourseSmart is an eTextbook provider that offers eTextbooks from most of the major publishers. CIT proposes a pilot of CourseSmart’s integration with Sakai to gauge interest among Duke students and faculty in using electronic textbooks and the enhanced features they offer. The Sakai integration links a user’s CourseSmart account to their Sakai credentials – allowing users to access CourseSmart content via links created in Sakai.

During the pilot, Duke would pursue the simple ‘student pay’ model – in which students enrolled in courses can decide to purchase the digital course materials (eTextbooks) for the particular course. With CourseSmart integration, faculty are given permission to access and sample any eTextbook as necessary - instant virtual ‘desk copy’ of textbooks - free of charge.

At the end of the pilot, data will be gathered and a determination made on whether the integration should be made permanent, if there are opportunities for integration with other electronic textbook publisher tools, and if an institutional licensing model for at least some textbooks is appropriate and logistically possible in Duke’s environment.

IClickR

A basic integration exists for iClickr personal response software (aka ‘clickers’). We propose adding this integration for faculty convenience during the upgrade or later in the summer.

Future integrations to consider/research after the upgrade: Panopto; WebEx.

OTHER CHANGES

DELEGATED ACCESS TOOL

Providing sub-admin access (to professional school IT staff and other support staff) has proven to be a challenge since we moved to Sakai. While we continue to work with OIT’s IDM group on new changes and enhancements to Duke Toolkits for managing some of this access, we also plan to implement the newly developed ‘delegated access’ tool for Sakai 2.9. If the tool passes testing, we plan to offer ‘delegated sub-admin access’ to IT staff that support Sakai in the professional schools (Law, Nursing, Divinity, Fuqua).
GRADER ROLE; REVISED TA ROLE

We continue to receive feedback from faculty about the current TA role in Sakai. Though it is powerful enough for some users – others are cautious to use it due to a loophole that allows a TA to reset permissions for others TAs. We’ve also received requests for a ‘grader’ role that would serve as a pared down version of a TA role for undergraduates serving quasi-TA functions. We plan to address these requests over the summer and roll them out by Fall 2013.

ALLOW GRADUATE STUDENTS TO CREATE COURSES

Graduate students who teach cannot currently create Sakai courses on demand. Permissions to create courses key off of a user’s primary affiliation in LDAP (for example – all ‘staff’ and ‘faculty’ can create courses). Prior to Fall 2013, we’re planning to ask Longsight to implement a change that would allow for secondary affiliations. Since most teaching graduate students have a secondary affiliation of ‘staff,’ this change would allow those students to create courses as needed.

COURSE FEEDS (SAKORA) MODIFICATION

In February 2013, Sakai Governance agreed to proceed with allowing Unicon to develop a change to Sakai’s ‘Sakora’ CSV course feeds process that would allow us to stop sending and processing old semesters. Unicon has completed the code changes which we plan to test and release along with 2.9.

BUGS AND FIXES IN 2.9

The Sakai community claims over 500 bug fixes for Sakai 2.9.1. We anticipate the following Duke issues will be addressed:

- SAKAI-102 Custom roles (ex: Course Builder) cannot be added to Sakai groups
- SAKAI-98 Direct links to Resources files and folders break when copying courses from one semester to the next (in other words, links still point to the old course site, they don’t update and point to the new one)
- Request to be able to rename the course tab - feature in 2.8/2.9
- Fix for timer inconsistencies in Tests &Quizzes (aka SAMigo) (KQM-450177)
- Commas as decimal points in numeric responses (SAMigo) CPD-737774 (Duke Jira SAKAI-51)
- Quizzes should add to the schedule tool (SAKAI-99)
- SAKAI-61 Double submit buttons appear in Tests&Quizzes when linked to email or announcement
- SAKAI-50 Cannot send email within SAMigo to individual students
SAKAI SUPPORT STATS (FALL 2012)

Ticket Categorization (Service Now + CIT PNB Aug 2012-Dec 2012)

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Site Creation</td>
<td>887</td>
</tr>
<tr>
<td>Tools</td>
<td>223</td>
</tr>
<tr>
<td>Login/access problems</td>
<td>112</td>
</tr>
<tr>
<td>Training</td>
<td>52</td>
</tr>
<tr>
<td>Sakai guest account</td>
<td>49</td>
</tr>
<tr>
<td>Migrating Content</td>
<td>42</td>
</tr>
<tr>
<td>Media</td>
<td>26</td>
</tr>
<tr>
<td>Deleting a Sakai site</td>
<td>8</td>
</tr>
</tbody>
</table>

There were a total of 1,588 Service Now tickets and 258 PNB tickets total from August 2012-December 2012.

Handled by:
Sakai Tier 1 (OIT): 633
Sakai Tier 2 (CIT): 250
Sakai Tier 3 (CIT): 705

Compared to Spring 2012, there was a larger influx of questions related to Tools. Based on the data, customers had the most trouble with Forums, Gradebook and Roster.
Update on Blackboard Decommissioning/ Sakai Migration (January 2013)

The Fall 2012 semester ended with the successful transition from Blackboard to Sakai. Over 1,600 active course sites were created in Sakai, comparable to the 1,335 active course sites created in Blackboard during the Fall 2011 semester (see chart, right).

The majority of course-sites created were from the school of Arts & Sciences (59%). Of the professional schools, the school of Engineering created the most course sites.

Within the school of Arts & Sciences, the mathematics department created the most course sites (see table 1, left).

<table>
<thead>
<tr>
<th>Department</th>
<th># of Course Sites</th>
<th>Department</th>
<th># of Course Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mathematics</td>
<td>67</td>
<td>Biology</td>
<td>46</td>
</tr>
<tr>
<td>Economics</td>
<td>54</td>
<td>Political Science</td>
<td>39</td>
</tr>
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<td>History</td>
<td>52</td>
<td>English</td>
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<td>Psychology</td>
<td>48</td>
<td>Writing</td>
<td>36</td>
</tr>
<tr>
<td>Spanish</td>
<td>48</td>
<td>French</td>
<td>28</td>
</tr>
</tbody>
</table>

Table 1. Top 10 Arts & Sciences departments by number of course sites
There were a total of 15,640 unique users in Sakai with 13,305 students and 1,866 instructors. 1,005 course sites (or 60% of course sites) had 20 students or fewer enrolled. 85 course sites (or 5% of course sites) had 100 or more students enrolled.

Course site administrators largely relied on traditional learning management tools such as gradebook, syllabus, announcements, forums, etc. (see table 2). Some tools with fewer installations (see table 3) such as Wimba and Kaltura were used mostly in language courses.
Voice Board Report and Summary Sp13 (prepared by Elise Muller – CIT)

There are currently three Blackboard voices tools in Sakai: Voice Podcaster, Voice Presentation, and Voice Board. The Voice Board is the only tool that was used in Fall 2012. There were 67 courses that used Voice Board and they were limited to two subject areas: Nursing and Languages.

Throughout the Fall semester there were problems using Voice Board due to changes in Java and incompatibility with many browser / operating system combinations. This led to problems when students tried to use Voice Board on their computers and made oral exam testing in the language labs difficult. By the end of the semester only the combination of Firefox and Windows worked in the language labs. The Sakai vendors attempted to provide a stable Java authentication to see if it helped the situation and were unsuccessful.

This semester we have advised faculty and students not to use Voice Board at all due to the alert released by the Dept. of Homeland Security in January that the use of Java leaves computers open to attack. By and large, instructors are now using either Audacity or the Media Gallery to record discussions and oral exams.

**Instructor Survey**

In the fall, we sent a survey to 54 unique instructors. The goal was to get a better accounting of the issues reported and figure out which features were most important when looking for alternatives. Seventeen instructors responded to the survey.

- **75% of the instructors reported problems** using Voice Board by either themselves or the students. As expected, Java plug-ins and updates were the primary issue.

- Instructors were asked what function the Voice Board served in their courses. **The two most common uses were students recording themselves for oral exams and assignments.** We also asked the instructors to rank the possible uses of a voice recorder. The goal was to see if there were any other uses that might be appealing to instructors. Beyond oral exams/assignment, instructors wanted to be able to record messages to individual students (a feature that was available in Blackboard). There was some interest in voice or multimedia prompts being used as discussion boards.

- Finally, the instructors commented on how important voice recordings were for their teaching and if they would definitely need an alternative to Voice Board. **Only 20% said voice recordings were not essential for their teaching.**
Alternatives to Voice Board

Voice Board was added to Sakai to maintain parity with the functionality of Blackboard. There are a number of workarounds identified below for recording audio. However, the faculty who rely on Voice Board hope to have it replaced by another tool dedicated to oral discussions boards and testing.

Integrated Solutions

1. **VoiceThread** is the only software that has been requested by languages departments (Italian, Spanish, and French) to replace Voice Board. It allows users to comment (speak, write, or draw) on slides, pictures, or videos uploaded by the instructor. VoiceThread allows for authentication and LMS integration.

2. **Insert a voice recording tool into the editor box in Sakai.** It should be a Flash tool to avoid more Java issues. Research did not uncover any development of this sort in the Sakai community. This would provide the most functionality because audio could be added to most tools in Sakai (for example a forum or announcement). The vendors would probably need to provide more information about the tech requirements. A precedent does exist however, NanoGong is installed in Moodle’s editor box, but it is Java based.

3. Point instructors and students to another tool in Sakai – **Media Gallery.** Users can use a webcam to record video directly into the editor box and insert the video in a number of tools in Sakai.

Workarounds

4. Tell instructors to install **Audacity**, have students record MP3s to post to Sakai or email to instructors. Most schools not using Blackboard’s services in Sakai suggest this alternative to instructors.

5. Have students and faculty use **online voice recorders** such as Record a MP3 or Vocaroo. These free services allow users to download a MP3 or grab a URL of their recordings. Instructors could use this alternative to insert URL recordings into various tools in Sakai.

6. Encourage faculty to **use an outside service to run discussion boards and oral exams.** For language faculty, there is an open-source option called ANVILL that was created by the University of Oregon that is fairly sophisticated and has video and audio recording built into its editor box. Plus it allows for many different formats for voice recording. Perhaps we could use their recording tool in our editor box or offer ANVILL as a plug-in for Sakai or explore whether authentication is a possibility.