Proposal to limit the Duration of Inactive Courses

in the Blackboard Production Environment

**MAP for Review and Recommendation**

# Introduction

CSUSB has not taken off any courses from Blackboard production server since the CMS was first introduced to campus about 10 years ago, resulting in a large number of inactive courses over time, at a rate of approximately 4000 course shells added during each academic term. The performance of the system is directly impacted by the large amount of data stored. Additionally, as the University moves from the quarter-system to a semester-system, it is imperative that we keep the CMS as agile and efficient as possible.

# Details

In order to improve the performance of Blackboard CMS both in terms of speed of access and efficiency of data storage, we recommend keeping on the Blackboard production server inactive courses (not currently taught) from the past two (2) years plus the accumulation of courses in the current academic year. Courses older than two years will be removed from production server and **moved** on a university-maintained archive server. A process will be put in place for an instructor to request a past course older than two years to be restored from archive server to the production server. ATI will also increase the efforts to train and assist faculty in archiving courses from Blackboard and save them to a storage location of their choice such as OneDrive or GoogleDrive.

# Challenges(s)

* Developing policies, procedures, and documentation for courses requiring exception.
* Developing procedures that ensure accurate and complete archival of courses being taken off Blackboard production server.
* Developing procedures for faculty to request retrieval of an archived course.
* Developing an effective communication plan informing stakeholders of the process and schedule.
* Developing effective training materials and workshops for self-service customers.

# Alternatives

None; budgetary considerations should be made for potentially moving large amounts of data to SaaS environment or upgrading hardware to meet increased performance needs.

# Impact(s) *if we do nothing*

* The University’s CMS will experience performance degradation in a bloated environment.
* Migration to SaaS environment may become cost prohibitive without paring down the data, a move anticipated in the near future.
* An accessibility audit may find large number of old courses containing contents not in compliance with federal and state accessibility standards.

# Recommended process and schedule

* Retain courses from the past 2 complete academic years in Bb production environment.
* Accumulate courses during the current academic year.
* After the beginning of the next academic year (e.g. Fall quarter) archive and then remove courses from the oldest academic year; e.g. in Fall 2017 archive from Fall 2014 up to Summer 2015.

# Budget Considerations

None

## Other considerations

* Blackboard is a course management system and should not be used as a file repository nor as an official reporting tool.
* Archival and removal of courses that fall outside of the proposed action plan should begin prior to full implementation

# Assessment KPIs

* Increased stability of Blackboard.
* Improved performance of Blackboard production system.
* Improved end-user experience.

## Estimated Timeline

Project Start Date: 21 April 2017

Project Completion Date (on or before): 21 October 2017

## Departmental Resource Allocation

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| [x] ACBI | [x] ATI | [ ] DDTS | [x] ECS | [ ] ISET  | [ ] TNS | [ ] PMO | [ ] Web |

# Approval

[ ]  This project will require IT Governance review during the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ monthly meeting.

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Submitting MPP Submittal Date

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Approving MPP Approval Date