

# **ANGEL Change Management Plan (CMP)**

Release 1.7  
Date: September 11, 2007



## **Teaching and Learning Center**



**Brookdale Community College**

## ***Document Revision History***

<b>Version Number</b>	<b>Date</b>	<b>Description</b>
1.0	2/5/2007	Intermediate (includes proposed Implementation Initiative) Draft submitted for review by TLC staff.
1.1	2/07/2007	Minor edits by Norah
1.4	2/13/2007	Names and Dates added by Norah
1.5	2/21/2007	Minor corrections of typos by Dan
1.6	4/14/2007	Added status column in information on milestones table
1.7	9/11/2007	Updated status

## **Overview**

The purpose of this plan is to coordinate the transition of Brookdale's distance education program from the Course Management System (CMS) WebCT to the Learning Management System (LMS) ANGEL. This transition will require initiatives in the following areas:

- ANGEL Implementation
- Faculty Transition
- Student Transition
- Support
- Communications
- Assessment

This plan specifies details for each of the initiatives and team participants involved in the process.

## **Initiative Summaries**

This section provides a summary for each of the six initiatives for the ANGEL Change Management Plan as a quick reference. Details for each initiative can be found in other sections named accordingly.

### **A. Implementation**

This initiative encompasses all the work needed to have ANGEL available as Brookdale's LMS with active courses and students; it includes the critical first steps needed. This implementation initiative, more than any other, relies on the efficient, collaborative working relationship of several organizations to include TLC, OIT, and ANGEL personnel.

The following list summarizes the key elements of the Implementation Initiative:

1. Hosting ANGEL setup
2. Angel Configuration Settings: Rights, privileges, etc.
3. Define/Implement Course Shell Master
4. Faculty User credentials mapping
5. Course Porting from WebCT
6. Pilot Initiative
7. Training Material Development
8. System Test Plan and Cycle
9. Others to be determined

### **B. Faculty Transition**

The Faculty Transition Initiative addresses the issues associated with preparing existing distance education instructors, and faculty beginning to develop online courses/materials, to become comfortable and productive using the ANGEL LMS installation at Brookdale.

The following list summarizes the key elements of the Faculty Transition Initiative; these elements will have associated plans for development:

1. Open Introduction Course: What is ANGEL and How Do We Use It?
2. Instructor Training Course: How to Use ANGEL for Courses
3. Training / Workshop Series
4. Online Orientation Training: Allowing Faculty / Students to Hold Online Orientations in addition to or in lieu of In Person Class Orientations
5. ANGEL for "WebCTer's "Course: Training for Instructors already familiar with WebCT
6. Enhancements to Imported ANGEL Courses: Improving Course design in ANGEL
7. New Course Development: Creating new courses in ANGEL
8. Others to be determined

### **C. Student Transition**

The Student Transition Initiative addresses the issues associated with preparing existing distance education students, and those just beginning to take courses using ANGEL, to become comfortable and productive using the system. Also this initiative includes using ANGEL as a recruitment tool for potential new students.

1. Introduction Web Pages on Distance Education: What is ANGEL? How does the BCC community benefit from using this LMS? How do courses run online?
2. Student ANGEL Training Course: Enrolled Students Accessing ANGEL Tutorials
3. Online Orientation Option: Orientation from Home
4. Others to be determined

### **D. Support Transition**

This initiative encompasses all the work needed to have excellent support for all ANGEL users at Brookdale. It involves the combined effort of the TLC and OIT to ensure that both online material, 24/7 helpline, and TLC support are available and beneficial.

The following list summarizes the key elements of the Implementation Initiative:

1. Training Course for 24/7 Helpdesk: Providing the information needed to support basic issues.
2. Define responsibilities of TLC staff and Helpdesk: Ensuring that all parties are on the same page
3. Open Tech Support Shell: Basic Information Available to All
4. Others to be determined

## **E. Communications**

The Communications Initiative will define and execute a series of steps to introduce ANGEL to the Brookdale community. The goal is to ensure that the new LMS is known, in at least a cursory manner, by everyone.

The following list summarizes the key elements of the Communications Initiative:

1. Focus Newsletter Special Issue: Introducing ANGEL, elements of this plan and other information to the Faculty
2. Faculty email: Introducing ANGEL and providing access information
3. TLC Site(s) Link/Announcements: Providing latest information, references and access information
4. Letters to students: Informing current and past students of ANGEL
5. Others to be determined

## **F. Assessment**

This initiative will define and execute a series of steps to measure various aspects of the ANGEL transition and the Change Management Plan execution

The following list summarizes the key elements of the Faculty Transition Initiative:

1. Develop pilot assessment process for SP07 term
2. Develop intermediate system review plan to be executed after SU2 term
3. Develop detailed system review plan to be executed after Fall 07
4. Develop ongoing issue tracking mechanism
5. Customized assessment planning for faculty, student and support targets
6. Develop enrollment tracking mechanism leveraging ANGEL
7. Others to be determined

## **Roles and Responsibilities (TBD) INITIAL DRAFT**

Item	Resource Group	Individual(s)
<b>Change Management Plan</b>	TLC	
<b>ANGEL Implementation</b>		
<i>Hosting</i>	ANGEL	
<i>Configuration Settings</i>	TLC, ANGEL	
<i>Master Course Shell</i>	TLC	
<i>Student Mapping (XEI)</i>	TLC, OIT, ANGEL	
<i>Faculty Mapping (XEI)</i>	TLC, OIT, ANGEL	
<i>Course Porting</i>	TLC, OIT	
<i>System Test</i>	TLC, ANGEL	
<i>Pilot Program</i>	TLC	
<i>Training Material Creation / Testing</i>		
<b>Faculty Transitions</b>		
<i>Open Introduction Course</i>	TLC	
<i>Instructor Training Course</i>	TLC	
<i>Training/Workshops</i>	TLC	
<i>Online Orientation Training</i>	TLC	
<i>Angel for "WebCTers"</i>	TLC	
<i>Existing Course Revisions</i>	TLC	
<i>New Course Development</i>	TLC	
<b>Student Transitions</b>		
<i>Web Pages Introduction to ANGEL and Distance Ed. Courses</i>	TLC TLC	
<i>Active Student Training Course</i>	TLC	
<i>Online Orientation Option</i>	TLC	
<b>Support Transitions</b>		
<i>Responsibilities Definition</i>	TLC/OIT/CIO (RH)	
<i>Helpdesk Training Course</i>	TLC	
<i>Open Tech. Support Course</i>	TLC	
<b>Communications</b>		
<i>Focus – Special Edition</i>	TLC	
<i>Faculty Email</i>	TLC	
<i>TLC Website (Links/Announcements)</i>	TLC	
<i>Letter to student mailing list</i>	TLC	
<b>Assessment</b>		
<i>Pilot Program Survey</i>	TLC	
<i>Post SUM 2 System Review</i>	TLC	
<i>Issue Tracking Mechanism</i>	TLC, OIT	
<i>Enrollment Tracking Mechanism</i>		

## Key Milestones

The table below is a preliminary list of milestones for the change over to ANGEL.

Item	Date	Individual(s)	Status
ADMIN Training	1/15-2/12	Maria & Norah	Done
Instructor Training	1/22-2/19	Dan & Kathleen	Done
Pilot Courses Running	1/17 start		Ongoing
Pilot Program Document Complete	2/6	Dan	Done
Change Management Plan Complete	2/9	Dan	Done- Updates as needed
Course Shell Standard Defined	2/15	Norah, Maria	Done
Instructor Training Materials Complete	3/14	Norah, Dan	Done
Course Mapping Verified	2/16	Maria, Norah	Ongoing
Collect Initial Pilot Feedback	Prior to Spring Break	Karen, Sandy, Kathleen, Mike, Norah, Dan	Done
ANGEL Up and Running with our Configuration	4/1	Maria, Norah	Done
Student / Faculty Mapping Verified	3/15	Norah	Done
Student Training Materials Complete	5/1	Norah, Dan	Done
Support Staff Training Materials Complete	5/1	Norah, Dan	Done
TLC site updated for ANGEL	5/10	Dan	Done
Full Courses SUM1 Running	5/12		Done
Full Courses SUM 2 Running	5/20		Done
FULL Courses FALL 07	9/1		Running
ANGEL Assessment 1	1/10/08		
Other			
Other			
Other			

## Initiative Details

This section provides details for each of the six initiatives for the ANGEL Change Management Plan.

### A. Implementation

The following tables define the required work for the transition to ANGEL with respect to the Implementation of the LMS for Brookdale.

Hosting Setup	Implementation
<b>Purpose</b>	Create and test Brookdale's ANGEL hosting service as provided by ANGEL
<b>Goals</b>	<ul style="list-style-type: none"> <li>Implement a stable platform for testing, pilot program and final system integration</li> </ul>
<b>Task List</b>	<ul style="list-style-type: none"> <li>ANGEL performs hosting installation and ANGEL implementation as per requirements specified</li> <li>System Test Cycle(s) performed and issues addressed</li> <li>Complete system ready for deployment by April 1, 2007</li> </ul>
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>ANGEL staff</li> <li>TLC staff</li> <li>Rodney Howard</li> <li>OIT staff</li> </ul>
<b>Misc. Notes</b>	

ANGEL Configuration Settings	Implementation
<b>Purpose</b>	Determine the proper ANGEL settings for Brookdale's implementation. This includes such items as defining the appropriate permissions and user rights for ANGEL system users (System Admin, Course Admin, editors, and students, group members, Master definition, standard course core)
<b>Goals</b>	<ul style="list-style-type: none"> <li>TLC evaluate the possible settings</li> <li>TLC advise ANGEL staff on final settings for installation</li> <li>Test settings as needed</li> </ul>
<b>Task List</b>	<ul style="list-style-type: none"> <li>TLC review possible settings and trade-off for each</li> <li>TLC finalize configuration request</li> <li>Port Existing Courses as applicable</li> </ul>

	<ul style="list-style-type: none"> <li>• ANGEL implement the specified settings</li> <li>• TLC document settings for training materials and internal resource</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC</li> <li>• ANGEL</li> </ul>	
<b>Misc. Notes</b>		

<b>Create Master Course Shell</b>	<b>Implementation</b>	
<b>Purpose</b>	Define and implement a standard core shell containing all the features to be available for BCC courses	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Provide a standard and stable starting point for each BCC course to provide consistency</li> <li>• Assist in specifying needed training and documentation material for instructors</li> <li>• Assist to define and maintain a course metric for the college online courses and materials</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Review available features in ANGEL</li> <li>• Define the key features to be used in all online courses</li> <li>• Define key features to be used in all hybrid courses</li> <li>• Define the key features to be used in all web enhanced courses</li> <li>• Define the course metrics</li> <li>• Create and integrate visual elements into shell</li> <li>• Document and create training material for shell.</li> <li>• Perform system test mapping into standard shell</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC</li> </ul>	
<b>Misc. Notes</b>		

<b>Map Faculty Credentials</b>	<b>Implementation</b>	
<b>Purpose</b>	Define and implement a plan to map faculty and instructors into ANGEL	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Define a list and timeline of initial import of instructors into ANGEL based on course offerings, requests, available licenses</li> <li>• Implement and debug XEI mapping by working with OIT and ANGEL</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Create master list and schedule of individuals to be mapped to ANGEL</li> <li>• Successful automated mapping of specified faculty developed</li> <li>• Perform system test and debug of mapping issues</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC</li> <li>• OIT</li> <li>• ANGEL</li> </ul>	
<b>Misc. Notes</b>		

<b>Map Student Credentials</b>	<b>Implementation</b>	
<b>Purpose</b>	Define and implement a plan to map active students into ANGEL	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Define a list and timeline of initial import of students into ANGEL based on course registration and available licenses</li> <li>• Implement and debug XEI mapping by working with OIT and ANGEL</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Create master list and schedule of students to be mapped to ANGEL</li> <li>• Define frequency of mapping of students</li> <li>• Define and document the process for making students active/inactive to reduce license usage</li> <li>• Successful automated mapping of specified students developed</li> <li>• Perform system test and debug of mapping issues</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC</li> <li>• OIT</li> <li>• ANGEL</li> </ul>	
<b>Misc. Notes</b>		

Porting WebCT Courses to ANGEL	Implementation	
<b>Purpose</b>	Define and implement a plan to port existing WebCT courses into ANGEL	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Define a list and timeline of initial import of classes based on schedule</li> <li>• Implement and debug IMS course import</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Create master list and schedule of courses to be mapped to ANGEL</li> <li>• Test import function and use of E-Packs from publishers</li> <li>• Test import function and use of course materials such as PDFs, Camtasia and Articulate Presenter published files, etc.</li> <li>• Test reset and initialization of imported courses within ANGEL</li> <li>• Other?</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC</li> <li>• OIT</li> <li>• ANGEL</li> </ul>	
<b>Misc. Notes</b>		

Pilot Program	Implementation	
<b>Purpose</b>	Perform a test-run of ANGEL using faculty/students from active SP07 courses.	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Collect instructor feedback on ANGEL for specific courses.</li> <li>• Test, evaluate and document ANGEL features.</li> <li>• Provide experience with course development and execution to assist in training material development.</li> <li>• Collect student feedback on ANGEL as a LMS</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Introductory training for instructors</li> <li>• Create Shells and map students</li> <li>• Port Existing Courses as applicable</li> <li>• Create new course material as applicable</li> <li>• TLC document on features that should be tested</li> <li>• Instructors document features used and feedback survey provided by TLC</li> <li>• TLC, Instructors have mid-term meeting to review results so far and flag issues, update and survey</li> </ul>	

	<p>results</p> <ul style="list-style-type: none"> <li>• TLC maintain change request/ issue tracking for pilot program</li> <li>• TLC, Instructors meet post-term for final analysis including any resolution of mid-term issues and student feedback</li> <li>• TLC creates a Pilot summary report</li> </ul>	
<b>Participating Classes in SP07</b>	<ul style="list-style-type: none"> <li>• ELEC 103 - D. Greenwood</li> <li>• SPCH 115- N.Kerr-McCurry</li> <li>• ENGL 245 - K. D'Agostino</li> <li>• ENGL 155 – S.Varone</li> <li>• ENGI – M. Quissaunee</li> <li>• MATH – K. Offenholley</li> </ul>	
<b>Misc. Notes</b>		

Training Material Development	Implementation	
<b>Purpose</b>	Define and implement the required training material for relevant BCC ANGEL users including but not limited to instructor and student training courses and documentation	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Provide any needed documentation to BCC community for successfully using the ANGEL LMS</li> <li>• Provide training support environments, such as online training course</li> <li>• Develop / refine and hold workshops and certification programs for instructors</li> <li>• Ensure workshops are held multiple days and times to ensure broad access</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define the list and schedule of training material needed and timeline</li> <li>• Create documentation</li> <li>• Create training course material</li> <li>• Create training course workshop series</li> <li>• Perform testing and evaluation of all training materials and update as recommended</li> <li>• Communicate schedule of training to faculty</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Misc. Notes</b>		

<b>System Test Plan</b>	<b>Implementation</b>
<b>Purpose</b>	Define and execute a comprehensive system test plan and test cycles to insure that the transition to ANGEL is successful for SUM 1- 07 term
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Develop and review plan</li> <li>• Implement plan</li> </ul>
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Develop system test plan for ANGEL and support material</li> <li>• Develop system test schedules</li> <li>• Allocate system test resources and perform testing cycles</li> <li>• Implement and use issue tracking mechanism and address located bugs or issues in a timely manner</li> </ul>
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Misc. Notes</b>	

## B. Faculty Transition

The following tables define the required work for the transition to ANGEL with respect to the transition of faculty.

<b>Open Introductory Course</b>	<b>Faculty Transition</b>
<b>Purpose</b>	Provide important information to faculty on ANGEL and BCC distance education programs.
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Provide new instructors with information on what types of distance courses exist: What is ANGEL and how is it used, etc.?</li> <li>• Provide existing D.E. instructors with highlights of ANGEL</li> </ul>
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in this course</li> <li>• Create a single “guest” login for any instructor to access the course</li> <li>• Create course material</li> <li>• Perform system test cycle to verify the course material and access</li> </ul>
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• Faculty Fellows</li> </ul>

<b>Misc. Notes</b>		
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<b>Instructor Training Course</b>	<b>Faculty Transition</b>	
<b>Purpose</b>	Provide an online training course to be used in conjunction with online course Training certification and ANGEL workshops	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Train instructors on how to use ANGEL for a course</li> <li>• Reuse course materials for other initiatives as applicable</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in this course</li> <li>• Add correct faculty to the course roster</li> <li>• Develop training materials using Camtasia or other applications, screen shots from both LMS's, etc.</li> <li>• Develop to work both stand-alone or within a workshop session</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• Faculty Fellows</li> </ul>	
<b>Misc. Notes</b>		

<b>Certification / Workshop Series</b>	<b>Faculty Transition</b>	
<b>Purpose</b>	Define and develop workshop series for instructors: Online Teaching Pedagogy (review existing series) and Using ANGEL for Online Courses	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Certify X-faculty as online instructors</li> <li>• Train X-faculty in the use of ANGEL for online courses</li> <li>• Develop reusable training modules for these and other courses/materials</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in this course</li> <li>• Develop schedule for workshop series</li> <li>• Determine and train instructors of the series</li> <li>• Define workshop series surveys</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• Faculty Fellows</li> </ul>	
<b>Misc. Notes</b>		

Online Orientation Program	Faculty Transition	
<b>Purpose</b>	Define and implement online orientations for distance ed courses that are available as an option to in-person orientations at the beginning of each term	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Define the basic ANGEL training and typical online course expectation for students as a general orientation</li> <li>• Develop actual structure and requirements for Online Orientations</li> <li>• Train interested faculty in scheduling and holding online orientations</li> <li>• Instructors can schedule a class specific orientation that uses synchronous tools like chat from within the actual course shell</li> <li>• Reduce the expense and logistics of scheduling dozens of in-person orientations</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define core requirements for online orientations</li> <li>• Develop online orientation materials</li> <li>• Create an orientation pilot program</li> <li>• Train instructors on orientation best practices</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• Faculty Fellows</li> </ul>	
<b>Misc. Notes</b>		

ANGEL Training for WebCT Instructors	Faculty Transition	
<b>Purpose</b>	Provide documentation and online training material to make the transition from WebCT to ANGEL course administration easier for faculty.	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Provide online training materials that make it easy for faculty to find common WebCT functions i.e. (grade book, etc.) in ANGEL</li> <li>• Introduce and train WebCT faculty with new features available in ANGEL that were not provided from WebCT</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in this course</li> <li>• Add correct faculty to the course roster</li> <li>• Develop training materials using Camtasia or other applications, screen shots from both LMS's, etc.</li> </ul>	
<b>Participating</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	

<b>Individuals</b>	<ul style="list-style-type: none"> <li>• Faculty Fellows</li> </ul>	
<b>Misc. Notes</b>		

<b>Existing Courses Revisions</b>	<b>Faculty Transition</b>	
<b>Purpose</b>	Provide a systematic process to handle instructor requests for enhancements to newly ported courses in ANGEL	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Implement a change request process to accept, implement and track change requests from faculty</li> <li>• Develop additional training material for faculty on adding new content to their course</li> <li>• Provide an orderly method to handle requests in a timely manner whenever possible</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define the process and implement a system to manage change requests</li> <li>• Track common change requests and develop online training materials to support more faculty at a time</li> <li>• Develop an internal means to track requests and handle issues that might arise</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>Support Development of New Courses</b>	<b>Faculty Transition</b>	
<b>Purpose</b>	Provide a systematic process to handle instructor requests for the development of new online courses and material	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Implement a change request process to accept, implement and track new course requests from faculty</li> <li>• Develop additional training material for faculty on adding developing their course</li> <li>• Provide an orderly method to handle requests in a timely manner whenever possible</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define the process and implement a system to new course/materials requests</li> <li>• Track common requests and develop online training materials to support more faculty at a time</li> <li>• Develop an internal means to track requests and handle issues that might arise</li> </ul>	

<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>TLC staff</li> </ul>	
<b>Misc. Notes</b>		

## B. Student Transition

The following tables define the required work for the transition to ANGEL with respect to the transition of active students.

<b>Open Introductory Web Pages</b>	<b>Student Transition</b>	
<b>Purpose</b>	Provide important information to current and potential students on BCC distance education programs that is available to any interested party.	
<b>Goals</b>	<ul style="list-style-type: none"> <li>Provide distance education information to potential or current BCC students as a recruitment and a resource for general D.E. courses</li> <li>Introduce ANGEL and examples of online materials</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>Define key information to be shared in this course</li> <li>Create online material such as Camtasia presentation, FAQs, etc.</li> <li>Perform system test cycle to verify the material and access</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>ANGEL Training Course for Students</b>	<b>Student Transition</b>	
<b>Purpose</b>	Provide online training material to assist students to become more comfortable with the LMS and BCC courses to active students during enrollment	
<b>Goals</b>	<ul style="list-style-type: none"> <li>Provide training examples in help information on navigating an ANGEL-based course</li> <li>Provide online troubleshooting material</li> <li>Reuse this course as a resource in standard BCC course shell</li> </ul>	

<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in this course</li> <li>• Map/repository this course to every active course shell</li> <li>• Create course material</li> <li>• Perform system test cycle to verify the course material and access</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>Online Orientation Option</b>	<b>Student Transition</b>	
<b>Purpose</b>	Provide online environment within ANGEL to allow students to attend a course orientation online instead of, or in addition to, the in-person orientation.	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Reduce the amount of mailed information to students at the beginning of the term (e.g. login credentials but not orientation dates/location)</li> <li>• Students can get general orientation once they are registered – asynchronous access anytime</li> <li>• Instructors can schedule a class specific orientation that uses synchronous tools like chat from within the actual course shell</li> <li>• Reduce the expense and logistics of scheduling dozens of in-person orientations</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in orientation course</li> <li>• Create course material</li> <li>• Perform system test cycle to verify the course material and access</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

#### **D. Support Staff Transition**

The following tables define the required work for the transition to ANGEL with respect to the transition and the issues for support staff such as Helpdesk and TLC.

Define Responsibilities of ANGEL Support Staff	Support Transition	
<b>Purpose</b>	Provide a comprehensive list of the roles and responsibilities of the Helpdesk and the TLC staff with respect to handling ANGEL course questions.	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Create and maintain an accurate list of what support is to be provided by the Helpdesk directly</li> <li>• Create and maintain an accurate of what support is to be provided by the TLC directly</li> <li>• Track common issues for possible change requests or improvements to training or documentation</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define / negotiate the roles and responsibilities of both the TLC and Helpdesk staff</li> <li>• Create/ reuse a process to track issues and address them as needed</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• OIT</li> <li>• Rodney Howard</li> </ul>	
<b>Misc. Notes</b>		

Training Course for 24 / 7 Helpdesk staff	Support Transition	
<b>Purpose</b>	Provide a course with information useful to assist calls regarding issues with accessing or using ANGEL	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Provide accurate and up-to-date information to Helpdesk staff on a dedicated resource</li> <li>• Track common issues for possible change requests or improvements to training or documentation</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in this course</li> <li>• Create a single “guest” login for anyone to access the course who works for 24/7 helpdesk</li> <li>• Create course material</li> <li>• Perform system test cycle to verify the course material and access</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>Open Trouble Shooting Course</b>	<b>Support Transition</b>	
<b>Purpose</b>	Provide online troubleshooting information and FAQs to students regarding ANGEL, Webadvisor, Web-based email, etc.	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Provide common issue resolutions online to help students find answers more quickly and 24/7</li> <li>• Support helpdesk and TLC staff by being another resource for students</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define key information to be shared in the Troubleshooting course</li> <li>• Create course material</li> <li>• Perform system test cycle to verify the course material and access</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

### E. Communication

The following tables define the required work to properly communicate with the Brookdale community information on the transition to ANGEL.

<b>Focus on Teaching: Special Issue</b>	<b>Communication</b>	
<b>Purpose</b>	Provide hardcopy information on the transition to ANGEL to faculty to act as reference and platform to share key information	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Introduce ANGEL: Selection process, status of transition, etc.</li> <li>• Summarize this change management plan</li> <li>• Provide examples of ANGEL in use at BCC using data from the pilot program</li> <li>• Provide URL and login credentials for ANGEL introduction online course (guest access)</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Gather information from courses and edit</li> <li>• Conceptualize and create graphics</li> <li>• Page layout and proof</li> <li>• Print run and distribution via BCC mail</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• Pilot program members</li> </ul>	

<b>Misc. Notes</b>		
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<b>Email to Faculty</b>		<b>Communication</b>
<b>Purpose</b>	Provide information on the transition to ANGEL to faculty electronically	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Overview of ANGEL transition</li> <li>• Announce newsletter edition</li> <li>• Provide URL and login credentials for ANGEL introduction online course (guest access)</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Gather information from courses and edit</li> <li>• Reference TLC faculty site for latest information</li> <li>• Distribution via BCC email</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		
<b>TLC Site Updates</b>		<b>Communication</b>
<b>Purpose</b>	Provide information on the transition to ANGEL to current and past students on paper to act as reference and platform to share key information	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Overview of ANGEL transition</li> <li>• Provide softcopy of newsletter special issue</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Gather information from courses and add to Site</li> <li>• Add new ANGEL page to both TLC sites with training and general information (Camtasia presentations, etc.)</li> <li>• Edit faculty announcement ticker</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>Letter to Students</b>		<b>Communication</b>
<b>Purpose</b>	Provide information on the transition to ANGEL to students electronically	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Overview of ANGEL transition</li> <li>• Provide examples of ANGEL in use at BCC using data from the pilot program</li> <li>• Provide URL and login credentials for ANGEL introduction online course (guest access)</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Gather information from courses and edit letter</li> <li>• Edit student announcement ticker for web notice</li> </ul>	

	<ul style="list-style-type: none"> <li>• Reference TLC faculty site for latest information</li> <li>• Mailing to student list</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

## F. Assessment

The following tables define the required work to properly assess the progress and success of the transition to ANGEL and the work performed in the other initiatives.

<b>Pilot System Survey</b>	<b>Assessment</b>	
<b>Purpose</b>	Collect data and analyze ANGEL transition during Pilot program at two milestones: Pre-spring break and after term completion	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Implement and use issue tracking mechanism and address located bugs or issues in a timely manner</li> <li>• Use collected data to review standard core course segments</li> <li>• Use data to refine or expand training courses and materials</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Create course survey and provide to instructors</li> <li>• Review survey results and categorize feedback</li> <li>• Develop plan to address issues and implement solutions</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> <li>• Pilot program members</li> </ul>	
<b>Misc. Notes</b>		

<b>Intermediate System Review</b>	<b>Assessment</b>	
<b>Purpose</b>	Collect data and analyze ANGEL transition during SUM2 term	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Implement and use issue tracking mechanism and address located bugs or issues in a timely manner</li> <li>• Use collected data to review standard core course</li> </ul>	

	segments <ul style="list-style-type: none"> <li>• Use data to refine or expand training courses and materials</li> <li>• Evaluate automated student, faculty and course mapping from WebCT to Angel</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Create course survey and provide to instructors</li> <li>• Review survey results and categorize feedback</li> <li>• Develop plan to address issues and implement solutions</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>Develop Issue Tracking Process</b>	<b>Assessment</b>	
<b>Purpose</b>	Develop or reuse an existing issue tracking process to facilitate quick and consistent issue resolution	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Implement and use issue tracking mechanism and address located bugs or issues in a timely manner</li> <li>• Use data to refine or expand training courses and materials</li> <li>• Find and resolve ANGEL course development issues and improve overall process</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Determine system to use</li> <li>• Implement system</li> <li>• Train staff on system</li> <li>• System test and debug system</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>Customized Assessment Plan for Faculty, Student and Support Users</b>	<b>Assessment</b>	

<b>Purpose</b>	Develop custom assessment plans for the following segments: faculty, students and support staff	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Track key milestones and results in Faculty Initiative</li> <li>• Track key milestones and results in Student Initiative</li> <li>• Track key milestones and results in Support Initiative</li> <li>• Develop corrections and revisions as needed to improve each transition initiative</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Create three assessment plans</li> <li>• Track milestones of each initiative</li> <li>• Create plan revisions on a scheduled basis</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		

<b>ANGEL and Enrollment / Usage Tracking</b>	<b>Assessment</b>	
<b>Purpose</b>	Investigate the use of built-in ANGEL features to track enrollment more efficiently and generate reports	
<b>Goals</b>	<ul style="list-style-type: none"> <li>• Reduce paperwork and manual tracking requirements</li> <li>• Automate report generation and improve statistic availability</li> <li>• Reduce errors in data reporting</li> </ul>	
<b>Task List</b>	<ul style="list-style-type: none"> <li>• Define information to track</li> <li>• Investigate ANGEL functions that may work for the project</li> <li>• Report on results and if possible implement a system</li> </ul>	
<b>Participating Individuals</b>	<ul style="list-style-type: none"> <li>• TLC staff</li> </ul>	
<b>Misc. Notes</b>		