



# The Technical Route Requirements and Experiences

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# Requirement Analysis

- Spring 2005: SVC Steering Committee
  - ◆ context: develop a "Business Case for a National Course Platform Service"
  - ◆ analyze current situation and future requirements of higher education institutions
- Survey
  - ◆ June 2005
  - ◆ results at eutech website > elearning platforms  
<http://www.edutech.ch/lms/2005SurveyServices/>



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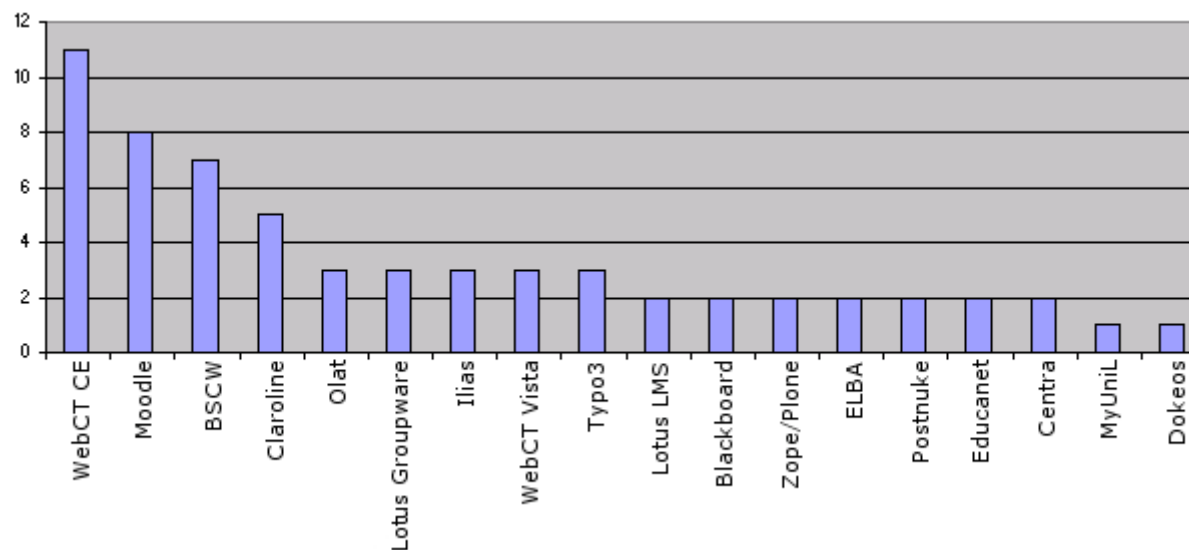
## Currently used Software Tools

Q: *Which online software are you hosting and supporting at your institution?*

Q: *Are you supporting and/or hosting online software according to the official e-learning no strategy at your institution?*



Tool	Installations	Strategic installations	Courses	Students	Type
WebCT CE	11	3	597	19332	LMS
Moodle	8	4	400	5300	LMS
BSCW	7	2	193	10000	CSCW
Claroline	5	3	372	3750	LMS
Olat	3	2	203	7020	LMS
IBM/Lotus Groupware	3	0	242	4600	CSCW
Ilias	3	2	153	4250	LMS
WebCT Vista	3	0	20	930	CMS
Typo3	3	0	12	300	LMS
IBM/Lotus LMS	2	1	1735	6100	LMS
Blackboard	2	1	1202	4520	CMS
Zope/Plone	2	0	86	2600	LMS
ELBA	2	2	60	1800	LMS
Postnuke	2	0	10	400	CMS
Educanet	2	0	10	300	LMS
Centra	2	0	0	0	Conf
MyUniL	1	1	200	6000	CMS
Dokeos	1	1	100	2000	LMS





## Other Tools

Other tools that are in use, but without official institutional strategy

- Standard products:  
Ganesha, Lenya, Hyperwave, Marratech, Manixa, MS Sharepoint, Socratese, WebBoard, Jahia, sWiki, Mimerdesk, Obtree, Perseus, phpBB, Polycom, Rogator, Visio conférence, WebBoard, Webcorp2, WebTV
- Self-developed products:  
EVA, Fitting image, Flexiform, iLearn, Inteach/semaphore, Matching pair, more, Movie bench



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# License Model Preferences

Q: *Based on your experiences, do you have a particular preference for open source or commercial products?*

Preference for ...	yes	rather yes	undecided	rather no	no
... open source product	13	2	1	1	2
... commercial product	4	2	3	2	8

## Advantages of OSS products:

- good quality/cost ratio
- flexibility: more customizable
- easier to estimate long-term costs

## Advantages of commercial products:

- better product and service quality compared to OSS
- preference to use long-term proven products
- required for joint projects with industry partners

## 1/3: no license preference

- license < 20% of TCO
- selection criteria should be quality, functionality and TCO



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# Institutional e-Learning Strategy

Q: *Are you supporting and/or hosting online software according to the official e-learning strategy at your institution?*

	yes	no
tools are offered according to institutional strategy	16	2

- There is an officially supported e-learning software portfolio. All teachers have to use these tools and services.
- There is an officially supported e-learning software portfolio. However, teachers can use other tools if they care about funding and support.
- There is no software portfolio. The strategy more generally focuses on functionality, sustainability, security and cost.



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# Outsourcing of Services (1)

Q: *Is your institution interested in using one or more online software that is hosted on a national level?*

	yes	can't tell	no
national hosting	14	0	5
... by SWITCH?	13	2	4
... by other institution?	7	1	11

Q: *What type of national services would be useful for your institution?*

	yes	can't tell	no
hosting	12	1	6
training	8	0	11
support for competence centers	12	0	7
end user support	6	0	13
other	6	0	0



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# Outsourcing of Services (2)

Q: Which of the following online software types, would you be interested to use as outsourced services?

	yes	can't tell	no
LMS	11	0	8
Groupware	3	0	16
Conferencing	13	0	6
Testing	6	2	11
Content repository	12	2	5
other (AAI, Wiki, monitoring the market...)	4		

Q: Is your institution interested in offering hosting services to other Swiss Higher Education institutions?

	yes	rather yes	can't tell	rather no	no
can offer hosting	6	6	1	3	3





# Summary

## Use of online software

- variety of products
- WebCT CE and Moodle most popular
- use of OSS increasing  
use of commercial pr. decreasing
- preference for OSS

## Hosting demand

- 13 inst. interested in outsourcing
- preference for SWITCH as provider
- services: technical hosting & support
- hesitation to make binding statements  
- more experience needed

## Hosting offer

- 6-10 inst. interested in offering hosting services
- 3 institutions are already providing services under SLA
- informally: free services offered

## Other statements:

- national services should be funded at national level
- inst. want to regularly exchange experiences, tools, didactical concepts





# Experiences with National Platform

- production server online since October 2003
  - based on WebCT Vista
  - hosting ~40 courses with ~3000 students
  - perpetual license allowing to host up to 20'000 students
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- individual hosting for institutions (virtual server for each institution)
  - solid service since 2.5 years
  - wide range of functionality
  - should be simpler / more complex
  - browser compatibility
  - no big run yet



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# Outlook

- Decision of rectors of Uni/UAS/ETH/EPFL 2005
  - ◆ Local services at institutions
  - ◆ Centralized services at SWITCH
  
- *The sustainable implementation of innovations in higher education requires a good balance centralization and decentralization*

(S. Seufert, D. Euler; SCIL Report about Sustainability of eLearning Innovations, 2005)

- Workshop tomorrow 10:45 - 12:00: How to provide the technical infrastructure
- OSS Working group guided by SWITCH

