

TLT Program / School Course iSites Migration Partnership

Area	Program	School
License agreement	<ul style="list-style-type: none"> Negotiate terms of University-wide license agreement, including additional University-wide LTI tool license costs (e.g. Big Blue Button) 	<ul style="list-style-type: none"> Negotiate terms of School-level LTI tool license agreements
Investment	<ul style="list-style-type: none"> Shoulder cost of University-wide agreements 	<ul style="list-style-type: none"> Shoulder cost of School-level agreements Shoulder cost of potential additional resources (e.g. , teaching fellows)
Outreach	<ul style="list-style-type: none"> Partner with Schools on outreach and buy-in with faculty, school leadership, IT staff, and other key stakeholders 	<ul style="list-style-type: none"> Partner with Program on outreach and buy-in with faculty, school leadership, IT staff, and other key stakeholders
Migration	<ul style="list-style-type: none"> Consult with Schools on School-level migration timeline and plan Provide tool for migrating files from course iSites to Canvas 	<ul style="list-style-type: none"> With consultation from Program, determine migration timeline and plan Migrate content from course iSites to Canvas
Custom integration	<ul style="list-style-type: none"> Add PIN authentication and integration with Harvard systems Coordinate with vendors for third-party University-wide LTI integration Build LTI tools and integrations to support university-wide needs Consult on development of LTI tools for School-specific needs 	<ul style="list-style-type: none"> With consultation from Program, develop LTI tools for School-specific needs
Training	<ul style="list-style-type: none"> Provide technical training for School instructional support staff Provide resources and materials for use in School-level training 	<ul style="list-style-type: none"> Consult with faculty and support staff on best practices around Canvas use Conduct School-level training Share training materials with Program for University-wide use
Support	<ul style="list-style-type: none"> Provide tier 3 support and escalation of issues and feature requests to Instructure 	<ul style="list-style-type: none"> Provide high-caliber, responsive tier 1 and 2 support, including thorough investigation and troubleshooting of support requests, exploration of Canvas feature forums, and review of public Canvas status monitors Follow established procedures for escalating requests and for reporting critical bugs or downtimes Communicate to Program detailed information about end-user feedback with respect to Canvas features, functionality, and usability
Feature enhancements	<ul style="list-style-type: none"> Partner with Instructure to cultivate open source community around platform code enhancements 	<ul style="list-style-type: none"> Participate in Canvas community forums to help set priority for feature requests
Program evaluation	<ul style="list-style-type: none"> Conduct ongoing program evaluation 	<ul style="list-style-type: none"> Participate in ongoing program evaluation