

# Troubleshooting Backwards



# What to do when you do not have a data feed

- Profile of Harvard Division of Continuing Education
- Why we choose Blue
- The January Blue pilot and what happened
- Spring Blue evaluations – let's do all courses
- Lessons Learned

# Who takes our classes?

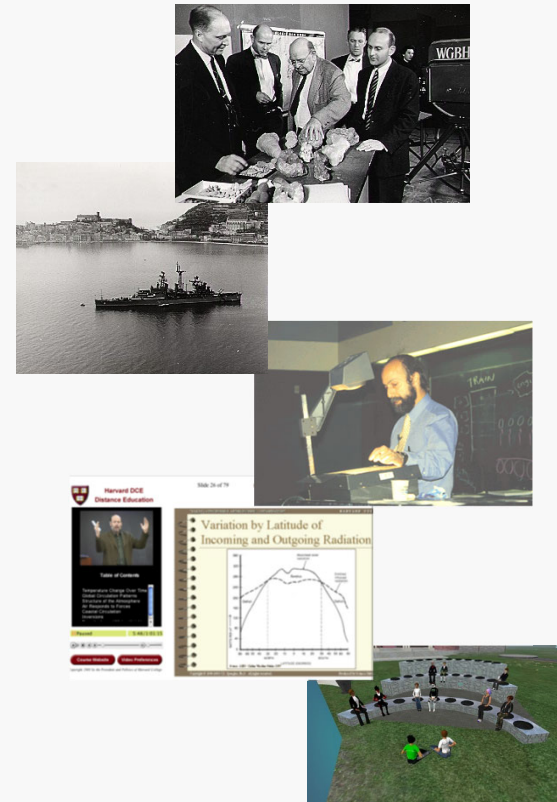


- Anyone with a pulse and a purse.



# History of Distance Education at DCE

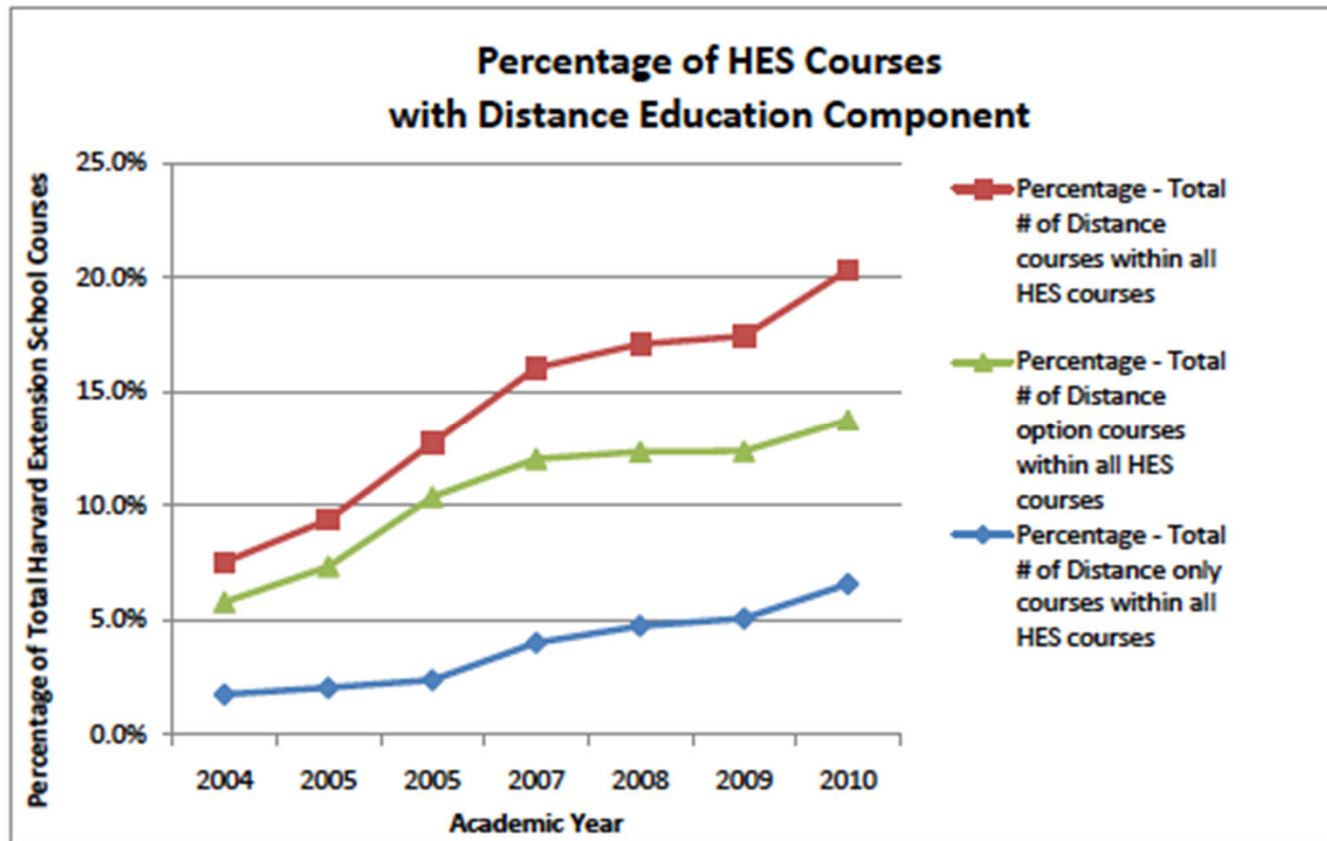
- Educational TV, 1950's
- Courses for the Navy, 1960's
- Online calculus courses, 1980's
- First Internet-based course with streaming video, 1997



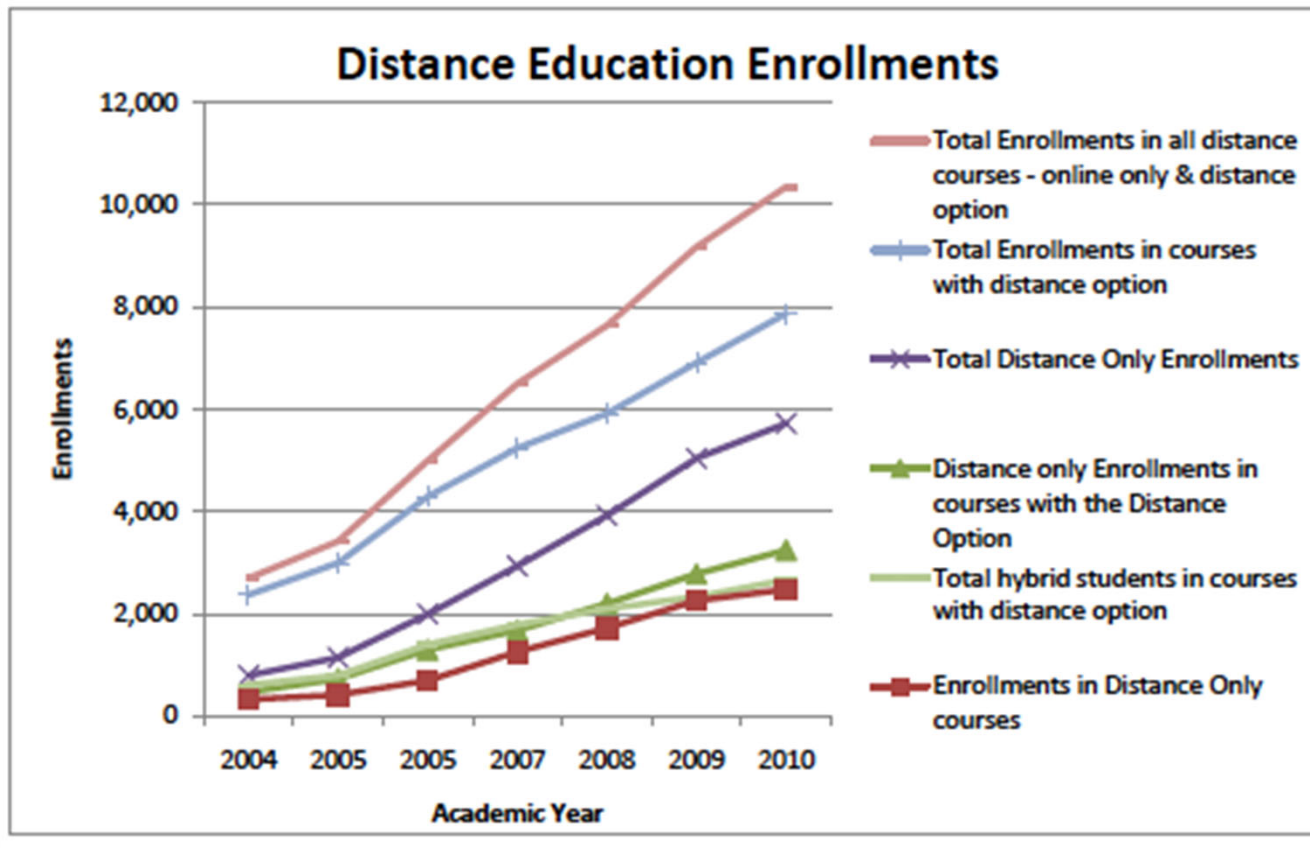
# Growth of Distance Ed Program

- Fall '97: 1 course
- 1998/1999: 5 courses
- 1999/2000: 17 courses
- 2001/2002: 30 courses (includes first FAS course)
- 2002/2003: 36 courses
- 2005/2006: 75 courses
- 2007/2008: 108 courses
- 2008/2009: 120 courses
- 2018-19: 700 courses

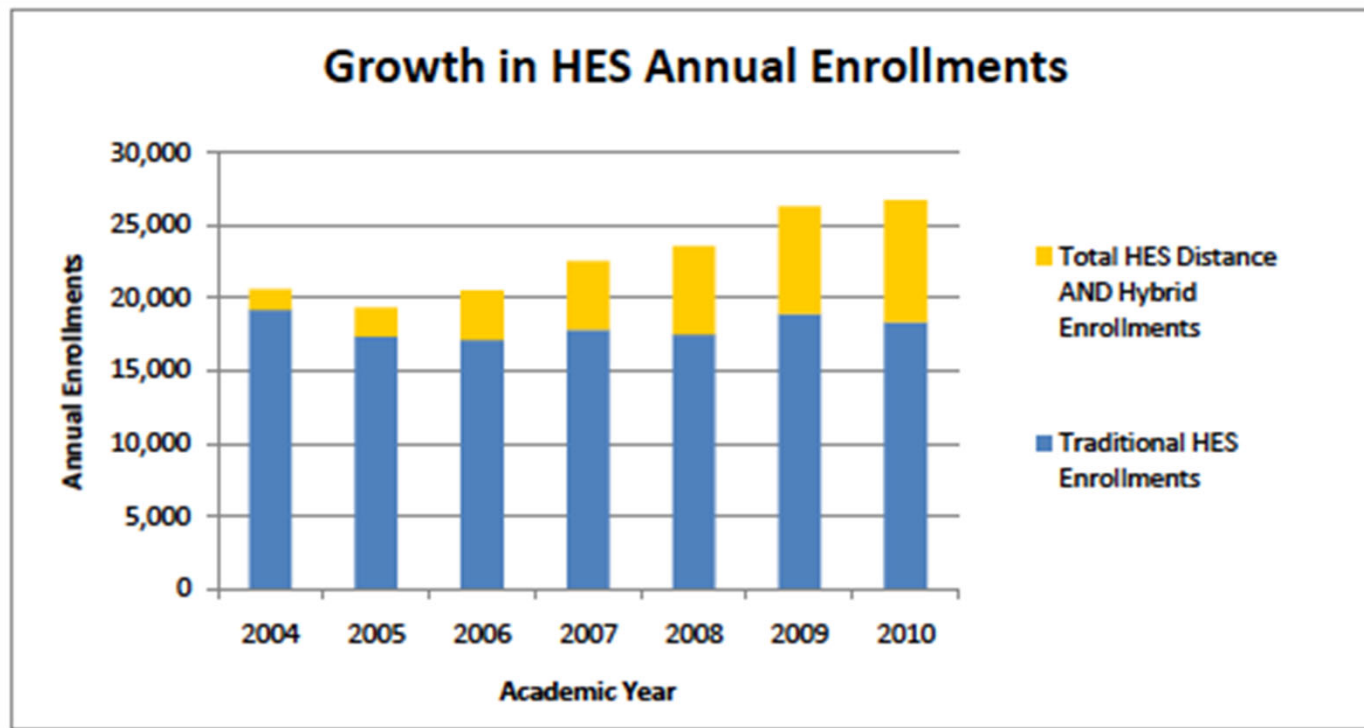
# Growth in Distance Education Courses



# Change in Distance Education Enrollment



# Change in the Mix of Distance and Local Students





# Legacy System

- First semester fall 2005, a version of the system developed for Harvard College/FAS, designed for typical 15-16 week semester-long courses. Extension policy to run evaluations at end of class but before grades are submitted. Students are asked to evaluate based on experience, not performance, in class. Likewise, instructors grade on performance, not evaluations.
- 2-unit intensive weekend in person courses introduced fall 2005. 10 week- Saturday only courses introduced in fall 2009. Web-conference courses with a required weekend fall 2013. Legacy system getting old and scheduling becomes quite difficult.
- New formats, web-conference courses, online-option courses and online-only version of Harvard College courses required new subgroups of questions.

# Legacy System- Continued

- System was binary, evaluations (form fillout) could not run during custom-question period (QP)
- Notification to students was cumbersome, required multiple steps to email reminders to students.
- Reminders to instructors even more cumbersome.
- No mobile options, for a school that has to adopt a no-attendance-while-driving rule, this is a limitation.
- Diminishing return rates, 43% for fall 2018
- An open-enrollment program relies heavily on course evaluations, no centralized student spaces, etc.

# Harvard Extension School 2005-06 Student and Course Enrollment Summary

<b>Courses Offered</b>		588			
	<i>Distance courses (online option)</i>	75			
		<b>Students</b>		<b>Courses</b>	
		<b>2005-06</b>	<i>% tot</i>	<b>2005-06</b>	<i>% tot</i>
<b>Final Annual Enrollment</b>		<b>11,528</b>		<b>21,653</b>	
				<i>Graduate</i>	8,072 37%
				<i>Undergraduate</i>	9,974 46%
				<i>Noncredit</i>	3,607 17%
<b>Term</b>					
	<i>Fall</i>	7,740	67%	10,943	51%
	<i>Spring</i>	7,627	66%	10,711	49%
<b>International Students</b> <i>(based on citizenship)</i>		1,853	16%	3,175	15%
<b>Distance Education:</b> <i>(unique headcount)</i> <i>(based on course schedule type)</i>		3,499	30%	4,957	23%
<b>TAP</b>		1,717	15%	2,878	13%
<b>IEL</b>		1,049	9%	1,207	6%
<b>Extension School Graduates</b>		482			

# Harvard Extension School 2005-06 Student Demographic Information

	TOTAL	% tot
<b>Gender:</b>		
Female	6,433	56%
Male	5,095	44%
<b>Total Students</b>	<b>11,528</b>	
<b>Age:</b>		
Average	33	
Median	30	
<b>Citizenship:</b>		
US Citizen	8,735	76%
US Permanent Resident	928	8%
International	1,853	16%
Unkown	12	0%
<b>Geographical Distribution, based on address:</b>		
Cambridge/Boston	4,297	37%
Massachusetts	10,568	92%
Total New England States	10,910	95%
<b>Education Level:</b>		
Some Homeschool	30	0%
Some High School	304	3%
High School Diploma	485	4%
Some College	1,955	17%
Associate's Degree	309	3%
Bachelor's Degree	5,920	51%
Master's Degree	2,375	21%
Doctorate	625	5%
Unknown	490	4%
# w/ Bachelor's Degree	8,920	77%
# w/ Master's Degree	3,000	26%
<b>Other:</b>		
New*	5,636	49%
Continuing*	5,892	51%

# Harvard Extension School 2018-2019 Student and Course Enrollment Summary

Courses Offered

935

*Distance courses (online only; online option; hybrid)*

677

	Students		Courses	
	2018-19	% tot	2018-19	% tot
<b>Final Annual Enrollment</b>	<b>16,219</b>		<b>33,389</b>	
			<i>Graduate</i>	21,478 64%
			<i>Undergraduate</i>	10,654 32%
			<i>Noncredit</i>	1,257 4%
<b>Term</b>				
	<i>Fall</i>	11,256 69%	16,156	48%
	<i>Spring (includes J-term)</i>	12,023 74%	17,233	52%
	<i>January session (J01, J02, J1X, J2, J3, JX)</i>	582 4%	582	2%
<b>International students</b> <i>(based on citizenship)</i>		2,751 17%	5,329	16%
<b>Distance Education:</b> Students enrolled in Online Only, Online Option, and Hybrid courses (unique headcount) <i>(based on course schedule type)</i>		14,377 89%	27,085	81%
<b>Extension School Candidates</b>		3,895 24%	11,532	35%
	<i>Graduates</i>	1,195		
<b>TAP</b>		2,054 13%	3,767	11%

# Harvard Extension School 2018-2019 Student Demographic Information

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Beating a Dead Horse

Friar Pedro Shoots El Maragato as His Horse Runs Off



# Lets Do January as a Pilot

- Limited number of courses (26), instructors, and support teaching staff (39). Registration is finished by mid-December, support staff can be hired in advance. Short 3-week term. 582 course registrations.
- January 2019 had a record number of changes(for the January term) in courses and teaching staff. One class went from 1 to 5 instructors.



# Tasks and milestone for Blue Nov 26-30

- Test Single sign on login on Production – schedule a test time with consultant
- Test 2 Fall sample courses provided by Mark
- Prepare first sample reports
- QP – finalize QP questions for DCE questionnaire
- Draft DCE QP guidelines for faculty
- Discuss what is needed for Dynamic report viewers for dean/chair reports
- Canvas integration test
- Data Source changes
  - Add department code to end of Courses data source
  - Move CourseID to column A
  - Add CLASSROLE to Course-Instructor data source to identify Instructor vs TA
  - Check course-instructor pairing exist for all courses
  - Update Harvard\_Student user data source to have all current DCE students
  - Send some pairings for course-student data source ( this will not be complete)
  - Send new Harvard\_Faculty\_Staff data source so it includes deans, chairs and staff, especially all Blue team staff

# December deadlines

- December 3 - Receive all data sources in as correct order and structure as possible for DCE including all users for Harvard-Faculty-Staff and Harvard-Students (students can be scoped to DCE)
- December 4 to 6
- Final testing with data changes turned around and processed during this week.
- Test data sources against projects and reports
- Test QP as faculty
- Test questionnaire fill out as a student
- Test email messages for faculty ( SV, QP) and students (FFO)
- Test reports
- Test Canvas – either link or other integration

# December deadlines – Part 2

- December 7 - DEADLINE
- Data source files finalized by end of day Friday December 7<sup>th</sup>.
- Questionnaire changes finalized by Friday December 7<sup>th</sup>
- Finalize updates to courses and course – instructor pairings
- Move files and projects from Sandbox to Production
- December 10 to 12
- Production DIG
- December 13
- DIG verified
- December 14
- Project finalized and published

# DIGging out of a hole

- No feed but we can manually upload the data
- DIG to the rescue
- DIG allows editing fields and adding to the data

# Disaster Strikes

September  
2008 - LNE

© Harvard University

Subject: Hi

Date: Tuesday, December 11, 2018 at 10:35:32 AM  
Eastern Standard Time

From: Lax, Mark

To: Peggy, C, E, N, B

Hi everyone I managed to break my shoulder in a few spots on Sunday I will not be able to make today's meeting I hope to make it into work before the end of the week

Broken shoulder, using one finger, please excuse brevity



# January Pilot

- January 11 evaluations start
- “Soft” opening. Jen Kramer’s class on web design, students agree to form fill out as soon as possible
- Emails are received, Jen reports to me in real time, system is working



Subject: email issue

Date: Friday, January 11, 2019 at 9:28:01 AM Eastern Standard Time

From: Peggy Collins

To: Lax, Mark

Mark

In checking this morning just now I see some students with the email address is blank.

Possibly when C did that last update to correct for the two missing emails yesterday it caused an issue.

I will have to go back and check his file before the last update.

Below is an example of an active student enrolled in one of our subject courses with no email....

Peggy Collins

# January Successes and Spring Launch

- Return rate 58%
- Reports loved by faculty
- Let's go all in for spring, I'm sure we'll not need to manually upload data
- All in for spring, even though questionnaire is being redesigned
- Minor problem, questionnaire not ready, made earliest class a single project
- Three batches of small courses launch smoothly.
- Ready to launch May 6. Time to relax.

From: Lax, Mark  
Sent: Friday, May 3, 2019 2:03 PM  
To: E, C,J, J  
Cc: Peggy Collins [pcollins@explorance.com](mailto:pcollins@explorance.com)

Subject: MAJOR PROBLEM - DCE\_COURSE\_STUDENT FILE  
Importance: High

Hi Everyone

WD students are showing up in the datafeed – have look @ crn 25531 which is showing 112 form fill outs – there are @ least 20 drops for this course. We checked a couple of courses and in the dce project there are only 14 deletions which is way too low a number.

The course-student relationship is showing up in the feed for students we know have withdrawn. If this is not resolved before noon Monday we cannot launch. Please get back to me or Peggy as soon as possible thank you

From: Peggy Collins [mailto:pcollins@explorance.com]

Sent: Tuesday, May 7, 2019 9:48 AM

To: E

Cc: C; Mark, J, J

**Subject: Problem! - DCE data sync removed DCE course-student pairings**

Good morning.

The data source DCE course-student was updated last night and all current spring term students were removed from the feed, This resulted in all tasks for the spring courses being “deleted” (marked they are never actually deleted).

This is why Barb’s link does not work.

This needs to be corrected immediately by pushing back the DCE-course student with correct files. Possibly you can look on your side to see why this occurred.

Until this is fixed, no student can take an evaluation unless I “undelete” all which will bring back all, including the withdrawals. But that would only be for today. If the feed is wrong it will drop students again tonight.

I have a client meeting 10 to 11 but will be available at other times.

I attach what I see in the DCE-course\_student data source today.

Sent: Tuesday, May 7, 2019 10:11 AM

To: Peggy Collins <pcollins@explorance.com>

Cc: E, Mark, G, J, J

Subject: Re: Problem! - DCE data sync removed DCE course-student pairings

OK. Do we need to resync the pathway or anything? G found that the feed from Banner dropped

~30,000 students last night.

Jim — Is the feed filtering out spring students? There are now ~11,000 and I suspect that they're summer students. Did statuses change yesterday in Banner?

C

I have reverted to yesterday's dce student course data, and gone into the data sync tool and did a manual sync. I am not clear on what else needs to happen .

G

G

I am not seeing a data source update on my side. I only see the one from early this morning. After the data source is updated, I then will save the project to process the correction.

Peggy

# Recovery Room

- Data recovered for the feed
- Responses “undeleted” so no data loss
- Evaluations restart
- Responses successfully collected

Subject: RE: Ques)on on report -- Copy Of Mark's attempt

Date: Friday, March 29, 2019 at 3:49:32 PM Eastern Daylight Time

From: Peggy Collins

To: Lax, Mark

Mark

No error is fatal unless you publish...

Peggy



