ROADMAP Q&A

ROADMAP
DIGITAL LEARNING PLAN

The CharityLearning Consortium

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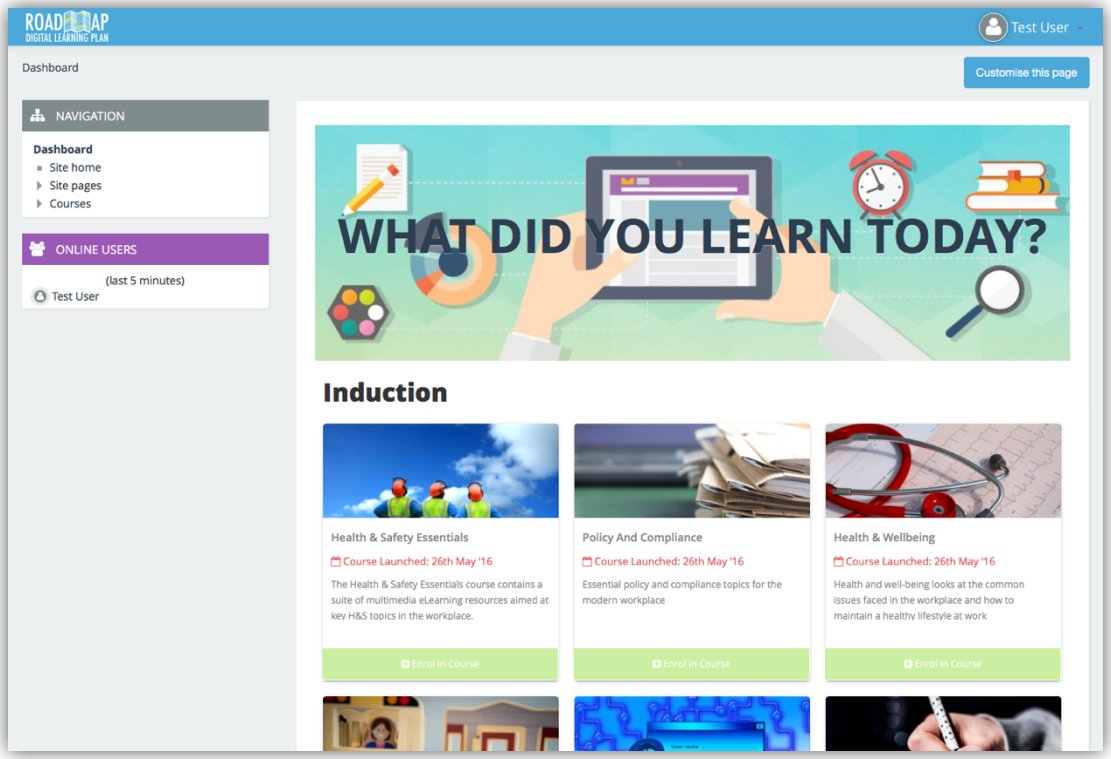
ABOUT ROADMAP

RoadMap is an enhanced version of Moodle developed by our in-house team here at CLC. When you upgrade to RoadMap you'll get a completely brand new Moodle site. RoadMap is faster and much more responsive than our previous version of Moodle, and includes these benefits:

- a tagging system for a more efficient way to distribute courses;
- an improved course layout and the ability to add supporting resources* to complement a blended learning approach;
- a hierarchy reporting tool which streamlines administration, and allows administrators *and* managers to run reports;
- the ability to track un-enrolled (not attempted) courses.

*Our core suite of management and leadership courseware has been mapped to the CMI competency framework, and we now have supporting resources available for you to add to your RoadMap site. If you use CMI within your organisation, please talk to us about the options.

Something to note: When you upgrade to RoadMap you'll get a completely new site, which means there won't be the option to transfer your old learner data. Don't worry though as we'll support you in downloading your old data for your records. You'll find further information in this document.



What is the difference between our current Moodle site and RoadMap?

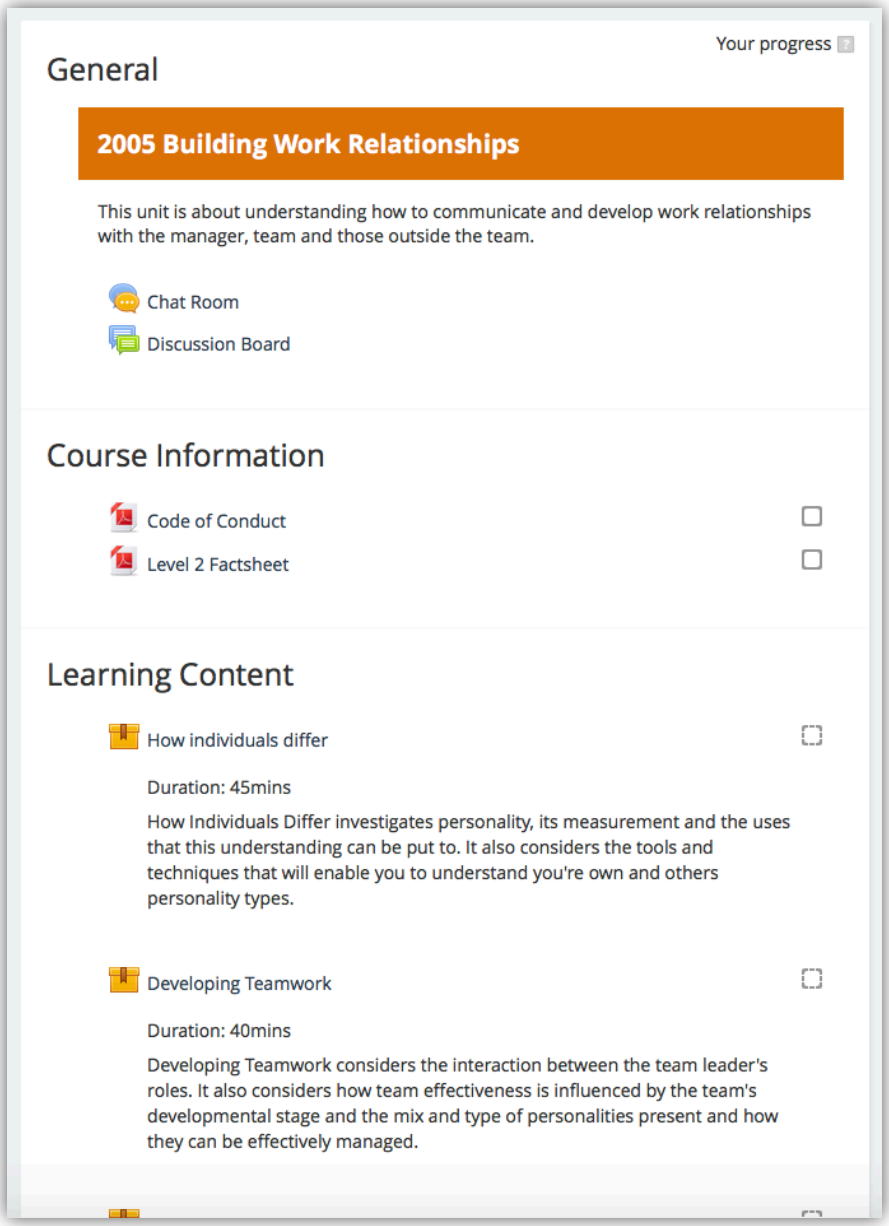
RoadMap is still Moodle - think of it as an overlay. It is still the same as your old Moodle system underneath, in terms of administration, however it provides you with some enhanced features.

How is RoadMap better?

You can now use tags to assign certain courses, dependant on job role, department, region and more, to ensure content is relevant to your learners. This allows managers to report on their team's progress far more easily.

RoadMap also lets you see courses that learners have not attempted.

In addition, Roadmap allows you to easily add your own resources such as PDF's and videos to provide learners with extra support.



Will RoadMap be faster?

We've laid out courses and enrolments in a more efficient manner which means that the site is faster and more responsive.

Will it work on an external platform?

The RoadMap Moodle platform has been developed especially for CLC members and is provided as part of your annual subscription. If you currently self-host, now would be a great time to take a look at how our hosting has changed. Let us know if you'd like to explore this option by contacting your account manager.

What will happen to our current site if we don't move over?

Every site will be required to move over in the next 12 months. This RoadMap upgrade is also a large Moodle upgrade so all sites will be moved eventually. If you have further questions regarding this, please contact your account manager immediately.

FEATURES

How does the interface differ for each user?

Our developers have worked extremely hard to make RoadMap as user intuitive as possible. The interface will look different for Learners, Managers and Administrators, and the functionality now means that:

- Learners can easily see what is required of them as soon as they login.
- Managers have the option to view either a simple summary of what learners have completed, or a more in depth view, including what they have not attempted.
- Administrators are now able to truly utilise everything Moodle has to offer and can more easily set up courses, as well as the ability to add supporting resources.

How much more functionality is there?

The possibilities are endless! So far we have created several new features which weren't previously possible including:

- Modern interface – a new user friendly and intuitive experience for learners, managers and administrators
- Manager quick view – allowing a simple way to see learner activity (including incomplete and un-attempted courses)
- Course structuring – an easy to view area of all elements that make up a course
- Auto distribution – automatically show particular users specific courses using rules from hierarchies

What are the feedback functions?

We are currently developing feedback functionality which is something we have never had in Moodle before, and will be announced in due course.

Have the cloud icons gone?

Previously the cloud icons represented progress on some of the activity modules. Now in the course view you can see each individual resource with an appropriate image representing its topic or type. Your learners will be able to see clearly if it's a quiz, SCORM or PDF. Alternatively, you can choose your own course cover images.

Has the reporting changed?

All existing reporting will still be available to you however there is also now RoadMap Tracking. This provides a very simple overview of activity for managers and administrators. It visually shows how many people have enrolled on a course; how many have completed it; and further into the system there is a detailed list of who has completed it. You can also easily see which users haven't yet enrolled on a course.

How will progress be tracked?

Progress tracking is handled by activity and course completions. There is the option to track each element i.e. PDF resources on the site. This means that you can ensure users have, for example, passed a quiz or opened a company policy document which contributes to their course completion.

PRICING

How much will it cost?

When you purchase the eLearning suite from Learning Heroes (formerly known as Accredited Skills) you'll get added to our priority list for your RoadMap upgrade. This means that you'll be upgraded to RoadMap far sooner than if you wait for us to fit you in.

So how much will it cost? For the full suite of Learning Heroes courses it will cost you either £1,000+VAT per annum (if you have less than 1,000 employees) or £2,000+VAT per annum (if you have more than 1,000 employees).

RoadMap will eventually be on every site hosted by the CLC, however it will take around 12 months to get everyone moved over.

How will RoadMap affect my membership?

RoadMap means a faster and more responsive learning management system and this upgrade is a one-time occurrence. If you choose the option to purchase the Learning Heroes courses, and therefore be added to the RoadMap priority list, you'll be subscribing to Learning Heroes on an annual basis and will be charged accordingly i.e. an annual invoice, should you choose to renew.

What if I don't want the Learning Heroes courses?

That's absolutely fine. We just love their courseware and wanted to give you a great deal that encompasses both! If you would rather not have these courses, but you would still like to be on the priority list for RoadMap we're asking for a one-off contribution of £1,000.

What if I can't afford the contribution?

That's okay too. It will just mean that you won't be moved over to RoadMap until everyone on the priority list has been moved. The suggested contribution is just that, a contribution rather than obligatory and a way to get your move prioritised.

Are there any extra costs to customise RoadMap?

RoadMap has the same customisation options as your current CLC Moodle platform. As standard we will personalise the colours and add your logo to coordinate with your organisational branding. As before, but more easily, you will have the option to change the course icons as well as the layout. Beyond this you may wish to purchase development time from us to assist you with setting up more complex or unique layouts.

SET UP

Can we change the layout and content in the same way as our current site?

Yes you can however the process of doing so has changed, we feel for the better. Your RoadMap site will reflect how Moodle works as standard as we've managed to eliminate some of the old quirks. This means that the Moodle tutorials available in the public domain are now even more relevant to you giving you much more flexibility.

Will you provide training?

Yes. There will be full documentation for RoadMap covering everything we possibly can. Your account manager will be trained to assist you with generic aspects of the site and there will also be regular online training sessions. For more information on these sessions, or for specific or tailored requests please speak to your account manager. We recommend you attend these training sessions as early as possible to get used to the new site.

What is the setup process, is there anything I'll need to do?

Yes, you'll need to do a few things in preparation and you'll have a two week testing window before receiving your new site (see below for further details).

To get started all we need to know is that you are interested, so speak to your account manager to be placed onto the upgrade schedule. There will be some work that you'll need to do nearer the time of your upgrade, including a backup of historical data as this will not be carried over.

Another thing to think about is hierarchies. If you don't currently use them then the move over to RoadMap would be a great opportunity to start as they will give you a really efficient system. You'll need to speak with the relevant team in your organisation to get the right information. Just ask us if you need some help with what questions you need to ask.

Prior to your two week testing window YOU will need to:

1. Download any custom eLearning content or resources that you've uploaded on your system – this will not automatically be transferred across.

2. Do a data cleanse and add in any hierarchy to your user spreadsheet for us to upload – we'll send you a user spreadsheet template when you're booked in.
3. Come up with a plan to let users know the new site is on its way and prepare them. This should be an ongoing process, even after you've launched the site.
4. Join us on one of our online RoadMap training sessions to make the most of your site.

Prior to the two week testing window **WE** will:

1. Set up your site according to your branding and preferences – you'll be sent a form to fill in with your requirements.
2. Upload your users – you'll also get a template spreadsheet to fill in. We encourage you to use hierarchies and work with your HR team for an efficient and neat running system.

During the two week testing period **YOU** will need to:

1. Run and save reports of the learner history from your old Moodle site
2. Upload the custom content you'd like to be available and choose where it's displayed on the system.
3. If you would like to assign courses to certain learner tags, now is the time to set up hierarchy course distributions.
4. Continue to raise awareness of the site and make sure your users know where to go to access their learning. Supply them with support guides and resources to get them familiar with the site. Why not set-up some champions in your organisation to help out?
5. Join us online for some additional RoadMap training.

What happens after the testing period?

When the two-week window is up, we'll switch off your old site and you'll be ready to officially launch your new site. We'll be providing regular training sessions and support to get you used to using the sites new functionality.

Will there be any downtime?

After the two week testing period, your site will be pushed to live and your old site removed, resulting in a maximum of 5 minutes' downtime. We will work with you to ensure there is as minimal disruption as possible.

TIMESCALES

When will RoadMap take over from our current Moodle completely?

We are aiming to have moved all members over to RoadMap by Autumn 2017.

How quickly can I have RoadMap?

We are scheduled to start upgrading sites immediately, so if you'd like to be at the front of the queue please let your account manager know as soon as possible and we'll book you in. We'll allow sufficient time to build your new site which takes around 4-8 weeks and then

another 2 weeks for you to test it before we switch off your old site. There will be some information you'll need to supply to us before we agree the dates and your account manager will walk you through the process.

What is the last available move date?

We are hoping to have all members moved by Autumn 2017, however this is dependent on schedule speed and other technical requirements. All current sites will continue to operate as normal until your switch over date which will be communicated to you by your account manager.