



HIGHER EDUCATION

Teaching & Learning Transformation enabled by a Learning Management System (LMS)

Partnering with Higher Education institutions to enable a comprehensive academic technology transformation, across multiple domains of stakeholders and existing technology infrastructure, in order to maximize their teaching & learning investment and minimize institutional disruption.

In addition to strong program management support, the following four service areas enable a successful implementation and transformation of your LMS.



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Key Services



Technology

Drives the integration of systems, tools, and data in alignment with security, privacy, and accessibility guidelines

LMS Architecture & Administration: Configure the platform to enable day-to-day operations of the LMS

Data & Analytics: Develop strategy and design for custom data & analytics capabilities and dashboards used to support adoption metrics, student success, and teaching & learning enhancements

SIS & Core System Integrations: Integrate the LMS architecture with key academic IT systems such as SIS, Registrar, and Data Warehousing to support needs such as reporting, registration, accreditation, and institutional research

LTI Integrations: Evaluate and implement LTIs and provide guidance on the Third-Party Risk Management (TRPM) approval process

Security & Privacy: Comply with security standards, including TPRM, FERPA, and HIPAA

Application Development: Develop customizations, implement tools, and build automations



Organizational Change Management

Enables deep and meaningful product adoption by engaging both academic and technology stakeholders, end users, and governance groups in communications, training, and ongoing engagement activities

OCM Strategy: Develop an approach to enable institution-wide transformation through change management planning, stakeholder leadership & engagement, communications, training, and end-user readiness

Strategic Communications: Build and execute on a comprehensive strategic communications plan that is specialized for each stakeholder and end user group

Stakeholder Leadership & Engagement: Identify key stakeholders, leaders, and change champions to support and enable the transition

LMS Governance: Implement an LMS Governance structure to include committees that enable opportunities for senior leadership alignment

Training: Develop training strategy and content to prepare stakeholders across the institution

Change Impact & Readiness Assessment: Improve engagement across leadership, instructors, staff, and students by assessing level of change across the institution

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Key Services



Enables and enhances teaching & learning capabilities through the development of resources, strategic service delivery, and best practice guidance

Learning Experience: Develop a best-in-class LMS learning experience strategy for students, faculty, and staff and support the creation of LMS resources (e.g., course design templates) to enable this vision

Course Migration: Partner with migration vendors and LMS industry leading experts to validate course content is transitioned from the legacy LMS to the new platform and to minimize the effort required on behalf of faculty and staff to begin teaching in the new system

Teaching & Learning Innovation: Share best practices and recommendations to enhance the teaching & learning capabilities for the institution

Accessibility & Inclusivity: Provide support to ensure the institution is meeting all regulatory obligations and creating equity and inclusion within the LMS through accessible content and teaching & learning tools



Focuses on the activities required to transition to steady-state maintenance and operations, achieved by monitoring, measuring, and responding to variances in operations and service delivery instances and through continuous service improvement

Sustain Support Model: Design an operating model with associated tools and processes for long term support of the LMS and integrated technologies

Case Management Integration: Develop case management integration that allows for efficient support for users and data/reporting capabilities to understand the ongoing needs for support resources and enhancements

Support Analytics: Utilize support analytics to provide insights into platform functionality and transformation success metrics

Knowledge Base Development: Create a knowledge base and documentation to support organic knowledge growth and sharing across the institution