



Plain Language Education

Client

A Canadian career college offering professional diploma programs for adult learners.

- **Audience:** 100 part-time instructors transitioning from in person to and online learning formats.
- **Stakeholders:** Executive leadership members, campus leadership members, campus support staff, and the LMS administrator overseeing course delivery and adoption.

Summary:

To expand online course delivery and improve engagement among adult learners, a Canadian career college implemented D2L Brightspace. The transition from traditional in-person instruction to a digital learning environment required overcoming instructor hesitation, technical challenges, and early student disengagement. Through structured training and interactive practice, the college successfully increased engagement, improved learning outcomes, and reduced IT support requests.

My Role

I led the instructional design and training rollout for the LMS adoption project, including:

- **Analyzing performance data** from LMS analytics, support tickets, and course feedback surveys to identify learning gaps in user experience.
- **Designing and developing training solutions**, including interactive D2L Brightspace modules, sample classrooms for practice, instructor workbooks, and self-paced online programs with H5P activities embedded in Articulate Rise 360.
- **Facilitating workshops and live simulations** (both in-person and online) to build instructor confidence and technical proficiency.
- **Creating evaluation tools** such as Microsoft Forms surveys and leveraging LMS data (student progress, interactions, and end-of-course surveys) to measure the training's effectiveness.

The Results

- **Higher Engagement:** End-of-course surveys reported increased student participation and satisfaction.
- **Improved Learning Outcomes:** Assessment scores and course completion rates rose after the LMS transition.
- **Operational Efficiency:** IT support requests for D2L classroom pages decreased **60%** as instructors became more self-sufficient.
- **Wider Adoption:** Additional programs, including in-person courses, began integrating Brightspace modules and automated grading. Classroom offerings online increased by **50%**.
- **Outcome:** The college successfully transformed its course delivery, creating a sustainable model for blended and fully online learning that continues to benefit both instructors and students.

The Challenge

The college faced multiple barriers during the LMS transition:

- **Instructor Readiness:** Many instructors were new to online teaching and hesitated to use D2L Brightspace.
- **Loss of Autonomy:** Educators accustomed to spontaneous in-class adjustments struggled with the structured digital workflow.
- **Technical Complexity:** New grading tools, content modules, and automated activities initially felt overwhelming.
- **Low Student Engagement:** Early online courses saw low participation and frequent troubleshooting issues with quizzes, uploads, and assignments.

The Solution

To support a smooth adoption, the college launched a comprehensive instructor enablement program that included:

1. **Self-Paced Video Training:** Step-by-step tutorials on assignments, quizzes, content management, and grading.
2. **Interactive Sandbox Course:** A safe environment for instructors to practice uploading, organizing, and auditing course materials.
3. **H5P Simulations:** Scenario-based exercises to reduce grading errors and publishing issues.
4. **Quick Reference Guides:** Accessible resources that empowered instructors to resolve common issues independently.