

# California State University, Northridge

*Making Strides in Online Learning with Moodlerooms*

## Challenge

California State University Northridge, an institution of over 30,000 students, wanted to deliver effective and collaborative online learning while simultaneously satisfying the specific needs of over 2,000 instructors.

To accomplish this, CSU Northridge needed a highly flexible and user-friendly learning environment that could be implemented quickly and had to ability to support integrations of desired third-party e Learning tools, including robust Web conferencing and plagiarism detection software.

Most of all, CSU Northridge needed a solution that provided reliable and responsive technical support that could be extended and configured to satisfy the changing needs of a quickly-evolving campus.

## Solution

After evaluating many different LMS offerings, CSU Northridge decided on Moodlerooms' managed open-source Moodle solution, which provided a set of streamlined communication and collaboration features to facilitate use and engagement, as well as integrated plagiarism detection software to ensure the quality and validity of student work.

The greatest benefit of Moodlerooms' solution was CSU Northridge's ability to access multiple forms of technical support and establish an end-user support structure on-campus.

"We were impressed with the level of support and training we got from Moodlerooms, but we wanted to take an active role in it as well, and Moodlerooms allowed us to do that," explained David Levin, California State University Northridge's Senior Director of Academic Technology. "We also wanted to ensure that our faculty had different ways of applying different modules and Moodlerooms had the capability to interface with local identity, administrative systems and other instructional technologies."

## Results

### **Responsive, Multi-Modal Support**

CSU Northridge received administrative support and a dedicated technical account manager from Moodlerooms while establishing its own student-staffed, end-user help desk. "We never had a technical issue that really sticks out," says Levin. "It's more about the comfort of knowing that many levels of Moodle support are there in case we ever need them."

### **Extensibility of Training Options**

Levin and his staff wanted to play an active role in bringing campus faculty, staff and students up-to-speed. But since CSU Northridge had minimal exposure to Moodle, Levin's technical staff needed to be quickly educated so they could pass on their knowledge to the rest of the campus. As a result, CSU Northridge was able to move to Moodle quicker than they would have been able to otherwise.

### **Establishing Local Identity with Integrations**

CSU Northridge faculty requested specific types of software to be featured in their e Learning solution. Moodlerooms was able to meet those needs by offering integrations with many third-party features, such as Elluminate synchronous Web conferencing and iParadigms' Turnitin plagiarism detection software.

### **Scalable Solution**

Using Moodlerooms' clustered, load balanced and redundant hosting solution, CSU Northridge was able to develop and sustain an online learning community that allowed them to scale on-demand to handle peak usage periods.