

Client Story

LearningMate Supports Southern New Hampshire University's LMS Migration

INDUSTRY

Higher Education
Online University

SOLUTION

LMS Course
Migration & QA

PROJECT SIZE

Transformed 550 &
QA 1200+ Courses

PROJECT DURATION

5 months

Background

With students increasingly seeking online, mobile, and personalized learning models, universities face a unique set of opportunities and challenges as they scale their online programs. This trend affects all universities regardless of size, accreditation, or stage of digital pursuit. Southern New Hampshire University (SNHU), a private, nonprofit university serving 130,000+ online learners and an additional 3,000+ on-campus students, decided to expand and enhance their online programs by transitioning to a new Learning Management System (LMS).

SNHU, widely considered one of the most innovative institutions in the country, set out to incorporate new technologies and update professional requirements while transforming the teaching and learning infrastructure that supports their 240 online and 300 traditional learning programs.

Such an extensive project required a solid plan to manage the complexities of a large-scale LMS migration. The university looked for an experienced, full-service digital transformation partner to help ensure a seamless transition. Process maturity, inherent expertise in content and technology, and considerable experience in course migrations and quality assurance (QA) testing made LearningMate the perfect fit to fast-track their entire LMS migration.

The Solution

During the initial phase, LearningMate's platform change management experts and highly specialized LMS teams used their understanding of all aspects of content, technology, user experience, learning pedagogies, and best practices to implement a methodical approach to the migration.

LearningMate assembled an onsite team consisting of an LMS expert, an Instructional Designer, and a Project Manager to work closely with SNHU to map courses between the two LMSs, define requirements, perform a gap analysis, and prototype the migration process on a small batch of courses to further refine the requirements.

Over the course of the first month, LearningMate's onsite team identified and recommended solutions to fill gaps and set expectations to ensure the LMS migration minimally impacted students and instructors.

In the next phase, LearningMate used custom-built tools to automate the migration of courses, student data, accessibility features,

and instructional text. During the migration, LearningMate's team quickly adapted to changing timelines, flexibly worked on the migration based on the needs of SNHU, and overcame the many unforeseen challenges that often accompany large LMS migrations. The migrated courses were thoroughly checked to ensure data, content, and user experiences were retained, as well as ensure all instructions aligned with the new LMS. LearningMate also created tools to automate the course quality control processes, resulting in a significant reduction in manual effort and an improved output quality to nearly 100 percent.

Since the migration and quality control review, LearningMate continues to work with the university through post-migration course management support, including setting up master courses and sections, term preparation, tests, assessment banks, quizzes, assignments, and rubrics.

Impact & Outcomes

By leveraging LearningMate's end-to-end digital transformation expertise, tools, and experience in large-scale LMS migrations, SNHU successfully migrated 550 courses and received quality assurance tests on 1200+ courses, all while minimally impacting students and instructors.

LearningMate's efficient team, automated process, and methodical, streamlined

approach reduced turnaround time, decreased the need for client-involved validation, and delivered the project at half of the projected cost, resulting in significant savings for SNHU. Today, LearningMate continues to facilitate the university's roadmap and deliver enhanced courses as its digital transformation partner.

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