

dis CONNECT

Image posted to *UBC Confessions*, September 21, 2015



Short description	Number	Category	Published	Retired	Rating	Updated by
Connect. HTML Tags are Displayed in Downloaded Grade Center Results Files	KB0014887	Learning Services	2014-10-01			jlee
Connect. Running a Course Performance report does not render in 9.1_SP13	KB0014888	Learning Services	2014-10-01			jlee
Cannot Authenticate to iclicker Building Block from iclicker Client	KB0014855	Learning Services	2014-09-18			tkato
Connect. When creating randomized groups in Connect, the system includes unavailable course users.	KB0014850	Learning Services	2014-09-16			henrykng
Connect. Sending Mail to All Users Causes Error	KB0014823	Learning Services	2014-09-09			jlee
Connect. Users with @yahoo email addresses in Connect are unable to send emails out	KB0014812	Learning Services	2014-08-29			henrykng
Connect. Drag and drop may not work in course table of contents	KB0014781	Learning Services	2014-08-19			tkato
Connect. CTC3 - After mass course creation, the course shells are not present in Connect	KB0014779	Learning Services	2014-08-18			henrykng
Connect. Adding/Removing SIS links will remove previous year's SIS links from CL/WS courses	KB0014762	Learning Services	2014-08-01			henrykng
Connect. Difficulty Score in Item Analysis always shows 0.0% when questions are linked from a pool	KB0014714	Learning Services	2014-07-15			henrykng
Connect. Course with more than 500 items in the content collection	KB0014594	Learning Services	2014-05-29			henrykng
Connect. Uploading content via Dreamweaver using webDAV does not upload correctly	KB0014563	Learning Services	2014-04-29			adamtuck
Connect. Outcomes Assessment - Interface errors when a sub-goal is added to an evidence collection.	KB0014562	Learning Services	2014-04-29			henrykng
Connect. Feedback/Answers not Available After End Date if Exception is Present	KB0014541	Learning Services	2014-04-15			adamtuck
Connect. Students get "an error occurred" when attempting to view "My Grades" in a course	KB0014534	Learning Services	2014-04-11			adamtuck
Connect. Courses with more than 500 linked items will not copy over	KB0014532	Learning Services	2014-04-10			adamtuck
Connect. Attempts Statistics do not work when questions are part of a question set	KB0014522	Learning Services	2014-04-07			henrykng
Connect. Cannot Sort the List of Users in the Membership Section when Editing a Group	KB0014521	Learning Services	2014-04-07			henrykng
Connect. Syllabus lesson design layout is vertical while view is horizontal and compacted	KB0014520	Learning Services	2014-04-04			henrykng

Above: A sampling of the “Known Issues” pages for Connect on the UBC e-learning site

Below: A sampling of the “Connect” service bulletins issued by UBC’s Information Technology Services

Resolved: Partial Connect Service Disruption – November 21, 2015 12:00 PT

Posted by: [Operations Centre](#) | November 21, 2015

The issue with disruption in Connect pertaining to editing content, posting items, or posting discussion board messages is now resolved.

[\[Continue Reading ...\]](#)

Filed under: [Connect](#), [General](#)

UPDATE: Partial Connect Service Disruption – November 21, 2015 11:20 PT

Posted by: [Operations Centre](#) | November 21, 2015

There is currently a disruption in Connect pertaining to editing content, posting items, or posting discussion board messages. When attempting to do some users have reported that they have received errors. This problem is not affecting all Connect servers so users may work around this issue by logging out of Connect, clearing their browser cookies, [...]

[\[Continue Reading ...\]](#)

Filed under: [Connect](#), [General](#)

Partial Connect Service Disruption – November 21, 2015 10:30 PT

Posted by: [Operations Centre](#) | November 21, 2015

There is currently a disruption in Connect pertaining to editing content, posting items, or posting discussion board messages. When attempting to do so users will receive an error. Technicians are investigating and there is currently no estimated time for that functionality to be restored.

[\[Continue Reading ...\]](#)

Filed under: [Connect](#), [General](#)

Connect Scheduled Maintenance November 21, 2015 05:00 – 07:30 PT

Posted by: [Operations Centre](#) | November 20, 2015

Connect will be unavailable for scheduled maintenance on Saturday November 21 from 5:00 am to 7:30 am.

[\[Continue Reading ...\]](#)

Filed under: [Connect](#), [General](#)

Connect Scheduled Maintenance October 24, 2015 05:00-07:00 PT

Posted by: [Operations Centre](#) | October 23, 2015

Connect will be unavailable for scheduled maintenance on October 24, 2015 from 05:00-07:00 PT.

[\[Continue Reading ...\]](#)

Filed under: [Connect](#)

Resolved – Connect Service Disruption – September 20, 2015 23:15 PT

Posted by: [Operations Centre](#) | September 20, 2015

Response times in Connect have returned to normal. We apologize for the disruption that this incident caused.

[\[Continue Reading ...\]](#)

Filed under: [Connect](#)

Connect Service Disruption – September 20, 2015 21:20 PT

Posted by: [Operations Centre](#) | September 20, 2015

We are receiving reports that since about 21:15 on September 20, 2015 response times in Connect have been slower than usual and some users have reached the Connect is Unavailable page. Technicians are investigating.

[\[Continue Reading ...\]](#)

Filed under: [Connect](#)

****UPDATE** Connect Service Disruption – September 17, 2015 12:00**

Posted by: [Operations Centre](#) | September 17, 2015

Connect has been stable since late Monday evening. At present time, response times are within the normal range. This bulletin will be updated if the situation changes.

[\[Continue Reading ...\]](#)

Filed under: [Connect](#)

Faculty of Graduate and Post Doctoral Studies DocExams maintenance Sep 16, 2015 13:00 – 13:30 PT

Posted by: [Operations Centre](#) | September 16, 2015

The Faculty of Graduate Studies Doc Exams application will not be available during the noted date and time due to yearly data upload. If you have any questions please contact Academic Systems Support at sis.support@ubc.ca

[\[Continue Reading ...\]](#)

Filed under: [Connect](#)

****UPDATE** Connect Service Disruption – September 16, 2015 07:00**

Posted by: [Operations Centre](#) | September 16, 2015

After the Connect restart on September 15th performance in Connect has improved, however we are still working to resolve the underlying issue. If you do experience issues with Connect: – Refresh the Connect page that you are on by clicking on your browser's refresh button, reload the page button, or circle button – You can [...]

[\[Continue Reading ...\]](#)

Filed under: [Connect](#), [General](#)

Update: Connect Service Disruption – 11 September 2015 12:15 PT

Posted by: [Operations Centre](#) | September 11, 2015

Connect response times have improved however we still do not know the root cause of the earlier issues and are continuing to investigate.

Our next update will be at 14:15 PT.

Filed under: [Connect](#), [General](#)

September 15, 2015: We will be undertaking a full restart of Connect between 5 and 7 am as we continue to work through the issues with Connect. Thank you for your patience as we work to resolve these issues.

September 14, 2015: We are experiencing intermittent problems with Connect access, however the application is available. If you have reached this page, please refresh your browser, clear your cache and attempt to log in again

(<http://bulletins.it.ubc.ca/2015/09/14/update-connect-service-disruption-%E2%80%93-september-14th-2015-1500-pt/>)

We are working with Blackboard to resolve this issue and apologize for the disruption.

The following tools can be accessed directly through the links below:

- [iPeer](#)
- [UBC Blogs](#)
- [WeBWork](#)

Connect Status Updates

Updated: September 20, 2015, 10:00 pm

Beginning around 9:30 pm on Sunday, September 20, 2015 we saw a recurrence of the ongoing issue with Connect and some users reported that they again were experiencing slow response times.

We are still working with Blackboard to identify the root cause of the underlying problem

We sincerely apologize for the difficulties that you may have experienced during the last few days.

New information will be posted on this page as it becomes available. The [UBC IT Bulletins Page](#) and Twitter ([@UBCITOutages](#)) will also be updated with outage information as needed.

Updated: September 18, 2015, 3:00 pm

Connect has remained stable since Tuesday, September 16 and we continue to make a number of changes to the service in order to improve performance.

We are still working to identify the root cause and are not able to confirm the problem fully resolved. The last issue we experienced was a brief 10 minute disruption on Tuesday, September 15.

Overall, Connect performance for the first two weeks of the school year has been relatively stable. We recognize how important Connect is to the work of faculty, staff and students and it continues to be our top priority to eliminate or minimize service disruptions.

We sincerely apologize for the difficulties that you may have experienced during the last few days.

New information will be posted on this page as it becomes available. The [UBC IT Bulletins Page](#) and Twitter ([@UBCITOutages](#)) will also be updated with outage information as needed.

Updated: September 16, 2015, 4:00 pm

Connect has been stable since Monday, September 15 at 11:30 pm with the exception of a ten minute period on Tuesday morning and has remained so for the past 24 hours. We are continuing to monitor the system closely and are working to determine the root cause of the underlying issue.

New information will be posted on this page as it becomes available. The [UBC IT Bulletins Page](#) and Twitter ([@UBCITOutages](#)) will also be updated with outage information as needed.

Updated: September 16, 2015

We have been actively monitoring the Connect Learning Management System and, since Monday evening, response times have remained stable under steady load. We will continue to monitor and investigate the underlying issue and apologize for any

inconvenience this has caused at such a critical time in the term for faculty and students.

New information will be posted on this page as it becomes available. The [UBC IT Bulletins Page](#) and Twitter ([@UBCITOutages](#)) will also be updated with outage information as needed.

Updated: September 15, 2015

We are currently experiencing technical issues with the Connect Learning Management System that are causing service disruptions.

What is going on?

We have been experiencing technical issues with the Connect Learning Management System that are causing intermittently slower-than-expected response times (including, in some cases, the application becoming completely unresponsive). Some users have also encountered a “Connect Unavailable” page or an error message on login.

Why is this happening?

We are investigating each of the incidents to determine the root cause of the problem. We have escalated the issue to our application vendor (Blackboard) and they have technicians working with us to solve the issue.

What is UBC IT doing?

UBC IT has been working around the clock to resolve the issue through a large coordinated effort with all available resources including senior members of UBC IT and Blackboard. We are focusing on service restoration and root cause identification. On September 15, 2015 we were able to implement a mitigation strategy that has minimized the impact to students and faculty while we continue our investigation.

When will it be fixed?

This issue is of top priority and we are working to determine the root cause of the instability. We apologize for the disruption that this has had on teaching and learning at this critical time in the term for faculty and students. We will provide an update as more information becomes available.

New information will be posted on this page as it becomes available. The [UBC IT Bulletins Page](#) and Twitter ([@UBCITOutages](#)) will also be updated with outage information as needed.

Updated: August 26, 2014

Preparation for the September Term

Over the past few weeks, we have continued work in a number of areas with the goal of preparing Connect for September. We have engaged Blackboard to assist with performance and capacity tests

to **simulate peak load** and to test a number of key pieces of **application functionality**. As a result of that testing, we have worked with Blackboard to **tune the system** and have **applied some configuration changes** that will help us improve our performance going forward. Last Sunday we applied an update from Blackboard that included a **performance fix** that was recommended by Blackboard as well as patches for a number of other functional problems that had been raised by Faculty. While this update did require an outage relatively close to the start of term, we felt it was important to do everything possible to prepare us for the upcoming term.

Along with technical improvements, we have also been focusing on improving support for users. CTLT and UBC IT are working together to deliver coordinated support for Learning Applications. For the month of September, resources from UBC IT and CTLT will be co-located on the 3rd floor of Irving K. Barber Learning Centre . They will provide email, phone, and drop-in support (both technical and functional) for instructors. In the background we have also arranged for specialist stand-by support from Blackboard to help us deal with any issues that may arise.

*

UBC Connect continues to encounter major service disruptions

Jovana Vranic, *The Ubyyssey*, November 1, 2013

Since the beginning of the term, the UBC Connect website has encountered multiple major service disruptions.

On Oct. 20, there was an hour-long outage. Jennifer Woo, communications manager for UBC IT, said this was caused by a combination of problems within the application which caused Connect to run slower than usual. On Oct. 28, there was another 45-minute service disruption. This was most likely caused by a network issue, according to Woo.

The outages have been disruptive to students.

“[Connect] is just slow in general,” said Rachelle Graham, a first-year psychology student. “I also find it very confusing to navigate.... It’s really only like a last resort for me.”

“One day, I couldn’t log in [to Connect] at all,” said Katarina Trifkovic, a first-year Arts student.

“It was an inconvenience, but not really a surprise. This kind of thing seems to happen all the time.”

The Connect website is a platform created by Blackboard Inc., a global education software company. According to Woo, Connect relies heavily on its vendor, so the hiccups in the program’s performance are not unique to UBC.

“We are working with Blackboard, [but] we first have to identify the problems,” said Claudio Pini, director of application management services for UBC IT.

“It’s a very complicated application, and there is not just one root cause,” Pini said.

Many of the disruptions are caused by outside network issues at Blackboard Inc. According to Woo, this makes it difficult for the technical team at UBC IT to pinpoint the specifics of many of the issues with Connect, and try to solve them independent from Blackboard Inc.

Woo said that over the past month, many changes have been made to improve the operation of Connect, including moving to a new server, implementing a caching tool for better responsiveness, introducing application patches and adding supplementary servers.

*

Letter to the Editor, published in *The Ubysey*, November 24, 2013

To the editor:

We share the concerns over the Connect problems and would like to assure you that finding solutions has been given a very high priority. UBC IT staff have been working diligently with the software vendor to fully understand and remedy the problems.

When the makers of our old WebCT Vista Learning Management System (LMS) decided that they will no longer provide support and eventually withdraw WebCT Vista from the market, UBC had to look for a new solution. To make a well-informed decision, we led an extensive examination of options, looking at functional requirements of the academic community; fit with other existing UBC IT-supported platforms that need to connect to the LMS; practicality and ease of transition; what was known at the time about the quality and reliability of available products; as well as the cost of investment relative to what the system would offer.

Following a review process in 2010-2011, our academic community selected Blackboard’s Learn, which is the software behind Connect and which was also the choice of several other universities, including the University of Toronto. We began to introduce Connect in 2012, gradually converting courses to the new system. For nearly a year, course conversations went fine and the system performed well. This September, however, when we converted the final load of courses, the new system unexpectedly started to buckle.

In September, we experienced several outages and very poor response times for the whole community. We worked with the software vendor to diagnose the problem, apply immediate remedies and consider longer-term solutions. Over the past two months, we updated and tuned

the software several times and added more hardware to increase the size of the engine. Consequently, October was better, with four shorter outages and many groups of students and faculty reporting acceptable response times.

These difficulties with Connect have surfaced at a time when the university is encouraging and investing in more flexible learning options that call for an increased use of online tools, making the situation particularly challenging for everyone. We realize the difficulties that students and faculty have experienced and appreciate your patience as the IT team continues to work on making the system fully stable.

Anna Kindler, *Vice Provost and Associate Vice-President Academic*

Oliver Grüter-Andrew, *Chief Information Officer*

Reddit Thread on Connect, November 2016

[Issues with Connect?](#) (self.UBC)

submitted 2 hours ago by [PeachBBT](#)

Anybody having issues logging into Connect with their CWL? Every time I type in my username and password, it redirects me back to the login page (but without any red text telling me that my information is wrong). I tried typing in a wrong combination, and that redirected me back to a login page with red text. I tried logging into SSC with my CWL and that worked fine.

Does anybody know what's going on?

- [6 comments](#)

- [share](#)

all 6 comments

sorted by:

[best](#)

[\[-\] DaBabyCheesus](#) Computer Science 2 points an hour ago

Are you using ShawOpen? I've had that problem when I was using ShawOpen and I've seen a couple other posts about this in this subreddit.

- [permalink](#)

- [embed](#)

[\[-\] PeachBBT](#) [S] 1 point 57 minutes ago

I was using ShawOpen! I think it might actually be the ShawOpen network because I moved within range of a library's wifi and now it's all good.

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\] PsychoRecycled](#) [Engineering](#) 1 point an hour ago

I can get on fine as of ten minutes ago.

Issues like this are business as usual for Connect. Restart, try a different browser, and/or wait half an hour, if you haven't already. If you have, and it's still not working...put pressure on UBC to buy better software?

- [permalink](#)

- [embed](#)

[\[-\] PeachBBT](#) [\[S\]](#) 1 point 55 minutes ago

I'm using a different wifi network and now it's all good c:

But yea... I wish UBC would stop building rivers on university blvd and start buying better software instead :(

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\] oakandbalfour](#) 1 point an hour ago

Have you tried going incognito? Connect sometimes gives me attitude but that usually solves the problem.

- [permalink](#)

- [embed](#)

[\[-\] PeachBBT](#) [\[S\]](#) 1 point 56 minutes ago

My stupid tablet that only runs IE doesn't believe in incognito, apparently...

- [permalink](#)

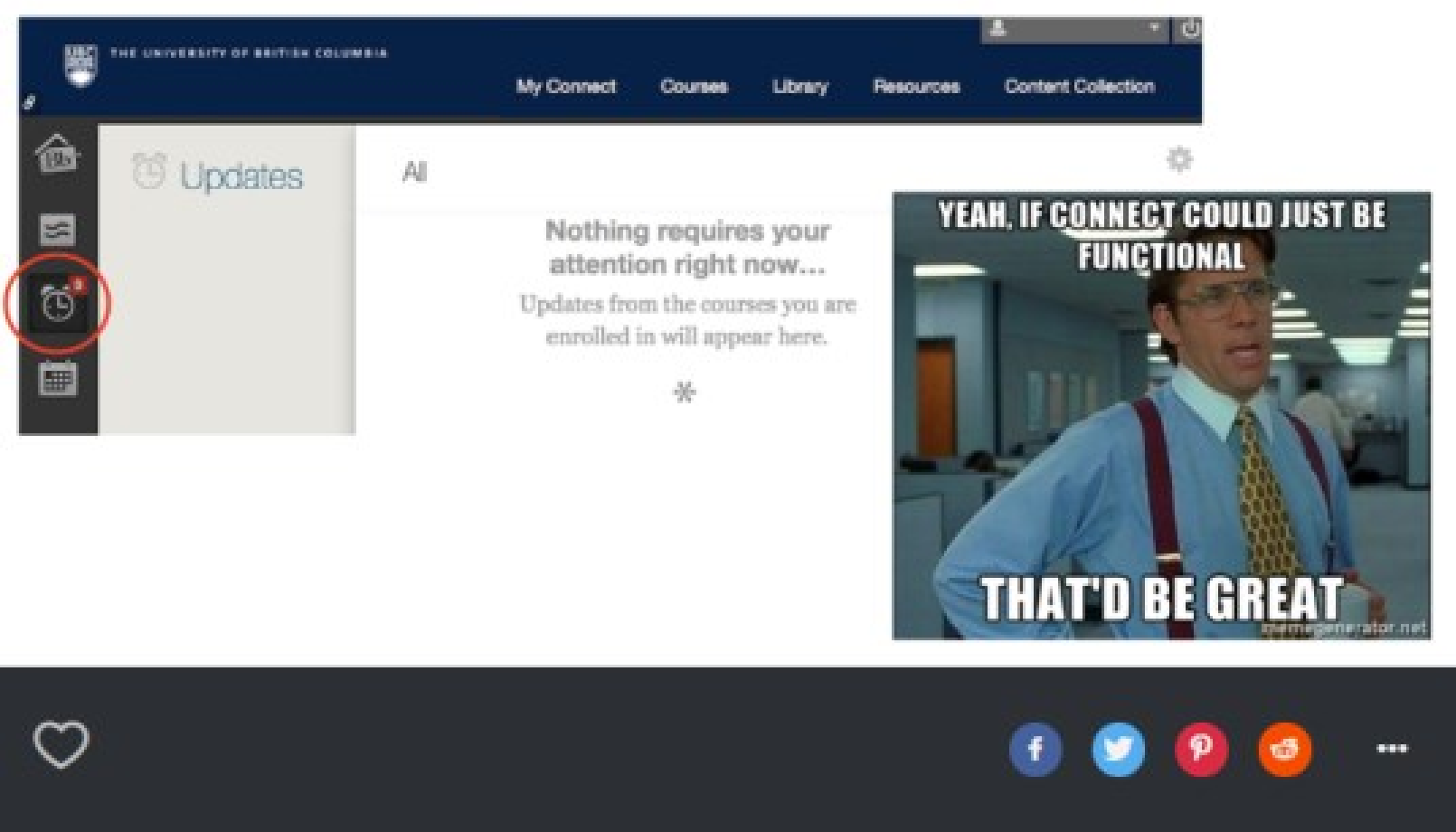
- [embed](#)

- [parent](#)

When you have updates for your courses but Connect won't let you check them...

(source) 3h

Next Post >



Complaint posted to Reddit/r/ubc, 1 January 2017

Update, May 25, 2017:

dis CONNECT,
dis CONNECTED

On 5/25/2017 8:13 AM, Fred Cutler wrote:

> Faculty of Arts Instructors,

> Re: Migration of Connect Courses to New Learning Management System

> From: Fred Cutler, Chair, Arts ISIT
> Your survey is here Take the Survey
>
<https://ubcart.ca1.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1bYPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email>
>
> Nudge, nudge, this is a reminder to take 10 minutes to tell us about
> your need for support in moving your Connect courses to the system that
> will replace it. My original message from last week follows...
>
> (Don't worry, **this isn't a phishing message.** I know
you're all freaked
> about this now. But you should be able to tell this one is legit: the
> message below is more-or-less gramatically sound, even if it's in a
> rather quirky, folksy style. And it includes a Canadian political joke
> that internet con-artists don't have the sense of humour for. [I told
> you it was more-or-less grammatically sound and then ended that sentence
> with a preposition -- oops!].)
>
> -----

> You know that **Connect is on its
way out and another
system will take its
> place.** We won't know which system
it is until mid-June, but we must
> start preparing for the migration because
the new system will be
> available for teaching this September.
Only some Arts courses will use
> the system in September, but all courses
must be moved by the following
> **September, 2018.**

>
> In order to help you get your courses migrated on the timeline that fits
> you best, we need you to do a mandatory census (i.e. not the Stephen
> Harper kind) to tell us what you need. It should take 8 minutes or less.
>
> Follow the survey link below and it will automatically show the courses
> you have had in the Connect system. We expect this to be 99% accurate,

> but if you see courses that you didn't teach, please indicate 'this is
> not my course'; or if you don't see courses you did teach, fill in those
> courses manually in the survey. If you're uncertain about anything,
> please contact us at arts.helpdesk@ubc.ca.
>
> If you have been using another system for your online course presence,
> we can help you get on board with the new system whenever is convenient
> for you. For that, please email us at the address above.
>
> Thanks for your co-operation,
>
> Fred Cutler
>
> Academic Chair, Arts Instructional Support and Information Technology
> Associate Professor, Political Science
>
>
> *Follow this link to the Survey: *
> Take the Survey
>
<https://ubcartscal1.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1bYPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email>
>
> Or copy and paste the URL below into your internet browser:
>
https://ubcartscal1.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1bYPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email
>
> Follow the link to opt out of future emails:
> Click here to unsubscribe
>
<https://ubcartscal1.qualtrics.com/CP/Register.php?OptOut=true&RID=MLRP_8kQAS4a9Z6fythz&LID=GR_2beBVU0Y2zF0bMp&BT=dWJjYXJ0cw%250D%250A&_=1>
>

Subject: Reminder to do the Connect Migration CENSUS
Date: Tue, 30 May 2017 08:54:53 -0600
From: Fred Cutler <noreply@qemailserver.com>
Reply-To: Fred Cutler <cutler@mail.ubc.ca>
To: elvin.wyly@geog.ubc.ca

Faculty of Arts colleagues,

This is a **second reminder to do our brief migration census** so your Connect courses get moved over according to your wishes. The original message follows...

*Follow this link to the Arts Connect Migration Census: *

Take the Survey

<https://ubcart1.ca1.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1byPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email>

You know that Connect is on its way out and another system will

take its place. **We won't know which system it is until mid-June, but we must start preparing for the migration because the new system will be available for teaching this September.**

Only some Arts courses will use the system in September, but all courses must be moved by the following September, 2018.

In order to help you get your courses migrated on the timeline that fits you best, we need you to do a mandatory census (i.e. not the Stephen Harper kind) to tell us what you need. It should take 8 minutes or less.

Follow the survey link below and it will automatically show the courses you have had in the Connect system. We expect this to be 99% accurate, but if you see courses that you didn't teach, please indicate 'this is not my course'; or if you don't see courses you did teach, fill in those courses manually in the survey. If you're uncertain about anything, please contact us at arts.helpdesk@ubc.ca.

If you have been using another system for your online course presence, we can help you get on board with the new system whenever is convenient for you. For that, please email us at the address above.

Thanks for your co-operation,

Fred Cutler

Academic Chair, Arts Instructional Support and Information
Technology

Associate Professor, Political Science

*Follow this link to the Survey: *

Take the Survey

<https://ubcart1.ca1.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1byPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email>

Or copy and paste the URL below into your internet browser:
https://ubcartscal.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1byPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email

Follow the link to opt out of future emails:

Click here to unsubscribe

<https://ubcartscal.qualtrics.com/CP/Register.php?OptOut=true&RID=MLRP_8kQAS4a9Z6fythz&LID=GR_2beBVU0Y2zF0bMp&BT=dWJjYXJ0cw%250D%250A&_=1>

On 6/5/2017 1:57 PM, Fred Cutler wrote:

> UBC Faculty of Arts instructors,

> I'm sorry to have to send a final reminder to do this survey, especially
> since many of you are no longer working at UBC. If you don't mind if
> your course materials in UBC's Connect system disappear, then please
> unsubscribe here

>

<https://ubcartscal.qualtrics.com/CP/Register.php?OptOut=true&RID=MLRP_8kQAS4a9Z6fythz&LID=GR_2beBVU0Y2zF0bMp&BT=dWJjYXJ0cw%250D%250A&_=1>.

>

>

> But if you need the material in Connect, you must do our Connect
> Migration Census. It will take under 10 minutes. This is your personal
> survey link that will pull in your course names/numbers from Connect

>

<https://ubcartscal.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1byPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email>.

>

>

> Or, if you are concerned about phishing links, as you should be, you may
> wish to copy and paste this URL into your browser:

>

https://ubcartscal.qualtrics.com/jfe/form/SV_9ZuXXksH4GpNUuF?Q_DL=5d5zrLW1byPB9L7_9ZuXXksH4GpNUuF_MLRP_8kQAS4a9Z6fythz&Q_CHL=email.

>

> Here is my original message:

>

> You know that Connect is on its way out and another system will take its
> place. We won't know which system it is until mid-June, but we must
> start preparing for the migration because the new system will be
> available for teaching this September. Only some Arts courses will use
> the system in September, but all courses must be moved by the following
> September, 2018.

>
> In order to help you get your courses migrated on the timeline that fits
> you best, we need you to do a mandatory census (i.e. not the Stephen
> Harper kind) to tell us what you need. It should take 8 minutes or less.
>
> Follow the survey link below and it will automatically show the courses
> you have had in the Connect system. We expect this to be 99% accurate,
> but if you see courses that you didn't teach, please indicate 'this is
> not my course'; or if you don't see courses you did teach, fill in those
> courses manually in the survey. If you're uncertain about anything,
> please contact us at arts.helpdesk@ubc.ca.
>
> If you have been using another system for your online course presence,
> we can help you get on board with the new system whenever is convenient
> for you. For that, please email us at the address above.
>
> Thanks for your co-operation,
>
> Fred Cutler
>
> Academic Chair, Arts Instructional Support and Information Technology
> Associate Professor, Political Science
>
>
> Follow the link to opt out of future emails:
> Click here to unsubscribe
>
<[https://ubcartarts.ca1.qualtrics.com/CP/Register.php?OptOut=true&RID=MLRP_8kQAS4a9Z6fyt
hz&LID=GR_2beBVU0Y2zF0bMp&BT=dWJjYXJ0cw%250D%250A&_=1](https://ubcartarts.ca1.qualtrics.com/CP/Register.php?OptOut=true&RID=MLRP_8kQAS4a9Z6fyt
hz&LID=GR_2beBVU0Y2zF0bMp&BT=dWJjYXJ0cw%250D%250A&_=1)>
>

From: Arts Dean's Office Secretary Dean
Sent: June 9, 2017 9:11 AM
Cc: Arts Dean's Office Secretary Dean <sec.dean@ubc.ca>
Subject: FW: UBC selects Canvas as replacement for Blackboard Learn (Connect)

Hello Heads and Directors Group, Assistants and Administrators and Dean's Office,

Please see the below message and circulate widely within your unit.

Best,
Candace

Candace Brown

Administrative Assistant to the Dean and Executive Coordinator

Faculty of Arts | The University of British Columbia

Buchanan A240–1866 Main Mall | Vancouver, BC Canada V6T 1Z1

t: 604.822.0124 | f: 604.822.6096

From: Carr, Kate

Sent: Thursday, June 08, 2017 4:31 PM

To: Allard Law Dean UBC; Best, Leandra; Frank, Blye; Shuler, Charles; Coughtrie, Michael; Harrison, Kathryn; Helsley, Robert; Innes, John; Kelleher, Dermot; Olson, James; Peacock, Simon; Porter, Susan; Yada, Rickey

Cc: Armstrong, Rebecca; Beresford, James; Med Dean's Assistant; Falbo, Rosanna; Horii, Caryn; Koleva, Eli; Minchenko, Svetlana; Murphy, Michael (m.murphy); Ok, Josephine; Penrose, Leah; UBC-LFS Dean; Rogers, Carolyn; Arts Dean's Office Secretary Dean; Tom-Wing, Margaret; UBC-DENT Executive Assistant; Bates, Simon; Redish, Angela; Shorthouse, David; Ratner, Pam; Eich, Eric; Brock, Hugh

Subject: UBC selects Canvas as replacement for Blackboard Learn (Connect)

The following message is sent on behalf of Dr. Angela Redish, Provost and Vice-President, Academic pro tem. You are receiving this as a dean (UBC Vancouver). Kindly distribute widely. Thank you.

Title: UBC selects Canvas as replacement for Blackboard Learn (Connect)

We are pleased to announce that following extensive consultation and evaluation UBC has selected the Canvas platform (by Instructure) as the replacement for Blackboard Learn (badged locally as Connect). This announcement outlines timelines for access to and migration of courses into the new system, together with details of support resources and assistance for faculty, staff and students.

Canvas is a system designed for mobile and will provide expanded capabilities as well as a more user-friendly interface for faculty, students and staff. (see <http://lthub.ubc.ca/projects/learning-tech-environment-renewal/project-updates/> for further details) We are in the final stages of negotiation and we anticipate that the new system will be made available for development of courses at the start of July. Over the past two months, the project team has been working with Faculty leadership and local instructional support units to determine their preferred timeline for transition of courses and programs. First courses will be offered in Canvas this September, with all courses migrated to the new system by September 2018.

We are committed to providing a range of support resources to help faculty, staff and students navigate this transition effectively. Canvas is widely used across world-leading research intensive universities, and the move to it represents a significant opportunity for UBC to further enhance the way digital tools can support and enhance student learning. To find out more about the platform's capabilities, support resources and drop in consultation sessions that start next week, please visit <http://lthub.ubc.ca>. Specific questions about the product, the timetable or the support available to you, should be directed to lt.hub@ubc.ca in the first

instance. On the advice of peer institutions consulted during the evaluation, UBC has contracted for 24/7/365 support for Canvas, for the period of the implementation, meaning that someone will be available to answer questions about Canvas at all times. Questions about integrations with Canvas, or UBC specific tools, will be referred to UBC staff for resolution during normal working hours.

The selection of Canvas follows a consultation process that began last Fall and was led by faculty and student secondees to the project; two systems were shortlisted at the end of the 2016W1 semester (Canvas by Instructure and Brightspace by D2L). Ten courses were then piloted (5 in each system) during the 2016W2 semester, across a range of Faculties and disciplines across both campuses. The user experiences of faculty, support staff and students in these courses contributed significantly to the overall evaluation of the two systems. The project evaluation committee, comprising faculty, staff and students, scored the systems as part of a formal procurement process and recommended that Canvas replace Blackboard Learn as the core of our Learning Technology Environment.

We would like to take this opportunity to express our gratitude to Simon Bates, Jennifer Burns and the entire project team for the way in which they have moved this project rapidly from initiation to implementation in less than 12 months, whilst at the same time ensuring that the voices and needs of faculty and students as primary users of these systems have been kept in clear focus at all times.

Angela Redish,
Provost & Vice-President Academic *pro tem*
UBC Vancouver

Excerpt from a Reddit discussion after the announcement above was posted to reddit/r/ubc:

[\[-\]plana21](#) Physics and Astronomy 23 points 22 hours ago

You know tbh, I never actually had any major problems with connect, so I dont know why so many people hate it so much.

- [permalink](#)

- [embed](#)

[\[-\]the_fly_guy0423](#) Science 14 points 20 hours ago

Can confirm here, as a TA it's awful trying to upload a whole class's

grades only to **have the system crash and wipe out... every single grade for every student**

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]pikachufan2164](#) Alumni 1 point 4 hours ago

You need to create the a new grade column for what you're entering, export the grade book as a .CSV file, edit it to include the new grades, then import it back in.

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]boomerandzapper](#) Business and Computer Science 13 points 22 hours ago

I think it's also hard for faculty to use.

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]marktmaclean](#) Mathematics 9 points 19 hours ago

Connect was anti-mathematics. This was on top of its operational faults.

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]NightHawkRambo](#) 4 points 22 hours ago

Try having a class primarily taught on there, you'll see what all the hate is about.

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]ubcvoice](#) 3 points 22 hours ago

it's awful for faculty to use, and **tended to crash whenever there was anything more than typical load on the system.**

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]plana21](#) Physics and Astronomy 2 points 20 hours ago

Ah I see, I remember a lot of my profs mentioning that connect is difficult to use

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]Soupman](#) 2 points 13 hours ago

my beef is mostly with blackboard as a company.

the platform should be better for the amount of the market it has, and how much has been invested in it.

- [permalink](#)

- [embed](#)

- [parent](#)

[\[-\]expl0d0r](#) Integrated Sciences 5 points 17 hours ago

So next year may be a slight hell for anyone that has courses still on blackboard?

- [permalink](#)

- [embed](#)

[\[-\]okaysee206](#) Engineering 2 points 21 hours ago

Arts only?

- [permalink](#)

- [embed](#)

[\[-\]GetFreeCash](#) Biochemistry [S] 3 points 21 hours ago

No, I just got this email from Arts because I'm affiliated with a department which is under the umbrella of the Faculty of Arts. The email was sent out to every single faculty's Dean.

- [permalink](#)

- [embed](#)

- [parent](#)

Connect Connections Re- connect

blush

June, 2017

UBC dis-Connects and switches to Canvas platform

By [Joshua Azizi](#)

The Ubyyssey, June 14, 2017

UBC is replacing Connect with [Canvas](#), a cloud-based learning management system designed by Instructure.

The switch will occur over a 15 month transition period where some courses will use the Canvas system while others will remain on Connect. By September 2018, all courses will be located on Canvas.

This decision came 10 months after UBC began their search for a new program to replace Connect. Since the university's contract with Blackboard Learn — the company that owns Connect — ends in 2019, Connect's outdated interface and [long history of usability issues](#) gave UBC an incentive to look for another platform.

To decide on the system, UBC tested five courses with Canvas and five courses with Brightspace — a learning management system designed by DL — in the second semester of the 2017 winter term. Canvas was then adopted as Connect's official replacement after UBC reviewed feedback from lecturers and students in these test classes and researched other universities' experiences with these programs.

What is Canvas?

In many ways, Canvas is similar to Connect as a learning management system. What distinguishes Canvas from its predecessor is that it's significantly more user-friendly.

As a result, the reception to Canvas's interface and design was very positive, according to Simon Bates – UBC's senior advisor, teaching and learning and one of the sponsors in the project to replace Connect.

“We got feedback from students who were in these pilot courses and all of them indicated that the Canvas interface was much better than the interface in Connect,” he said. “It's simpler, it's cleaner and it's easier to navigate.”

Beyond this accessibility, users can also access Canvas via mobile devices — a format that Connect did not accommodate for — and download additional tools and applications to the system.

“The mobile experience is actually pretty good,” said Bates. “You can not just view things — you can actually contribute to discussions, you can take assignments and look at when your deadlines are due.”

What's wrong with Connect?

Over its time serving UBC, **Connect has become notorious for its user-unfriendly layout and tendency to crash. The system experiences frequent programming disruptions and undergoes scheduled maintenance on a very regular basis, as demonstrated in professor of geography Elvin Wyly's anti-Connect document “Disconnect.”**

“There were some severe limitations around Connect in terms of usability and the interface,” said Bates. “Certainly students who were on campus a few years ago would remember that Connect went down for almost a week at the start of the 2013/2014 academic year.”

According to him, this disruption occurred due to the large amount of new users that the website had at the time. In contrast, Canvas won't experience these frequent scheduled upgrades and downtime periods because it operates using cloud-based technology — information is stored over the internet and resources are automatically allocated to meet the demands of high user traffic.



UBC Confessions

21 September 2015 · 🌐

#2342



UBC Confessions/Facebook

On a r/UBC thread called “[UBC has replaced Connect with the Canvas platform](#),” users also discussed how UBC faculty members have had a lot of difficulties using Connect in their teaching. One particular user delved into the difficulties of grading on the system.

“You need to create the a new grade column for what you're entering [sic], export the grade book as a .CSV file, edit it to include the new grades, then import it back in,” said Reddit user “pikachufan2164.”

In contrast, Canvas offers an additional tool called [SpeedGrader](#), which allows instructors to grade students' assignments offline and provide them with feedback within a single frame.

As a result, most UBC faculty members are glad that Connect is on its way out, according to Bates.

“Well thank goodness you're actually changing the system, we've been telling you for years that it's not user friendly, it's click heavy, it's not responsive' — there was a lot of that from faculty,” he said.

However, he also noted that some were displeased that UBC was abandoning Connect after already spending many years figuring out how to make it work.

“There were some people who were saying, ‘we've now gotten to grips with Connect, we've learned to live with it, we've got it doing what we need it to do, please don't change it,’” said Bates. “So as you might expect, there's a range of opinions in a place as large and diverse as UBC.”

What happens during the transition?

Since the transition from Connect to Canvas will take place over a 15 month period, students will likely be using both platforms over the next year. Bates estimated that fewer than half of the courses will use Canvas in the upcoming winter term's first semester, most of the courses in the second semester and all of the courses by next year's summer term.

Different faculties are also taking different approaches to when they want to transition. For example, the faculty of arts is hoping to move all of their first year courses onto Canvas by September 2017, while others are planning to get a better grasp on the platform before they make the switch.

Overall, Bates believes that this longer migration period — instead of an eight week period — will give students and faculty more time to adjust to Canvas.

“For a place the size and complexity of UBC, that's just not practical,” he said. “Plus, that also would mean that people wouldn't have enough time to learn about some of the features that the new system has that they might want to build into their courses.”

Nonetheless, UBC will still be committed to completing this switch in no longer than 15 months.

“The last time UBC changed its learning management system, it actually took three years to move everything from one system to the other,” said Bates. “That’s just too long in an environment that’s changing this quickly, so we’re absolutely adamant that we’re gonna try and get everything done within 15 months.”

ATTN: IF YOU USE ... **LIBRARY COURSE RESERVES IN** **MULTI-SECTION COURSES OR** **CROSS-LISTED COURSES**

If you teach one course with multiple course codes, these courses are not merged in Connect by default. If the reserves have been done in only one Connect instance of the course, they will usually have to be redone in the other course even if it is really the same course. This can take a long time.

Avoid this situation by contacting us early. We can merge the courses so you don't have to do the online course reserve process twice.



STEP
1

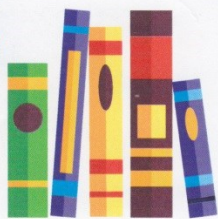


SEND A REQUEST TO MERGE YOUR COURSES IN CONNECT

E-mail: arts.helpdesk@ubc.ca

Pro-tips: Do not add content into your Connect courses until the merge is complete.

STEP
2



ADD ITEMS TO LIBRARY COURSE RESERVES

Once the courses have been merged in Connect, you can start submitting requests for library course reserves.

For information on processing times: <http://tinyurl.com/ubclocr>

WARNING: DON'T SKIP THE FIRST STEP!

If you request library course reserve items for only one of the courses before the merge, then the **items may need to be resubmitted** for the other section and this can cause significant delays.



ARTS arts.helpdesk@ubc.ca

Posted to reddit/r/ubc, December 2017

Anyone else unable to access Canvas? (self.UBC)

submitted 17 hours ago by [CrankcaseHobbit](#)

Keep getting this response when I try to login

**Login Failure: javax.naming.NamingException: LDAP
response read timed out, timeout used:3000ms.;
remaining name**

'ou=PEOPLE,ou=IDM,dc=id,dc=ubc,dc=ca'

Now is not the time for this ://////////

all 17 comments

sorted by:

best

[\[-\]MrSerendipity-](#) 5 points 17 hours ago

Can't log into connect either

[\[-\]Jiruma](#) 3 points 17 hours ago

Yup as of right now I still can not log into canvas :(rip studying

[\[-\]marianne schroeder](#) 3 points 13 hours ago

the services are back up <http://bulletins.it.ubc.ca/archives/31618>

[\[-\]louisstlouisobispo](#) 5 points 16 hours ago

Here is the bulletins site <http://bulletins.it.ubc.ca>

[\[-\]MondayToFriday](#) 5 points 15 hours ago

Specifically, [Multiple Enterprise Services Unavailable – December 15th, 2017](#)

[\[-\]Jopika](#) 2 points 17 hours ago

I was able to log into Connect after clearing my cache, perhaps try that with Canvas?

That error message indicates it's a server authentication error, they might have had some kind of server mishap and are working to restore it now.

[\[-\]louisstlouisobispo](#) 2 points 16 hours ago

Check out the IT bulletin side. Whole bunch of services impacted.

[\[-\]marianne schroeder](#) 2 points 16 hours ago

Link to IT Bulletin: <http://bulletins.it.ubc.ca/archives/31618>

[\[-\]chipotledaily](#) [Biology](#) 2 points 17 hours ago

Canvas works but connect doesn't for me

[\[-\]dfdfdsfdsfe](#) 1 point 17 hours ago

wtf it's reverse for me, are you sure?? haha

[\[-\]madi-mon](#) [Computer Science](#) 1 point 17 hours ago

People on discord were saying connect was down for some people, I can't use either... most likely an ssc issue.

[\[-\]ToTransistorize](#) [Engineering](#) 1 point 17 hours ago

It's reversed for me too, Connect is fine but Canvas won't have it. Glad my exam is at 9am tomorrow and I need the practice final :(

[\[-\]sociallyawks](#) 1 point 17 hours ago

its back up for me!

[\[-\]bIocked](#) 1 point 16 hours ago

Are you able to log in yet? It is working perfectly fine.

[\[-\]hatesGwagons](#) 1 point 15 hours ago

Connect master race

[\[-\]thethrowaway_hijack](#) 1 point 14 hours ago

Both Connect and Canvas are still down for me

[\[-\]DeathDealer784](#) 1 point 11 hours ago

I can't log into connect, even with Incognito mode (this worked for me once). I also cleared my cache.

Canvas works fine, though.

Posted to reddit/r/ubc, January 7, 2018:

[Make UBC Online Systems Great Again](#) (self.UBC)

submitted an hour ago * by [nakedgrape123](#) [Mathematics](#)

Anyone else finding it **really inefficient and cumbersome to track classes?** few things I'm noticing:

There **is EWA, connect, edX, course website, canvas, piazza, google drive (that's seven in my first year), And each with stuff**

hidden in nebulous tabs (ie problem sets in discussions of edX for CPSC 110).

Also this isn't a big thing, but there are separate logins for every sub-domain of the website. And then there's the occasional .stu username.

Also having trouble with email: I can't attach anything because the button is hidden behind the send button. Also pasting links creates a duplicate after I hit enter. And my email client doesn't work with my ubc address with the instructions they've provided.

Wifi is also unstable, which is kind of irritating when you need to submit something.

Anyway, mainly it's the myriad of places instructors spread their course material. It's a little annoying as a student as I'm using on average three of the systems mentioned mentions above per course, and frankly some of the uses is plain negligent and lazy. Would be nice if there was some kind of school wide policy in place that prevent instructors from doing this.

I get that some of the stuff is legacy and it takes time to migrate, but I've done I've studied in a several other schools, and they don't nearly have the problems that this school has.

Is it just me?



16

[What was the class website system before Connect?](#) (self.UBC)

submitted 15 hours ago by [KirnMXArts](#)

Hi [r/ubc](#)! My wife and I are both UBC alum, class of 2015. We were just chatting and I was mentioning the new class website "canvas"

(I'm still at UBC because law school). She responded "A new one?!? Connect was brand new!"

Which prompted us to ask, wait, **WTF WAS THE OLD ON CALLED?** Anyone remember?

- [7 comments](#)

- [share](#)

- [save](#)

-

all 7 comments

[\[-\]eyqs](#) 15 points 15 hours ago

The one right before Connect was WebCT Vista.

[\[-\]KirnMXArts\[S\]](#) 16 points 15 hours ago

We both just shouted out loud "oh shit vista!"

God I remember all the complaints about that. I also remember people asking why we needed a new version. People are funny.

[\[-\]ionparticle](#) Staff 3 points 14 hours ago

All the complaints were cause the previous version, WebCT CE 6 was actually better than Vista. The company who made Connect, Blackboard, bought WebCT out and proceeded to completely destroy it. Judging by how "well written" Connect was, it might not even be malicious, just utter incompetence.

[\[-\]--xx](#) 2 points an hour ago

TIL [WebCT](#) was actually developed at UBC.

[\[-\]Tingst](#) -3 points 15 hours ago

I think it used to be D2L

- [permalink](#)

- [embed](#)

- [save](#)

- [report](#)

- [reply](#)

[\[-\]Thoughtulism](#) 2 points 4 hours ago

It's never been D2L

[\[-\]Tingst](#) 1 point 4 hours ago

I guess it was only for joint programs with BCIT then.

***Posted to reddit/r/ubc, May 28, 2018

Posted by

[u/LeftEngraving](#)

[1 day ago](#)

Is Canvas down for anyone else?

14 Comments

Share

85% Upvoted

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BEST

[Taubuns](#)

Arts8 points · [1 day ago](#)

Still down for me. And just when I mustered some motivation to do my Webwork lol

Share

Save

[Taubuns](#)

Arts3 points · [1 day ago](#)

Scratch that - was able to load it not even 5 mins after I posted. Good luck y'all

Share

Save

[cy09149](#)

Computer Science4 points · [1 day ago](#)

Yup, SSC and Scope are down as well.

Share

Save

[Jedasre](#)

3 points · [1 day ago](#)

Is it down again?

Share

Save

[Crysolance](#)

2 points · [1 day ago](#)

For me it is!

Share

Save

[ubcthrowaway768](#)

1 point · [1 day ago](#)

Me too

Share

Save

[altemily](#)

2 points · [1 day ago](#)

yeah it is down again

Share

Save

[LeftEngraving](#)

2 points · [1 day ago](#)

Its back

Share

Save

[type40T](#)

2 points · [1 day ago](#)

Canvas was able to load, but **it for some reason had unenrolled me from all my classes**... When will I learn not to leave online quizzes till the

last minute.... -sigh-

Share

Save

[humanlikely](#)

1 point · [1 day ago](#)

Wow. How does that even happen?

Share

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[jjcn05](#)

2 points · [1 day ago](#)

Users are experiencing CWL authentication issues for services such as Service now, UBC Directory admin, Canvas, Connect etc. Technicians are aware of the issue and are working are investigating.

~UBC IT

Share

Save

[humanlikely](#)

1 point · [1 day ago](#)

Have you guys considered token-based authentication? It's much more robust than cookie-based ones, and you can have different access levels across different websites, one central point of login, etc.

Less server code to maintain too

Share

Save

[Evil_Rick](#)

2 points · [1 day ago](#)

Could you explain your idea in more detail, I'm interested.

- How's it more robust?
- Isn't a cookie also a token but utilizing the built in mechanism of the browser to handle it?
- You still have a central point of failure, the service that generates the tokens and validates them. If you decentralize this then you're distributing token creation logic and distributing a secret key to multiple applications (and have to maintain them being synchronized).
- Between pages are you going to be doing URL rewriting if you're not using a cookie?
- Are you intercepting these requests with a filter to perform authentication?
- How are privileges managed? Centralized authority with lookup or embedded in the token?

Share

Save

[humanlikely](#)

0 points · [18 hours ago](#)

... Literally a google away

<https://auth0.com/blog/cookies-vs-tokens-definitive-guide/>

Share

Save

New and Improved

July 26, 2018

↑ **r/UBC** · Posted by [u/mbk0073](#) 3 hours ago

1
↓

Is the canvas website down?

Anyone else who can't access the page?

6 Comments [Share](#) ... 100% Upvoted

What are your thoughts? Log in or Sign up [LOG IN](#) [SIGN UP](#)

SORT BY BEST ▾

↑ [lighghtup](#) **Psychology** 1 point · 3 hours ago

↓ i can't access either :c

[Share](#) [Save](#)

↑ [mbk0073](#) 1 point · 3 hours ago

↓ I can access it if I don't use the ubc wifi lol.

[Share](#) [Save](#)

↑ [lighghtup](#) **Psychology** 2 points · 3 hours ago

↓ that's super weird, I can't access it on res wifi

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↑ [cynber_mankei](#) **Integrated Sciences** 2 points · 29 minutes ago

↓ Yesterday I was having issues accessing certain sites from my home wifi. No idea what that is or why, maybe give it some time to fix itself

[Share](#) [Save](#)

↑ [oryyx](#) **Philosophy** 1 point · 27 minutes ago

↓ I can't access either, on resnet

[Share](#) [Save](#)

↑ [oryyx](#) **Philosophy** 1 point · 4 minutes ago

↓ can't access SCC on resnet as well

[Share](#) [Save](#)

Farewell, Connect

September 5, 2018

[r/UBC](#) · Posted by

[u/eyqs](#)

12 hours ago

Farewell, Connect

Connect was decommissioned on August 31, 2018, and is no longer a production system. Instructors can access their

Eugene Shen

THE UNIVERSITY OF BRITISH COLUMBIA

My Connect Courses Library Resources Content Collection

Announcements

Announcements Institution Courses & Organizations View All

Final notice: A reminder to instructors that UBC is retiring Connect on Friday, August 31

Posted on: Wednesday, August 29, 2018 3:59:15 PM PDT

Posted by: Henry Ng
Posted to: Everyone

This is a final reminder that Connect is being decommissioned on August 31, 2018. As of September 1, Connect will no longer be accessible for teaching UBC courses.

If you do not have a plan in place for transitioning your Connect courses to Canvas, please contact your faculty's [Instructional Support Unit](#) (UBC Vancouver) or the [Centre for Teaching and Learning](#) (UBC Okanagan) as soon as possible.

If you have course content on Connect that you would like to save, please see the instructions for [exporting your course content](#).

[Learn more](#) about UBC's Connect retirement plan.

10 Comments

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97% Upvoted

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level 1

[Flumay](#)

[Electrical Engineering](#) 14 points · 11 hours ago

hi eugene

Share

Save

level 2

[evqs](#)

8 points · 11 hours ago

h-hi

Share

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level 1

[totallytubular11](#)

30 points · 11 hours ago

good riddance, connect

Share

Save

level 2

[ConfusedMoose](#)

[Electrical Engineering](#) 9 points · 4 hours ago

you're trash, connect

Share

Save

level 1

[chenet1](#)

[Computer Engineering](#) 7 points · 10 hours ago

finally.

Share

Save

level 1

[RedditAccount919](#)

12 points · 10 hours ago

honestly don't get why everyone hated connect so much. It was functional enough for me

Share

Save

level 1

[ohyougotsuspended](#)

[Economics](#) 4 points · 11 hours ago

F

Share

Save

level 2

[JDawgerson](#)

3 points · 1 hour ago

F

Share

Save

level 3

[PressFBot](#)

2 points · 1 hour ago

F

Share

Save

level 1

[thePro_gramer](#)

[Engineering Physics](#) 1 point · 3 hours ago

you have officially revealed who you are on reddit

Share

Save

And then a few hours later:

12

[r/UBC](#). Posted by

[u/pyCharmGuy](#)

[Computer Science](#) 1 hour ago

Can't log on to canvas.

When I log on I receive this message:

Internal Server Error

The server encountered an internal error or misconfiguration and was unable to complete your request.

Please contact the server administrator at root@localhost to inform them of the time this error occurred, and the actions you performed just before this error.

More information about this error may be available in the server error log.

Any way I can seek help?

Update: Now working again, thank god.

6 Comments

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100% Upvoted

What are your thoughts? Log in or Sign up [LOG IN](#) [SIGN UP](#)

SORT BY

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level 1

[envari](#)

4 points · 1 hour ago

[Tweet](#) by @UBCITOutages reproduced below:

Some users may be experiencing some CWL authentication issues, and some services such as Canvas may not be accessible. Technicians are currently investigating.

Share

Save

level 1

[Just-a-Prof](#)


[Professor | Arts](#) 3 points · 40 minutes ago

surprise surprise, the replacement for connect also crashes on day 1


Share

↑ r/UBC · Posted by u/Jontolo **Electrical Engineering** 13 minutes ago

5
↓ **This has to be one of my favourite UBC timelines**

↑  **Can't log on to canvas.**
Posted by u/pyCharmGuy **Computer Science** 1 hour ago ✓

↓ 6 | Share | **Approved** | Remove | Spam | ...

↑  **Farewell, Connect** i.redd.it/r9s83p...
Posted by u/eyqs 11 hours ago ✓

↓ 10 | Share | **Approved** | Remove | Spam | ...

Comment | Share | Save | Hide | ... 100% Upvoted

What are your thoughts? Log in or Sign up [LOG IN](#) [SIGN UP](#)

SORT BY BEST ▾

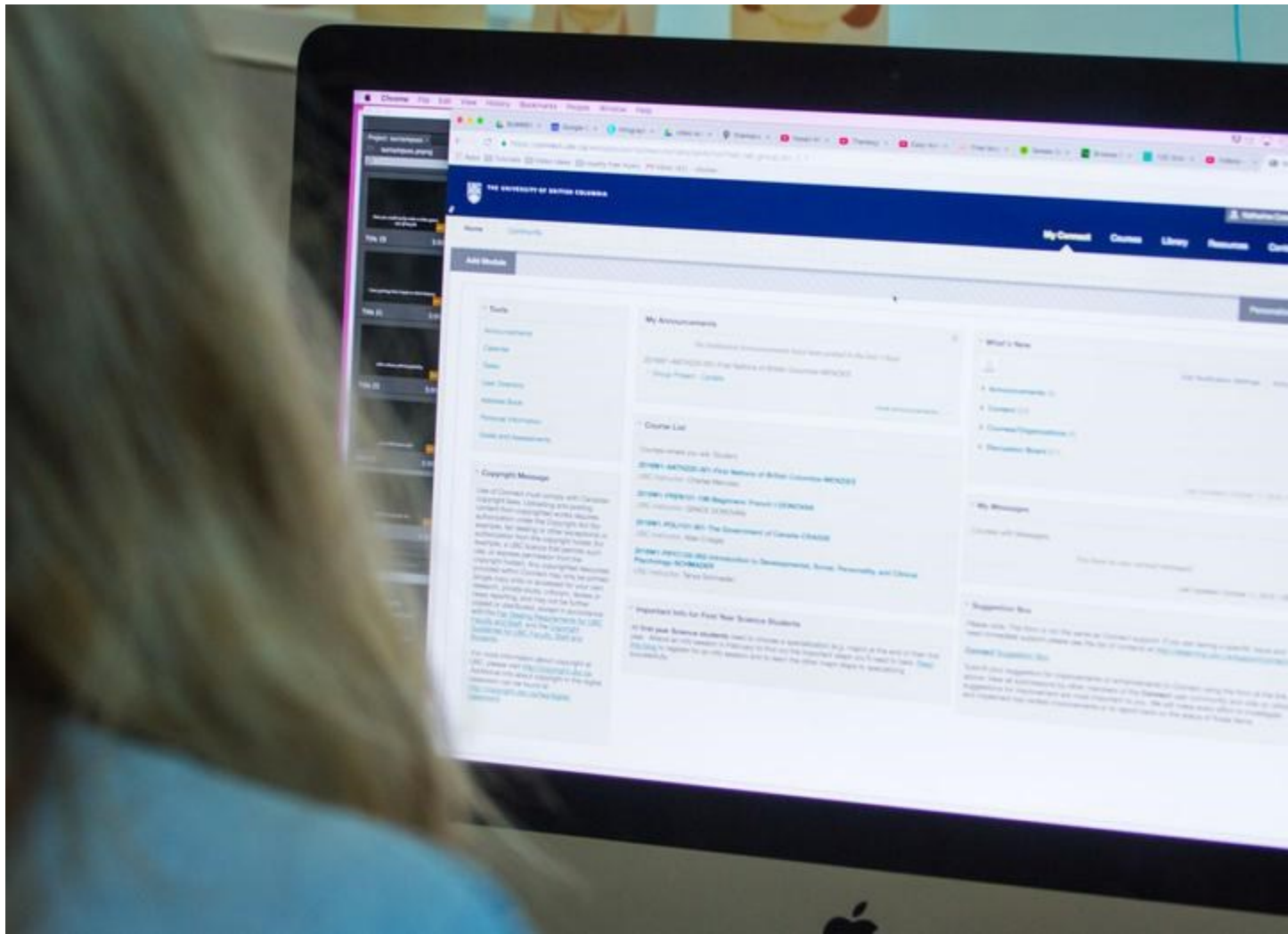
The Ubyssy, September 10, 2018

RIP Connect, the Learning Management System that tried its best but failed miserably

By [Joshua Azizi](#)

Sept. 10, 2018 · 2 min read

- [Share](#)
- [Tweet](#)



We hardly knew ye and thy outdated interface. *File Joshua Medicoff*

A year after the university began its migration onto the [Canvas](#) learning management system, UBC quietly [retired](#) Connect on August 31.

Since 2012, Connect provided tens of thousands of UBC students with an online interface to access readings, receive notifications from professors, review their grades and take online quizzes. But for many, the end of Connect will be met with cheers, as the system was well known for its tendency to crash or malfunction.

A simple search for “connect” in r/UBC shows [multiple instances of usersstruggling to use or access the system](#) amidst frequent outages and malfunctions. In September 2013, an increase in new users caused Connect to crash constantly throughout the term. At one point, it was out for a full week.

Many of these glitches are compiled in “disConnect,” a 30-page document by UBC Geography professor Elvin Wyly that outlines Connect’s history of usability issues.

Faculty members also struggled to use Connect. In a previous [comment](#) on r/UBC, user pikachufan2164 discussed the difficulties of grading on the system.

“You need to create the a new grade column for what you're entering [sic], export the grade book as a .CSV file, edit it to include the new grades, then import it back in.”

Since their contract with Blackboard Learn, the company that runs Connect, expires in 2019, UBC began to look for an alternative learning management system to use. They eventually adopted the Canvas platform, and began a transition period onto the program last year.

When a r/UBC user posted a screenshot of UBC’s announcement that it was discontinuing Connect, commenters [expressed](#) their grief with solemnity and grace.

“good riddance, connect”

“you're trash, connect”

“Happy days, at long last!”

“finally.”

In a previous interview with the *Ubysey* in 2017, Simon Bates — associate provost, teaching and learning at UBC — said that since Canvas uses cloud-based technology that automatically allocates resources to manage increased traffic, it doesn’t experience the same interruptions that Connect does. So with Connect gone and Canvas at the helm, it appears that happy days may be upon us after all!

[Or maybe not.](#) Who knows.

Dear Instructors,

Are your **Connect** and **Canvas** courses ready for the fall semester? Take a moment to look through this checklist and make sure. Please keep in mind that the majority of you will still be in **Connect**; those instructors whose courses will be delivered on **Canvas** have already been contacted.

Please Note: We are no longer accepting requests for **Connect** migrations into **Canvas**. In very special cases we may consider creating an empty **Canvas** course shell upon request.

Refer to our checklist to make sure your course(s) are set for the upcoming term:

<input type="checkbox"/> Check that your courses are listed in Connect or Canvas .	
Connect	Canvas
Go to connect.ubc.ca and login with your CWL. Your course(s) will be listed under the <i>Course List</i> module on the “My Connect” tab or on the “Courses” tab. If you do not see all your fall course(s) listed, please contact Arts ISIT at arts.helpdesk@ubc.ca and indicate which course(s) is/are missing.	Go to canvas.ubc.ca and login with your CWL. Your course(s) will be displayed as <i>Course Card(s)</i> in the <i>Dashboard</i> or in the <i>All Courses</i> list in the “Courses” tab. If you do not see your fall course(s) listed, please contact Arts ISIT at arts.helpdesk@ubc.ca and indicate which course(s) is/are missing
<input type="checkbox"/> I have two separate sites that need to be merged together (e.g. cross-listed courses).	
Connect	Canvas
Cross-listed courses are not merged in Connect by default. Contact arts.helpdesk@ubc.ca and indicate the course number and section of the courses that need to be merged.	As this is a soft launch of Canvas , merging of sections is not possible for this semester. This function will be available for January.

<input type="checkbox"/> I will be using Online Library Course Reserves (LOCR).	
Connect	Canvas
<p>If you are planning to use LOCR in your merged course(s), please request a course merge <i>as soon as possible</i>. If library course reserve items are requested for one of the courses <i>before</i> the merge, they will need to be resubmitted and reprocessed for the merged course.</p> <p>To set up LOCR from Connect:</p> <ul style="list-style-type: none"> Go to the link in the “Library Tab.” This will send you to the new LOCR homepage: http://courses.library.ubc.ca. Choose your course from the list provided. Add library reserve items 	<p>A direct link to LOCR has not yet been set up in Canvas.</p> <ul style="list-style-type: none"> The new starting point for LOCR is http://courses.library.ubc.ca. Choose your course from the list provided. Add library reserve items.

<input type="checkbox"/> I want to copy content from my previous Connect site over to my fall courses’ site(s) or <input type="checkbox"/> I want to copy content from my previous Connect site over to my Canvas site.	
Connect	Canvas
<p>Send an email to arts.helpdesk@ubc.ca with the following information:</p> <ul style="list-style-type: none"> Course number, section and year of the course to be copied <i>from</i> (i.e. ENGL 100 001 2016S1). Course number, section, and year of the course to be copied <i>to</i> (i.e. ENGL 100 001 2017S1). 	<ul style="list-style-type: none"> Migration of specified courses from Connect to Canvas has been completed for Term 1. We have been in touch with all instructors whose courses will be in Canvas this semester. If you responded to the June “Connect Migration Census,” we will begin contacting remaining instructors throughout terms 1, 2, and the summer of next year to ensure that everyone will be moved onto Canvas by September 2018.

<input type="checkbox"/> I need to grant my TA(s) access to my course(s).	
Connect	Canvas
<p>If your department administrator or timetable representative entered your TA(s) into the SIS system, they should automatically have access to the course.</p> <p>Check to see if your TA(s) already have access to your Connect course:</p> <ul style="list-style-type: none"> • Log into Connect • On the left-hand menu, click on “Users and Groups” > “Users” <p>If you do not see your TA(s) listed, check with your department administrator. Once that entry is made appropriately, the TA should gain access within 24 hours.</p>	<p>If your department administrator or timetable representative entered your TA(s) into the SIS system, they should automatically have access to the course.</p> <p>Check to see if your TA(s) already have access to your Canvas course:</p> <ul style="list-style-type: none"> • Log into Canvas • In the left-hand “Course Navigation” menu, click on “People.” <p>If you do not see your TA(s) listed, check with your department administrator. Once that entry is made appropriately, the TA should gain access within 24 hours.</p>

Keep in mind that Arts ISIT offers a wide range of workshops on many different learning technologies. Because of the recent Canvas implementation, we have scheduled numerous training workshops that will help get you started in our new online learning environment. Register for a Canvas workshop today: <http://www.arts.ubc.ca/workshops>.

If your students require support or assistance, you can direct them to the IT Service Centre either in person (Koerner Library), by phone at 604.822.2008, or online at <http://web.it.ubc.ca/forms/isf/>.

If you have any questions about any of these items or if you require assistance with your courses, please do not hesitate to contact us at arts.helpdesk@ubc.ca. **Please note that, due to the high start-of-term demand, all requests have a two to three day turnaround time as we triage the many requests.**

Best regards,

Arts Learning Center

Faculty of Arts | Arts ISIT

Buchanan C105A – 1866 Main Mall

arts.helpdesk@ubc.ca | 604.827.2787

Website: <http://isit.arts.ubc.ca/> | Twitter: @ArtsISIT_UBC

Workshops: <http://arts.ubc.ca/workshops.ca>

