FAQ: Lumen Online Homework Manager (OHM)

Comparing MyOpenMath (MOM) and Lumen OHM

Q: Which environment is better for me going forward, free/community MOM vs. Lumen OHM?
Both environments provide faculty members with freedom and flexibility to design the math courses they want to teach. We will federate assessment items across all instances, allowing everyone to benefit from extensive question banks created by the user community.

> **Lumen OHM** will be a preferred path for those who want assurances the environment is secure, reliable and accessible, as well as a guided start and ongoing support for faculty. Curated courses will provide an easier transition for instructors who are new to math OER. Future innovation will focus on enterprise needs for scaling, integration, editing and remixing OER content.

> **MyOpenMath.com** will remain a great path for hands-on, do-it-yourself educators who like the challenge of figuring things out, as well as participating in a self-supporting community. It will continue to be an excellent forum for free-form sharing and exploration.

Q: Will a completely free version of MyOpenMath still be available?
A: Yes. MyOpenMath.com will continue to offer free accounts to students and faculty members.

Q: From the user experience perspective, what will be different in Lumen OHM compared to free/community MyOpenMath?
A: Lumen OHM will have its own internet address (URL) and login page. It will include light cosmetic updates to the overall look-and-feel and a clearly-marked path for instructors to make support requests to Lumen. Initially these are the major differences users may notice.

Between February and early June 2017, Lumen OHM and free/community MOM will continue to co-exist in the same environment, so they will share question banks and user forums. After the June maintenance window when we clone the database and set up the new, separate Lumen OHM environment, the question banks and user forums will also separate. We plan to enable federated assessments around that time, which will allow users to share assessment questions between the communities. Eventually there may be other differences linked to new functionality and other updates implemented by each community. By staying on a common code base, we will be able to share improvements between the communities, when it makes sense to do so.

Q: In what ways will Lumen OHM be more secure and reliable than free/community MyOpenMath?
A: Lumen Learning provides the following guarantees for the Lumen OHM environment, which are not part of the terms of service for free/community MyOpenMath:

- All code will be tested in a development environment in order to identify and resolve potential security risks as well as bugs before release in production.
- Lumen OHM will maintain active performance and security monitoring to rapidly identify and address any issues and mitigate impact.
- Lumen will manage Lumen OHM using applicable security practices for hosted systems, such as closely-controlled and managed administrators, providing security and FERPA training for team members supporting the system, and so forth.

All security patches developed for Lumen OHM will be shared back with free/community MyOpenMath and implemented at David Lippman's discretion.

Q: Will new features developed for Lumen OHM be available in free/community MyOpenMath, and vice versa?
A: Lumen will share all critical enhancements such as security and accessibility improvements with free/community MOM, and vice versa. We anticipate it will make sense to share many additional new features between the communities, but some may not be applicable or desirable to share.

For example, some Lumen OHM-only features may be:

- Features that deliver streamlined, recommended and supported LTI integration paths between Lumen OHM and major learning management systems
- Features that make it easier to use Lumen OHM with Lumen's Candela and Waymaker courses.
- Features that make it easy for instructors to access Lumen's faculty and technical support from inside Lumen OHM

Lumen OHM customers will also have the opportunity to provide input into the roadmap and priorities for new features and improvements.

Migration Process

Q: What does the migration process entail?
During the migration period (from mid-March through mid-June 2017), Lumen OHM and MyOpenMath will continue to exist in the same environment. Migration is simply a matter of updating the links used to access MyOpenMath courses, so that they point to those same courses through a new Lumen OHM login. Each institution can choose when they want to migrate during this period, with the goal of using the new Lumen OHM login for all courses running during summer 2017 and beyond.

By the end of the migration period, all Lumen-supported users will already be using the new Lumen OHM login. During a brief maintenance window in mid-June, we will clone the MyOpenMath database and set up Lumen OHM in a new, separate technical environment. When students or faculty log into Lumen OHM after the maintenance window, everything in their courses will be identical to what they were using before the maintenance window. They can continue math courses in Lumen OHM without further interruption.

Q: How and when will institutions migrate to the new Lumen OHM?
Lumen is working with customers on a smooth, scheduled migration process that minimizes downtime and inconvenience for faculty and students. For many, this is a simple process with easy-to-follow instructions for updating links in Lumen-supported courses to point to the new Lumen OHM. When needed, Lumen will assist with migration in order to minimize course customization re-work in the LMS.

We plan to make the Lumen OHM log-in and migration instructions available to customers on or around March 13, 2017. The migration period extends from that date until the June maintenance window when we will clone the MyOpenMath database and set up Lumen OHM in its own technical environment. We will announce the maintenance window date before the end of February, 2017.

Institutions should plan to use the new Lumen OHM login for all courses running during summer 2017 and beyond.

Q: I've already started working on new math courses for summer/fall 2017. Is it a problem if I created them in MyOpenMath instead of Lumen OHM?
No, not at all. At some point during the migration period, you need to make sure the courses are pointing to the new Lumen OHM URL. You can do this by starting to log into the new Lumen OHM URL and accessing the courses that way. Or if you have LMS integration, you can follow the migration instructions we'll provide to you, to make sure your LMS course links are updated to point to Lumen OHM.

If your students access the courses directly through MyOpenMath (or, in the future, Lumen OHM), then you should give them the new Lumen OHM login at the start of your summer or fall term.

Q: I use MyOpenMath's online homework system, but I use it integrated with my Candela or Waymaker course. How does migration work in this situation?
For any courses that use MyOpenMath integrated into a Candela course, Lumen will assist you to update the course links.

For any courses that use MyOpenMath integrated into a Waymaker course, Lumen will take care of the migration for you.

Q: How does migration work if I'm not a Lumen-supported MOM customer today?
If you aren't yet a Lumen-supported MOM customer, Lumen can work with you to put a support agreement in place, develop a migration plan, and establish LMS integration if desired. If you migrate before the mid-June 2017 maintenance window, it's easy to bring your existing courses and student data with you, using the standard migration process for Lumen-supported customers. If you wait until after the maintenance window, your existing student data will not migrate with you to Lumen-supported MOM.

General Information

Q: Where can I get more information about Lumen Online Homework Manager (OHM)?
If you're already working with Lumen Learning, you can contact your regional adoption lead for more information. If you're not yet working with Lumen, or if you're not sure who to contact, please send an email message to info@lumenlearning.com, and we will respond promptly.

Q: What is the process for becoming a new Lumen OHM customer?
If you're interested in becoming a Lumen OHM customer, start by sending a message to info@lumenlearning.com to let us know what you're interested in doing and on what time frame. We will set up a virtual meeting to discuss your needs, share more about Lumen OHM and how our support services work. We'll put our standard master services agreement and terms of service in place. Then we'll develop and execute an implementation plan that includes onboarding, training, integrations, template courses, and so forth–all the elements needed to help you achieve your goals.