

# Migrating to Red Hat Academy Learning Platform

## Introduction

Red Hat<sup>®</sup> Academy is excited to release a new learning platform. We developed an enhanced learning environment and user experience based on feedback from academy partners. The new learning platform sets each classroom apart, allowing students to work at an individualized pace within a Red Hat course while instructors track progress of their labs, submissions, and overall performance. The new environment uses one central location to unify navigation and maintenance of all of your Red Hat teaching tools. This document covers frequently asked questions about migrating to Red Hat Academy Learning Platform.

## Understand the latest features and benefits

**Question:** Why is Red Hat Academy changing platforms?

**Answer:** We developed an enhanced learning environment to serve Red Hat Academies around the world more effectively. With a new interface and improved user experience, students and instructors will be able to navigate their courses, access supplemental learning materials, track course progress, and interact and engage with one another more easily.

**Question:** How will the new platform enhance my ability to teach and connect with my students?

**Answer:** The new platform is more intuitive for instructors and students to navigate because it provides instructors with enhanced flexibility in creating new classes, adding new instructors to an academy, using online training content, and communicating with students. The interface has been optimized based on feedback from existing academies on previous platform design and is now much more user friendly. Red Hat Academy administrators and instructors can utilize the new system as a classroom management tool to track student progress, create classes, grade assignments, build quizzes, communicate with students, and monitor content usage. Users can also see current Red Hat Academy news, upcoming events, and updates about the platform.

**Question:** What additional resources do I have access to?

**Answer:** In addition to access to all Red Hat Academy courses, academies receive:

- Free instructor training.
- Discounted certification exams.
- Access to learning paths, case studies, and webinars.
- Single sign-on into cloud lab partnerships.
- A direct connection to [Red Hat Learning Community](#), which gives users real-time news, events, information, and interactions from their own homepage.
- Supporting resources.

**Question:** How does the new platform facilitate learning and engagement?

**Answer:** Our new platform is also connected to Red Hat Learning Community, an open source-fueled collaboration space for learners at all levels. Instructors and students can view real-time conversations within the community, post questions or suggestions, and reply to posts. They can also view their badges and lifetime achievements, and download course completion certificates through Red Hat Learning Community when they successfully pass any Red Hat Academy course through their school.

With the Adopt an Academy program, any Red Hat Academy partner can request assistance from Red Hat with on-campus lectures, workshops, or classroom engagement. Academy administrators who are planning campus or virtual events should contact their regional business development manager with event details to be connected to a Red Hatter in your area.

To foster interest in Red Hat Technologies and further student involvement in your institution's Red Hat Academy, we provide the opportunity for instructors to nominate motivated and passionate students to be Red Hat Academy Student Ambassadors by their instructor. Instructors can nominate a student by selecting the student under the "Classes" tab.

## Performing tasks with the new platform

**Question:** How do Red Hat Academy administrators register for the new platform?

**Answer:** As Red Hat Academy administrator, your responsibility is to add and manage Red Hat Academy instructors at your institution. During the migration period, you will receive an email with your account and login information. Once logged in, you will be directed to add additional instructors of Red Hat Academy courses at your institution. If you have not received an email, please contact your Red Hat Academy regional manager.

**Question:** How do Red Hat Academy instructors register for the new platform?

**Answer:** The Academy administrator of your institution will add instructors. Once added to the Red Hat Academy Learning Platform, each new instructor will receive a welcome email to verify their account and can then create new classes. If you do not receive the welcome email, please contact your Red Hat Academy administrator.

**Question:** How do Red Hat Academy students register for the new platform?

**Answer:** When the instructor teaching your upcoming Red Hat Academy course adds you to their class, you will receive a welcome email. If you do not receive the welcome email, please contact your course instructor.

**Question:** What roles are included in the platform?

**Answer:**

Red Hat Academy Learning Platform includes three roles:

1. **Administrator:** Red Hat Academy administrators are the primary points of contact for their institution's Red Hat Academy. They can manage Red Hat Academy instructors, view all courses being taught by each instructor, edit academy details, and request participation in the Adopt an Academy program (see "How does the new platform facilitate learning and engagement?"). Red Hat Academy administrators can also use the instructor role if they are teaching courses at the institution.
2. **Instructor:** Red Hat Academy instructors teach or plan to teach a Red Hat course at the affiliated academy. As an instructor, you can create and manage your Red Hat courses, upload your own material, share announcements with your students, take instructor training, and access all Red Hat Academy course content (e.g., courseware, labs).
3. **Student:** Red Hat Academy students are enrolled in Red Hat courses at their institution. Students can use the platform to view course progress, access courseware and labs, and complete assignments.

**Question:** How do I create a course?

**Answer:** Within the instructor view of the platform, select “My courses” in the left navigation bar. There, instructors are able to create courses by inputting course details, including the Red Hat Academy course they are teaching, institution name, start date, end date, and number of students. A notification is also sent to your Red Hat Academy contact to let them know that you are preparing to teach Red Hat Academy courses in the upcoming term.

**Question:** How do I add students to a course?

**Answer:** After creating a course, instructors can add students using their names and institutional email addresses. This can either be done individually or with a .CSV file to upload an entire class at once. Students receive an email notification inviting them to create their Red Hat Academy platform account. As students create accounts, instructors can track registrations to ensure all of students are able to access course materials.

**Question:** What new ways of interacting with students does the platform enable?

**Answer:** Instructors can use in-system and email notifications to alert students about upcoming assignments, reminders, and other information. They can create their own announcements within the platform that will be displayed in each student account for the audience selected. Additionally, instructors can engage with their students through the [Red Hat Learning Community](#) by viewing and responding to posts.

**Question:** Does the new learning platform integrate with other university-approved systems such as Canvas or Blackboard?

**Answer:** At this time, we do not integrate with other learning platforms that are not hosted by Red Hat. We do, however, integrate with lab partners for easier navigation.

## Information for students

**Question:** How do I create my account?

**Answer:** Once your instructor adds you to their course, you will receive an email prompting you to create your account. We recommend registering with the institutional email address at which you received the notification. Follow the instructions to create your password and start reviewing course materials.

**Question:** How will I access textbooks?

**Answer:** The new platform includes support materials with all of our printed and online content. You can choose from three formats: print books, e-books, or a free e-learning version. The e-learning offering replaces the previous HTML pages and can be found within the platform.

**Question:** How will I access labs?

**Answer:** We provide lab images (installation files) that instructors can use to install the lab environment at their institution. We provide this DIY solution at no cost. We will continue to provide these lab images in Red Hat Academy Learning Platform. In addition, affiliated academies also have the following options:

1. Students can purchase cloud lab access from two of our current partners (NDG or InfoSec).
2. If a college already has a contract with a cloud lab provider, they could use their existing relationship to access labs.

**Question:** Will I lose my current lab hours?

**Answer:** Students who have previously purchased lab hours through one of our cloud lab providers during the migration period will not lose current lab hours. Your instructor has the option to set up labs through DIY, cloud, and partner solutions. If you have questions about how your class will be hosted, ask your instructor.

**Question:** Am I able to communicate with my instructor through the new platform?

**Answer:** Yes, the platform has a messaging feature that allows you to contact your instructor through the system. They will receive a notification about your unread message.

**Question:** Will I receive final grades for my Red Hat Academy classes through the platform?

**Answer:** No, all final course grades will be administered through the institution's designated grading system. Red Hat Academy Learning Platform does allow instructors to grade individual lab assignments and projects, but these are not final grades. Certificates of completion can be downloaded through the [Red Hat Learning Community](#) after completing a course through your school.

## Timing and process

**Question:** When will the platform migration take place?

**Answer:** Red Hat Academy Learning Platform launches on Sept. 1, 2020. Regional managers will take a phased approach to the migration in order to provide effective and responsive support for your institution. If you are teaching a Red Hat course between September and December, please note that you can use the current platform hosted on Gilmore Global through December 2020. Your Red Hat Academy regional manager will work with your Red Hat Academy administrator to determine the best migration date for your institution. All academies must be migrated to Red Hat Academy Learning Platform by Dec. 16, 2020.

**Question:** What if there is an issue with my account in the new learning platform?

**Answer:** Please [contact technical support](#) if any issues arise with the Red Hat Academy Learning Platform. If you have trouble accessing your purchased courseware or have questions regarding a specific order, please contact our delivery partner, Gilmore Global at +1 800-795-6661 or +1 613-599-6065 during web store hours (Monday through Friday, 8 a.m. to 5 p.m. EST) or send an email at [redhat@gilmore.ca](mailto:redhat@gilmore.ca). If any non-technical issues arise, please reach out to your assigned [Red Hat Academy](#) contact.

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