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LEARNING MANAGEMENT SYSTEM USAGE POLICY

PURPOSE

1. The purpose of this policy is to set roles and responsibilities and address important considerations related to the appropriate use of Ontario Tech University's Learning Management System (LMS) in order ensure the University community's compliance with applicable policy, procedures, and legal requirements.

DEFINITIONS

2. For the purposes of this Policy the following definitions apply:

"Access" means the ability to log onto the LMS and use the features of the LMS.

"Accessibility" means the design of products, devices, services, or physical spaces for people who experience disabilities.

"Administrative Staff" refers to Employees who do not hold an academic appointment or whose primary responsibilities are not related to instruction.

"Asynchronous" means a technology-based (e.g. LMS, chat rooms, videos, etc.) course delivery method where course members are not required to be online simultaneously, thereby allowing flexibility in the learner's schedule.

"Authorized User" means any employee, student, staff member, or guest of the University who has been authenticated to access the LMS.

"Canvas" means Ontario Tech University's Learning Management System.

"Course" means a single operational site within the LMS for learning-related materials, activities, and interactions.

"Course Creator" means University Teaching Staff or Administrative Staff involved in training who are the author or have provided the source of materials for use in the Learning Management System.

"Course Delivery Method" means the manner in which a course is offered, which may include Hybrid/Blended or Online Courses.

"Course Shell" means the online portion of a course housed within the University's LMS. The course shell is used to provide content and resources specific to a course.

"External Learning Tool" or "ELT" means an internet-based learning application that is not a part of the Learning Management System.

"Guest Account" means an account created by the LMS Administrator in order to grant an external User affiliated with the University access to the LMS.

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"Inactivity Date" means in regard to a course offered through the LMS, the date on which a course is made inaccessible to students enrolled in the course.

"Hybrid" means a course delivered both face-to-face and online. Online activity may be Synchronous or Asynchronous.

"Learning Management System (LMS) Administrator" means an assigned user role with approved permissions within the LMS.

"Learning Management System" or "LMS" means a flexible, web-based program for teaching and learning used to supplement courses requiring personal attendance or as the principal delivery mechanism for online courses.

"Learning Tool Interoperability" or "LTI"s means a standard protocol that enables the integration of an external learning tool or other services with the LMS.

"Material" means a work, a performer's performance, a sound recording, or a communication signal, or any substantial portion thereof, as defined in the Copyright Act.

"Non-Banner Content" means Courses in the LMS not linked to the Student Information System.

"Online Course" means any course where all activity is conducted through the LMS. Course activity may be Synchronous or Asynchronous.

"Planned Outages" means periods of interruption for the purpose of maintenance or upgrading of the LMS.

"Student Information System" means the Student Information System module of the Banner Enterprise Resource planning system developed specifically for higher education institutions. Used to gather, store and present information.

"Synchronous" means a course delivery where students and **Teaching Staff** are in the same place at the same time (e.g. in person, online).

"Teaching Staff" means an individual holding an appointment as a faculty member, teaching faculty member, or sessional/part-time instructor.

"University Member" means any individual who is:
- Employed by the University or holding an appointment with the University, including paid, unpaid and/or honorific appointments **("Employee");**
- Registered as a student, in accordance with the academic regulations of the University **("Student");**
- Otherwise subject to University policies by virtue of the requirements of a specific policy (e.g. Booking and Use of University Space) and/or the terms of an agreement or contract.

SCOPE AND AUTHORITY

3. This Policy applies to all University Members, including those who share responsibility for providing an accessible learning environment.

4. The Provost and Vice-President Academic, or successor thereof, is the Policy Owner and is responsible for overseeing the implementation, administration and interpretation of this Policy,

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and its related policies and procedures to ensure compliance with broader regulatory requirements.

POLICY

5.   Roles and Responsibilities

5.1.   Ontario Tech IT Services is responsible for administering the technical components of the LMS.

5.2.   The Teaching and Learning Centre is responsible for training related to the LMS, assisting with Copyright compliance, vetting requests for the integration of External Learning Tools, verifying access for Authorized Users other than the Course Creator and supporting the instructional requirements of Course Creators.

5.3.   The Registrar's Office is responsible for releasing Course Shells.

5.4.   Course Creator is responsible for:
   a) Adhering to Copyright law and Fair Use Guidelines, and the University's copyright policy;
   b) Ensuring that course content meets Accessibility for Ontarians with Disabilities Act (AODA) standards and is available in alternative formats;
   c) Posting specific information and content related to the course in a recognizable manger;
   d) Provide students the opportunity to monitor their course progress; and,
   e) Ensure any/all tools integrated into the LMS has been reviewed for compliance with AODA standards, Freedom of Information and Protection of Privacy ACT (FIPPA), and the Use of Digital Resources Directive.

5.5.   The IT Services LMS Administrators are responsible for the management and administration of all aspects of the LMS including but not limited to:

   a)   User interface components, overall design, navigation tools and links, and tool integration, Accessibility, security, and availability.

5.6.   Requests for changes to the templates provided and configurations within the LMS will be made to the LMS Administrator in writing.

   a)   All such requests will be assessed by the LMS Administrator, and if approved, will follow Accessibility and usability principles for web design practices.

6.   Course Delivery Method

6.1.   Courses may be offered as an Online Course or Hybrid Course.

6.2.   Regardless of whether courses are Online or Hybrid, the online portion of courses may be offered either as:

   a)   **Asynchronous** a technology-based (e.g. LMS, chat rooms, videos, etc.) course delivery method where course members are not required to be online simultaneously, thereby allowing flexibility in the learner's schedule.

            b)   **Synchronous** a course where students and Teaching Staff are in the same place at the same time (e.g. in person, online).

7. User Management and Access

7.1. All Authorized Users access must be authenticated with University validated credentials. Authorized Users may only use the LMS for University-related purposes.

7.2. All Users must access the LMS through the designated Ontario Tech access portal using their assigned Ontario Tech account.

7.3. Access to courses in the LMS is governed to ensure the confidentiality, integrity, Accessibility, and availability of materials, protection of privacy and of copyrighted Material.

7.4. Administrative Staff may be granted access to Courses within the LMS by the Course Creator for instructor, learner, or technical support.

7.5. Course Creators may request Guest Account access for individuals/groups not affiliated with Ontario Tech. Requests will be submitted to and approved by the Teaching and Learning Centre for implementation by the LMS Administrator. Guest Account access will only be granted for legitimate approved purposes, and Guest Account creation is subject to limits imposed by the LMS licensing agreement.

7.6. Employees other than the LMS Administrator or Course Creator of a particular Course, must obtain written permission from the Course Creator of record in order to access that Course in the LMS. In the event that the Course Creator is no longer employed by Ontario Tech, the Dean of the Course Creator's Faculty may provide such approval.

7.7. An Authorized User's account is considered "inactive" if they have not logged into the LMS at least once over a two (2) year period. Inactive accounts will be deleted on a yearly basis.

7.8. All Authorized Users must comply with the University's Technology Use Policy.

8. Privacy of Information and Confidentiality

8.1. Unique user authentication is required to protect the privacy and confidentiality of information within the LMS. Authentication to the LMS will require using an assigned or authorized Ontario Tech network account.

8.2. All Employees must comply with the University's Access to Information and the Protection of Privacy Policy and Information Security Policy.

9. LMS Course Shell Release Dates

9.1. Each year, the Office of the Registrar will establish dates for the release of Course Shells in accordance with the LMS Use Procedures.

10. Use of Copyrighted Materials in the LMS

10.1. Course Creators may post Material to the LMS in compliance with the University's [Copyright Guidelines](#), [Fair Dealing Guidelines](#), [Intellectual Property Policy](#), and [Copyright Exemptions](#) guidance This includes all thumbnails, embedded and

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hyperlinked Materials. Course Creators should use [Leganto](#) link located on the LMS course navigation menu to post materials.

10.2. A link may be used to provide Material available through the University Library system.

10.3. Copyrighted material posted to the LMS may be subject to periodic review by the Office of the University Secretary and General Counsel.

11. User Course Content, Backup, and Download Responsibilities

11.1. Course Creators are responsible for creating and maintaining backups for their own LMS Courses.

11.2. Upon request, the Teaching and Learning Centre will provide instructions for recreating backups of LMS course content.

11.3. All Courses stored in the LMS will be archived by the University 24 months [insert relevant time period] after the course's Inactivity Date.

11.4. Course content will be archived for five (5) years under the University's Intellectual Property Policy. Creators may request deletion of their own courses after that five (5) year period.

11.5. All requests for course deletion must be submitted in writing to the LMS Administrator and will be processed in accordance with the Record Disposition Procedure.

11.6. Retrieval of course materials will not be possible once Courses and course content have been deleted.

12. Integration of External Learning Tools (ELTs)

12.1. Canvas, Ontario Tech's LMS, offers the ability to integrate External Learning Tools, however, any such integration must be vetted for compatibility with other LMS-based features, system security, privacy, Accessibility, and supportability. Information related to these requirements can be found on the Teaching and Learning Centre website.

12.2. Any cost attached to accessing/using the app will be in compliance with the University's Use of Digital Resources Directives

12.3. The Teaching and Learning Centre will establish a procedure for Course Creators to request the integration of ELTs into their LMS course(s).

13. Notification of Scheduled Outages

13.1. The LMS Administrator will notify all Authorized Users in advance of any regularly scheduled outages related to maintenance and/or upgrades.

13.2. Outages will be scheduled during specific time periods so as to minimize the impact or inconvenience on Authorized Users.

13.3. It is the responsibility of Authorized Users to read all notifications posted by the LMS Administrators.

13.4. Teaching Staff should consider planned outages when scheduling assessments.

14.   Accessibility

      14.1.   Ontario Tech University is committed to providing all Authorized Users equitable access to courses online. The LMS meets the Web Content Accessibility Guidelines 2.0, Level AA and the University's Accessibility Policy.

      14.2.   Accessibility awareness training related to the development of Accessible course delivery and instruction is available on the Teaching and Learning Centre website under Universal Design for Learning.

MONITORING AND REVIEW

15.   This Policy will be reviewed as necessary and at least every three years. The Manager, Teaching and Learning Centre, or successor thereof, is responsible to monitor and review this Policy.

RELEVANT LEGISLATION

16.   Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

      Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31

RELATED POLICIES, PROCEDURES & DOCUMENTS

17.   Access to Information and the Protection of Privacy Policy

      Accessibility Policy

      Accessible Customer Service Policy

      Compliance Policy

      Procurement of Goods & Services Policy

      Technology Use Policy

      Use of Digital Resources Directives

      LMS Data Retention and Disposition Policy (Under Development)

      Record Disposition Procedure

      Information Security Policy

      Copyright Guidelines

      Fair Dealings Guidelines

      Intellectual Property Policy

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