Texas Woman's University
University Regulation and Procedure

Regulation and Procedure Name:	**Learning Management System**
Regulation and Procedure Number:	**URP: 02.260**
Policy Owner:	**Academic Affairs**

POLICY STATEMENT

The Learning Management System ("LMS") is mission-critical technology that is central to accomplishing the strategic goals of the University and its teaching and learning activities. This policy is designed to provide a foundation for the development and implementation of checks and balances to protect information and ensure a common understanding about services, priorities, responsibilities, guarantees, and expectations for the system.

APPLICABILITY

This policy is applicable to TWU Students, Faculty, Staff, and Guests.

DEFINITIONS

1. "Learning Management System ("LMS")" is a software application used to manage, track, report, and deliver information and coursework.

2. "LMS Course-level Data" means course-level summary statistics or records routinely captured by the system such as assignment submission dates, course access information, activity reports, etc.

3. "Electronic Content" means documents, records, emails, electronic communications and other materials created for an electronic course.

4. "Student Information System ("SIS")" is a software application to manage student enrollment data.

5. "Third-party Applications" means external software applications that integrate with the LMS.

6. "Tier I Technical Support" means front line support for basic client (instructors and students) technical support issues.

7. “Tier II Technical Support” means advanced technical analysis and troubleshooting to investigate elevated technical issues.

8. “Tier III Technical Support” means support which requires third-party vendor consultation or assistance.

9. “User” means an individual using the LMS and related third-party applications.

REGULATION AND PROCEDURE

I. General Information

The LMS is intended to support the teaching and learning needs of Texas Woman’s University by providing virtual space for:

A. Teaching courses

B. Tracking grades, participation, etc. for coursework

C. Delivering learning content rapidly

D. Supporting multiple media formats

E. Leveraging technology

II. Security and Accessibility Standards

TWU’s LMS, and related third-party applications, must meet the University’s security requirements for vendors who obtain protected data (*See* URP 04.760: Information Security Risk Assessment) as well as adhere to the Electronic and Information Resource (“EIR”) Accessibility Guidelines established by the Texas Department of Information Resources.

III. Governance and Support

A. The University provides support and assistance to individuals using the LMS and associated third-party applications through the following units:

1. Teaching and Learning with Technology:

a. System administration of the LMS and associated third-party applications

b. Engagement management to ensure the delivery of contractual services between TWU and the LMS and associated third-party vendors

c. Tier II technical support for the LMS and associated third-party applications

d. Tier III technical liaison with third-party vendors

e. Course development and design

f. Pedagogical support for courses and activities

g. Quality Matters training and support

h. Education and training on using technology for teaching and learning

2. Information Technology Solutions:

a. Tier I support for the LMS and associated third-party applications through the Service Desk

B. The complex nature of decisions impacting the LMS requires collaborative input from these two groups, who will utilize their specific expertise and capacity to provide advice representing technical, pedagogical, and support concerns related to the LMS and associated third-party applications.

IV. LMS User Roles and Privileges

A. Privileges in the LMS are determined by user role.

B. User roles are described in the Knowledge Base article User Roles and Permissions Available in Canvas. Other roles may be defined and created as needed. The University assigns certain departments and individuals the responsibility of assessing, analyzing, upgrading, enhancing, maintaining, and assuring quality for the LMS and related third-party applications. During the normal course of their assigned duties and responsibilities, these individuals have special access privileges to the electronic content that resides within the LMS, to related third-party applications, and to the activities of all users. The University will strive to protect individual privacy by ensuring that the number of individuals with this level of system administration access is strictly limited and that individuals placed in these

positions are selected for their judgment and ethics, as well as their technical expertise.

V. Course Management

The TWU SIS is the sole repository of available courses, identification of instructors of record, and inclusion of students into course rosters. The SIS is also the sole repository for official course grades and rosters. The LMS is not the official record of course rosters and grades. The designated instructors of the course are responsible for the electronic data available in the course.

VI. LMS Access

Faculty, staff, and students permitted access to the LMS and other related third-party applications will have a TWU portal account. The TWU portal account allows access to SIS-defined electronic data. Institution roles, system roles, and the access to electronic data allowed by each role are managed by the LMS Administrator. Instructors and content owners may request guest access for non-enrolled individuals to review materials, communications, and other electronic data contained within the LMS.

VII. Privacy and Security of Information

A. Activities and information in TWU's learning management system are considered private to the fullest extent permitted by law. Access to individual courses is restricted to Instructor of Record, enrolled students, and authorized roles as assigned by the Instructor of Record.

B. Users should take precautions not to compromise the privacy of others and should familiarize themselves with the degree of class and public access that various choices in the system will permit. Instructors/content owners should understand that granting guest access may allow non-enrolled individuals access to course materials and communications. Information and content placed in TWU's learning management system are subject to the Family Educational Rights and Privacy Act and applicable state and federal copyright laws and regulations. All activities are subject to applicable state and federal laws, the URP 06.200: Student Code of Conduct, and URP 04.700: Computer and Software Acceptable Use Policy.

VIII. Course and Data Access

A. Course access is normally restricted to the SIS-defined Instructor of Record and enrolled students as well as individuals with system administrator

privileges during the course of diagnosing technical difficulties and peer and academic component administrator reviewers in the performance reviewer process. Additional users such as teaching assistants, co-instructors, or guests may be added at the request of the Instructor of Record.

B. Course access may be granted without Instructor involvement by written, academic component leader approval in the case of faculty incapacitation; accreditation/reviews; appeals; grievances; complaints; or violations of University, state, or federal policies. Whenever possible and legally permissible, notification will be given to the Instructor of Record or the affected student. In cases where the faculty member disagrees, the decision on access will be reviewed by the academic dean.

C. Requests for LMS course-level data for faculty or students require written approval from an academic component leader or higher.

IX. Ownership and Copyright of Electronic Content

A. Faculty members own electronic content they create on their own time or in their ordinary role as a faculty member. Electronic content will belong to TWU if created by faculty under a specific contractual arrangement or as a specific condition of employment with the University. Electronic content belongs to TWU if created by non-faculty employees within the scope of their employment.

B. Electronic content created jointly by faculty authors and others whose contributions would be works for hire are jointly owned by the faculty authors and TWU. For works created throughout the joint efforts of faculty and non-faculty employees working within the scope of their employment or under contract to provide the services, ownership of the course is shared. A written agreement addressing joint ownership should be completed prior to creation of the course. Any owner of copyright in an electronic course may secure copyright registration; joint owners may, but do not have to, agree to bear responsibility for enforcement of the copyright.

X. Contributed Materials

Liabilities may be incurred with respect to the inclusion of materials in electronic courses other than materials created by the electronic course author. Contributed materials may include voices or images of persons in the electronic course, including students and guest lecturers. It is the policy of TWU that all faculty and staff comply with the law, including copyright and privacy laws; therefore, creators

of electronic courses must obtain all permissions and releases necessary to avoid infringing on copyright or invading the personal rights of others.

XI. Revision Rights for Electronic Content

When the University has a copyright or ownership interest in the electronic course, the faculty member retains the nonexclusive right to update, edit, or otherwise revise electronic content that becomes out of date, or, in certain circumstances, place a time limit upon the use of course materials that are particularly time-sensitive. These rights and limitations may be negotiated in advance of the creation of the electronic course, be reasonable under the circumstances, and be in writing.

REVIEW

This policy will remain in effect and published until it is reviewed, updated, or archived. This policy is to be reviewed once every six years. Interim review may be required as a result of updates to federal and state law or regulations, Board of Regents policies, or internal processes or procedures.

REFERENCES

Knowledge Base Article: User Roles and Permissions Available in Canvas

Regent Policy B.20060: FERPA (Student Records)

URP 04.760: Information Security Risk Assessment

URP 06.200: Student Code of Conduct

URP 04.700: Computer and Software Acceptable Use Policy

URP 04.765: Information Security for System and Services Acquisition

FORMS AND TOOLS

None

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