AREA:	Academic Affairs	POLICY NO.: AA _____-06
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SUBJECT:	**POLICIES AND PROCEDURES RELATED TO USE OF ONLINE COURSE MANAGEMENT ENVIRONMENTS**	RECOMMENDED BY: _____
		APPROVED BY: _____

Introduction: This document is intended to serve as a set of guidelines for decision-making related to the use of the online course management environments by the University of North Carolina at Pembroke. These policies apply to all UNCP courses that are presented whole on in part in an online course/learning/content management system, whether they reside on UNCP servers or offsite servers. Included are statements related to Access, Course Management, Information Security, Copyright, and Intellectual Property Rights. These policy statements have been reviewed and approved by the Provost and the Associate Vice Chancellor for Information Resources. For further information or clarification, contact University Computing and Information Services at http://www.uncp.edu/ucis/.

This document is intended to reside solely online for ease in usability and access, as well as to ensure its currency. Do not rely on printed copies of this document without first verifying their accuracy against subsequent updates. Changes to these policies will be reflected in the "Last Updated" date listed at the end of the document.

Access: Access to online course management software, materials, and affiliated online tools will be granted as follows:
a. One User Account -- All UNCP students, faculty, and staff are entitled, subject to compliance with UNCP policies, to one online account each that will be used for all of their online activities. Access to the online software will be attained using the UNCP Online ID (username and password).
b. Exceptions -- A limited number of users who are not officially affiliated with UNCP (guest discussants or mentors, for example) may each be provided an account that is an online course management environments-only username and password, at the request of a "sponsor" (faculty or staff member). These accounts (referred to as "exceptions") are considered temporary, but are renewable on an annual basis, with the approval of the UNCP sponsor. Such accounts are assigned only to individuals who are working with UNCP faculty/staff on officially

recognized activities on the online system (i.e., those included under the institution's license).

i. Guests – The online system will allow an individual without an account (known as a "guest" in online terminology) to gain access to specific areas of course sites, not including course rosters, user tools (e.g., user directory), or communication tools. Course sites may, at the discretion of the instructor, be made entirely or partially available to guests. The default setting (determined by local system administrators) for access to course sites locks each site entirely, to facilitate Fair Use posting of course materials and may only be made accessible to guests by the instructor or system administrator at instructor's request.

ii.Academic Review -- Being instructor-of-record for a course comes with the institutional policy that an immediate academic chair can "sit-in" on a course for the purposes of performance reviews. In the event of a course review, the instructor should be notified of the anticipated timeframe for the review.

Deans, chairs, program directors, program coordinators, and members of committees evaluating the work of faculty teaching on-line courses have the automatic, on-going right of access to all on-line course materials used in on-line courses offered under their supervision.

Other faculty and administrators conducting university-approved inquiries involving grade appeals and/or other officially approved reviews of specific courses may request permission from the supervising dean or chair for more limited access.

Since the online course falls under the University's Appropriate Use Policy (AUP)[http://www.uncp.edu/ucis/policies/AUP.htm], only the Chancellor or appropriate Vice Chancellor can authorize persons other than those named above to have access to the online course.

c. Student Access - Students who are registered for classes (and have paid their fees) with online components will be given full access to those course sites not later than the first official day of classes for each term based upon the availability of staff resources. As students add courses to

their schedule, after classes begin, they will be automatically added to the appropriate online rosters ("enrolled"), typically within 48 hours.

d. Length of Access to Course Site – At the end of a given term, course sites will remain available to the instructor and to the students for not less than ten calendar days after the last day of final exams. Faculty members may request that individual students continue to have to a course site beyond these dates. Reasons for extending course access might include providing access for students who are finishing "Incompletes" or the continuation of an online discussion. A student who is finishing an "Incomplete" but who is not currently enrolled may be subject to loss of his/her UNCP Online ID. In this case, an exception account may be established for that student at the request of the instructor, with access not to extend beyond the University's deadline for completion of work required to receive a course grade. In general, retaining courses beyond the usual cut-off will be discouraged, however, due to the potential confusion for students, increased work created for UCIS staff, and possible copyright concerns.

Course Management: Sites on the online servers are managed with the goals of reducing faculty time and effort needed to utilize online tools and materials, and improving server performance by eliminating redundant or unnecessary demands on the database.

a. Courses Kept on the Online Server -- To meet the goal of using server space efficiently, the only course sites that will be maintained on the online server are those in use during the current term, and course sites that will be used in a future term. These could include previously used course sites that will be "recycled" for use with another group of students, or course sites that are in development.

b. Course Size Limitations – At this time, there is no limitation on the size of course sites. UCIS will work with faculty whose online sites contain extremely large files (video clips, for example) to provide advice and assistance to help them compress files in order to utilize space as efficiently as possible. In the event that a content management system is available for faculty instructional use, faculty will be advised to store their

course content on that system so that it can be efficiently called from any course site.

c.   End of Term Notification -- At the end of each term, all online faculty will receive an e-mail message detailing their options for re-using or deleting course sites. Based upon system resource requirements, courses not recycled for re-use (see section d below) will be deleted no sooner than ten calendar days after the last day of final exams.

d.   Course Archives – Instructors have the option of creating an archive copy of their course offering(s). These copies can be retained for later retrieval, if this becomes necessary, but instructors will be reminded to print out the gradebook and any other documentation of student work in the event of a future grade dispute. Retrieving these records from the archive is a time-consuming and imperfect process, and should be considered a last resort for retroactive grade information. Once a course site has been archived, it will only be retrieved upon request of the original instructor who created/offered it (usually the instructor of record), when directed by the Chancellor or Provost, or when required by law or UNCP policy. The exception to this would be if UCIS received permission, if such permission is required by law or UNCP policy, from the original instructor to make the archived course materials available to another instructor/staff member.

e.   Recycling Courses for Future Use – Each term, instructors will be given the option to retain their online course sites for re-use in a later term. UCIS staff will copy these course sites, rename them with [GENERIC] in the course title. For example, Adolescent Development EDN-308-01-So4 would become [GENERIC] Adolescent Development-EDN-308-(instructor). The roster will be emptied, the gradebook cleared of names and scores, and the messages and replies in the discussion boards deleted. Until the term when the course returns to active use, the instructor(s) and/or their designee will be the only individual(s) with continued access to the site.

f.   Transferring Course Sites – Instructors may elect to transfer their course site and its materials to another faculty member, or give other faculty members access to their course site. Course sites will not be re-assigned to a new instructor for re-use, however, without written permission from the original instructor to the extent such permission is

required by law or UNCP policy. If faculty members leave UNCP for other employment, they may request a copy of their course site(s) to take along or request that a copy of their site be transferred electronically to their new institution, where it may be usable (within technological limits).

g.   Requesting an Online Course Site – Any faculty or instructional staff member may request that an online course site be established for their use by submitting the form found at http://www.uncp.edu/blackboard/forms/request_site.htm. Course name and number, instructor name, and course line number are required to set up a course site. Before the site will be made available, however, the instructor must attend an orientation workshop to become familiar with the online software. This is done to reduce the number of support calls made to UCIS and IDS, as well as to provide constructive teaching ideas for using Internet resources and instructional development advice for online teaching. Individuals who have experience working with online systems at other institutions may have this prerequisite waived, although it is recommended that they meet with a UCIS staff member to discuss the course management protocols that are specific to UNCP.

h.   Non-instructional Uses -- The online system is maintained for instructional use (i.e., to support courses offered by UNCP). Questions regarding the establishment of non-instructional Websites may be directed to UCIS client Services.

i.   Gradebook Information – The online grade book is a tool designed for the convenience of students and faculty. Thus, it is not an official record of student grades, nor should it be considered a legally binding record of student scores. Faculty are strongly encouraged to periodically print out a copy of the Online Gradebook, and to print a final copy for their records after the term ends. The Gradebook can also be downloaded as a comma separated value file (.csv) and opened in Excel or another program.

Information Security: The online user database is fed directly from the UNCP online ID system, thus allowing users to login with an already-familiar username and password. The security of these systems is of paramount importance in maintaining a reliable and trusted resource for virtually available instructional materials and tools.

a. Controlling Access to Student Information – As with other university records, faculty are cautioned to take care that student information

(including, but not limited to, grades, test scores, usernames, or ID numbers) is closely guarded. As noted in the Gradebook Information section above, grades should not be posted so that students may see scores belonging to anyone but themselves (for example, in a spreadsheet uploaded to the course site).

b. E-mail Address Display – All online users have the option to disable the display of their e-mail address within our online system. (Due to system design, the one exception to this is the Discussion Forum areas, where the user's e-mail address will appear unless messages are posted anonymously. It is anticipated that this disparity will be rectified in later software releases.) Instructions for disabling this, or for enabling the display of other directory information within the online system are included in the "Tools" section, "Personal Information," of each course site.

Copyright Issues: Faculty are strongly encouraged to respect the property of others by obeying copyright law and requesting permission, when appropriate, before using the work of others.

a. Posting Copyrighted Materials – Copyright law and Fair Use Guidelines allow faculty to provide access to copyrighted materials using the online system under certain circumstances. Instructors are advised to consider the use of online reserves through Sampson-Livermore Library, or online course packs to avoid infringement.

b. *Linking to External Sites from the online system* – The online software provides an easy-to-use interface for integrating links to other Websites into course materials. Instructors are encouraged to link to other sites, rather than attempting to integrate the desired materials directly into the online course site. This alleviates copyright concerns and also retains the integrity of the materials (and associated links) in their original environment. It is the responsibility of the instructor to confirm that links from online to external sites are viable.

c. *Linking to the Online System from External Sites* – It is possible to link to an online course site directly from Websites external to the online system. Users will, however, be prompted to log in with their recognized UNCP online ID to prevent unauthorized access to materials.

Intellectual Property: The University of North Carolina at Pembroke recognizes the intellectual property rights of faculty, staff, and students. The following sections are in force unless superseded by overriding institutional policy. a. Ownership of Course Sites – Ownership of on-line course materials, including the University's retention of a perpetual, non-exclusive, non-transferable, royalty-free license ("shop right") to use the work for the University's own non-commercial educational or research use, shall be governed by the provisions of the UNC Pembroke Copyright Policy, which is based on a determination of whether the materials at issue meets the definition of Traditional Works or Non-Directed Works; Traditional Works or Non-Directed Works Involving Exceptional Use of University Resources; Directed Works; Sponsored or Externally Contracted Works; Works Made for Hire; Works by Independent Contractors; or Student Works. Instructors who create online courses shall have the right to request and receive an archived copy of the site in digital format. During the semester a course is taught, use of the site and access to its materials and tools are determined by the instructor assigned responsibility for teaching the course, and these rights may be reassigned by that individual; provided, however, the Chancellor or his designee may access, alter, or limit use of the site and access to it when required by law or whenever the Chancellor determines such action to be in the best interest of the University. b. Student-created Materials on the online system – Instructors may require students to post their own work or, with the student's permission, may post a student's work on the online course site. Students must be informed of this (in the syllabus or in some other written format) at the beginning of the course. They must also be told if their work will be retained in the course site beyond the duration of the term and whether others will have access to it. No evaluative commentary or grade information from the instructor may be included with student work if the work includes information identifying its creator. Students' copyrights in their work shall be governed by the UNC Pembroke Copyright Policy. This policy also applies to student-posted messages in a Discussion Forum. b. System Management Data – Information regarding online system

performance or usage is considered the property of the University of North Carolina at Pembroke. To the extent allowed by law, information regarding specific online sites or individual accounts will be held in confidence, although data may be gathered and presented in aggregated form by university staff members (e.g., UCIS, IDS, Library, etc.) so that personally identifiable information is not disclosed, for professional development activities, such as conference presentations and/or scholarly/industry publication.

Acknowledgement: Parts of this document are taken from "Policies and Procedures Related to Use of Blackboard", University of Kansas, and used with permission.