BRIDGEVALLEY COMMUNITY AND TECHNICAL COLLEGE

OPERATING POLICY

Effective Date	Subject	Number	Page
March 3, 2016	**LEARNING MANAGEMENT SYSTEM (LMS)**	C-OP-14-16	1 of 3
Supersedes/Supplements:			
Reference:	B-OP-02-14 Code of Conduct B-OP-17-14 Protecting Personally Identifiable Information B-OP-18-14 Computer Use and Abuse C-OP-10-14 Distance Delivery of Instruction Student Handbook		

POLICY STATEMENT

BridgeValley Community and Technical College (College) will maintain a Learning Management System consisting of mission-critical technology that will allow the institution to administer, document, track, report, and deliver electronic educational technology that will enhance and support the strategic goals of the College.

POLICY

College faculty, staff, and students shall treat the College's Learning Management System (LMS) as an extension of the classroom. The LMS will facilitate the teaching and learning needs of the College by providing virtual space for:

- Delivering learning content
- Providing access to essential course requirements, materials, and resources
- Creating meeting and communication space for faculty, staff, and student groups
- Supporting multiple media formats
- Leveraging technology
- Allowing flexible access to training resources

COURSE MANAGEMENT

- The College's Student Information System (SIS) is the sole repository of available courses, identification of instructors of record, and inclusion of students into course rosters, including 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.
- Courses will be retained on the LMS for three (3) academic years. It is the responsibility of the academic department faculty to maintain LMS archives.
- LMS administrators shall restrict course accounts and individual file as determined by the College in conjunction with the hosting agency. Any user needing more than the standard LMS disk quota may make a special request to the Office of Extended Learning for a quota increase. If space becomes limited, the archival process may be accelerated.

- Users are responsible for all material originating from their account and for complying with relevant Federal, State, and College laws, policies, and regulations, including the confidentiality of their personal information and password.
- Faculty, staff, and students are responsible for the accuracy, integrity, and/or legality of the content uploaded to the LMS and/or linked to external web sites.
- The Office of Extended Learning shall notify users of any planned outages of the LMS. Notification of any unplanned outages shall be at the discretion of the Office of Extended Learning. The level of notice for planned outages will be determined by the estimated downtime of the system. Faculty should consider planned outages when scheduling assignments and tests, and unplanned outages when such outages interfere with the timely completion of student coursework.
- Access to view LMS course-level data (including course content, learning outcomes, usage reports, and analytics) will be granted to deans, department chairs (or their designees), and course reviewers for the purpose of assessment and/or observation of a course, a faculty member and/or a program, in some instances, this access will be provided by the coordinated efforts of the College working together with an outside hosting agency.

PRIVACY AND SECURITY OF INFORMATION

Individuals utilizing the LMS for instruction or for accessing information shall adhere to all Federal, State, and College laws, policies, and regulations, including accessibility, copyright, FERPA, GLBA, and HIPPA.

SUPPORT SERVICES

The Office of Extended Learning coordinates and/or provides support and assistance to individuals using the LMS and associated third-party applications by providing the following services. In some instances, this support is provided by the coordinated efforts of College working with an outside hosting agency.

- Operational management of the LMS and associated third-party applications
- System administration of the LMS and associated third-party applications
- Technical training
- Engagement management to ensure the delivery of contractual services between the College and LMS and associated third-party vendors
- Tier I support for the LMS and associated third-party applications
- Tier II technical support for the LMS and associated third-party applications
- Assistance with course development and design
- Pedagogical support for courses and activities
- Quality Matters training and support
- Education and training on using technology for teaching and learning

DEFINITIONS

Applications - Software applications that integrate with the LMS such as, but not limited to, Helix Streaming Media and Big Blue Button

FERPA - The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects students' privacy by prohibiting disclosure of education records without adult consent.

GLBA - Gramm-Leach-Bliley Act (GLB Act or GLBA), also known as the Financial Modernization Act of 1999, is a federal law enacted in the United States to control the ways that institutions deal with the private information of individuals.

HIPAA - Health Insurance Portability and Accountability Act (HIPAA) is the federal law passed by Congress in 1996 that requires the protection and confidential handling of protected health information.

Information Technology (IT) Department - Responsible for the governance/administration of all information and technology.

Learning Management System (LMS) - Software application used to manage, track, report, and deliver information and coursework.

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

Managing Unit - Academic or administrative representative, department or division vested with the day-to-day operations of the LMS.

Student Information System (SIS) - A software application to manage student data

Third-party Applications - External software application that integrates with the LMS'

Tier I Technical Support - Front-line support for basic client (instructors and students) technical support issues.

Tier II Technical Support - Advanced technical analysis and troubleshooting to investigate elevated technical issues.

User - Individual using the LMS and related third-party applications.

Approved by: Cabinet   **Date:**   1/27/2016