Learning Management System (LMS) Policy

Approved by Academic Cabinet 11.10.2020

Introduction

This document contains policies that govern the administration and use of the enterprise learning management system (LMS) at Shenandoah University, which is currently Canvas. These policies have been developed by the Transformative Teaching & Learning (TTL) team and reflect existing practices and recommended guidelines to implement.

The policies described in this document refer to the current LMS (Canvas) which is centrally supported through Institutional Computing (IC) and TTL. The policies do not apply to LMS deployments supported by individual schools and colleges or to emerging LMS services under development or in use for a specialized purpose.

Section 1: Teaching & Learning Functionality

User Accounts

User accounts are considered any account created and listed in the learning management system (LMS), making the account available for course, institution, or system use as governed by roles assigned to the account.

All members of the Shenandoah University community with an Shenandoah University login name and password have a user account within the appropriate LMS. This includes faculty, students, and administrative and academic staff. Members outside of the Shenandoah University community who need access to an LMS learning space can do so by requesting sponsorship from an individual or a department from the Shenandoah University community. The individual must then have an account created for them and be enrolled into a course by the request of the instructor.

Course-Level Role

This section is intended to clarify the Canvas roles and their use. Each role has a specific function within a course, but does not affect any information within the LMS. Canvas user role permissions allow users to access certain features and perform certain functions within a Canvas course. A user's permissions within the course are determined by the role the user is assigned.

Course-Level Role Permissions

Permissions	Student	TA	Teacher	Course Viewer	Observer	Designer
Analytics - view	❌	✅	✅	❌	❌	❌
Announcements - view	✅	✅	✅	✅	✅	✅
Assignments - add, edit, delete	❌	✅	✅	❌	❌	✅
Calendar - add, edit, delete	❌	✅	✅	❌	❌	✅
Course Content - add, edit, delete	❌	✅	✅	❌	❌	✅
Discussions - create	✅	✅	✅	❌	❌	✅
Discussions - moderate	❌	✅	✅	❌	❌	✅
Discussions - view	✅	✅	✅	✅	✅	✅
Email - send to entire class	❌	✅	✅	❌	❌	❌
Email - send to Individuals	✅	✅	✅	❌	❌	❌
Grades - edit, view	❌	✅	✅	❌	❌	❌

Permissions	Student	TA	Teacher	Course Viewer	Observer	Designer
Grades - select final grade	❌	❌	✅	❌	❌	❌
Groups - add, edit, delete, view	❌	✅	✅	❌	❌	✅
Pages - add, edit, delete	❌	✅	✅	❌	❌	✅
Question Banks - view and link	❌	✅	✅	❌	❌	✅
Quizzes - add, edit, delete	❌	✅	✅	❌	❌	✅
Rubrics - add, edit, delete	❌	✅	✅	❌	❌	✅
Student Collaborations - create	✅	✅	✅	❌	❌	✅
Permissions	**Student**	**TA**	**Teacher**	**Course Viewer**	**Observer**	**Designer**
Users - add/remove students	❌	❌	❌	❌	❌	❌
Users - add/remove TAs, designers	❌	❌	✅	❌	❌	❌
Users - view list	✅	✅	✅	✅	✅	✅
Quizzes - add, edit, delete	❌	✅	✅	❌	❌	✅

Course Enrollment Requests

Shenandoah University is committed to protecting the privacy of student education records as outlined by the Family Educational Rights and Privacy Act (FERPA). To support FERPA compliance and the protection of student information privacy, enrollment in Canvas course sites is strictly regulated. Below are the guidelines associated with Canvas course enrollments. If you

require a user to be enrolled in your Canvas course site who is not automatically added to the system, please complete the form using this link:

[Canvas Course User Enrollment Request](#)

No individual may request access to a course for themselves unless they are the instructor of record for the course. If the individual is not the instructor of record for a course, they must either (a) request access from the instructor of record for the course or (b) request access from someone with a higher level of access to that course, i.e., a Dean or Director.

When giving access to your course, it is important to select the appropriate level of access in order to protect students' privacy rights. For course guests who do not need access to student grades, choose from the more restricted role of Teaching Assistant. If you only want to share course content with another instructor, choose the Course Designer role. Refer to the [Course-Level Role Permissions](#) table above to determine which level of access is appropriate.

Teaching Assistant (TA) Required Training

If your TA is a student, they <u>must</u> have completed FERPA training prior to submitting the Course Enrollment Request. At Shenandoah University, FERPA training is available through Human Resources; students should contact Human Resources to gain access to that training.

Enrollment of Additional Faculty or Administrative Personnel

The TTL must receive a formal request from the instructor of record or their Dean / Director to enroll additional faculty or administrative personnel into a course or multiple courses either temporarily or for continued access in a particular course.

Course, Institution, or System Role Requests

If a faculty member, Dean / Director, or associated administrative support staff requires a role that is currently unavailable or does not fit their needs, a request can be made to the TTL for a new course, institution or system role.

Any Canvas user whose primary interaction with the system is in a student, guest, or observer capacity is not permitted to request roles.

Course Copy

Requests to copy a Canvas course site (and its content) from a previous semester must be submitted by the instructor of record, who is assumed to be the creator and owner of the site and its content.

In the event the instructor of record is unavailable, the request for a course copy may be submitted by the Dean / Director of the school/college.

Copyright

All content created and used in the LMS are subject to all rules and policies set forth in the university's Copyright Policy (see Faculty Handbook 4.12.9).

Section 2: System Administration

Third-party Tools and Functionality Policy

Many vendors produce tools, commonly referred to as "apps," which link their materials into an LMS. Apps can provide both faculty and students with supplemental information or functionality to complete coursework. Please contact the TTL to request the installation of an app or "plug-in."

Course Content Availability

After the course has ended, the course instructor has the discretion to determine student availability as set in the course site's options. Faculty may set the course availability as they choose or submit a request to the TTL to set the availability as requested.

Section 3: Canvas Policies

Canvas Use Policy

The Canvas Learning Management System (LMS) can be used only for the following purposes:

- To deliver instructional content for Shenandoah University courses
- To support course content development for a future course
- To share program or degree resources for students enrolled in an official program or degree

- To provide accessible platform for Shenandoah University departments, offices, and other organizations

Data Retention Policy

At the end of each semester, all Canvas courses will continue to be available to the instructor(s) of record. Any course copy request by made someone other than the Instructor (assumed to be the creator of the content) will require that the appropriate Dean / Director of the appropriate academic department contact the TTL directly to make the request.

Examples of data that can be created and/or stored:

- Authors: teachers, TAs, course designers
- Participants: students, guests
- Course content: files, HTML, video, quizzes
- Student grades
- Communication with students
- Profile information
- Quiz responses, discussion posts
- Uploaded files

A user's profile data will be deleted after the following conditions are met:

- User is no longer associated with any courses;
- User is no longer an active faculty, student, or staff; and
- User has been separated from the university for more than two years.

Intellectual Property Protections for Faculty and Students

Refer to Section 4.12.8 of the Faculty Handbook.