



# Technology Services

## Moodle: Guidelines for Use

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#### 1. **PURPOSE**

This document is intended to provide the following:

- A. Information regarding the operation and use of the Moodle learning management system at Loyola to promote the successful use of the system, system reliability and safekeeping of the data contained in the system.
- B. Information for faculty using the system in order to foster a successful experience for them and their students.
- C. Consistency in decision making related to Moodle, in order to save time for faculty, students, administrators and Technology Services.
- D. information related to Course Management, Information Security, Access, and Intellectual Property Rights.
- E. Provide archiving, importing and exporting guidelines for courses that have already been taught.

#### 2. **SCOPE AND AUDIENCE**

The Guidelines apply to all Loyola community members: faculty, administrators, students, affiliates, visitors, etc.

### 3. GUIDELINES

- A. **Access** –Access to the Moodle learning management system, materials, and affiliated online tools will be granted as follows:
- i. *Standard User Accounts* – All current Loyola students, faculty, and full-time staff have a Moodle account automatically generated for them – using their Inside Loyola username and password. Even if these individuals are not involved with a course or organization that is currently utilizing Moodle, they may use the tools/features that are course-independent. Moodle is accessible via the Moodle web part on the Inside Loyola homepage.
  - ii. *Special Accounts* – A limited number of users who are not officially affiliated with Loyola (guest speakers, lecturers or mentors, for example) may be provided an account that is Moodle specific, at the request of a faculty member. These accounts are temporary (6-12 month maximum). Exceptions are assigned only to individuals who are working with faculty/staff on officially recognized activities on the Moodle system (i.e., those included under the institution’s license for Moodle). These exceptions will need a Non-Employee Account Request Form: [Non-Employee Account Request Form](#). This process may take up to 5 business days to complete.
  - iii. *Student Course Enrollment* – Students will be automatically enrolled in the Moodle course site for which they are officially registered via Colleague/Web Advisor. The instructor has the ability to create additional enrollment options.
  - iv. *Instructors may manually enroll additional Loyola community members in a course site with the People feature.* **NOTE:** Students must be officially registered for a course in order for instructors to assign an official grade for a course.
  - v. *Moodle Administrative Access* – Moodle administrators may access a course site, without instructor permission or prior notice, to respond to a specific student or instructor problem or concern.
  - vi. *Length of Access to Course Site* –All instructional course sites are available to students for two semesters prior to the active semester. Faculty members have access to ACTIVE course sites for four semesters prior to the active semester, but can access archived course materials from those courses within three years of the completion of the course. Faculty may allow students to continue to have write-access to a course site beyond the end of a semester, where extending course access might be necessary for students who are finishing “incompletes” or for the continuation of an online discussion.
  - vii. *Instructor Publishing* –All course sites are created as **available** or **published**. The instructor of record for a course is under no obligation to publish material for users, but instructors will have the ability to make courses unavailable if not currently active. Instructors can create a course copy (recycling a prior semester course site) for use in a new course site, unless, in writing, he/she authorizes another Loyola employee (such as a program administrator or teaching assistant) to carry out such duties. (See “Course Management.”)

- B. Course Management** – Moodle is a cloud-based Learning Management System and is managed by a third party vendor. Loyola Moodle course sites are administered locally by Technology Services, Office of Educational Technology, who oversee the day-to-day support and performance of the system.
- i. *All courses listed in the Loyola course schedule will automatically have a Moodle course site for that semester.* Instructors are strongly encouraged to attend an orientation workshop or meet with an Office of Educational Technology (OET) staff to become familiar with the Moodle platform. Workshops provide appropriate online pedagogy and use of the Moodle features and design, as well as constructive teaching ideas and instructional development advice for Moodle course sites. New Loyola instructors are invited and encouraged to attend training courses at the Technology Training Center (TTC) prior to and during the semester. **Reminder:** All Moodle courses will be created as “published.” Only the instructor(s) of record and TAs have access to a “published” Moodle course site.
  - ii. *Instructional Courses Kept on the Moodle Server* — Instructional courses (those listed on the Loyola course schedule) sites remain on the Moodle server for a minimum of four semesters. After four semesters, course sites may be removed from Moodle but not without adequate notification to faculty. **Example:** Courses offered in Fall 2013 would be removed from the server February 2015, after the semester has begun.
  - iii. *Portal or “organizational” courses* — These are course sites in development that will be used in a future semester for an indefinite period. These will remain on the server at the discretion of the instructor(s) of record for the course.
  - iv. *Course Copies* -- Courses to be used in a future semester may be “recycled” (copied) for use with another course site. Instructors who would like to copy content from a previous semester’s site into their current course site can do so directly in Moodle using the Moodle **Import** Tools.
  - v. *Course Size Limitations* –The current course size limit is 3GB. Moodle server administrators will work with instructors whose Moodle site(s) contain extremely large files (video clips, for example) to provide advice and assistance to compress files in order to utilize server space as efficiently as possible.
  - vi. *Course Archives (saving a copy of a course from the Moodle server)* – Loyola archives (saves) copies of a Moodle course site following the completion of every semester. Backups contain all instructor added resources; however, retaining Grade Books and electronic student work is the sole responsibility of the instructor. Instructors may opt to **Export** a Moodle course and save the output file to a computer for portability. The exported course file can be later imported into a new Moodle course site. [Moodle Administrators may need to help with exceptionally large courses, as browsers often time-out during the archive / export process.] **Note:** The Moodle **backup** file does not contain individual student data such as grades, discussion posts and replies, assignment submissions and emails.
  - vii. *Departed Faculty* – Course backups and materials retained in Moodle will be available to departed or non-Loyola faculty for a period of twelve months from the faculty member’s departure from the institution.
  - viii. *Transferring Course Sites* – Instructors may elect to transfer/share their course contents with another faculty member, or give other faculty member access to their course site. Instructors can share content between courses in Moodle through the **Import** or **Restore**

tools or through the import of a Moodle backup file.

- ix. *Non-instructional Uses* – The Moodle system is maintained primarily for instructional use (i.e., to support courses offered by Loyola). Non-instructional sites (for example, Center for Community Service and Justice (CCSJ), International Programs, other program related sites) may be requested and will be evaluated on a case-by-case basis. A University sponsor is required for all non-instructional sites.
  - x. *Gradebook Information* – The Moodle Gradebook 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. Instructors are strongly encouraged to periodically export, through a .CSV file, a copy of the Online Gradebook, and to export a final copy for their records after the semester ends.
  - xi. *End of Term and Moodle Course Availability* – **Two Semesters** after the end of a current semester, Moodle Courses will become hidden to students; no additional content will be able to be added or removed from these courses. Instructors will still be able to export content from these courses. These **End-Dated** courses will appear under the **Past Enrollments** section of the course list for each student and Instructor.
  - xii. *Course Backup and Recovery* – It is strongly recommended that if instructors made significant changes to a course that they backup the course out of Moodle, particularly the Gradebook feature. This can be done with the **Export** feature in each course and the download feature from the Gradebook. Technology Services can restore a course or course components to a previous state to retrieve deleted material. This is done on a case-by-case basis and there is no guarantee that deleted content can be recovered.
- C. **Information Security** – The security of the Moodle learning management system is of paramount importance in maintaining a reliable and trusted resource for instructional materials and tools.
- i. *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) be closely guarded. As noted in the Gradebook Information section above, grades should not be posted so that a student sees scores belonging to anyone but the individual student (unless a group submission). Granting someone else access to your course as a Teacher or Non-editing teacher will provide privileges that include access to grades. Providing Moodle access as a guest would be inappropriate if access to grades is not desired.
  - ii. *Email Address Display* – Users can send and receive messages from other Moodle users through the **Moodle Messaging** system. These messages reside in users' **Moodle Inbox**. By default Moodle users are also notified in their Loyola account that they have new messages in their Moodle inbox. However, this destination email address is never displayed to the sender and this feature should not be used for non-course communication.
  - iii. *Third Party Applications* – Moodle users may choose to have Moodle activity and Student/Instructor notifications sent to their non-Moodle accounts such as Facebook, Twitter, LinkedIn and Skype. However, Moodle does not expose personal information in these accounts.

- D. **Copyright Issues** – Faculty are expected to respect the property of others by adhering to copyright law and requesting permission, when appropriate, before using the work of others.
- i. *Posting Copyrighted Materials* – Copyright law and Fair Use Guidelines allow faculty to provide limited access to copyrighted materials using the Moodle system. Information regarding these appropriate uses and legal constraints on such uses can be found at <http://guides.indlibrary.org/copyright>. Instructors are advised to consider the use of Course Reserves through Loyola-Notre Dame Library <http://guides.indlibrary.org/content.php?pid=351301&sid=3016997> or from the textbook manufacturer to avoid copyright infringement.
  - ii. *Linking to External Sites from Moodle* – The Moodle 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 their Moodle 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 Moodle to external sites are viable.
  - iii. *Departed Faculty* – Faculty users who are no longer employees of the University will have limited access to their Loyola Moodle course pages immediately following their time of departure, after which course materials will be at the discretion of department chair.
- E. **Intellectual Property** – Loyola University Maryland recognizes the intellectual property rights of faculty, staff and students. The following policies are aligned with those of the University, already in place, which can be found at <http://www.loyola.edu/~media/department/orsp/documents/compliance/ipprovisionalfinal.ashx>.
- i. *Ownership of Course Sites* – Instructors who create Moodle course sites retain rights to those materials, including the right to request and receive an archived copy of the site in digital format. The instructor of record for a course has the responsibility for making the course available to users, recycling or archiving a course, unless, in writing, he/she authorizes another Loyola employee to carry out such duties.
  - ii. *Departing Faculty* – Faculty will have rights to their materials for approximately six months following their departure as a faculty member.
  - iii. *Student-created materials on Moodle* – Instructors may choose to post student work (or expect students to post their own work) on the Moodle course site. Students must be informed if their work will be retained in the course site beyond the duration of the semester 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 retain all rights to their work.
  - iv. *System Management Data* – Information regarding Moodle’s system performance or usage is considered the property Loyola University Maryland. Information regarding specific Moodle sites or individual accounts will be held in confidence, to the extent legally permissible, although data may be gathered and presented in aggregated form by university staff members (e.g., Academic Technologies Committee, Technology Services Advisory Committee, LND Library, etc.) for professional development activities, such as conference presentations and/or scholarly/industry publication.

**4. DEFINITIONS**

Learning Management System (LMS) -- A web-based platform used to provide students exclusive access to electronic files and multimedia resources. The LMS also provides a way for students to access collaborative tools, submit assignments, and receive feedback from instructors as well as feedback from fellow students.

**5. ADDITIONAL INFORMATION**

- A. For further information or clarification, contact the Office of Educational Technology at [ftc@loyola.edu](mailto:ftc@loyola.edu).
- B. These materials are designed to exist primarily online for reasons of access and usability, and to facilitate the most current version of Moodle. Do not reference printed copies of these materials without first verifying their accuracy.
- C. These guidelines were reviewed and approved by the Academic Technology Committee and the Chief Information Officer (CIO).