



Idaho State University – Moodle ISU Public

Resource Sharing Protocol

Moodle Course Management System

Resource Sharing Protocol – Moodle ISU Public

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Resource Sharing Protocol – Moodle ISU Public

Abstract

This document describes a working protocol for Idaho State University (ISU), on behalf of its Instructional Technology Resources Center (ITRC) and members of the University community, as well as non-University affiliations. The protocol describes the availability of Moodle ISU Public services, type of data allowed, training procedures, and documentation that will be provided along with access procedures.

This Protocol needs to be provided to each teacher and administrator using Moodle ISU Public.

As an agency serving students of Idaho, ISU invites interested parties to gain access to Moodle ISU Public which enables one to become part of an on-line educational community for University affiliated endeavors. Moodle is designed to expand teaching and learning resources without any financial obligation for any user wishing to be part of the ISU experience. This resource provides University stakeholder the opportunity to engage in web-based learning for communication, assessment, and content collaboration. It also provides a public forum for all users wishing to experience learning environment typically experienced at an institution of higher learning, particularly at ISU.

Scope

This document covers the use and access to Moodle ISU Public, associated services (which include but are not limited to help services and Network reliability), training, and documentation.

Definitions

Help Desk - service that provides information and assistance to the users of a computer network.

Moodle ISU Public - The Moodle web site provided to all ISU members and non-university affiliated members.

Moodle ISU Campus - The Moodle web site provided to only ISU members with LDAP authentication community (i.e., ISU email login access).

Non-Compliance - the Moodle website or one of its supporting services has fallen outside the acceptable metrics outlined in this document.

Publicly Available - accessible without controlled authentication, but account creation is required.

User - a person who uses the Moodle system in some way. (See also: Internal User; External User) There are four types of users:

- **Administrator** – person responsible for maintenance and code changes to Moodle.
- **Student** – person who is only allowed read only access files within a course.
- **Teacher** – person who controls content for specific courses.
- **Teaching Assistant** – person who assists teachers in specific courses.

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Privacy

ISU can provide limited controlled access to Moodle that complies with typical privacy requirements as outlined by ISU. Any specific privacy requirements are not covered or supported necessarily by ISU or this protocol. Controlled access is not the responsibility of ISU for data privacy, as well as any risk that data can be compromised by unscrupulous means. The University does support a more controlled environment located on the Moodle ISU Campus server.

ISU cannot permit any personal data to be loaded into Moodle ISU Public for students – especially social security numbers. For any data that public parties load into Moodle, ISU is not responsible if that data becomes compromised or misused in any way. Please consider FERPA and HIPAA requirements when creating materials and providing access to course sensitive data.

Services

The following topics will be discussed in this section:

- Availability
- Maintenance Window
- Data Backup

Availability

ISU will strive to make Moodle ISU Public available at all times. ISU would expect the access to the Moodle ISU Public instance to be similar to access experienced by the ISU users and their instance of Moodle ISU Campus server.

Public users need to be aware that due to server and software maintenance Moodle ISU Public server will be unavailable at times. Those times will normally be communicated via the Moodle web site several days prior to the outage. However, if emergency situations arise, ISU reserves a right to take the Moodle site down without prior notice.

Moodle transactions should exhibit a reasonably acceptable response time, defined as the interval from the time the user sends a transaction to the time a visual confirmation of transaction completion is received. The time duration will be arbitrarily assigned as any amount of time that a user would expect to undertake given:

- the size of the file or transaction; and
- the method of the uploading/downloading material (*i.e.*, source, connection speed, device limitations, network limitations, time of day (load), *etc.*).

ISU will provide users of individual course environments a total of 300 megabytes. That amount can potentially be increased in the future. But for the purposes of this protocol, the total space allotment for individual course users will be limited to 300 megabytes of space.

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Maintenance Window

Scheduled Moodle backup and maintenance for Moodle ISU Public server normally occurs on Tuesdays between the hours of 5:00 p.m. and 7:00 p.m. Additional maintenance activities may also occur during ISU's normal maintenance window. ISU's normal maintenance window schedule is as follows:

- Tuesday 11:00 p.m. – 6:00 a.m.
- Thursday 11:00 p.m. – 6:00 a.m.

Larger, or special, maintenance operations may be scheduled at other times. Unforeseen (hence unscheduled) maintenance may occur, though on an infrequent basis. ISU normally will communicate those occurrences to the end user at least 72 hours in advance of the operation.

Account Support and Administration

Moodle ISU Public users are responsible for student and teacher account support and administration. ISU will provide training for selected individuals upon request, but users are responsible for on-going support and administration of accounts.

Data Backup

ISU is not responsible for backup courses or content. Those parties wishing to participate should follow its own approved protocol for backing up and storing student information. Emergency data loss or need for data recall can be communicated to ISU. As time permits, ISU will assess any backup data it may have available, and whether restoring that data is reasonable (a "last resort" option that would require a strong justification before even considering the feasibility).

Training

This section details issues surrounding the training of Moodle end users. It covers the following topics:

- Training
- Documentation

ISU Training Responsibility

ISU offers training sessions on a regular basis and invites teachers or course administrators to attend these sessions at their convenience. Generally, ISU offers an introductory overview course to Moodle and then specialized, or advanced, training session on specific tools in Moodle. These classes may be canceled depending on reserved enrollment. A schedule for these classes is publicly available at <http://www2.isu.edu/itrc/calendar/calendar.php>

Specific training can be requested and arranged at other hours or even other locations for the introductory training. Please coordinate this with ITRC staff. ISU will do its best to provide training so that your experience in Moodle is a positive one.

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User Training Responsibility

Each individual teacher or course administrator is responsible to provide training to their student users. ISU cannot provide training or support to individual students. Questions and problems that may arise need to be communicated to the teacher or course administrator, who may contact ISU for help and training which can then be passed back to the students.

Documentation

ISU will provide access to Moodle documentation and resources already provided to ISU faculty via the ITRC website (<http://www.isu.edu/itrc>). Common documentation is listed below and can be made available in hard copy or on the web.

- Moodle Overview
- An Introduction to Moodle for Faculty
- Making your Moodle course available to Students
- Backing up your Moodle Course
- Creating Forums in Moodle
- Creating Assignments in Moodle
- Creating Quizzes in Moodle

Service Requests

This section details the process by which service requests will be handled.

Initial Contact

The ITRC is available to help teachers or course administrators with support issues as time permits. You may call ISU's Instructional Technology Resource Center at 282-5880 between the hours of 8:00 a.m. and 6:00 p.m. The teachers or course administrator are responsible to resolve student questions. ISU is not available to respond to any student inquiry about Moodle ISU Public. Also, teachers can submit questions to ISU's e-mail address (itrc@isu.edu), for ISU's response no later than 48 hours later during Monday thru Friday.