

Chicago State University Course Management System and Technology Usage Guidelines

Introduction

This document provides guidelines for appropriate use of the university course management system and university technology by students, faculty, and staff. It is not a comprehensive document covering all aspects of technology use at Chicago State University. It offers principles to help guide members of the Chicago State University community, and specific statements that serve as reference points.

This usage statement will be modified as new questions and situations arise. Each individual who uses Chicago State University's course management system and technology agrees that his/her use will remain within the bounds of acceptable use as described in this and other University policies and practices or other Chicago State University codes of conduct.

The course management system and technology are an enormously rich resource for innovation in the furtherance of Chicago State University's academic mission. They offer new forums for the University's historic commitment to the expression and discussion of a wide diversity of ideas and opinions. But use of the course management system and technology also increases the risks of actions, deliberate or not, that are harmful in various ways, including but not limited to: (a) interference with the rights of others; (b) violation of the law; (c) interference with the mission of the University; or (d) endangering the integrity of the University's information systems, network, course management system, or other technologies.

The proliferation of technologies does not alter basic codes of behavior in academic life, but, it does place some issues in new contexts. Chicago State University's course management system and technologies shall be used only for legitimate University purposes, including instruction, research, administration, public information and service, and other approved tasks.

Technology has greatly expanded our ability to access and exchange information. The use of the course management system and university technology therefore, requires more vigilant efforts and more secure safeguards to protect both academic property and privacy rights.

The guidelines that follow seek to preserve academic freedom, the freedom to inquire and share information and sustain the security and integrity of individuals within the community, computers, the network system, and the course management system. While some of the guidelines call for respectful and responsible use of the course management system and technologies to protect the rights of individuals, others warn against actions that may violate the law.

Responsibilities

All users of the course management system and university technologies have the responsibility to use these resources in an efficient, ethical, and lawful manner. The user should:

1. Know and understand Chicago State University's Computer Use Policy.
2. Abide by Chicago State University policy on ownership and responsibility for Chicago State University websites, copyright, intellectual property and fair use.
3. Maintain their own files, save and back up all of their data, and remove outdated materials from storage.
4. Protect the integrity of their accounts by changing passwords regularly, not giving passwords to any other person, or not leaving a networked computer or the course management system without logging out.
5. Learn how to use the course management system and Chicago State University technologies.
6. Receive permission of the author(s) and/or cite sources before posting to the course management system.

Principles and Guidelines

Use of Chicago State University's course management system and technologies are privileges.

Chicago State University may restrict students, staff, faculty or other users who:

1. Enters any university computer, computing network, course management system, technology, server or system which is unauthorized.
2. Engages in any activity that violates the integrity or interferes with the normal operation of the University's computing system, course management system, or technologies.
3. Uses any "peer to peer" software or technology that violates digital rights management. The use of any "peer to peer" software or technology that violates digital rights management is strictly prohibited.
4. Makes an unauthorized access to the University computer system, course management system, or technology by:
 - a. Any use of another person's identification and password;
 - b. Any use of another person's academic property with consent or citation of source;
 - c. Unauthorized use of another person's device for accessing the network, course management system, or technology;
 - d. Unauthorized entry into another person's device or files to read or change a file's content;

5. Any activity which causes a denial of service upon University computing resources.
6. Any activity which launches a denial of service upon any other website.
7. Any activity which causes a denial of service upon the University course management system.
8. Any activity that interferes with the work of another Chicago State University student, faculty member, staff member, or University official.
9. Any use for personal gain or commercial activity.
10. Any activity which is illegal under Federal, State, or Municipal law, including but not limited to:
 - a. Accessing child pornography
 - b. Participation in chain letters
 - c. Introduction of malware or other hacker activity
 - d. Unauthorized reproduction or distribution of copyrighted material including software, text, images, audio or video
 - e. Installation of software which is not licensed for use on the machine or course management system

Compliance with the Course Management System and Technology Usage Guidelines

1. Respect the rights and sensibilities of others.

- a. Electronic mail, discussion forums, journals, and all other electronic communication (including websites, blogs, wikis) should adhere to the University standards of conduct which prohibits any communication which intends to embarrass, humiliate, or shed a negative light on any member of the community. Respect others you contact electronically by avoiding distasteful, inflammatory, harassing or otherwise unacceptable comments.
- b. Others have a right to know who is contacting them and/or using their work.
- c. Respect the privacy of others and their accounts. Do not access or intercept files or data of others without permission. The CTRE, under the direction of the Distance Education Committee (established by faculty contract) adheres to the following:

V. Administrative Access to Courses in Moodle

This section applies to all course content in Moodle whether the delivery method is online, hybrid, or web-enhanced face-to-face.

Appendix G, Article IV, a. (3) Each academic department and/or division in conjunction with the Office of Distance Learning shall:

- (a) Develop, monitor and review internet course offerings and make recommendation for change and improvement;

- (b) Assist faculty members teaching internet courses to be adequately prepared to teach and prepare required materials;
- (c) Provide a methodology to evaluate the effectiveness of the distance learning offerings;
- (d) Develop a procedure that ensures adequate advisement for students registering for internet courses;
- (e) Make recommendations for change and improvement to internet courses and the supporting infrastructure;
- (f) Items (a) through (e) will be published and provided to the Distance Education Committee (DEC) within 6 months after the ratification of this Agreement.

In light of this, the department needs to develop and send to the DEC its policy to adhere to the above conditions.

If a department wants to give an advisor permission to monitor student progress the advisor can do so by viewing:

- Academic warnings
- Course grades in Banner and/or CSU Express
- Meeting students and discussing their work
- Reviewing the faculty member's curriculum on file in the departmental office

To give anyone, whether chair or other, permission to enter a Moodle course on a continual basis violates the tenet of academic freedom, and instructor and student confidentiality. As the Office of Distance Learning has been subsumed into the CTRE, it is the responsibility of the director of the CTRE to enforce the wishes of the faculty Distance Education Committee as well as protect the interests of faculty, students, and the university.

Based on experience at other institutions, the director of the CTRE follows this procedure requesting access to courses in Moodle:

- The program director, department head, or dean may view any instructor's or faculty member's e-learning enabled course with prior written notice to the instructor or faculty member and written permission granted by the instructor or faculty member.
- The review will be time limited (no more than 2 hours at a time) and notice will be given at least three (3) days in advance. All written requests will go through the director of the Center for Teaching and Research Excellence.
- However, with the written authorization of at least two of the following (program director, department head, dean, or provost) permissions may be granted to access e-learning courses in circumstances where disclosure is essential for legal reasons or to maintain the integrity of the university. All written requests of this nature will go through the director of the

Center for Teaching and Research Excellence and or the Dean of Library and Instruction Services.

Other Access:

- Faculty wishing to engage in the scholarship of teaching and learning, professional development or observation (mentoring) of another faculty member's class must have that faculty member's permission.
- Access to the course should be limited to comply with FERPA regulations and protect student privacy.

Copies of the CSU Request Form for Administrative Access to the Course Management System are available from the director of the CTRE.

Access Chart		
Access	Level of Permission	Permission Grantor
Instructor	Teacher	Banner Update
Co-Instructor	Teacher	Banner Update
Mentor	Non-Editing Teacher	CTRE Director
Reviewer (Dean, Chair, DEC Review Committee Member)	Non-Editing Teacher	CTRE Director
Legal reasons or to maintain the integrity of the University		
President Provost Vice President & General Counsel Chief Information Officer: Director of Human Resources	Non-Editing Teacher	CTRE Director and/or Dean, Library and Instruction Services

- d. Do not use the password of others or access files under false identity.
- 2. Be aware of the legal implications of your usage of the University course management system and technologies.**
 - a. The course management system and university technology enables users to disseminate material to a wide audience. Thus the impact of dissemination is far broader than that of a statement made on paper on in routine conversation.
 - b. Much of what appears in the course management system is protected by copyright law regardless of whether the copyright is expressly noted. Users should generally assume that material is copyrighted unless they know otherwise and not copy or disseminate copyrighted

material without permission. Copyright protection also applies to much software and technology, which is licensed to the University with specific limitations on its use. Both individual users and the University may, in some circumstances, be held legally responsible for violations of copyright.

- c. Many other municipal, state and federal laws, including those prohibiting deceptive advertising, use of others' trademarks, work, defamation, violations of privacy, and obscenity apply to course management system communications.

3. Respect the mission of the University in the larger community.

- a. The University makes the course management system and technologies available to students, faculty and staff to further the University's educational, research, service, and University-related activities and missions. Recognizing that the course management system is an integral part of socialization and engagement among students, faculty, and staff, it is available for purposes of course related and non-course related communication to the extent that such use does not compromise the course management system, the technology, or the amount of bandwidth available for academic-related uses.
- b. The University does not monitor the content of the course management system and is not responsible for the views expressed by individual users. Under certain circumstances, however, the University may be held liable if it fails to take reasonable remedial steps after it learns of illegal uses of the course management system or University technology.
- c. Remember that you are responsible for all activity involving your account. Keep your account secure and private. Do not use identifying data or common words as a password; your password should be difficult to crack or otherwise guess either by individuals or by sophisticated computer programs.
- d. The University is the custodian of a wide array of personal and academic data concerning its students, staff, and faculty, as well as the University itself. Respect the University obligations of confidentiality as well as your own and all students, faculty, and staff. Only those with authorization may access, communicate or use confidential information.
- e. Material posted in the course management system is accessible and thus deserves even greater thought and care than private electronic mail.
- f. The University has a right to expect that course management system and university technology users will properly identify themselves. Accounts are assigned and identified to individuals or University recognized groups. Do not misrepresent yourself.

4. Do not harm the integrity of the University's course management system or technologies.

- a. The University's course management system is a shared resource. Respect the needs of others when using it. Do not tamper with and avoid any actions that interfere with the normal operations of the course management system and technology.
- b. Although a respect for privacy is fundamental to the University's policies, understand that almost any information can in principle be read or copied; that some user information is maintained in system logs as a part of responsible system maintenance; that the University must reserve the right to examine files, and that, in rare circumstances, the University may be compelled by law or policy to examine even personal and confidential information maintained on the University course management system and University technology.

Implementation

- A. All University codes of conduct apply to the University course management system and University technology as well as to other forms of communication and activity.
- B. System managers or other individuals within an academic or administrative unit may be empowered to suspend some or all privileges associated with use of the course management system and technology in cases of misuse or threat to the integrity of all or part of the University's course management system.
- C. Before any permanent action is taken against a user, the user will be advised of the basis for the proposed action and given an opportunity to respond. Concerns about such actions may be raised through the usual administrative or academic channels associated with the deans, school, faculty, or resource in question.
- D. Where a violation of University policies or applicable law appears to warrant action beyond a suspension or elimination of course management system or technology privileges, the matter may be referred to a supervisor, administrator, or University disciplinary body with appropriate authority or to law enforcement authorities.
- E. Complaints or concerns about another's use of the University course management system or technologies should be directed to the Director of the Center for Teaching and Research Excellence at ctre@csu.edu.
- F. If you have any questions regarding proper use of the University course management system or University technologies contact the University Ethics Officer at ethics@csu.edu.