



**Workflow procedures to Support  
the Learning Management System**

Description of document

This procedural document describes the arrangements and conditions surrounding workflow support for the Learning Management System	
X <input type="checkbox"/> New document	<input type="checkbox"/> Revision

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## Background

The Workflow Procedures to Support the Learning Management System (LMS) follow the *Policy and Procedures on Access to and Support for the LMS* as approved by ACU National Academic Board in February 2008.

This document describes the arrangements and conditions for the implementation of approved policies and procedures for the University and explains how staff and students are supported in their LMS use by ACUonline, Information Technology, Students Administration, Student Systems and the Nominated External Provider. [The Nominated External Provider is currently NetSpot and referred to as such throughout the document.] Blackboard is ACU National's LMS.

## Introduction

Workflow requests are handled by ACUonline Project Officers and NetSpot through an individual but jointly accessed Request Tracker system. Workflow is managed within this online ticketing system to allow for identification, prioritization, resolution and notification of issues related to the LMS which directly affect ACU National.

## Definition of terms and abbreviations

**ACUonline:** the management unit responsible for providing technical services associated with the Learning Management system (LMS)

**Active Directory Account:** University specific email account established by Information Technology Services (ITS)

**Approved external provider:** person/s or organisation/s which have entered into contractual agreements with the University (e.g. Fraynetwork Multimedia Pty Ltd)

**Archival:** the regular removal of redundant Blackboard units within the LMS

**Auditor:** designated user role with conferred permissions within the LMS

**Backup:** a copy of data in another medium so that if the active data are either lost or corrupt they can be recovered

**Banner:** the University Student Information System

**Blackboard:** current LMS used at ACU National

**Director of Flexible Learning and Teaching (DFLT):** person appointed to coordinate University-wide pedagogical, technical and developmental aspects of flexible teaching and learning

**Designer:** designated user role with conferred permissions within the LMS

**eLearning Staff Portal:** password protected administrative website for creating units within the LMS and linking student enrolments from Banner

**External affiliate/s:** person/s or organisation/s deemed by the HOS/nominee to require auditor access for the purpose of course development and implementation

**Fully online:** units with no face-to-face components in which all interactions among staff and students, education content, learning activities, assessment and support services are online.

**Guest account:** an account established in extraordinary circumstances for a group, person or organisation associated with the University in order to resolve identified issues

**Hiding a unit:** Blackboard units can be 'hidden' from the list using the appropriate tool

**HOS:** Head of School

**HR:** Human Resource Department

**Instructor:** designated user role with conferred permissions within the LMS

**IT Infrastructure:** department with IT Directorate responsible for infrastructure matters

**Learning Management System (LMS):** software that allows educational institutions to create and host units on the Internet

**Lecturer:** the designated person/s who, under the guidance of the LIC, develops and facilitates online learning

**Lecturer-in-Charge (LIC):** the designated person responsible for the overall development and management of unit/s

**Nominated external provider:** External service provider which hosts and supports the University's LMS (currently NetSpot)

**Non-Banner units:** units on the LMS not linked to the University Student Information System

**Non-standard period of study:** study outside of semester 1 and 2 and refers to the following study periods Summer A, Summer B, Autumn, Winter, Spring A, Spring B, Research A, Research B, Research C and Research D Terms

**Proxy login:** a technical capability of the LMS whereby authorised users are effectively able to log into the LMS as another user without knowing that user's password

**Release dates:** the start and finish dates established for a specific period of study

**Request Tracker:** online ticketing system which allows for identification, prioritization, resolution and notification of issues related to the LMS

**Restoration:** process of recovering data from a backup

**Server/Institution Administrator:** designated user role with conferred permissions within the LMS

**Single sign on:** one individual user name and password that allows authenticated access to alternative internal university systems

**Standard period of study:** study within semester 1 and/or semester 2

**Student Connect:** a web-based self-service facility for students to enrol and vary their enrolment, provide and update personal details, pay fees, and access results.

**Student Centre:** first point of contact for students for all enquires related to enrolments at ACU National

**Teaching assistant:** designated user role with conferred permissions within the LMS

**Unit:** in this document refers to a 'Blackboard site on the LMS', which at times in Blackboard technical support is called a course.

**Web-enhanced:** a face-to-face unit provided with an electronic repository of unit materials, together with a facility for communication among academic staff and students.

## 1 STUDENT ISSUES

### 1.1 Verification

When confidential information is required a verification process is applied to ensure student authentication.

#### **Actions for NetSpot**

If contacted by a student, NetSpot will

- request the student number in order to verify that the person is an ACU National student. If the student number is not known, NetSpot will refer the student to the Student Centre.

### 1.2 Enrolment Procedures

Students can enrol/re-enrol/withdraw themselves in accordance with standard enrolment procedures applicable for all students through ***Student Connect***. For standard periods of study students cannot add a unit of study after Week 2 of a semester without approval from their Course Coordinator lodged with Enrolment. For non-standard study periods students cannot add a unit of study after the study period begins. If students withdraw from a unit of study, the related Blackboard unit remains on their LMS list until the access date, set by the LIC, expires.

#### 1.2.1 Banner enrolment exceptions

There are circumstances where students will not appear as enrolled in Banner or in the LMS. In such circumstances the procedures below will be followed.

#### **Actions for students**

- Students will check their enrolment through *Student Connect*.
- If further support is needed, students should contact NetSpot.

#### **Actions for NetSpot**

- If contacted by a student, NetSpot will perform an initial investigation of enrolment in unit.
- If necessary, NetSpot will direct the student to *Student Connect* to confirm/correct their enrolment status.
- If contacted by the Student Centre/Systems and advised that the student's enrolment status is valid, NetSpot will investigate and resolve the issue.

#### **Actions for ACUonline Project Officers**

- If contacted by a student, ACUonline Project Officers will perform an initial investigation of the student's enrolment using the eLearning Staff Portal.
- If necessary, ACUonline Project Officers will direct the student to *Student Connect* to confirm/correct their enrolment status.
- If enrolment is confirmed, ACUonline Project Officers will contact NetSpot for assistance with facilitating the re-enrolment of the student in the unit in the LMS.

#### **Actions for Student Centre**

- If contacted by a student, the Student Centre will investigate their enrolment status.
- If enrolment is confirmed, the Student Centre will contact NetSpot to confirm verification and/or investigate further.

#### **Actions for LIC (or nominee)**

- If contacted by the Student Centre advising of likely enrolment delays, the LIC (or nominee) should first contact HOS to request the creation of a guest account for the student, ensuring that the LIC (or nominee) provides the necessary details (see *Administrative Issues 3.2 Guest Account Creation Procedure*). This procedure should be used (as a last resort) or if it is obvious that a student's learning is likely to be impaired by a delay in access.

## 1.3 Access to Blackboard units

### 1.3.1 Removal from a unit in the LMS

Banner-connected units in the LMS are automatically synchronized with enrolments. NetSpot is not able to withdraw students from a unit.

#### Actions for students

- Students must access **Student Connect** to withdraw from any unit of study and contact the Student Centre if there are any issues.

#### Actions for LIC (or nominee)

- If a student wishes to be officially removed from a Banner-listed unit, LICs (or nominees) need to instruct the student to access *Student Connect*, to withdraw and to contact the Student Centre if there are any issues.

#### Actions for NetSpot

- For requests from students to withdraw from a unit, NetSpot will direct students to *Student Connect*.
- For requests to 'hide' a Blackboard unit on the LMS, NetSpot will provide assistance if required.

#### Actions for ACUonline Project Officers

- For requests from students to withdraw from a unit, ACUonline Project Officers will direct students to *Student Connect*.
- For requests to hide a unit within the LMS, ACUonline Project Officers will provide assistance if required.

### 1.3.2 Students request access to a unit on the LMS from a previous year/ semester

#### Actions for students

- Students must contact their LIC or HOS and make a formal request stating the reason for access to a unit from a previous year/semester.

#### Actions for LIC or HOS

- If the LIC or HOS is satisfied that there are sufficient reason/s to grant access to a unit on the LMS from a previous year/semester, they must contact the Manager, ACUonline or DFLT, providing reasons for granting access and include details as per guest account procedures (See *Administrative Issues 3.2 Guest Account Creation Procedure* and Appendix: *Guest Accounts*).

#### Actions for Manager, ACUonline or DFLT

- The Manager, ACUonline (or DFLT) will contact NetSpot authorising the request for a guest account to be created and the student to have access to the unit/s in question.

#### Actions for NetSpot

- If contacted by a student or ACUonline Project Officers, NetSpot will direct the person to the LIC or HOS.
- If contacted by the Manager, ACUonline or DFLT, NetSpot will ensure that the student has access as requested.

### **Actions for ACUonline Project Officers**

- If contacted by the student, direct the student to contact the LIC or HOS and explain the process for making a formal request stating the reason for access.

### **1.3.3 Access to Content**

Students may not be able to access content within a unit due to intentional restrictions placed on the content by the Designer and/or Instructor (LIC) in a unit. There may also be unintentional restrictions placed on the content caused by browser configurations or missing plug-ins, or through design errors relating to selective release, content paths, or accessibility constraints.

#### **Actions for students**

- The student should contact NetSpot in the first instance to resolve content access issues (intentional or unintentional).

#### **Actions for NetSpot**

- If contacted by a student, LIC or ACUonline Project Officers, NetSpot will investigate the cause of inability to access content.
- If the cause is a technical issue with the student's computer environment, NetSpot will resolve the issue in consultation with the student.
- If the cause is due to either intentional or unintentional restrictions placed on the content by a Designer, then student and/or NetSpot will contact the LIC (or nominee) to advise of the issue, and will indicate to the student that the LIC (or nominee) has been contacted, as NetSpot is not authorised to make any content changes.
- If the cause is intentional (e.g. selective release), NetSpot will liaise with the LIC (or nominee) to investigate the cause and if necessary to resolve the issue.
- If the cause is due to a system exception error in a unit then NetSpot will liaise with the relevant parties to resolve the issue.
- In the case of systematic issues which affect multiple units NetSpot is authorised to make any necessary changes to restore the integrity of the content in the units. A report will be generated to advise of such a problem and sent to the Manager, ACUonline.

#### **Actions for ACUonline Project Officers**

- If contacted by a student or LIC, ACUonline Project Officers will investigate the cause of inability to access content.
- If the cause is a technical issue with the student's computer environment, ACUonline Project Officers will work with the student and Information Technology, if needed, to resolve the issue.
- If the cause is due to either intentional or unintentional restrictions placed on the content by a Designer, then ACUonline Project Officers will contact the LIC (or nominee) to advise of the issue, and will indicate to the student that the LIC (or nominee) has been contacted, as they are not authorised to make any content changes.
- If the cause is intentional (e.g. selective release), ACUonline Project Officers will liaise with the LIC (or nominee) to investigate the cause and, if necessary, to resolve the issue.
- If the cause is due to a system exception error in one unit then ACUonline Project Officers will contact NetSpot who will liaise with the relevant parties to resolve the issue.

## 1.4 LMS Login Issues

Normally students login to the LMS using <http://blackboard.acu.edu.au>.

If there are problems logging into the LMS and students do not know the reason for a login issue, they should always first contact NetSpot. In general there are four main login related issues for students:

- The student does not have a Banner record.
- The student does not have an Active Directory account.
- The student does not know their password or student number.
- There is no account within the LMS (but there is a Banner and Active Directory account).

### 1.4.1 The student does not have a Banner record

#### **Actions for students**

- Students will check his/her enrolment via *Student Connect*, if they are still uncertain he/she should contact Student Centre directly.

#### **Actions for NetSpot**

- If contacted by a student NetSpot will direct the student to check his/her enrolment via *Student Connect*, if they are still uncertain NetSpot should advise they contact the Student Centre.

#### **Actions for Student Centre**

- If contacted by a student, the Student Centre will check enrolment status.

#### **Actions for LIC (or nominee)**

- If contacted by a student, the LIC (or nominee) will direct the student to check his/her enrolment via *Student Connect*, and if the student is still uncertain advise the student to contact the Student Centre.

#### **Actions for ACUonline Project Officers**

- If contacted by LIC or student, ACUonline Project Officers will suggest that the student should check his/her enrolment via *Student Connect*. If still uncertain he/she should contact the Student Centre.

#### **Actions for Student Centre**

- If contacted by a student for any issues relating to online status, the Student Centre should advise the student to contact NetSpot for resolution.

### 1.4.2 The student does not have an Active Directory Account or the account is inactive (but does have a Banner account)

#### **Actions for students**

- Students will check his/her enrolment via *Student Connect*. If still uncertain he/she should contact Student Centre directly.

#### **Actions for NetSpot**

- If contacted by a student, NetSpot will advise the student to check his/her enrolment via *Student Connect*. If still uncertain NetSpot will advise the student to contact the Student Centre.

#### **Actions for LIC (or nominee)**

- If contacted by a student, the LIC (or nominee) will advise the student to check his/her enrolment via *Student Connect*; if still uncertain the LIC (or nominee) will advise the student to contact the Student Centre.

#### **Actions for ACUonline Project Officers**

- If contacted by a student, ACUonline Project Officers will advise the student to check his/her enrolment via *Student Connect*. If still uncertain ACUonline Project Officers will advise the student to contact the Student Centre.

#### **Actions for Student Centre**

- If contacted by a student, the Student Centre will check enrolment and refer the matter to Student Systems if appropriate.
- If there is an issue relating to online status, the Student Centre should advise the student to contact NetSpot for resolution.

### **1.4.3 The student does not know their password or student number**

#### **Actions for students**

- The student should contact the Student Centre.

#### **Actions for Student Centre**

- When a student requests a password reset, the Student Centre will authenticate the user before requesting Information Technology (IT) infrastructure to reset the password.

#### **Actions for NetSpot**

- If contacted by a student, NetSpot will direct the student to the Student Centre.

#### **Actions for LIC (or nominee)**

- If contacted by a student, the LIC (or nominee) will direct the student to the Student Centre.

#### **Actions for ACUonline Project Officers**

- If contacted by a student, ACUonline Project Officers will direct the student to the Student Centre.

#### **Actions for IT Infrastructure**

- Upon request from the Student Centre, IT Infrastructure will reset the student's password.

### **1.4.4 There is no account within the LMS (but there is a Banner and Active Directory account)**

#### **Actions for students**

- Students will check his/her enrolment via *Student Connect*. If the problem persists the student should contact the Student Centre.

#### **Actions for NetSpot**

- If contacted by a student, NetSpot will advise the student to check his/her enrolment via *Student Connect*. If the problem persists NetSpot will advise that student make contact with the Student Centre.
- NetSpot will liaise with IT Infrastructure and/or Student Systems to resolve the issue.
- NetSpot will contact the student to advise of actions being taken and resolution on completion.

#### **Actions for IT Infrastructure**

- If contacted by NetSpot, IT Infrastructure will liaise with NetSpot and/or Student Systems to resolve the issue.
- IT infrastructure will advise NetSpot of status of the issue and of the resolution.

#### **Actions for LIC (or nominee)**

- If contacted by a student the LIC (or nominee) will advise the student to check his/her enrolment via *Student Connect*. If the problem persists the LIC (or nominee) will advise that student make contact with the Student Centre.
- LIC (or nominee) may direct the student to NetSpot.

#### **Actions for ACUonline Project Officers**

- If contacted by a student ACUonline Project Officers will advise the student to check his/her enrolment via *Student Connect*. If the problem persists the Project Officer will advise that the student make contact with the Student Centre.
- ACUonline Project Officers will assist by liaising with NetSpot or directing the student to contact NetSpot.

#### **Actions for Student Centre**

- After advising the student to check his/her enrolment via *Student Connect*, the Student Centre will refer the matter to Student Systems who will liaise with IT Infrastructure and/or NetSpot to resolve the issue.

### **1.5 Student unable to use specific tools in the LMS**

#### **Actions for students**

- The student will contact NetSpot.

#### **Actions for NetSpot**

- If contacted by a student NetSpot, without modifying content, will investigate the issue and resolve any technical problems.
- If NetSpot is unable to resolve the issue, then NetSpot will advise the student to contact the LIC (or nominee) to arrange alternative solutions.

#### **Actions for LIC (or nominee)**

- If contacted by a student, the LIC (or nominee) may liaise with ACUonline Project Officers, and/or NetSpot to resolve the issue or provide alternative solutions.

#### **Actions for ACUonline Project Officers**

- If contacted by a student, ACUonline Project Officers will liaise with LIC (or nominee) and NetSpot (for technical issues) to resolve the issue or provide alternative solutions.

### **1.6 Student is unable to submit an Assignment**

#### **Actions for students**

- The student will contact NetSpot.

#### **Actions for NetSpot**

- If contacted by a student, NetSpot will assist to resolve any technical issues, and failing a resolution of technical issues, will advise the student to contact their LIC (via appropriate means as indicated in Unit Outline).

### **Actions for ACUonline Project Officers**

- If contacted by a student, ACUonline Project Officers will liaise with LIC (or nominee) and NetSpot (for technical issues) to resolve the issue or provide alternative solutions.

## **1.7 Request for Information**

### **1.7.1 Students request contact details for Lecturer for unit**

Due to privacy of information requirements, no personal information will be disclosed. NetSpot will inform students that they can access information about their LIC on the official ACU National website.

### **1.7.2 Support to persons acting on behalf of a student**

Occasionally NetSpot will receive requests from persons (such as relatives or friends) acting on behalf of students seeking advice or instructions on using the LMS. Due to privacy concerns, NetSpot will only action these requests if the student in question provides a written request (via the University's email system-student account only) specifying the person who will be acting on their behalf.

### **Actions for students**

- Students will contact NetSpot via the University email system and formally request support to be provided to a nominated person. The student number must be provided in this email.
- The student will receive an automatic reply email containing a ticket number and the nominated person acting on behalf of the student must quote this number together with the student's ID number when requesting phone support.

### **Actions for NetSpot**

- If a person requesting support indicates that they are not the student but are acting on their behalf, NetSpot will request that the student send an email from their University account to NetSpot requesting support be provided to the nominated person acting on their behalf.
- NetSpot will only provide limited support (which does not breach the privacy or confidentiality of the student) to the person acting on behalf of the student if that person can quote both the ticket number and student number.
- NetSpot will ensure that the email address corresponds to the email address of the student making the request.

## **1.8 Request name to be changed within the LMS**

Students' names are updated automatically from information within Banner.

### **Actions for students**

- Students will contact the Student Centre to update their details by completing the CN Change of Name form and providing supporting documentary evidence.

### **Actions for NetSpot**

- NetSpot will direct students to the Student Centre and advise of possible delays in update of their name in the LMS.

### **Actions for ACUonline Project Officers**

- ACUonline Project Officers will direct students to the Student Centre and advise of possible delays in update of their name in the LMS.

## 2 LECTURER ISSUES

Normally staff members will login at <http://blackboard.acu.edu.au>.

### 2.1 Staff verification procedures

In any requests for support NetSpot will verify/authenticate a staff member in cases where confidential information is requested.

#### Actions for NetSpot

- If contacted by a staff member, NetSpot will advise the staff member to send NetSpot an email request using the University's email system (for authentication purposes).

### 2.2. Login Issues

If staff have problems logging into the LMS the procedures below should be followed.

#### 2.2.1 Staff member does not have an Active Directory account

##### Actions for staff

- Staff will contact their HOS to request an Active Directory account.

##### Actions for HOS

- If contacted by a staff member, the HOS will liaise with IT HelpDesk or Human Resources as appropriate, to request an Active Directory account.
- If necessary a HOS will request a guest account according to the Guest Account Creation procedure (see *Administrative Issues 3.2 Guest Account Creation Procedure*).

##### Actions for NetSpot

- If contacted by a staff member, NetSpot will refer the staff member to the HOS who will then liaise with IT HelpDesk or HR as appropriate to resolve the issue.

##### Actions for ACUonline Project Officers

- If contacted by a staff member, ACUonline Project Officers will refer the staff member to the HOS who will then liaise with IT HelpDesk or HR as appropriate to resolve the issue.

#### 2.2.2 Staff member request for Teaching Assistant access for a student

There are cases where a current student of the University may also be a member of the teaching staff and may require access to a designated unit as a teaching assistant.

##### Actions for HOS, LIC (or nominee)

- If contacted by a staff member requesting Teaching Assistant access for a student, the HOS, LIC (or nominee) must request a guest account to be set up.

##### Actions for NetSpot

- If contacted by a staff member requesting Teaching Assistant access for a student, NetSpot will refer the staff member to the HOS, LIC (or nominee).

##### Actions for ACUonline Project Officers

- If contacted by a staff member requesting Teaching Assistant access for a student, ACUonline Project Officers will refer the staff member to the HOS, LIC (or nominee).

#### 2.2.3 Staff member request for Auditor Access

For information on this process please refer to: *Administrative Issues, Section 3.3*.

## 2.3 Staff member wants a unit to be permanently removed from their list in the LMS

### Actions for staff

- If a staff member wants the unit removed completely from the LMS, they will contact HOS for authorisation and after receiving authorisation forward this request to NetSpot.

### Actions for NetSpot

- If contacted by a staff member, NetSpot will determine if request is for removal of unit or removal from the staff member's unit listing.  
[In the case of the latter follow the 'Staff member wants a unit to be removed from his/her unit listing' procedure See 3.4.2.]
- If authorisation has not been requested, NetSpot will refer the staff member to the HOS for authorisation.
- After obtaining authorisation from HOS, NetSpot will archive and remove unit according to archiving procedures.

### Actions for ACUonline Project Officers

- If contacted by a staff member, ACUonline Project Officers will determine if request is for removal of unit or removal from the Staff member's unit listing. [In the case of the latter follow the 'Staff member wants a unit to be removed from his/her unit listing' procedure See 3.4.2.]
- If authorisation has not been provided, ACUonline Project Officers will refer staff to HOS for authorisation and explain the above process.

## 2.4 Staff member wants a unit to be temporarily removed or hidden from his/her unit listing in the LMS

### Actions for staff

- Staff may use the appropriate LMS tool to hide the unit from the unit listing.

### Actions for NetSpot

- If contacted by staff, NetSpot will instruct the staff member on how to hide the unit in their unit listing.

### Actions for ACUonline Project Officers

- If contacted by staff, ACUonline Project Officers will instruct the staff member on how to use the appropriate tool to hide the unit in their LMS unit listing.

## 2.5 Unit release dates

*Although the current functionality of the externally-hosted, eLearning Staff Portal allows individuals to adjust unit release dates, this functionality will be reconsidered in upgrades to the Portal. This will then align with current ACU policy.*

### 2.5.1 Staff member requests a change to unit release dates for Web-enhanced Banner units

Changes to release dates for **all units** must be authorised by the appropriate LIC or HOS (in the absence of the LIC). *Note: Change of access date to fully online units must first be approved by the HOS then the DFLT – see 2.5.2 below.*

### Actions for staff

- Staff will contact their HOS and once permission is received, alter the release dates for a Banner-unit using eLearning Staff Portal.

### **Actions for NetSpot**

- If contacted by staff NetSpot will refer them to LIC and/or HOS for authorisation, and later assist them to alter the release dates using eLearning Staff Portal.

### **Actions for ACUonline Project Officers**

- If contacted by staff ACUonline Project Officers will refer them to LIC and/or HOS for authorisation and later assist them to alter the release dates using eLearning Staff Portal.

## **2.5.2 Staff member requests a change to unit release dates for fully online units**

Changes to release dates for **fully online units** must be authorised by DFLT.

### **Actions for staff**

- Staff will contact their HOS and subsequently the DFLT for approval to change release dates.

### **Actions for HOS**

- HOS will consider request in a timely manner and forward advice to DFLT.

### **Actions for DFLT**

- After consideration of the request the DFLT will notify NetSpot to authorise the change.
- In urgent situations the DFLT may authorise the change and inform the HOS.

### **Actions for NetSpot**

- If contacted by staff member refer them to DFLT for authorisation.

### **Actions for ACUonline Project Officers**

- If contacted by staff member, ACUonline Project Officers will explain the process above.

## **2.6 Access Issues**

### **2.6.1 Staff member requests access to an already established unit**

This unit may either be:

- A past instance of the unit they are currently teaching.
- A unit a colleague is teaching.
- A unit they are currently teaching.

### **Actions for staff**

- The staff member will contact LIC (or nominee) or HOS of the established unit requesting access to the unit.

### **Actions for LIC (or nominee)**

- The LIC (or nominee) can assign appropriate access via the eLearning Staff Portal.

### **Actions for HOS**

- The HOS will grant approval in writing, verify the details including Unit code, semester and year, staff name, contact details (email address), role to be assigned and access period and request NetSpot to action.

### **Actions for NetSpot**

- If contacted directly by staff, NetSpot advises the staff member to contact the LIC (or nominee) or HOS.

- If approval has been granted, NetSpot will provide staff access to the established unit.

#### **Actions for ACUonline Project Officers**

- If contacted directly by staff, ACUonline Project Officers will advise the staff member to contact the LIC (or nominee) or HOS.
- If approval has been granted, ACUonline Project Officers can forward the request to NetSpot or assist the staff member directly.

### **2.6.2 Staff member wants to provide access to students and/or associates of the University to a Blackboard unit, but personnel are not listed in Banner**

#### **Actions for staff**

- The staff member will obtain approval from HOS (in writing) and then send these details to ACUonline Manager (see *Administrative Issues 3.2 Guest Account Creation Procedure*).

#### **Actions for ACUonline Manager**

- After receiving the approval from HOS (in writing) the Manager, ACUonline will inform NetSpot for activation (see *Administrative Issues 3.2 Guest Account Creation Procedure*).

#### **Actions for NetSpot**

- If contacted by staff, NetSpot will refer them to HOS approval and outline the process.
- Once approval has been granted and NetSpot has been informed by the Manager, ACUonline NetSpot will add students and/or associates as Guest according to the 'Guest Account Creation' Procedures (see *Administrative Issues 3.2 Guest Account Creation Procedure*).

#### **Actions for ACUonline Project Officers**

- If contacted by staff, ACUonline Project Officers will refer them to the HOS for approval and outline the process.

## **2.7 Unit request issues**

Banner-related units in the LMS usually fall into two main categories: web-enhanced or fully online.

### **2.7.1 Lecturer wants a new web-enhanced Banner unit in the LMS**

Web-enhanced units can be set up by the LIC (or nominee) using the eLearning Staff Portal.

#### **Actions for LIC (or nominee)**

- LICs can set up a web-enhanced unit through the eLearning Staff Portal using information available from Banner.
- LICs (or nominees) can request help from NetSpot or an ACUonline Project officer.

#### **Actions for NetSpot**

- If contacted by a LIC (or nominee) NetSpot will ensure that staff requesting the web-enhanced unit to be established are either the LIC or have permission of LIC to set up unit.
- If approval has been granted, NetSpot will provide assistance and instructions including how to set up a unit using eLearning Staff Portal.

#### **Actions for ACUonline Project Officers**

- ACUonline Project Officers will ensure that staff requesting the web-enhanced unit to be established are either the LIC or have permission of LIC to set up unit.
- If approval has been granted, ACUonline Project Officers will provide assistance and instructions including how to set up a unit using eLearning Staff Portal.

**Fully online units** require approval from the Faculty Dean to be established then must be administered through the National Online Education Coordinator within the *Policy and Procedures on Access to, and Support for, the Learning Management System*. Fully online units will be technically supported by ACUonline.

### **2.7.2 Lecturer wants a new non-Banner unit to be setup in the LMS**

Non-Banner units can be set up in the LMS by any staff member.

#### **Actions for staff**

- Staff can request assistance in creating a non-Banner unit from NetSpot, ACUonline Project Officers or follow instructions via the eLearning Staff Portal.

#### **Actions for NetSpot**

- If contacted by staff, NetSpot will ensure that staff requesting a non-Banner unit to be set up are either the LIC or have permission of LIC to set up unit.
- If approval is required NetSpot will ensure this has been granted, then give assistance and instructions on how to set up unit using eLearning Staff Portal.

#### **Actions for ACUonline Project Officers**

- If contacted by staff ACUonline Project Officers will ensure that staff requesting a non-Banner unit to be set up are either the LIC or have permission of LIC to set up unit.
- If approval is required ACUonline Project Officers will ensure this has been granted, then give assistance and instructions on how to set up unit using eLearning Staff Portal.

**NOTE: If a non-Banner unit is created for all students or cohorts of students, the relevant HOS or Department must write to Manager, ACUonline Manager. seeking approval.**

### **2.7.3 User requests his/her name to be changed within the LMS**

#### **Actions for staff**

- If a staff member request his/her name to be changed they must first contact Human Resources to update their details as per HR processes.
- Staff are then able to notify NetSpot to request a change.

#### **Actions for NetSpot**

- If contacted by staff to change their name, NetSpot will firstly direct the staff member to Human Resources, then action the request as notified by staff.

#### **Actions for ACUonline Project Officers**

- If contacted by staff to change their name, ACUonline will direct the staff member to Human Resources then as notified by staff inform NetSpot to action the request.

## **2.8 Staff member requests audit trail for a student**

If a staff member wishes to request an audit trail they should approach, in writing, the DFLT who will request the Manager, ACUonline to authorise the audit trail with NetSpot.

#### **Actions for staff**

- Contact the DFLT requesting, in writing an audit trail including appropriate student details and rationale.

### **Actions for DFLT**

- The DFLT will contact the Manager, ACUonline authorising the request.

### **Actions for Manager, ACUonline**

- Once the Manager, ACUonline has received approval from the DFLT, the Manager will contact NetSpot.

### **Actions for NetSpot**

- If a request comes from a staff member, NetSpot will explain the process and direct them to the DFLT.
- After receiving the request from the Manager, ACUonline NetSpot will obtain the audit trail and provide to Manager, ACUonline, who will provide to Staff member.

### **Actions for ACUonline Project Officers**

- If contacted by staff, ACUonline Project Officers will advise staff to contact the DFLT requesting, in writing an audit trail including appropriate student details and rationale.

## **2.9 Staff member requests information on whether and when a student has contacted the Helpdesk (NetSpot)**

### **Actions of staff**

- The Staff member will send an email (as per 'staff verification procedure') requesting details of student contact with the HelpDesk to NetSpot.

### **Actions for NetSpot**

- After being contacted by a staff member, NetSpot will confirm that the Staff member is either the LIC or HOS and ensure that the request is forwarded via the University's email system.
- NetSpot will verify the staff member (as per 'staff verification procedure') and if correct, provide details as requested.

## **3 ADMINISTRATIVE ISSUES**

### **3.1 Logging into the LMS as a user (via Proxy)**

Certain issues are only able to be investigated and resolved by logging into the LMS as the actual user experiencing the problem. A technical capability of the LMS exists whereby NetSpot support staff are able effectively to login to the LMS as the user requesting support without knowing the user's password. (See section 5.5 Policy and Procedures to Access to and support of the Learning Management System.)

This capability is to be used only in exceptional circumstances and when permission has been granted by the user.

### **Actions for NetSpot**

- If after attempting to resolve the issue via other means, NetSpot is unable to do so, NetSpot will request permission from the user to login to the LMS as the user.
- NetSpot will explain the procedure and inform the user of any actions they are taking.
- NetSpot will log details of actions performed while logged in as the user in the support ticket. Password details will not be asked for as NetSpot will use Single Sign On.
- NetSpot will email DFLT as well as Manager, ACUonline and advise of the problem and resolution.

### **Actions for ACUonline Project Officers**

- ACUonline Project officers are not to log in using user identification and must contact NetSpot directly if they are contacted by staff.

### 3.2 Guest Account Creation Procedure

The creation of Guest Accounts can only occur if approved by the Manager, ACUonline, as they are subject to the LMS licensing conditions.

*As per Policy document: Policy and Procedures on Access to and Support for the Learning Management Systems 5.5.1: In certain circumstances a group, person or organisation not listed in the table above but associated with the University may request access to the LMS for approved University purposes. As appropriate a Guest Account with a defined LMS user role will be created and approved by the Manager, ACUonline with the DFLT being informed.*

#### **Actions for LIC (or nominee) requesting a guest account**

- The LIC (or nominee) must first contact the HOS to obtain written permission for a Guest Account.
- This approved request must then be forwarded to Manager, ACUonline.

#### **Actions for HOS**

- The HOS (after receiving a request from staff if appropriate) must contact the Manager, ACUonline, in writing requesting a guest account to be setup for a user, providing adequate reasons as to why this guest account should be created. The request must include:
  - a. Full Name and contact details (email &/or phone)
  - b. Active Directory account (if allocated)
  - c. Unit Code and Title (including Campus, City, CRN and relevant semester)
  - d. Duration and type of guest access that is required

#### **Actions for Manager, ACUonline**

- The manager, ACUonline will contact NetSpot providing details of the guest account/s as supplied by the HOS.

#### **Actions for NetSpot**

- If contacted by LIC (or nominee), or ACUonline Project Officers, NetSpot will direct them to the HOS for authorisation explaining the process.
- If contacted by Manager, ACUonline, NetSpot will create guest account/s and advise LIC (or nominee) of account login details.
- NetSpot will provide a Monthly summary of activity to Manager, ACUonline and DFLT.

#### **Actions for ACUonline Project Officers**

- If contacted by LIC (or nominee) ACUonline Project Officers will direct staff to their HOS for authorisation and advise of procedure as above.

### 3.3 All Auditor Access – Group accounts (service units, HOS, Library)

An Auditor Access - Group account is often required by HOS, service units and other groups within the University to access the LMS content for the purpose of:

- **Student Assistance:** to be able to see difficulties and faults accessing LMS or using tools within their unit e.g. Disability requirements.
- **Monitoring Content** – as part of the responsibilities involved in Quality Assurance management within the Faculties, Schools and relevant units within the University.

#### **Action for those who need Auditor access**

- Any parties who require auditor access to a Blackboard unit must first obtain written permission from their Manager (General Staff) or HOS (Academic Staff) before contacting the Manager, ACUonline. The formal approval must contain information detailed below:
  - ◆ Full Name and contact details (email &/or phone)

- ◆ Active Directory account (if allocated)
- ◆ Unit Code and Title (including Campus, CRN and relevant semester)
- ◆ Duration and type of access that is required
- ◆ Adequate reasons as to why they require access  
See Appendix for *Guest account* proforma.

#### **Actions for Manager, ACUonline**

- The Manager, ACUonline will contact NetSpot providing details of the auditor access as supplied by the appropriate group or individual.

#### **Actions for NetSpot**

- If contacted by a group or individual, LIC (or nominee) or ACUonline Project Officers, NetSpot will direct enquiries to the Manager, ACUonline for approval.
- If contacted by the Manager, ACUonline, NetSpot will create auditor access account/s and advise LIC (or nominee) of account details.

#### **Actions for ACUonline Project Officers**

- If contacted by a group or individual, LIC (or nominee) ACUonline Project Officers will explain the process and direct enquiries initially to HOS or Department.

### **3.4 Unit Maintenance on LMS list**

There are a number of ways in which the viewable list of units in Blackboard can be maintained.

#### **3.4.1 Archiving Units**

In order to maintain the efficiency of the LMS, there is a need to archive units which are considered redundant and remove them from the LMS. Both Banner and non-Banner units can be archived as per the Policy document: *Policy and Procedures on Access to and Support for the Learning Management Systems see Section 18.*

#### **Actions for LIC (or nominee)**

- Refer to above Policy reference to the automatic archival process.
- Formally write to the Manager ACUonline and ask for units to be archived.
- Ensure that this information is provided in the email: unit code, semester, year and contact details.

#### **Actions for ACUonline Project Officers**

- Advise of automatic archival process as indicated above.
- If asked forward request to Manager, ACUonline and/or assist with hiding the unit from the visible LMS list.

#### **Actions of Manager, ACUonline**

- If contacted by a group or individual, LIC (or nominee) direct to above Policy reference to the automatic archival process.
- Determine reason for archival purpose.
- Contact NetSpot with the request and follow up as needed.

#### **Actions for NetSpot**

- If contacted by a group or individual, LIC (or nominee) or ACUonline Project Officers, direct to above Policy reference to the automatic archival process.
- If contacted by the Manager, ACUonline complete the process and appropriately notify relevant parties.

#### **3.4.2 Hiding of units on Blackboard list**

Unit(s) which are no longer needed to be viewed on a regular basis can be hidden in the Blackboard list. This has the advantage of shortening the current view of units.

### **Actions for Staff**

- If unit(s) needs to be hidden from view then make contact with either NetSpot or ACUonline Project Officers who will assist staff to hide relevant units from the LMS homepage view only.

### **Actions for NetSpot**

- If contacted by, LIC (or nominee), or ACUonline Project Officers, assist with the hiding of unit from the visible LMS list.

### **Actions for ACUonline Project Officers**

- If contacted by LIC (or nominee) assist with hiding of units from the visible LMS list.

## **3.4.3 Backups**

A backup of any unit can be created by either the LIC (or nominee) or by the nominated external provider as detailed in the *Policy and Procedure on Access to and Support of the Learning Management System: Section 12*. On occasions it may be necessary to restore content from a unit, and the procedure outline below should be followed.

### **Backing up units**

Units can be manually backed up and stored in Blackboard using the 'Manage Course' tab.

### **Actions for Staff**

- If a unit needs to be backed up then staff may contact either NetSpot or ACUonline Project Officer who will assist them to complete the task.

### **Actions for ACUonline Project Officers**

- If contacted by LIC (or nominee) assist as required.
- Contact NetSpot as required.

### **Actions for NetSpot**

- If contacted by LIC (or nominee) or ACUonline Project Officers assist as required.
- Contact the Manager, ACUonline, HOS, DFLT (as appropriate) if data loss occurs.

## **3.4.4 Restorations**

On occasions it may be necessary to restore content from a unit which has been previously backed up by either the LIC or NetSpot.

### **Actions for Staff**

- If a LIC (or nominee) wants to restore content they will contact NetSpot providing details of the unit code, semester, exact content which needs to be restored as well as date and time the restoration needs to occur.

### **Actions for ACUonline Project Officers**

- If contacted LIC (or nominee) ACUonline Project officers should advise the LIC to contact NetSpot, providing details as listed: unit code, semester, exact content which needs to be restored as well as date and time the restoration needs to occur.

### **Actions for NetSpot**

If contacted by group or individual, LIC (or nominee), or ACUonline Project Officers

- Locate the most recent backup prior to the event and restore as appropriate.
- Contact LIC (or nominee) or ACUonline Project Officer and notify of restoration.
- Contact ACUonline Manager, HOS, DFLT as appropriate if data loss occurs.

#### **4 COMMUNICATION OF THIS DOCUMENT**

Information about 'Workflow procedures to Support the LMS' will be incorporated into the training of academic and general staff as appropriate.

#### **5 POLICY REVIEW**

The University may make changes to this policy from time to time to improve the effectiveness of its operation. In this regard, any staff member who wishes to make any comments about this policy may forward their suggestions to the Director Flexible Learning and Teaching.

#### **6 FURTHER ASSISTANCE**

Any staff member who requires assistance in understanding this policy should first consult his/her nominated supervisor who is responsible for the implementation and operation of these arrangements in the work area. Should further advice be needed, the staff member should contact the Director, Flexible Learning and Teaching.

This document should be read in conjunction with:

- *Policy on Quality Learning and Teaching*
- *Policy on Quality Flexible Teaching and Learning*
- *Procedures for Quality Flexible Teaching and Learning*
- *Policy and Procedures on Access to and Support for the LMS*
- *Strategic Plan for Online Teaching and Learning*
- *Online Learning System Technical Documentation and Guidelines*

## **Appendix: Guest Accounts**

For all *Guest Accounts* please complete the details below and forward to the Manger ACUonline for approval.

As Head of the School/Department of ...*{Insert School}*...

at Australian Catholic University, I authorise the following person to receive a guest account.

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### Details of Guest

**First Name:**

**Last Name:**

**Active Directory account (if applicable):**

**Email:**

**Position:**

### Details of unit guest requires access to

**Campus (including Online/National):**

**Term:**

**Unit Code/ Title:**

**CRN:**

### Access details

**Date access is to be removed for guest:**

**Type of Access: {e.g. auditor, instructor etc.}**

**Reason for access:**