

Moodle for the Graduate Theological Union

This multi-page document explains the general policies of the GTU's Moodle resources including the Moodle service, support offered by the Online Learning Coordinator (OLC), and daily operations. Moodle and all of its services (including the OLC) are shared resources that are intended to be utilized in a fair and equally-distributed manner. The OLC position conforms to the following policies and responsibilities as determined by the Graduate Theological Union's Council of Deans and the direct supervision of the Director of the Library. Therefore, any special requests outside of the policies outlined below must be submitted to the OLC in advance for submission to administration for approval.

I. POLICY REGARDING THE ONLINE LEARNING COORDINATOR (OLC)

The Graduate Theological Union staffs the Online Learning Coordinator (OLC) position as a half-time (15hr/wk) student worker position with flexibility of schedule to accommodate the student's course schedule. The OLC is tasked with the responsibility of maintaining access and instruction regarding the general functions and performance of the Moodle system for all member schools and programs. These are the responsibilities of this position:

The Online Learning Coordinator manages the day-to-day operations of the learning management system (Moodle):

- Create new course shells via the Moodle Course Request Form located online
- Archive and delete courses over one year and one semester (1.5 years) old
- Create new users as needed via the Moodle User Online Request Form (Consortial IT will create a majority of users)
- Delete users with any of the following conditions: with a last access date of "Never", or because of a necessary status change. Any requests submitted by an authorized designee to delete accounts must be submitted on a case-by case basis only (submission of a request for multiple account deletions is fine if cleared in advance).
- Monitor server usage and delete inactive files as needed
- Upload larger files to course as requested

The Online Learning Coordinator will train new faculty, staff, and students on how to use the learning management system by:

- Providing opportunities for group workshops about introductory and advanced tasks (as time allows)
- Provide opportunities for individual or group training outside scheduled workshops (upon request/ by appointment)
- Present introductory tasks at semi-annual GTU student orientations
- Maintain GTU-specific documentation for website

The Online Learning Coordinator serves as the primary contact for learning management system technical support:

- Troubleshoot issues about users, modules, and courses
- Collaborate with online learning contacts at member schools as needed
- Stay current on new features of learning management system
- Route more advanced technical support issues (including server-level issues) to system host support

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Individual schools and programs are responsible for adhering to the following policies and procedures below, and as also outlined by any Moodle support pages.

II. POLICY REGARDING COURSES IN MOODLE

This policy is in place for all courses (credit-based, special, non-class courses, etc.) on the Graduate Theological Union's installation of Moodle (<http://moodle.gtu.edu>). Covered in this policy are the criteria and procedure for requesting and creating, managing, archiving, and deleting courses.

Course names and numbers are to abide by the following convention:

Full name: *Course number with hyphen: Full course name (Term)*

Example: LSFT-1501: Ministry of Word and Sacrament (Spring 2009)

Short name: *Course number with hyphen.Term abbreviation*

Term abbreviations: SU = summer, FA = fall, IN = intersession, SP = spring

Example: LSFT-1501.SP09

Course ID number: *same as short name*

Requesting and Creating Courses

All Credit-based Courses:

The instructor or authorized designee requests a Moodle course by using the "Moodle Course Request Form" located [here](#). Links are also provided on the Library website [Moodle Faculty help pages](#), and on the Moodle homepage under the [Faculty Help Pages](#). Once the request has been received, the GTU Online Learning Coordinator creates the course within **three** business days and informs the instructor or designee of the course's creation. If the designee (such as a faculty administrative assistant) does not have any teaching role within the actual course, the Coordinator assigns the designee as a Manager upon request. Generally courses will not be created more than one year, or two terms in advance.***

Non-class Courses (such as doctoral areas, student groups, schools):

The appropriate designee requests a Moodle course either by submitting the online form or by directly emailing the GTU Online Learning Coordinator with the following information: name of the course, instructors, time period of the course, and reason for the course. The creation of these courses is determined on a case-by-case basis at the discretion of the OLC.

***Any member-school designee may request to submit a multiple-course upload spreadsheet (in csv format) so long as the information contained in the file follows the necessary conventions specified the OLC. The spreadsheet (with instructions) must be requested from the OLC in advance of any other submission. Failure to adhere to these formatting conventions will result in a rejection of the upload form until compliant.

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Managing Courses

The instructor or designee is responsible for managing a created course within Moodle. This includes making courses available, uploading course materials, designing the site structure, distributing the course enrollment key, adding and removing users, etc. However, the instructor or designee is encouraged to ask for information from the GTU Online Learning Coordinator related to any Moodle features at any time. If support is needed, the instructor is to contact the OLC by email or make an appointment for a one-on-one (or group) session.

Archiving Courses

The instructor or designee is responsible for archiving the course at the end of the semester. Although this feature is optional it is both recommended, and required if the instructor wishes to import course materials into future courses. This provides for a backup copy in which all the students' data (forum posts and assignments) are complete, even if the student is later removed from the Moodle system (see User Policy). This also ensures a double backup: one on the end of the server (maintained by MoodleRooms) and one on the end of the instructor. Archiving the course also allows the instructor to “copy” the course information from one term to another after the course has been deleted (see “Deleting Courses: Term has passed” below). Instructions on archiving a course are located on the Moodle site: http://docs.moodle.org/en/Course_backup

The instructor or designee may “roll the course forward” into a new term using the process of Importing or restoring from backup files. Instructions on doing this are located on the Moodle site: http://docs.moodle.org/en/Import_course_data . Instructions on restoring a course from archive/backup are located on the Moodle site: <http://docs.moodle.org/en/Restore>

Deleting Courses

Because the Moodle server has a limited amount of file space, courses are deleted from the server for two reasons: the course is not in use or the term in which the course was taught has passed the designated span of life.

Terms/courses are hidden after one year and one semester. For example, once Fall 2010 appears, Summer 2009 is made hidden. This allows the instructor or designee to access the previous year's courses. Courses that are hidden on Moodle are deleted after one year and one month. After a course has been deleted, it may be restored from the backup that the instructor or designee made (see “Archiving Courses” above).

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III. POLICY REGARDING USER ACCOUNTS IN MOODLE

This policy is in place for all users with accounts on the Graduate Theological Union's installation of Moodle (<http://moodle.gtu.edu>). Covered in this policy are the criteria for user management, deletion and administrative access.

User Management

User account import from Colleague:

The GTU System Administrator is in charge of importing users from Colleague into Moodle. This import occurs at the beginning of each term, covering a time starting one week prior to the beginning of each term to one week after. Only students who are currently registered for the term are imported at the time of import.

Manually-created users:

The GTU Online Learning Coordinator is in charge of manually creating users as needed by any programs, member schools when students do not meet the System Administrator's deadline. At the beginning of each term, the designated person from a member program or school must use the [online user request form](#) for manual account creation into Moodle.***

***Any member-school designee may request to submit a multiple-user upload spreadsheet (in csv format) so long as the information contained in the file follows the necessary conventions specified the OLC. The spreadsheet (with instructions) must be requested from the OLC in advance of any other submission. Failure to adhere to these formatting conventions will result in a rejection of the upload form until compliant.

Manually-created users for other purposes:

The GTU Online Learning Coordinator, in conjunction with the Director of the Library and the Faculty Library committee, determines on a case-by-case basis if users other than the types listed above should have access to Moodle. If it is determined that a user shall be created, the Coordinator creates the user and informs the user of his/her account information.

User Accounts

User account access is the responsibility of the account holder. The OLC does not issue, maintain, view, or change account passwords. In cases where users have lost or forgotten their password, the password recovery system on the Moodle homepage is to be used. Only in cases when the user does not receive notices from the password recovery system should the OLC be contacted. Moodle users have the ability to change their passwords. Passwords are required to be of a certain complexity, which matches the policy in place with WebAdvisor/Colleague passwords. Each student is advised to use the e-mail address assigned by their member school affiliation.

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User Deletion

User accounts that have never accessed Moodle will be deleted annually in the month of August. A reminder to access the Moodle account to maintain access will be sent two weeks in advance of the deletion procedure.

Users are also deleted once their status changes from A (active) to G (graduated) or W (withdrawn), or when students with status T (temporary) have reached their designated account end date. The GTU System Administrator will generally purge accounts according to these rules once after the Spring term, and once again before the start of Fall term.

Administrative Access

The outside support personnel (*MoodleRooms* and *Behind the Blackboard*) have site-wide administrative access to Moodle as needed for their work.

Select users at the GTU have some level of site-wide administrative access to Moodle:

- GTU Online Learning Coordinator (student)
- GTU Director of IT (staff)
- GTU System Administrator (staff)
- GTU Reference Librarian (staff)

Other users may have some level of administrative access to specific course folders in Moodle since this is not site-wide administrative access, these users cannot create other users.

Because the Coordinator is a student position, it is the responsibility of the Director of the Library (the Coordinator's direct supervisor) to audit the Coordinator's access quarterly by accessing the user logs.

Manually-created student users are to abide by the following convention:

Username (username) = *first initial last name*

Password (password)

First name (firstname)

Last name (lastname)

E-mail address (email)

School (profile_field_school) = SKSM, CALL, SHS, IBS

Degree program (profile_field_degree)= Special

Status (profile_field_status) = A [Active]

The field names in the parentheses must be in the first line of the Comma Separated Value (CSV) file with UTF-8 encoding. For example:

```
username,password,firstname,lastname,email,profile_field_school,profile_field_degree,profile_field_status
jdoe,pword123,John,Doe,jdoe@server.com,SKSM,Special,A
tstudent,456pword,The,Student,student@school.edu,CALL,Special,A
```

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