

University of Oklahoma Health Sciences Center (OUHSC)

Academic Technology (AT)

Learning Management System (LMS)

Terms of Use Policy for External Use

This document provides information on the University of Oklahoma Health Sciences Center (OUHSC) Learning Management System (OUHSC-LMS). It outlines the terms of use policies and fees and lists the responsibilities for the University of Oklahoma Health Sciences Academic Technology (OUHSC-AT) staff and Customer Course Leaders of the continuing education (CE) courses or external groups. The OUHSC-LMS is currently provided by Desire2Learn Learning Environment (<https://learn.ouhsc.edu/>).

Customer: College/Department that is offering the training to External Users

Course Leader: OU Employee responsible for maintaining the course

User: Individuals participating in the course

OUHSC-LMS Service Description:

Desire2Learn provides secure web-based courses. Users must login with their individual username and password to access the course materials. The main tools and features provided in each course shell are:

- **News:** post announcements to course users
- **Content:** post electronic files for review by Users which generally includes: MS Office files, PDF files, image files, links to websites and videos
- **Dropbox:** registered Users can submit electronic files for grading or information collection
- **Discussions:** tracked online conversation between registered Users that can be graded if desired
- **Quizzes and Surveys:** registered Users can take tests or surveys online
- **Grades:** Customer Course Leaders can post individual grades and comments for registered Users to review online
- **Class list:** roster of registered Users with email communication capabilities
- **Basic User Stats:** tracks course usage and various accessed tools/features by registered Users

OUHSC-LMS Service for External Use Purpose:

The use of the OUHSC-LMS is offered for external use for the purpose of expanding the university mission of providing education, training, and research to health services professions in Oklahoma and beyond. Some recommended and acceptable uses for this service are to provide:

- continuing education courses
- health services training to state agencies employees
- work with health services colleagues to expand health services knowledge
- research
- training
- The external expansion of the OUHSC-LMS is NOT intended for personal use and financial profit or to compete in any way with the current OUSHC course catalog and offerings. Therefore, OUHSC-AT Services reserves the right to refuse OUHSC-LMS course based on the Customer's intended course purpose as it pertains to the overall university educational mission.

Scope of Service:

Primary Support Purpose:

OUHSC-AT staff are primarily responsible for the following:

- Maintain the daily operational functions of the OUHSC-LMS
- Train Customer Course Leaders to build content in the OUHSC-LMS
- Provide Tier 2 support to local Tier 1's for the courses and technical issues that occur related to the OUHSC-LMS courses.

Secondary Support Purpose:

OUHSC-AT staff also provides Tier 2 technical support to Users registered in OUHSC-LMS courses. Users should contact their Course Leader for course related technical issues. The Course Leader would then contact their local Tier 1 support and the issue would be escalated accordingly. The basic technical support usually consists of resolving login access and course registration problems, troubleshooting known Internet browser technical issues, and assisting to resolve technical course content access problems.

All non-technical User questions related to course content or general course information will be referred to Customer Course Leaders for further information and instructions.

OUHSC will not be liable for repairs to any user personal computers that malfunction or have technical problems.

Service Availability:

The OUHSC-LMS service is available 24 hours a day, 7 days a week with the following exceptions:

- Monthly updates are implemented on Friday the 2nd full week of every month by D2L. For specific dates view Wave 3 on the schedule provided here:

https://community.brightspace.com/resources/continuous_delivery

- Other special maintenance periods may be required to maintain the OUHSC-LMS platform properly and scheduled special maintenance times will be announced prior to the maintenance time.
- Login and content access to OUHSC-LMS courses are generally NOT available during maintenance times.

Tier 2 Service Support:

- Regular Tier 2 support is available during *normal OUHSC-AT business hours* (Mon-Fri. 8 am-5 pm). The main contacts are:
 - Trevor Utley, Lead Instructional Technologist
 - Email: web-courses@ouhsc.edu
 - Office Phone: 405-271-8001 Ext. 46798
 - Albani Smith, Instructional Technologist
 - Email: web-courses@ouhsc.edu
 - Office Phone: 405-271-8001 Ext. 46393
- Emergency support is available through web-courses@ouhsc.edu
 - This email address is monitored by several tech staff and the first available person will provide assistance for critical issues.

OUHSC-AT *business hours* are subject to University of Oklahoma holidays and official closures. Unscheduled campus closures (such as bad weather) will be communicated on the main OUHSC website at <http://www.ouhsc.edu>. Other important changes will be published on the OUHSC-AT website: <http://www.ouhsc.edu/at/>.

Limitations of Service:

Support needs will be addressed by OUHSC-AT staff based on priority, impact, and available resources. Customers should not expect all support issues to be corrected immediately after notification.

Limitations of Liability:

In accordance with the terms of the Customer's MOU/MOA, as applicable, the Customer may be obligated to pay early termination fees to recover costs already expended by OUHSC on behalf of the Customer.

Service Procedures and Terms of Use Policies:

Computer Use Policies:

All OUHSC computer policies and appropriate university equipment use policies apply and should be adhered to by all users. Users should NOT attempt to upload virus files, malware, or other infectious files or software to the OUHSC-LMS that may cause damage and system failure. Immediate termination for inappropriate use of the OUHSC-LMS system will apply without a refund of any paid fees. Users who inappropriately use the OUHSC-

LMS may also be liable for repair fees for damage caused to the OUHSC-LMS system or other campus technology equipment, software, or processes.

- More information on OUHSC computer use policies are available on the IT website: <http://it.ouhsc.edu/policies/>
 - *Strongly Recommended*: Read the “Acceptable Use of Information Systems Policy”
- Users are required to have current anti-virus software installed on all computers used to access the OUHSC-LMS. Users are responsible for regularly running software updates and computer virus scans.

Minimum Computer Requirements:

Users need to have access to a computer or portable computing device with at least the minimum requirements to access and view an OUHSC-LMS course:

1. PC Operating System: Windows 7, Windows 8, Windows 10
2. Mac Operating System: Mac OS X 10.6 or higher
3. Video: SVGA monitor with minimum resolution of 800 X 600
 - a. *Recommended*: Resolution of 1024 X 768 or greater
4. Internet Speed: cable, satellite or DSL
5. Sun Java Runtime Environment (JRE) to run Equation Editor: JRE (kept up to date)
6. Java Script: Enabled
 - a. *Recommended*: Java Runtime Environment (kept up to date)
7. Cookies: Enabled
8. Adobe Flash Player: (for Record Audio or Video features)
9. Browser: *Most current released full version is recommended-not beta versions*
 - a. *Windows/PC*: Internet Explorer 10 or above, Chrome (newest), or Firefox (*Recommended*)
 - b. *Mac*: Safari or Firefox (preferred) or Chrome
 - c. *Mobile Web*: iOS and Android
 - d. *Tablet*: iPad Safari and Android Browser

Customer Responsibilities:

STEP 1: Request a Community Course

Customer must submit an official Request Community web form to begin the paperwork and OUHSC- LMS course approval process. The website to view and submit the form is:

<http://www.ouhsc.edu/at/Login/tabid/4072/Default.aspx?returnurl=%2fat%2fDesire2Learn%2fCommunityRequestForm.aspx>

The request will be reviewed and approved by OUHSC-AT. All approvals for use of the OUHSC-LMS are at the discretion of OUHSC-AT staff. Additional information about the purpose and use of the OUHSC-LMS course may be requested from the Customer.

STEP 2: Select Course Leaders

All Customers must identify a primary Course Leader (preferably a full-time employee) and a secondary back-up Course Leader to serve as an organizational contact to OUHSC-AT staff and the Course Leaders will be responsible to maintain and manage the OUHSC-LMS course content and activities.

1. A total of 5 course leaders can be trained and added per individual OUHSC-LMS course for non-OUHSC faculty and staff.
2. It is the current Course Leaders responsibility to notify OUHSC-AT staff of any internal personnel changes that will result in a new Course Leader. The new Course Leader is expected to complete the required training session within one (1) month of taking over the CE course or external group.

Course Leaders Primary Responsibilities and Computer Skills Needed:

1. Provide accurate information for OUHSC-LMS course and course users to OUHSC-AT staff as needed.
2. **Computer Skills Needed:** Possess or obtain basic to intermediate computer technical skills including:
 - a. MS Office Skills:
 - i. Create, edit, and print MS Office documents (Word, PowerPoint, & Excel as needed)
 - ii. Can save MS Office documents into different file format types if needed (PDF, RTF, etc.)
 - b. Email and Attachment Skills:
 - i. Create emails and add attachments of pictures and/or files
 - ii. Open email attachments, view them, and save them to your computer
 - c. Internet Skills:
 - i. Can type in a website/URL address to go to an internet website
 - ii. Can copy and paste website/URL address into a document
 - iii. Can search and surf the Internet comfortably and read websites easily
 - iv. Can navigate website links and locate back button to move around websites and the Internet easily

STEP 3: Course Leaders Attend OUHSC-LMS Course Management Training

The Course Leaders must attend OUHSC-LMS course management training with OUHSC-AT staff within one (1) month of signing the OUHSC-AT MOA/MOU.

1. Various OUHSC-LMS training sessions are offered on campus during the year by the OUHSC-AT staff. For training information contact Trevor Utleby at 271-8001 extension 46798 or web-courses@ouhsc.edu.
 - a. Live Hands-On Training Sessions:
 - i. **Required:** Basic D2L Training (1 hr)
 - ii. Recommended (REQUIRED if utilizing online testing): D2L Testing (1 hr)
 - iii. Recommended: Discussions and Dropbox Management (1 hr)
 - b. Additional training materials and resources are posted inside D2L for Course Leaders to utilize
2. Course Users will not be added until the Course Leaders have completed the required OUHSC-LMS course management training (exceptions to this item may be considered at the OUHSC-AT staff's discretion).

3. Maintain and update OUHSC-LMS course management skills as needed and review system change notices sent from OUHSC-AT staff.
4. OUHSC-AT staff may request additional training at their discretion.

STEP 4: Maintain and Monitor OUHSC-LMS Course Content and Activities

Course Leaders are responsible for maintaining and monitoring course content and User participation throughout the OUHSC-AT MOA/MOU contracted time period.

Course Leaders shall be responsible for the following:

1. Use the OUHSC-LMS course for its original intended education or training purpose. OUHSC-LMS courses are NOT to be used for personal purposes unrelated to the original OUHSC-AT approved and contracted course purpose and educational uses.
 - a. OUHSC-AT staff should be notified in writing immediately if your educational purpose and course use change and a new OUHSC-AT MOA/MOU or an amendment notation may be required.
2. Require all Users to comply with OUHSC IT technology use policies and provide notification if Users do not comply with the acceptable use policies.
 - a. Users who violate the acceptable technology use policies should be contacted immediately (preferably in email) and told to discontinue inappropriate technology use.
 - b. If Users continue violations after an initial Course Leader warning, OUHSC-AT Services staff should be contacted immediately for further user disciplinary action and monitoring.
3. Report technical issues with OUHSC-LMS course to your Tier 1 support immediately for assistance.
 - a. The Tier 1 support can provide better tech support and problem resolution when technical problems are reviewed immediately after the problem occurs.
 - b. If something is accidentally deleted from the OUHSC-LMS course, please note the time, date, course area, and items deleted as soon as possible. OUHSC-AT staff may attempt to retrieve the lost data but successful retrieval is NOT guaranteed!

INTERNAL COLLEGE SUPPORT: Continuing Education and College Internal Groups

For Continuing Education (CE) or other courses offered by Customers to external Users, the college faculty and staff are expected to maintain and support the OUHSC-LMS courses with internal resources as much as possible.

1. OUHSC-AT staff will assist with general technical problems and training. After the initial tech processes, training, and course set-up are complete, the long-term OUHSC-LMS course management will be conducted by college faculty and staff. Technical issues should be reported to internal college OUHSC-LMS tech support staff who will contact OUHSC-AT staff for additional assistance if needed to resolve the tech issues.
2. External User registrations will be processed by OUHSC-AT unless your agreement states otherwise. User counts will be tracked from the OUHSC-LMS reporting options.

- a. Users must be added in a method that allows AT to use the reporting systems built into the OUHSC-LMS. Org Defined ID's must be generated in the form EXT_[department]_001. The number will increment by 1 per user added. When a User is deactivated the numbers will not repeat.
- b. Users will be added to the Organization as EXT User and added to the individual courses as STUDENT.
- c. Tier 1 support must be designated in order to receive the permissions within the OUHSC-LMS that would allow them to add external Users. Additional training will be required.

OUHSC-AT Services Responsibilities:

Provide OUHSC-LMS Course Management Training:

OUHSC-AT staff regularly offers OUHSC on-campus trainings which are open and available to all OUHSC faculty and staff. Customer Course Leaders are welcome to RSVP to any of the scheduled training sessions and attend providing seating is available. For training information contact Trevor Utley at 271-8001 extension 46798 or web-courses@ouhsc.edu.

1. Provide OUHSC-LMS on-campus training session for a maximum of 5 Course Leaders per OUHSC-LMS course.
2. Off-campus training requests will be considered and arranged based of the availability of the OUHSC-AT staff.
 - a. Additional travel fees will apply and a cost estimate will be provided prior to scheduling any off-campus training sessions.
 - b. Specific training room technology equipment will be required to properly conduct the training. OUHSC-AT staff will provide more information on those requires based on the Customer's training session request.
 - c. A signed Amendment to the OUHSC-AT MOA/MOU and payment will be required before off-campus training is scheduled and provided.

Provide Course and User Support:

1. Provide continued Tier 2 support to resolve technical issues and facilitate continued appropriate use and management of the OUHSC-LMS course.
 - a. Support requests regarding tools, features, and non-technical problems directed to OUHSC-AT staff will be redirect to the Course Leader.
2. Provide accurate and timely OUHSC-LMS technical and training updates through at least one of these communication channels:
 - a. posted announcements on OUHSC-AT website
 - b. posted announcements on OUHSC-LMS system
 - c. email
 - d. phone call
 - e. training sessions

Technical Support:

1. Maintain the OUHSC-LMS and work with Tier 1 support to resolve technical issues in a timely manner.
2. Assist with batch file upload of OUHSC-LMS course users if needed.
 - a. Course Leaders will be expected to collect, organize, and provide all necessary course user information for a successful batch file upload.
 - i. First name
 - ii. Last name
 - iii. External email address
 - b. OUHSC-AT staff will provide the login info to the Course Leaders who will be responsible to notify course Users of the appropriate login information.

Fees for OUHSC-LMS Course Use:

1. The OUHSC-AT MOA/MOU will be active for one year from the date of signing the contract.
 - a. The service contract can be renewed annually with appropriate use of the course but new annual fees for use may apply for each renewal contract.
 - b. The Course Leaders will be notified thirty (30) days prior to the end of the OUHSC-AT MOA/MOU agreement that a signed renewal contract is needed and any annual fee changes will be provided in notification.
2. Customer Course Leaders can access an OUHSC-LMS course and on-campus training based on the following:
 - a. All OUHSC faculty and staff who attend the required OUHSC-LMS training sessions.
 - b. Up to 5 external Customer Course Leaders who attend the required OUHSC-LMS training sessions.
3. More than 5 external Customer Course Leaders will be charged a fee for OUHSC-LMS course access and training.
 - a. Please contact OUHSC-AT staff for more information, if you are interested in this option.
4. Additional fees will apply for off-campus training sessions.
 - a. Please contact OUHSC-AT staff for more information, if you are interested in this option.
5. The OUHSC-LMS use fee can be paid by credit card online by individual course users or monthly/annual internal fund transfer from a college fund to a Provost Office fund (example: CE courses)
6. It is recommended that Customer maintains electronic file back-up copies and stores export zip files of course content, User submissions, and posted grades several times during OUHSC-LMS course usage. OUHSC-AT staff and OUHSC-LMS shall not be liable for any temporary or permanently lost or deleted Customer data.

Termination of OUHSC-LMS Course Use and Removal of Data:

1. OUHSC-LMS courses will be archived and removed within 4 weeks after the end date of an OUHSC-AT MOA/MOU.
 - a. Customer Course Leaders and all course Users will lose course access and course data will be removed from the OUHSC-LMS.

- b. OUHSC-AT staff will provide instructions when requested by Customer Course Leaders on how to export or print course user information and grades and to download an archive zip file of content. Content is exported into a SCORM compliant zip file.
 - c. Customer Course Leaders are responsible to retrieve all needed course User and content data off their OUHSC-LMS course within 4 weeks of the end date of the OUHSC-AT MOA/MOU.
2. OUHSC-AT staff are NOT responsible to provide access to or retrieval of lost data after the OUHSC-LMS course archive and removal process has begun.

Other Customer Needs and OUHSC-AT MOA/MOU Amendments:

1. Any other questions or issues not addressed in this service contract can be discussed with OUHSC-AT staff prior to signing the OUHSC-AT MOA/MOU.
2. Any amendment approvals to the above OUHSC-LMS Terms of Use Policy will be at the discretion of OUHSC-AT staff and noted in the OUHSC-AT MOA/MOU prior to signing it.