Learning Management System
Standard Operating Procedures

Established: April 2024

Approved by: LMS Team, and Reviewed by LMS Steering and Advisory

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Purpose

This document provides descriptions of the standard operating processes and procedures relating to the University of Windsor's Learning Management System (LMS) and accompanying policy. This will be reviewed regularly and may be revised to accommodate operational changes and the University of Windsor's guidelines.

1. Sponsoring an Account for Individuals External to the University [LMS Policy Article 4(f)]

If LMS access is needed for an individual external to the University, an account may be sponsored by a staff or faculty member by submitting a service request ticket using the Onboarding ticket type. Select New Account --> Brightspace Guest, and fill out the information requested in the ticket. The description field can be used to offer additional information.

IT Services will create a UWinID for the external user and then invite the user to activate their account. Multi Factor Authentication (MFA) is required for these accounts. Within a few hours following activation, the account can be added to a Brightspace site by the instructor or site leader. Account access will expire according to the end date provided in the ticket.

2. Requesting LMS Integrations [LMS Policy, Article 5(d)]

An LMS Integration request refers to a request for integrating a third-party service or application within the LMS.

The LMS can host various tools and services to enhance learning and educational offerings, such as content creation tools, video conferencing platforms, assessment tools, and more. Integration requests involve connecting these external tools or services seamlessly with the LMS. This integration allows for a more cohesive and efficient learning experience for users.

When requesting an LMS integration, please allow at least one semester (or longer) before your expected use for approval.

To submit your request, submit a ticket through TeamDynamix and include the following:
- Name of tool to be integrated
- Name of third party/vendor of tool
- Primary function/use case of the tool (e.g., why you want it integrated; what problem(s) will the tool solve; what benefit would it add to the student experience; why is the integration needed; how will it enhance teaching & learning, etc.)
- Desired course(s) and semester of use, and how many students are expected to use this tool per term once integrated
- Contact person at vendor/third party
- Cost of the tool and who will be responsible for the cost
- What information is needed by this tool to function (i.e., name, student number, email)
- Accessibility/security Paperwork (HECVAT Lite/VPAT)

CTL staff will review requests in consultation with the LMS Team and considering the vendor's accessibility and security documentation. The CTL staff may consult with other campus offices such as Legal Services

to draft a service agreement with the vendor as needed. The requestor will be asked to participate in testing to help the LMS Team understand the functionality of the tool and to ensure the desired functionality is present. The vendor or third party is responsible for end user support related to tools integrated with the LMS. Any issues not related to the integration with the LMS are the responsibility of the vendor.

3.   Requesting to use the LMS as a Communication Platform [LMS Policy, Article (a) and (c)]

As the LMS is an environment for teaching and learning and is not an appropriate tool for mass or campus-wide communications, the following existing campus communication solutions should be considered prior to making a communication request:
- Daily News
- Student Mass email
- Sending Mass email Policy
- Student Experience Newsletter
- University of Windsor's Social Media Platforms

The decision to approve a communication will depend on the rationale provided, including the purpose and the audience. Requests for mass communication in the LMS shall be reviewed for approval by the Office of the Provost or President; and the LMS Team. To submit a request, submit a service request ticket through TeamDynamix and include the following:
- When the communication is to be posted
- To whom is the communication targeted
- Purpose of the communication
- Rationale for using the LMS (i.e., Have other communication options been pursued? Why is it necessary to use the LMS to communicate this information?)
- When the communication can be removed
- The text of the communication

Short messages of less than 35 words are preferred in order to fit in a custom widget on the welcome page or on the login page. The LMS Team reserves the right to suggest edits to the text provided and may reject the request if the edits are not accepted.

4.   Limits, Sizes, and Quotas for Content Storage Within the LMS [LMS Policy, Article 7]

As the LMS is a cloud-based system, storage is limited by the vendor and contractual obligations. Storage guidelines include the following:
(a) The maximum file size able to be uploaded to Brightspace is 500 MB.
(b) Storage usage (including student assignment submissions) of the largest 5% of LMS sites will be reviewed at the end of each academic term. Should a site exceed a fair allocation of resources, the LMS administrators will work with the site owners to migrate content to another service and provide education on the best storage location for large files. If sites continue to exceed a fair allocation of resources, they will be removed from the system.

To ensure that large files such as videos may be included in Brightspace course sites without using up LMS storage space, the University of Windsor provides alternative platforms, including video hosting platforms

designed for storage and sharing of video content. These include [Microsoft Stream](#) and [YuJa Enterprise Video Platform](#).

5. **Archiving and Retention of Data** [LMS Policy, Article 8]

Specific time limits and process details are determined by the capabilities of the LMS and requirements and time limits specified in the [University policies regarding academic appeals](#).

(a) **Retention of deleted items**: The LMS offers a limited ability to restore deleted items, beyond what the end user can restore directly in a course site. Requests to restore deleted items can be made by submitting a [service request ticket](#). The LMS Team holds no responsibility for items that are accidentally deleted and cannot be restored by D2L. Please refer to [D2L's website](#) for components that can be self-restored.

(b) **Minimum period that instructors shall retain course access via the current LMS:** At this point, instructors and departmental support staff can retain access to course sites for five (5) years from the end date of the academic year during which a course was taught, or until the contract with the LMS vendor expires. This will ensure all course content, grades and student work will be available should any grade disputes arise. **All course material that may be required in the future should be archived by the instructor.**

(c) **Deletion of non-course sites that have been inactive for an extended period**: Non-course sites (e.g., organizational sites, development sites, sandbox sites) inactive for longer than 24 months may be deleted. Site users with instructor and departmental support roles for the site shall be notified and given the option of keeping the site; a positive response is required from at least one of these users within 30 days of notification to avoid deletion.

6. **Submitting Requests Through the ITS Ticketing System** [LMS Policy, Article 10]

To submit a ticket for Brightspace or any item mentioned in the LMS Policy or this document, visit www.uwindsor.ca/brightspace/ticket, select **Open Ticket** and enter as much detail as possible, including any required information specified in the LMS Policy.

7. **Information on Inappropriate Course Access Appeals** [LMS Policy, Article 11(d)]

If a site owner believes that access to their content has been provided inappropriately to another party, they may submit a description of the issue to the LMS Team through the ITS ticketing system. To review what constitutes inappropriate access, please see LMS Policy Article 11(d).

8. **Sandbox Sites and Development Sites**
   (a) One "Sandbox" site per person (faculty or staff) will be created upon request submitted through the ticketing [system](#).
   (b) A development site will be created upon request submitted through the [service request ticketing system](#).

Relevant Links
- LMS Policy
- CTL Brightspace Site
- Canadian Copyright Requirements
- WUFA Collective Agreement