



## **LMS Access Policy**

*Approved by Provost Council on 04.11.22*

This policy pertains to LMS (Canvas) access outside of regular classroom activities (i.e., student and instructor access). Pertinent to this policy includes classroom “visits” by colleagues for the purpose of evaluation, student records access, embedded technical administrative support such as LMS management, and bias/complaint response access.

Access to courses can be initiated by a LMS administrator (e.g., a member of the online learning team or the Associate Provost). LMS administrators have access to all courses and do not need to be added directly to the course for access.

### **Classroom Visits**

For the purposes of classroom evaluation or mentoring, permission should be granted by the instructor of record and the appropriate chair/director. Dean permission will supersede any other permissions.

### **Student Records/Success Access**

To drive effective student outreach, create reports that support retention efforts, and develop models to track academic progress in a fully-online format, certain student Canvas metrics are extracted from the system for research and reporting by the Online Success Office. These metrics include counts of student page views, participations, current/final scores, and activity timestamps. No additional permissions are required for this course access which occurs at the start of every session.

### **Technical Administrative Support (Design and LMS Administration)**

Upon the request of an instructor, a course designer may be given access to a course. Permissions for course designers are limited and do not provide access to confidential student data. Individuals from the Library may also be added using the “Librarian role” in Canvas. This role is similar to a course designer and does not allow access to confidential information.

Faculty teaching online courses participate in a one-time course review for Quality Matters. This review is performed by a member of the online learning team, who is also a member of the LMS administration. There is no need to add this individual directly to the course. All data is kept strictly confidential.

From time-to-time, LMS administrators need to access courses to resolve technical issues, which may include “acting as” a student or instructor. Users are made aware of this level of access, which is reserved for special requests and troubleshooting. LMS administrators may also access courses, at instructor request, to add additional materials to these courses (i.e., videos, book links, and so on).

Note, some colleges have staff members who help faculty maintain their course sites. Their abilities to access and edit the course sites within their colleges may vary.

### **Bias or Complaint Access**

In some circumstances, it is necessary for administration to secure course materials such as narrated presentations or videos in the event the individual filing the complaint cannot obtain these materials (for example, a student has dropped/withdrawn or the course is not accessible). In the event course access is required for a bias or complaint investigation, permission should be secured from the relevant college dean. Provost permission will supersede any other permissions. In these cases, access to the course should be performed by the Associate Provost to maintain confidentiality. Bias complaints will follow University protocol.