

DEC Policies

The Digital Education Collaborative provides the support and structure behind the University's commitment to academic success and pedagogical excellence through the effective application of instructional technology by serving as an agent for personal, professional and academic growth in a technologically mediated environment. The DEC bridges the gap between technology and instruction.

Support

Support on all technologies administered by the DEC is provided on the following schedule:

Monday – Friday: 8:30am – 5pm

Saturday and Sunday: Accessible by email

Exams, Breaks, and Intersession: Support during these times is semester-specific. Campus wide notifications will be sent.

Supported Technologies

The DEC maintains license agreements for many academic technologies. *The DEC provides in-depth training and technical support for the following technologies:*

- Canvas
- Respondus Lockdown Browser + Monitor
- Panopto
- Poll Everywhere
- Qualtrics (account creation only; training and support not provided)
- Turn It In
- Wordpress
- Zoom
- VEO

The DEC also welcomes opportunities to collaborate with faculty on educational technologies that extend outside of University licensed resources. These collaborations will not include back-end support (i.e helping with administration of data or username/password issues) and will be limited by DEC staff resources.

New technologies are added to the DEC's support repertoire as the need arises, whether via innovation or user request. The DEC will first pilot any new supported technology before making it available campus-wide. Please review this [policy](#) on the "Pilot, Purchase, Adoption, and/or Maintenance of Academic Technologies" for more information.

Canvas

Academic Courses

- The DEC will not register/remove a student for an academic course. Students' enrollments in courses for academic credit occurs via cURL script command that brings in a table from Banner's registration system in real time, 7 days a week.
- Users with the Teacher role have the ability to add users to academic courses in the TA or Observer role.
- The DEC will consider requests for the addition of users to courses in other roles as needed.

Cross-Listing

- The faculty of record or the department chair can request, via email or phone, courses be cross-listed or merged in Canvas. The lowest numbered course should be the "home" course unless otherwise specified by the instructor. The "home" Course ID number should be placed in any/all courses that wish to be merged. If the classes to be cross-listed have different instructors of record, all instructors need to be on the request email to the DEC and each will need to confirm the request to cross-list.
- The DEC recommends cross-listing courses early in the semester. Courses cannot be cross-listed once students have participated (i.e., submitted assignments, taken a quiz, participated in a discussion).

Course Templates

- The DEC has designed a University Course Template available to all faculty upon request. The course template is maintained and updated by the DEC on a regular basis, but once the template content is placed in a requested course, it is the faculty members responsibility to maintain and update content with the exception of the University Policies page. This University Policy page will be maintained and updated by the DEC through an automatic updating process. Requests to have the template added to your course can be made via e-mail to the DEC. Faculty are encouraged to meet with an instructional designer prior to template implementation.

Exception Accounts

- To allow Canvas access to a user not employed or affiliated with Longwood, an exception request must be submitted to ITS (helpdesk@longwood.edu); the exception request form is available [here](#). This process is managed entirely by ITS and all questions regarding the status of your exception, until a decision is made, should be directed to the ITS Help Desk. Once the Associate VP of ITS has approved the Exception account the DEC will be notified via the iSupport Ticketing System. The DEC representative whom receives the ticket will create the account and notify the Exception individual(s) of the creation.

Non-academic courses in Canvas

- Faculty and staff are welcome to request a non-academic Canvas shell to support committees, meetings, searches, etc. Requestors will be given the Non-Academic role. The Non-Academic role is able to add users to courses in any available role and remove users as they wish. Student organizations are advised to use Lancer Link, as Canvas shell requests will not be considered. Master course and development shells can provide a space to build, revise, and centralize distribution of academic content across multiple sections of a course.

Promotion and Tenure Shells

- Non-academic Canvas shells may be requested to manage a faculty member's promotion and tenure portfolio review. The faculty whose material will be reviewed must make the request. The DEC recommends a standard nomenclature for these shells: "P&T: Last Name, First initial". (e.g., P&T review: Lancer, Elwood) The candidate for review will be added to their P&T shell as a non-academic user, which enables the candidate to add others to the

shell. It is up to the candidate to determine the user roles for individuals added to the shell. Once the deadline for materials is reached (as prescribed in the FPPM), the candidate must first edit the user role of the P&T chair to be “non-academic.” Once that occurs, the candidate should then contact the chair of the P&T committee to inform them of status and have the Chair edit the candidate’s user role to remove “non-academic” and add them as “Student” or “Observer.” The chair is then able to determine the user roles for other members, already enrolled in the shell of the review committee.

Media management

- Each Canvas course allows up to 2 GB of storage at this time. To help ensure the longevity of Canvas, it is important to maximize storage and use streaming options (such as Panopto or YouTube) to host video files rather than directly uploading those files to Canvas. Should a faculty member require more storage, a request can be made to the DEC at dec@longwood.edu.

Third Party Integrations with Canvas

- There are a variety of 3rd party integrations designed to work within Canvas. Predominantly vendor-specific, publishers may provide instructors with preloaded content, on an external site, that can be connected to, and accessed from, Canvas. To establish an integration with Canvas, the instructor should email the DEC (dec@longwood.edu) and copy the vendor contact. This will open lines of communication so the DEC can obtain the information necessary to establish the integration.

Course Archival

- To be completed by August 1st of each year, the DEC will archive all courses in Terms that are more than 5 years old. It is the responsibility of the Teacher of Record in said courses to ensure all needed and relevant data is placed in an appropriate location, like a development shell, to make certain data is retained prior to the archival process. Course restoration requests will be reviewed on a case-by-case basis.
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Canvas Credentials

Canvas Credentials is a subscription service that allows badge program administrators to advance their badging system. It can be used in conjunction with or stand-alone from Canvas. The College of Graduate and Professional Studies and the DEC manage Canvas Credentials. Both offices will take other program needs into consideration, assist in administration and facilitate support of the tools and badging pathways as deemed necessary.

Respondus LockDown Browser and Monitor

Respondus Lockdown Browser is an internet browser downloaded and installed by students, which locks down the computer on which they are taking the test so that students cannot open other applications or web pages. Lockdown Browser does not monitor or record student activity.

- Respondus Monitor is an instructor-enabled feature of Respondus Lockdown Browser, which uses the students’ webcams to record video and audio of the exam environment. it also has a setting to allow for recording of students’ computer screens. Instructors can view these recordings after the exam session is over.
- If faculty opt to utilize the Student Photo ID feature, students should use only their Longwood University issued ID to complete this step.

- The DEC recommends faculty and/or departments request and complete Respondus training prior to enabling Respondus Lockdown Browser and/or Monitor in a Canvas course. Faculty and/or departments can request Respondus training at any time from the DEC. Upon request, the DEC can provide faculty with pre-written student guides and informational resources (i.e. syllabus verbiage, Respondus Canvas module, etc...) to support course integration and student usage. Students must download the LockDown Browser software using the Longwood specified download link. All Respondus exam incidents and student reports will be reported from Respondus directly to the instructor of the Canvas course. Upon request, the DEC can provide support to faculty to review exam incidents and student reports if needed.

VEO (Video Enhanced Observation)

VEO, or “Video Enhanced Observation”, is a specialized video-capture solution primarily used by the College of Education and Human Services for teaching and client observations. VEO is available at cost and only to those determined by the DEC as having a pedagogical need for a skills-based observation and evaluation solution. Interested parties should reach out to the DEC for an initial demo of the VEO platform and a consult to determine if VEO is the right solution for the proposed use case.

- For approved applicants, the DEC provisions VEO accounts on an annual basis and recycles inactive accounts after 6 months of inactivity. When accounts are recycled, all user data is deleted and the license is redistributed to accommodate new students. Each year, programs/departments are billed according to their relative share of total active VEO accounts. No later than two weeks prior to the start of a semester, programs should email DEC@longwood.edu to have courses created and students added in VEO.
- The DEC created a support and tutorial module called “VEO (Video Enhanced Observation) Support Module” which is shared to Canvas Commons and available for all users at Longwood University. Faculty can import this into their own courses or reach out to the DEC to import it for them. The DEC provides user support, troubleshooting, and training as appropriate.

Panopto

The DEC supports Panopto as a lecture and/or personal capture option. It is recommended that faculty meet with a DEC staff member for training prior to utilizing Panopto. Panopto requires software be downloaded on the faculty/staff/student computer. IT is able to load this software remotely for computers on the Longwood network. The most secure way to share a Panopto recording is to use Panopto within Canvas. However, direct links to Panopto recordings can be shared by the creator of the video should they wish to share a video with someone outside of the Longwood network. The DEC provides training and support on all elements of Panopto and the DEC is the primary point of contact for any support needs.

- Quarterly, (June 1, September 1, December 1, and March 1) Panopto videos will be audited. Videos that have not been viewed in 18 months at the time of audit will be archived. Videos that have not been viewed in 26 months at the time of audit will be permanently deleted. Archived videos can be retrieved by the video creator for necessary viewing. Permanently deleted videos cannot be retrieved by the DEC or Panopto Support.

Poll Everywhere

Poll Everywhere is a student response system offered by Longwood University for faculty and student use. Poll Everywhere can be used in online, hybrid, and face-to-face classes. Faculty can access Poll Everywhere using their Longwood Lyncernet credentials. The University account gives faculty the ability to connect Poll Everywhere responses with Canvas Grades, larger response seats, and access to various response reports. Students must use a computer or personal cell-phone to respond to Poll Everywhere questions within a course setting. The student is responsible for any text-messaging rates or charges that may apply to their mobile-phone account. The DEC recommends faculty and/or departments request and complete Poll Everywhere training prior to using it with students. Faculty and/or departments can request Poll Everywhere training at any time from the DEC. Upon request, the DEC can provide faculty with pre-written student guides and informational resources to support course integration and student usage.

Qualtrics

Qualtrics is a cloud-based software that is used for creating and distributing web-based surveys and conducting academic research. Qualtrics allows for a wide-variety of question types and customizable survey appearance, as well as various survey distribution and data aggregation methods. Faculty interested in using Qualtrics should contact the DEC and request an account. Qualtrics is available to graduate students on a limited basis. Graduate students needing to use Qualtrics must email the Graduate Dean requesting access. Access for graduate students will only be granted upon the Dean's approval.

Turn It In

Turn It In is an online plagiarism detection software that works to promote the academic integrity of Canvas Assignments offered by Longwood University. Assignments requiring Turn It In should be enabled by the faculty member in advance of the assignment being opened to students to ensure the highest level of assignment integrity. Faculty are responsible for enabling Turn It In and selecting the settings which they wish to utilize with the software.

- Faculty may request Turn It In training prior to enabling the software in a Canvas course at any time from the DEC. Upon request, the DEC can provide faculty with URLs and links to resources to support course integration. All Turn It In reports and feedback will be reported from Turn It In directly to the instructor of the Canvas course.

WordPress

WordPress is an online platform for creating blogs and personal websites. Users can add video, images, and text content. There are many customizable options for the content layout. Content is housed on the WordPress platform and can be shared through links to the content. Faculty generally use WordPress as a means for students to collect and deliver online portfolios. Some faculty use WordPress for personal websites where they share personal updates. Students generally use WordPress because of a classroom assignment but are not limited to this use.

- Students can create personal websites and manage and maintain them on their own. Once content is created, it is the student's responsibility to keep track of the changes and material located on the site. Once the student leaves Longwood University, the content will be available to copy to a personal WordPress site for 1 year after the student leaves the university.

- Each WordPress site has 25mb of space but this site limitation can be increased on a case-by-case need. Users can find and create their own personal sites through blogs.longwood.edu and will use their Longwood University credentials to sign in and manage the content.
- The DEC will provide assistance for in-class or personal training and best practices for the WordPress sites. The DEC also provides administration for WordPress as a whole and can make changes to sites based on emergency cases. For assistance, contact dec@longwood.edu.

Zoom

Zoom is a communication platform that provides video and audio conferencing, online meetings, and collaboration tools. It allows users to connect with others virtually, share screens, and collaborate on projects through its software and web app.

- The DEC is responsible for the administration of the University's Zoom license.
- Longwood's Zoom for Education users should visit <https://longwood-edu.zoom.us/> and sign in with Lancernet ID and password to access their Longwood Zoom account.
- While all Faculty, Staff, and students all have access to fully licensed accounts with no time limits, Cloud Recording is not available for students. Local recording is available to all users.
- Contact the DEC for all Zoom classroom applications and contact University Events and Ceremonies if interested in using Zoom to host virtual events.

***The DEC reserves the right to discontinue access to academic technologies in cases of abuse or misuse.**

Longwood Online Technology Institute (LOTI)

The DEC coordinates the Longwood Online Technology Institute (LOTI), which is a faculty professional development program intended to provide faculty with the skills and technical support necessary to develop and teach high quality hybrid and/or online courses. LOTI provides faculty with content, instructional experience, and technical support to develop quality online and hybrid courses.

As per the Faculty Policy and Procedures Manual, before teaching an online or hybrid class, any Longwood faculty member, including adjunct faculty, must complete the required LOTI training. LOTI training will be provided every fall, spring and summer term. Faculty members who have had online or hybrid instruction training external to Longwood may be approved to teach distance education for one academic term, during which they must complete LOTI or successfully complete a course review of a self-designed course in that first academic term. Evidence of training and/or experience in teaching online must be provided to their department chair and the Dean of the CGPS.

With approval of the associated department chair and associated College Dean, faculty members may teach any course in hybrid or online format once they have completed the LOTI training. Course delivery decisions should be made at the program and departmental level.

All current faculty who have received LOTI training will have an online or hybrid course reviewed at least every five years. If no such course is available in that timeframe, the faculty member must complete a refresher LOTI course prior to teaching distance education again.

Faculty will only receive a completion stipend if all the following requirements are met:

- all LOTI course work is completed
- all completed coursework meets LOTI standards
- faculty member is currently teaching a Longwood University course.
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Faculty who opt to complete LOTI additional times will only receive an additional completion stipend if all previous requirements have been met and it has been five or more years since the last LOTI completion date. Late applications will be considered by the DEC Instructor of the current course on a case-by-case basis.

For additional information, please see the [FPPM](#).

Online and Hybrid Course Reviews

Per the Faculty Policies & Procedures Manual the Digital Education Collaborative, in collaboration with the faculty and academic departments, will administer a review of blended/hybrid and online courses regularly using the Longwood Course Review document. The document provides objective, consistent, proactive and positive feedback regarding the course design to faculty who teach using distance education.

A course review is an open and collegial process, that includes the instructor, with the primary goal of certifying the quality of distance education courses and course components based on nationally recognized best practices in distance education. The course review is a means to target professional development and course enhancement by identifying essential standards that are met or not met and providing concrete suggestions for further course development.

Reviews will be shared with participating faculty members and the associated department chairs. A course designed by a faculty member teaching online/hybrid must be reviewed once every five years.

For additional information, please see the [FPPM](#).

Video Services

The DEC Video Team is pleased to offer instructional (or academic, if you prefer) video recording and production services using video equipment and Lightboard technologies.

Consisting of a static camera, lighting, and microphones. The video production equipment gives the faculty the ability to create lectures from almost anywhere to give students a unique connection to the content. The lectures are pre-recorded and edited for online or face-to-face courses. The content could be for a supplemental lesson or a main lecture for the material. The lectures cannot be live-streamed but are meant to be placed online for viewing later. Some video editing will be offered but based on technology, reshoots may be required.

Before any schedule for video production is made, the presenter is encouraged to meet with the DEC video team to discuss the plans for the video, where filming location and overall visual ideas will be discussed. This meeting helps the process to be much smoother.

To request use of the DEC's Video Production equipment, please email dec@longwood.edu and include the following information:

1. Total number of videos expected as part of the project
2. Requesting faculty's office/department
3. Anticipated timetable for project completion
4. Short description of video(s)

Once the information above is submitted, the DEC will reach out to arrange a meeting to discuss any instructional or other pre-recording considerations.

*Please note that lead times vary based on individual project considerations.

Lightboard

Consisting of a clear glass board with lighting in front of a camera, Lightboards give faculty the ability to face your students, write notes, and include slide overlays to create highly engaging reusable videos. Lightboard lectures are commonly pre-recorded for online courses, supplemental lessons and flipped classroom lessons but can also be used live with a local audience or streamed online.

To request use of the DEC's Lightboard studio in Jarman Auditorium, please email dec@longwood.edu and include the following information:

1. Total videos expected as part of the project
2. Requesting faculty's office/department
3. Anticipated timetable for project completion
4. Short description of video(s)

Once the information above is submitted, the DEC will reach out to arrange a meeting to discuss any instructional or other pre-recording considerations.

*Please note that lead times vary based on individual project considerations.