

# Service Level Standard

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Moodle – Online Learning

SLS Date: September 1, 2009

## Executive Summary

The Moodle-Online Learning Service Level Standard defines the relationship between North Central's Information Technology Department, the Academic Affairs Department and the Moodle-Online Learning Faculty Representative on campus.

This Service Level Standard should assist in more expedient customer service, better communication and better guidance on the level of support for Online Learning.

## General Overview

In 2006, North Central University gave approval and received input from the E-Learning Committee, Carlson Institute, Academic Affairs and Information Technology to move toward an online Course Management System (CMS) called Moodle.

Carlson Institute, under the direction of Dr. JoAnn Smith, received permission from North Central to move Carlson Institute into an Online Degree Completion Program. With this permission, Carlson Institute donated \$5000.00 from their department budget to purchase a "Moodle Server". This contribution provided seed money to assist North Central in moving selected course content Online.

The E-Learning committee, under the direction of faculty member Kris Blanchard and with other members; Dr. Tracy Paino; Information Technology Director, Mike Cappelli; and the Carlson Institute Director, Dr. JoAnn Smith, investigated a possible platform for doing courses Online. Numerous faculty members beta tested Moodle to determine its possible use on campus. With unanimous approval, the E-Learning committee approved Moodle as North Central's CMS platform. The E-Learning Committee setup a structure that would enable Moodle to better function at North Central. The structure included providing faculty members who were using and teaching with Moodle to support the training of other faculty in the use of Moodle. It also included Information Technology assistance in the initial setup and the maintenance of server updates and software updates.

Moodle is an Open Source Platform which has no cost for the core components. There are many other Universities using this platform and providing documentation and support. Other universities using Moodle are listed at <http://moodle.org/sites/>.

In 2008, North Central closed the Carlson Institute program. Dr. Doug Chapman presented a document "Proposal for Online Learning" outlining the necessary monetary and other elements to begin offering courses Online at North Central. Due to changes in economic circumstances and other potential projects, the President's Cabinet tabled Dr. Chapman's Online Proposal until 2013. All funding for Moodle-Online Learning and support for services more than outline in this document have been nixed.

In 2009, one faculty members was given permission to develop Online Courses. Dr. Buzz Brookman and his courses, BIBL 232.W01 & BIBL232.W02 Psalms and Wisdom Literature as well as BIBL349.01 Biblical Archaeology are approved Beta Testing courses to help assist in determining what Online Education may look like at North Central. These courses are beta only and no other courses will be supported without the necessary programs, procedures and funding.

This document outlines the most current standards and responsibilities to Online Learning and the Moodle CMS system.

## **Roles and Responsibilities and Service Level Standard**

### **Information Technology CMS Representative**

Information Technology provides a representative to maintain and configure the CMS server. This includes:

- procurement of a server
- installation of the operating system
- installations and the core configuring of the CMS system
- providing disk space
- backups
- automatic enrollment and un-enrollment into courses
- Automatic course name creation
- Automatic account creation for all users in the QX system
- Work to fix database bugs inherent within the software
- Automation of grade book integration into QX products

### **E-Learning Committee**

The E-Learning Committee provides oversight, feedback and direction for the future policies and methods of teaching with an Online System.

### **Academic Affairs**

Academic Affairs provides the authorization and oversight in the training of faculty and the use of a CMS at North Central.

### **Faculty CMS Representative**

The Faculty CMS Representative provides the Administration of the CMS system. This includes:

- Setting up a system to answer questions from faculty and students on how to use Moodle
- Troubleshooting administrative or how to issues from faculty and students
- Drafting policy on the use of Moodle at NCU
- Act as the liaison and main contact with Information Technology
- Research solutions on using the product for faculty, i.e.;

  - This person isn't in my class
  - Students as TA
  - Students not be able to see the page as the professor does
  - Video Uploads
  - Setting questions and permissions
  - How to get components working in Moodle
  - How to use and setup a course grade book

- Why a student is still in a class
- Quizzes not showing or working properly
- Importing and copying courses from one course shell to another

It is imperative that the faculty representative know to use Moodle and how to research and administrate the CMS system.