

WolfWare (WW) Standard Operating Practices/Procedures (SOPs) North Carolina State University

WolfWare Project Spaces, SOP.WW-Wolfware.005

Authority: Vice Provost for Distance Education and Learning Technologies (DELTA)

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Additional References:

<http://wolfware.ncsu.edu>

<http://wolfware.ncsu.edu/sops/SOP.WW-Moodle.002.pdf>

Contact Information: DELTA, wolfware_governance@ncsu.edu

1. Introduction

In addition to hosting for-credit courses (known as Registration and Records or R&R courses), DELTA can provide project spaces in WolfWare to further the educational mission of the university. WolfWare includes many sub-tools; this SOP covers project spaces in WolfWare proper and the sub-tool Moodle.

Unlike traditional courses, project spaces are not linked to student or participant data from NC State Registration and Records. DELTA is unable to automatically upload or maintain rosters in project spaces, and thus, management of users in a project space is the sole responsibility the project space's owner.

See this related SOP <http://wolfware.ncsu.edu/sops/SOP.WW-Moodle.002.pdf> for additional information.

See this FAQ for instructions on requesting a project space:

<http://delta.ncsu.edu/knowledgebase/how-do-i-request-a-moodle-space-for-a-project-that-is-not-a-course/>

2. DELTA supports a Moodle server specifically for non-credit, revenue-based activities for external clients. Revenue-generating usage of project spaces on the Enterprise Moodle Projects server is not allowed. If an activity fits into this category, contact WolfWare Outreach Coordination (ww_outreach_coordination@ncsu.edu) for additional information on creating a course on the WolfWare Outreach server. Further discussions related to non-credit offerings will be necessary for future collaborations and integrations of external revenue-based activities with other WolfWare tools.

3. Definitions

- a. **Enterprise.** The learning technology environments (e.g., WolfWare, Moodle, Mediasite) managed by DELTA that primarily support all for-credit courses for campus (courses students register for via Registration and Records).
- b. **Project Space.** A space created in WolfWare for NC State instructors or staff for university-related business but not for the delivery of a Registration and Records course and not for the delivery of a fee-based, non-credit course.
- c. **Sponsorship.** Requests for a project space cannot come directly from graduate or undergraduate students. Instead, project space requests must be officially sponsored by an NC State instructor or staff member. Sponsors accept responsibility to ensure that students' WolfWare project spaces are used for appropriate purposes, which may include project space for student organizations officially recognized by the university (e.g. recognized student organizations, see <http://policies.ncsu.edu/regulation/reg-11-55-06>). Sponsors are responsible for the maintenance of their project spaces.
- d. **NC State instructors and staff.** Employees (e.g., officially hired and appointed with an employee ID) of NC State University conducting NC State business.

4. Allowable Usage for WolfWare project spaces

WolfWare project spaces are available for use in conducting the business of the NC State community, including meeting the teaching, extension, and scholarship needs of NC State instructors, staff and students. NC State instructors and staff may use WolfWare project spaces for the following purposes:

- a. Course Development; e.g., development of courses or course materials prior to the time when course spaces can be requested.
- b. Practice; e.g., experimentation with different Moodle tools, opportunity to learn about Moodle.
- c. Training; e.g., delivery of training services internal to NC State
- d. Committee or administrative; e.g. WolfWare Governance Committees, Department meeting space.
- e. Student groups; e.g., support of organizations officially sponsored by NC State instructors or staff.
- f. Support of officially recognized NC State placement exams (e.g., Chemistry and Math).
- g. Facilitation of collaborations within or among NC State colleges, units or programs
- h. Extension; e.g., support of non-credit activities (with some exceptions as noted already in this document).

5. Usage NOT allowed within WolfWare project spaces

The following uses for project spaces are not supported:

- a. Any Registration and Records sections. We will consider exceptions to this policy for cases where faculty are teaching courses that involve students outside NC State in collaboration with their campus section. We will also consider exemptions for usage that can not be accommodated on the courses server and does not involve the storage of student grades. Please contact the WolfWare Coordinator (wolfware_governance@ncsu.edu) to request an exception.
- b. Any use not directly affiliated with an individual's professional role at NC State.
- c. Any use not funded directly by NC State.
- d. Any use not sponsored by an NC State instructor or staff member.
- e. Any use that requires integrations or agreements beyond what is already in place for the NC State Enterprise Moodle server.
- f. Any use for experimental educational efforts that may interfere with the normal operations of the Moodle Enterprise server; e.g., high enrollment/high volume extension or Massive Online Open Course (MOOC) activities (please contact DELTA to explore other avenues for this type of delivery).

6. Provisioning of Project spaces

Since there are varied uses of project spaces, a naming scheme is not defined. For ease of administration, project spaces may be tagged or grouped within the WolfWare tools.

7. FERPA

When requiring students to be enrolled in a project space, project space owners are responsible for abiding by applicable FERPA guidelines. See

<http://policies.ncsu.edu/regulation/reg-11-00-1> and <http://delta.ncsu.edu/teach/ferpa/> for additional information.

8. Adherence to maintenance schedules

Because all WolfWare servers are subject to standard LMS maintenance schedules, project spaces will be periodically unavailable. Advanced notice of scheduled maintenance is posted at http://delta.ncsu.edu/lms_services/outage.

9. Life of Project spaces

Project spaces are not guaranteed in perpetuity. Project spaces will be deleted in the following instances:

- a. Project spaces will be deleted for inactivity as defined in the LMS Retention and Backups SOP.
- b. Project spaces that host activities or resources NOT related to NC State business will be deleted.
- c. If a faculty or staff sponsor separates from the university, then the project space(s) sponsored by this person will be removed until ownership is appropriately transferred.
- d. Project spaces which compromise the technical performance of the enterprise Learning Management System (LMS) or other university services will be deleted.

- e. If a project space is no longer needed, the project space owner should email learntech@ncsu.edu and request that the space be deleted.

10. Migration

As Learning Management Systems inevitably evolve and require periodic data migration, DELTA staff will prioritize assistance to university for-credit courses.

- a. Project space owners should have no expectation for DELTA staff to migrate their project spaces for them. DELTA will, however, provide help documentation to assist project space owners in a migration process.
- b. In the event that there are additional resources available to support some staff-assisted migrations for project spaces, project spaces supporting academic programs, such as college or program placement exams, will be given first priority. Further priorities will be determined via the WolfWare Governance process.

11. Usage Examples

	Can I have a WolfWare project space if...
Yes	I am an NC State instructor, and I want to experiment with Moodle.
Yes	I am an NC State instructor or staff member interested in using WolfWare to facilitate collaborative efforts within NC State, such as a Moodle space for my department to use for communication or meetings.
Yes	I want to run training sessions for members of the NC State Community.
Yes	I am an NC State employee who supports/sponsors a committee engaged in scholarly endeavors (internal or in partnership with others) as part of conducting official business of the university.
Yes	I want to offer free training or information to the general public as part of my extension role.
Yes	I am an NC State instructor working on a grant, and I would like a WolfWare space to use to support collaboration.
No	I am engaged in personal actions not related to my NC State role.
No	I am engaged in actions organized and funded by a non-NC State entity.
No	I want to run a course that requires participants to make a payment for users external to the university. Note: Email WolfWare Coordinator (wolfware_governance@ncsu.edu) if you are interested in offering a non-credit course that requires participants to pay for the course.
No	I want to run a non-credit course that requires students to pay for the course. Note: Email WolfWare Coordinator (wolfware_governance@ncsu.edu) if you are interested in offering a non-credit course that requires participants to pay for the course.

No	I am an NC State student without an instructor or staff sponsor who wants a WolfWare project space for general purposes.
Maybe	I am a student with a faculty/staff sponsor who wants a WolfWare project space for a specified NC State-related purpose and duration. Contact wolfware_governance@ncsu.edu for additional information.
Maybe	I am a student with a faculty sponsor who represents an officially recognized NC State student organization. Contact wolfware_governance@ncsu.edu for additional information.