



University of Duhok
Directorate of Quality Assurance

POLICY NAME: E-Learning Management System Policy

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Policy Purpose

The E-Learning Management System (eLMS) is essential for delivering course materials, facilitating communication, and supporting academic activities at the University of Duhok. This policy establishes the rules and responsibilities for using the eLMS, ensuring that all users can engage in a secure, efficient, and respectful learning environment. The main purposes of this policy are:

1. To address the eLMS inconsistent and limited use as a learning management system across the University of Duhok, where current practices impede effective online education delivery and student engagement.
2. To ensure the effective, ethical, and secure use of the university's eLMS for teaching, learning, and administrative purposes.
3. This policy applies to all users, including students, faculty, staff, and other authorized individuals.
4. To establish a standardized, mandatory framework for the adoption and utilization of the eLMS by all academic programs. The goals are to enhance teaching efficiency, improve access to educational resources, and foster a cohesive digital learning environment.

Responsible Office

1. The University e-Learning (Moodle) committee.
2. Information Technology (IT) Directorate, which will collaboratively oversee the administration, maintenance, and provide technical support.

Responsible Executive

Vice President for Scientific Affairs and Postgraduate Studies

Policy History

Date of Permanent Approval: August 31, 2025

Date of Amendments:



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Applicable to:

1. All academic staff who design and deliver courses, upload course materials, and conduct assessments through eLMS.
2. Students who engage with the course content, submit assignments, and participate in online discussions.
3. IT administrators and support staff are responsible for maintaining the platform's functionality, security, and accessibility.
4. University leadership and decision-makers who oversee eLearning initiatives' implementation and development.

Policy Statement

The UoD is committed to enhancing education through the standardized and effective use of the eLMS . The department head (dean) is responsible for ensuring stakeholders use eLMS as their primary learning management system, providing a unified, accessible, and innovative learning environment.

Policy Summary

This policy defines the standardized framework for the use of the University of Duhok's E-Learning Management System (eLMS), outlining the responsibilities and expectations for students, academic staff, IT support personnel, and university leadership. It aims to address inconsistencies in the current use of the eLMS and ensure its effective and ethical application in teaching, learning, and course administration. By mandating the adoption of eLMS across all academic programs, the policy seeks to promote a cohesive digital learning environment that enhances instructional quality, fosters student engagement, and ensures equitable access to educational resources.

Scope of Policy

This policy applies to all University of Duhok stakeholders involved in teaching, learning, and course administration through the eLMS. This includes faculty members who develop



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and deliver course content; students who access learning materials, complete assignments, and participate in online activities; IT staff who manage the platform's technical operations; and university administrators who are responsible for ensuring institutional compliance and support. The policy covers all academic programs and mandates the consistent use of eLMS as the official learning management platform at UoD.

Definitions

- **E-Learning Management System (eLMS):** A software platform designed to support and streamline educational activities, including the delivery of course materials, tracking of student progress, and administration of academic programs.
- **Teaching staff:** Any academic staff, including professors, lecturers, or instructors, employed by the UoD to teach courses and engage with students.
- **Moodle:** An open-source eLMS used by the UoD to deliver online course content, manage assessments, and facilitate communication between students and teaching staff.
- **Stakeholders:** Individuals or groups affected by or involved in the implementation of this policy, including students, teaching staff, IT staff, administrative personnel, and external vendors\third parties.

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Guidelines and Principles:

The UoD establishes the following guidelines and principles to ensure the effective use of eLMS (Moodle as its primary software) :

1. All academic courses must utilize eLMS to deliver educational content, fostering a consistent and accessible learning experience across UoD.
2. Academic staff and heads of academic departments are responsible for maintaining *up-to-date* course materials on Moodle or any other official eLMS software, and they should regularly review their uploads.



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3. Students are expected to actively engage with these resources.
4. The IT Department and its E-Learning committee must ensure eLMS (Moodle's) technical reliability and provide ongoing support to all users.
5. Ethical considerations, such as protecting student privacy and adhering to data protection laws (e.g., KRI and Iraq's applicable regulations), must guide all interactions with eLMS. These principles align with the policy's objective to enhance education through a unified digital platform while upholding UoD's commitment to academic integrity and inclusivity.
6. The use of the eLMS extends beyond simply uploading learning materials; it is intended to support a wide range of activities, including assignment submissions, student-centered activities, private study, and online assessments.
7. A teacher's failure to update learning materials or actively use the eLMS as required by the university policy will negatively impact his continuous academic activities assessment at the end of the academic year.

Procedures, Steps, and Actions:

To comply with this policy, stakeholders must follow these specific steps:

1. Enrollment: At the start of the academic term, college administrators must create an eLMS shell for all modules delivered in that term, as follows:
 - Each new academic year, the Moodle manager must contact department heads for updated course information and ensure that all new courses are created and updated accordingly.
 - Teacher Enrollment: Each teacher must be enrolled in their assigned courses by the Moodle manager.
 - Course key: The Moodle manager must assign an enrollment key to each course and distribute it to students through the head of department so they can self-enroll in their courses.
 - New Students must visit their portal account to obtain their Moodle account, which is automatically generated by eLMS.
2. Instructors should upload syllabi, lecture notes, and assignments in commonly used formats (PDF, PowerPoint, MS Word documents, ...)



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3. Student Enrollment: eLMS college administrators must upload student rosters to Moodle within two weeks of semester start, ensuring accurate access for all enrolled students.
4. Content Updates: academic staff must update Moodle weekly or each semester according to course requirements, with new materials or grades, with a deadline before the start of the new lecture.
5. Technical Support: The IT Department must respond to eLMS-related technical issues within 24 hours of a reported problem, logged via an online support ticket system.
6. Training: The E-Learning committee must conduct mandatory eLMS training for teaching and eLMS administrative staff before each academic year, with attendance records submitted to the QA Office.
7. **Access rights and Accounts:**
 - a. Account Creation: Only UoD registered students, college, and staff are eligible for Moodle accounts.
 - b. Accounts are created and managed by the university's IT department.
 - c. Login Credentials: Users must keep their login credentials confidential and must not share them with others.
 - d. Unauthorized Access: Accessing another user's accounts or attempting to gain unauthorized access to Moodle is strictly prohibited.
 - e. Account Deactivation: Accounts will be deactivated upon graduation, withdrawal, or termination of employment, unless otherwise specified.
 - f. If a Moodle manager at the college resigns or leaves the University, the IT Director must be notified immediately. Access must be revoked, and a new manager appointed via an official letter.

Roles and responsibilities

- **The University e-Learning committee** (responsible office) will monitor eLMS user activities to ensure effective use of the platform. The usage statistics will be used to grant academic staff QA points as part of continuous academic development (CAD) credits.
- **Students should:**



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1. Regularly check their eLMS portals for course updates, announcements, and assignments.
 2. Submit assignments and participate in activities by the specified deadlines.
 3. Use the eLMS for academic purposes only and refrain from misuse or disruptive behavior.
- **Teaching staff should:**
 1. Ensure course materials are uploaded and organized on time.
 2. Use the eLMS to communicate with students and provide feedback on assignments.
 3. Maintain academic integrity and ensure all materials comply with copyright laws.
 - **Administrative Staff should:**
 1. Use the eLMS for administrative purposes as required.
 2. Support students and teaching staff in using the eLMS effectively.
 3. Perform daily incremental backups of the eLMS content and carry out weekly full backups over the weekend.
 4. Ensure seamless and secure login for all eLMS users.
 - **Acceptable Use:** The E-Learning System must be used for academic and administrative purposes only in line with this policy.
 - **Non-acceptable Use,** Users must not:
 1. Post or share inappropriate, offensive, or illegal content.
 2. Engage in plagiarism, cheating, or academic dishonesty.
 3. Use the E-Learning System for commercial purposes or personal gain.
 4. Disrupt the learning environment (e.g., spamming, hacking, or spreading malware).

Exceptions and Special Considerations:

- **Temporary Staff:** Guest lecturers teaching for less than one month may upload only a syllabus and key handouts, rather than full course content, with approval from their department head.



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- **Technical Failures:** In cases of prolonged eLMS outages (exceeding 48 hours), colleges may use email or physical handouts as a temporary alternative, notifying the IT department immediately.
- **Accessibility Needs:** Students with disabilities (e.g., visual impairments) may request alternative formats (e.g., audio files, other possibilities).
- **Stakeholders must document exceptions and seek approval from the E-Learning committee or department head as needed**
- **Data Privacy and Security**
 1. All users must comply with the university's data privacy policy and applicable laws and the Ministry of Higher Education policies.
 2. Personal information shared on eLMS must be protected and used only for its intended purpose.
 3. Users must report any security breaches or suspicious activity immediately to the IT department.
- **Intellectual Property and Copyright**
 1. Course materials uploaded to the E-Learning System are the intellectual property of the university or the respective college members.
 2. Users must not distribute, reproduce, or share course materials without permission.
 3. All materials must comply with copyright laws and fair use policies.
- **Consequences of Policy Violations:** Breaching this policy may lead to disciplinary measures by UoD policies and applicable governmental regulations, which may include, but are not limited to:
 1. Temporary or permanent suspension of the eLMS access.
 2. Academic penalties (e.g., failing grades, expulsion).
 3. Legal action in cases of severe misconduct (e.g., hacking, data theft).

POLICY DISCLAIMER STATEMENT

Deviations from policies, procedures, or guidelines published and approved by the [University Policy Office \(UPLO\)](#) may only be made cooperatively between UPLO and the



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requesting entity with sufficient time to allow for appropriate risk analysis, documentation, and a possible presentation to authorised university representatives. Failure to adhere to UPL0's written policies may be met with university sanctions.

Related Documents

Internal Documents:

- UoD Moodle User Guide: Available on the university website (e.g., uod.ac/MoodleGuide or others), detailing login procedures and troubleshooting tips.
- Information Management and Data Security Policy: Referenced at [UPL0 Website](#) outlining privacy obligations under KRI and Iraqi law.
- College Handbook: Provides additional context on teaching responsibilities, accessible via the UoD intranet.

External Documents:

- MHE-related regulations
- Moodle official website (<https://moodle.uod.ac/>)

[Kurdish Translation](#)

[Arabic Translation](#)