



Procedure

Procedure Name	<i>Learning Management System Administration</i>		
Procedure #	IP 1.6	Parent Policy	IP 1.0 Curriculum and Instruction
Policy Owner	Vice President Academic	Effective Date	March 1, 2024
Procedure Owner	Director Academic Excellence	Next Review Date	March 1, 2029
Approved by	Vice President Academic	Approval Date	March 1, 2024

1.0 Purpose/ Background

The purpose of this procedure is to standardize usage of the system and address important considerations related to the appropriate use of NAIT's Learning Management System (LMS) to ensure the institution's compliance with applicable policy, procedures, and legal requirements.

This will also define the standards and guidelines for the LMS at NAIT to ensure consistency, security, and effective utilization of the LMS for educational and administrative purposes.

2.0 Definitions

Term	Definition
Access	The ability to log onto the LMS and use the features of the LMS.
Accessibility	Accessibility is an approach to the design and delivery of services, products, or spaces in anticipation of barriers and access needs for Individuals.
Administrative Staff	Employees or contract staff who do not hold an instructor appointment or whose primary responsibilities are not related to teaching.
Authorized User	Any employee, student, staff member, or guest of the institution who has been authenticated to access the LMS.
Course Archive	An instance of a course that serves as the historical LMS record of a delivered course.
Course End Date	The last date that a course is open in the System of Record (SOR)
Course Deleted Date	The date on which the course is permanently removed from the system
Course Primary	A course site that is consistently maintained and updated, that serves as an approved template for instructors teaching a course.
External Learning Technologies	Learning technology tools that are distinct from and integrated with the LMS to support instruction in a course.
Guest Account Holders	A temporary account that is not affiliated as staff, student, or contractor with limited time-bound access to the LMS.
Learning Management System (LMS) Administrator	A user with assigned administrative permissions in the LMS intended to oversee the operation, maintenance, support and security of the system.

Learning Management System (LMS)	A flexible, web-based program for teaching and learning used to supplement or facilitate the delivery of courses.
Learning Management System (LMS) Support Teams	Employees whose job function includes support of the LMS.
Learning Technology (LT) Steering Committee	The LT Steering Committee is a governance body responsible for providing strategic leadership, oversight, and direction in the planning, implementation, and evaluation of learning technologies.
Learning Technology (LT) Operations Committee	The LT Operations Committee is responsible for developing and managing LMS processes in alignment with NAIT standards and policies.
Resource Sites	Sites created within the LMS for the purpose of provisioning learning and content that is outside of or in addition to NAIT's standard recognized curriculum.
Standard Course Shell	A uniform template that includes essential course elements, ensuring consistency in structure and content across all courses.
System of Record (SOR)	The system that is the authoritative data source for course information and records.

3.0 Procedures

3.1 User Management & Access

- 3.1.1 Authorized Users may only use the LMS for institution-sanctioned purposes.
- 3.1.2 Access to courses in the LMS is governed by the LT Steering Committee to ensure the confidentiality, integrity, accessibility, and availability of materials, protection of privacy and of copyrighted material.
- 3.1.3 LT Steering Committee will be responsible for the oversight of LMS access, while responsibility for management of access to the LMS will be a shared responsibility.
 - 3.1.3.1 Information Technology Services (ITS) will manage administrative and guest account access.
 - 3.1.3.2 Academic Excellence (AE) and Corporate and Continuing Education (CCE) will manage support role access.
 - 3.1.3.3 Instructors will be granted access by default to courses based on assignment(s) within the SOR.
 - 3.1.3.4 Students will be granted access based on their enrollment information within the SOR.
- 3.1.4 NAIT LMS users will access the system through their NAIT account.

3.2 Course Creation, Standards & Release

- 3.2.1 LT Steering Committee will provide oversight for course creation.
 - 3.2.1.1 Courses will be created based on SOR.
- 3.2.2 A Standard Course Shell will be provided for all courses and will be utilized to provide students with a consistent learning experience.
 - 3.2.2.1 Organization of course content is expected to conform to the Standard Course Shell guidelines and meet NAIT standards.
 - 3.2.2.2 The Operations Committee will have oversight on updates, additions, and deletions of elements within the Standard Course Shell.

- 3.2.3 All course sites in the LMS will be made available to students ahead of the start of class:
 - 3.2.3.1 Credit course instances and apprenticeship courses will be open to students at least 1 week before the course's start date to allow site access and viewing of the course outline and syllabus.
- 3.2.4 At the course start date, all courses offered to students enrolled in NAIT programs will have a course site in the LMS that:
 - 3.2.4.1 Contains instructor contact information including information on the preferred method of communication and intended response time
 - 3.2.4.2 Provides a copy of the approved course outline
 - 3.2.4.3 Gives access to some organized content and relevant resources
 - 3.2.4.4 Is reviewed and updated for alignment with NAIT Course Quality Standards
- 3.2.5 Course materials and content may be populated into the course site from:
 - 3.2.5.1 An identified Course Primary, or an approved previous version of the course to which the instructor has access
- 3.2.6 All courses delivered will have a Course Archive.
 - 3.2.6.1 For review purposes, students will have access to their course instance for one year after the course end-date unless there is a required need to extend student course access for regulatory examination purposes.
 - 3.2.6.2 Following the archive period, the Course Archive will remain accessible to non-student roles for an additional year. Following this additional year, the courses will be deleted from the system.

3.3 Resource Sites

- 3.3.1 Sites may be created within the LMS for learning experiences that are not part of courses listed in the SOR.
- 3.3.2 Each user may be provided with a sandbox.
- 3.3.3 The process for request and creation of Resource Sites will have oversight from the Operations Committee and will be provided through the LMS Support Teams.

3.4 Integration of External Learning Technologies

- 3.4.1 Integration of External Learning Technologies (ELT) in the LMS will be done in support of teaching best practices and improved student experience.
 - 3.4.1.1 Proposed integrations must be vetted by the LT Steering Committee for compatibility with other LMS-based features, system security, privacy, accessibility, supportability and compliance with related policies.
 - 3.4.1.2 The Sustainment Committee will maintain a process and approved list of integration of ELTs into LMS course(s).

3.5 Accessibility

- 3.5.1 NAIT is committed to providing all Authorized Users equitable and inclusive access to courses online.

- 3.5.1.1 The LMS meets the international standards for Web Content Accessibility (WCAG 2.2 or higher).
- 3.5.1.2 Development of accessible course content and delivery is supported through accessibility awareness training, quality instruction and curriculum policy and procedures, and all associated NAIT policies and procedures.
- 3.5.1.3 Identified barriers to accessibility after course site publication are addressed and mitigated to provide equitable and inclusive participation for students enrolled in the course.

4.0 Exceptions to the Procedure

4.1 Exceptions to this procedure must be documented and formally approved by the Procedure Owner.

Procedure exceptions must include:

- The nature of the exception
- A reasonable explanation for why the procedure exception is required
- Confirmation that the exception aligns with the general principles
- Any risks created by the procedure exception and how they will be managed.

5.0 Related Documentation

Learning Technology Steering Committee – Terms of Reference

Learning Technology Operations Committee – Terms of Reference

[NAIT Course Quality Standards](#)

Web Content Accessibility Guidelines (WCAG)

Document History

<i>Date</i>	<i>Action/ Change</i>