

E-LEARNING ONTARIO

POLICY DOCUMENT

In addition to the Service Level Agreement (SLA), which is specific to each board, each participating board must abide by this policy document. It contains three sections:

- A. POLICIES FOR BOARD DELIVERY OF E-LEARNING PROGRAMS UNDER THE SERVICE LEVEL AGREEMENT FOR USE OF LEARNING MANAGEMENT SYSTEM (LMS) AND LEARNING OBJECT REPOSITORY (LOR)
- B. ACCEPTABLE USE POLICIES
- C. CONDITIONS OF USE

The purpose of e-Learning Ontario is to meet the needs of a wide range of learners existing across the province. Learners may be enrolled in e-learning credit courses if they are eligible to attend a provincially funded school in Ontario and if they are in need of secondary school credit courses in order to obtain an Ontario Graduation Diploma or upgrading secondary school credits required for entry into a program or the workforce.

As indicated above, e-learning should be made available to all learners, and boards must ensure they are placed on the appropriate register for reporting. Students under 21 years of age normally enrolled in day school classroom delivered courses and who choose to obtain the credit through e-learning will be reported on the Independent Study Register for Day School Pupils (*See Memo 2002: SB12 from Wayne Burtnyk, Director, Transfer Payments and Financial Reporting Branch, July 17, 2002*). It is expected that the teachers delivering e-learning courses to day school students will be regular day school teachers.

A. POLICIES FOR BOARD DELIVERY OF E-LEARNING PROGRAMS UNDER THE SERVICE LEVEL AGREEMENT FOR USE OF LEARNING MANAGEMENT SYSTEM (LMS) AND LEARNING OBJECT REPOSITORY (LOR)

A.1. The Deliverables

School boards delivering provincially developed e-learning credit courses will manage and deliver them through the provincial LMS. The LMS will provide a range of services to support e-learning delivery by school boards, including student authentication, course management, student tracking, learning activities, and communication and collaboration tools. The LMS will also enable local customization of courses and resources to be delivered through the provincial LMS to meet local needs (e.g., the use of board logos and locally relevant learning exercises). However, the impact of any changes to courses and resources will be the responsibility of the board.

When school boards participate in the provincial e-learning strategy for the delivery of credit courses, they will have access to e-learning resources, objects and courses through the provincial LMS/LOR. Content from the provincial LOR must not be used in any other LMS other than the

one provided by the province. Students from outside Ontario will not have access to the provincial LMS/LOR or its content (unless they are registered in their home school for which they are entitled to register under the Education Act and participating in a school program that takes them outside of Ontario).

All students accessing e-learning courses must do so by applying, receiving permission from and enrolling in the course through their home school (as described above and in the Education Act). Students remain a student of their home school even if the course is delivered by a teacher in another school. Virtual schools or totally online schools are not allowed to be established using the provincial LMS and LOR. Any student who wishes to enrol in a secondary school e-learning course that is delivered through the provincial LMS must be registered with the board in which he or she is qualified to be a “resident pupil” under the Education Act.

A.2. Location of Service

District school boards, upon request to and the approval of the Ministry, may require components of the LMS and LOR on their local networks for use by their staff and students. However, the installation, operation, support and expenses of executing this request will be the responsibility of the individual boards making the request and will be detailed in the e-learning policies of the respective board. This will only occur in extreme situations as a result of limited connectivity or access issues. Boards requiring this approach must follow the same policies and requirements that they would follow if using the LMS and LOR located in a central location.

A.3. Milestones

Boards that already have their own LMS may continue to use it. Materials within the provincial LMS and LOR may not be used in any other LMS and LOR and the only courses delivered through the provincial LMS will be posted by the ministry.

E-learning courses may be offered in summer school. Student intake may be continuous but timed for the work to be completed within the school year.

A.4. Personnel

This section will identify personnel to be used by the supplier and the district school board.

Each board will provide the ministry with a senior level contact (Superintendent/Director) who will be the liaison with ministry staff on major items. In order to ensure consistent communications, each district school board will also identify one District e-Learning Contact (DeLC), who will communicate directly with the ministry liaison for the provincial LMS/LOR.

Teachers do not contact the supplier or ministry directly (other than the technical help desk) they communicate through their board district e-learning contact. The ministry will provide the board with the LMS/LOR contact person for the ministry.

A.5. Reporting Requirements

The marks reporting schedule will be that of the school delivering the e-learning course. The same criteria for full disclosure that apply to regular courses will also apply to e-learning courses as outlined in the *Ontario Student Transcript Manual, 2003*.

Assessment and evaluation will be done in accordance with the requirements in OSS and provincial curriculum policy documents. The teacher of an e-learning course will inform participating students of the assessment and evaluation strategies and schedule for the course.

The teacher of an e-learning course will provide information on the student's achievement in the course to the principal to whom he or she reports, and the principal will ensure that it is sent to the student's home school. The principal of the student's home school will ensure that this information is recorded in the Ontario Student Record (OSR) and on the Ontario Student Transcript (OST), and that it is communicated to parents by means of the Provincial Report Card. Recording of the student's achievement in the OSR and on the OST must be done in accordance with *the Ontario Student Record (OSR): Guideline, 2000* and *the Ontario Student Transcript (OST): Manual, 2003*.

Boards will use an approved URL that will enable the supplier to develop a specific area of the LMS for board use.

Student information in the LMS must not be personal with the exception of the first and last name, e-mail address, Ontario Education Number (OEN) and marks. All other personal information must remain in the board Student Information System (SIS).

A.6.0. Rights and Responsibilities of District School Boards

The district school board is responsible for all aspects of the local delivery of the e-learning program as set out in the E-learning Policy Document –consistent with the Education Act and its regulations including but not limited to:

- complying with all provincial policies and guidelines related to e-learning;
- developing guidelines and procedures for the implementation of the e-learning strategy, including academic integrity policies, student enrolment procedures, accessibility and equity guidelines, and acceptable use policies related to board-based technologies;
- maintaining all aspects of delivery of e-learning within the board, including registering, enrolling and tracking students, granting credits, hiring staff, and setting program direction, in accordance with the Education Act and its regulations, ministry and board policy, and local community needs;
- ensuring that secondary school course calendars outline the e-learning opportunities available to their students within the province;
- assigning personnel for implementation of the e-learning strategy, including one board contact (DeLC) as a single point of contact through which all communications from e-Learning Ontario will flow;
- establishing class sizes and Pupil Teacher Ratios as outlined in provincial and board policies as specified in the applicable collective agreement;
- ensuring e-learning courses are part of the teachers' "workload" as specified in the applicable collective agreement, when assigning teacher scheduling;
- providing opportunities for teachers to engage in professional development and/or in-service activities to ensure effective implementation of the e-learning strategy;

- ensuring that students with special needs have equitable access to appropriate e-learning opportunities;
- ensuring that the LMS is used strictly for:
 - the delivery of e-learning credit courses that are made available through the provincial e-learning strategy and located in the provincial LMS/ LOR. Only the e-learning courses and resources posted in the LMS and LOR by the ministry will be eligible for delivery through the provincial LMS/LOR;
 - the delivery of professional development to teachers and administrators involved in the delivery of e-learning credit courses located on the provincial LMS/LOR;
 - the customization of provincially approved courses for local delivery and ensuring these changes do not impact the ability of the online course to meet all of the expectations outlined in the respective Curriculum Policy Document;
- ensuring that the LMS is not used for:
 - the delivery of local district school board professional development other than outlined above;
 - the delivery of Ontario credit courses to students outside of the province of Ontario unless it meets the criteria outlined in Section A-1 of this SLA.
 - the establishment of a virtual high school;
 - delivery of e-learning credit courses written locally by district school boards that have not gone through the provincial approval process and are not stored on the provincial LMS/LOR;
 - the marketing of district school board courses in other jurisdictions;
 - the commercial use or generating revenue for the board. The only fee that can be charged is the "provincially established fee" the ministry posts for delivering a credit to a student in another board;
 - the storing of personal data on students.

Once a district school board has been granted access to the LMS and LOR it will establish local user authorities. District school boards will limit their contact with the supplier to normal technical help desk calls. Any other communication with the supplier is to be directed through the ministry contact provided to each board.

A.7.1. Rights and Responsibilities of the District School Board E-Learning Contact (DeLC)

The identified DeLC for each board will be responsible for:

- reviewing with the board's I.T. staff the minimum technology standards required to provide students and staff access to e-learning opportunities;
- ensuring the central location for boards to post information on available placements in courses is updated regularly to permit schools to search for appropriate courses in which they may want to enroll a student, if they choose to enroll students from other schools within their board or students from other Ontario district school boards;

- Initial set up:
 - Optional branding of the entry page of each board's environment
 - Banner
 - Colour scheme
 - Logo

- Course and Teacher Management:
 - Create the content for the next semester within board area of LMS.
 - Create archived courses area (not to be confused with the vendor's backup process).
 - Copy master courses from the ministry area of the LMS to the board area of the LMS.
 - Copy content of a local version of a course from the archived courses area for reuse.
 - Create usernames and passwords for teachers ensuring a "locker" (file storage area) is automatically created.
 - Assign teachers to courses within the board area of the LMS
 - Manage teacher accounts: activate, disable, suspend, remove, change passwords
 - Close courses as required.
 - Move closed courses to archived courses/semesters area for future reference in the case of a challenge.
 - Restore archived courses as needed.
 - Zip completed courses and student work and move to an offline storage area.

- Manage Board Accounts:
 - Create usernames and passwords for students and teachers ensuring a "locker" (file storage area) and access to suitable tools within the LMS are automatically created.
 - Enrol students in courses.
 - Manage student user accounts: activate, disable, suspend, remove, and change passwords.

A.7.2. Rights and Responsibilities of the Principal of the Student's Home School

The principal of the student's home school is responsible for:

- ensuring information about e-learning opportunities is included in the school course calendar;
- ensuring guidance services staff receive training regarding e-learning opportunities and enrolment procedures;
- ensuring that students who enroll in a secondary school e-learning course are registered in the school *for which they qualify* to be resident pupils under the Education Act;
- ensuring adequate program support for students, as identified in their Individual Education Plan (IEP), is available to students taking e-learning courses and make the delivering school aware of these needs prior to enrollment in the course;
- the enrollment and withdrawal of a student in an e-learning course;

- maintaining student enrolment records for e-learning credits;
- ensuring that the student's achievement in e-learning courses taken both in his or her local school and in other schools and/or boards is entered in the student's OSR and on the OST;
- granting credits to students who have successfully completed e-learning courses, on the basis of the final mark provided by the teacher delivering the course;
- providing a location and proctor for a final examination, if required, and ensuring the return of the completed examination to the e-learning teacher by a date pre-determined by the delivering teacher, in compliance with teacher workload;
- providing an orientation program to students taking their e-learning courses to validate the student's suitability for e-learning and to prepare them for this style of learning;
- providing an orientation program to teachers teaching an e-learning course through the provincial LMS;
- communicating with parents of students taking e-learning courses regarding board and ministry acceptable use policies;
- providing general information in school calendars about the provincial availability of e-learning to their students.

A.7.3. Rights and Responsibilities of the Principal of the School Delivering the E-Learning Course

The principal of the school delivering the e-learning course is responsible for:

- managing the enrolment of students in e-learning courses and ensuring they meet provincial and board policies for class size;
- deciding which e-learning courses will be offered;
- giving permission for an eligible student from another board to take an e-learning course;
- providing an orientation program to teachers teaching an e-learning course through the provincial LMS;
- providing an orientation program to students taking their e-learning courses to validate the student's suitability for e-learning and to prepare them for this style of learning;
- ensuring that outlines of the courses of study are available for examination;
- assigning teachers to teach the online courses and ensuring the courses are included in the required teacher workload;
- providing disciplinary support/action in alignment with board policies when required;
- ensuring that the teacher of an e-learning course reports information on student achievement to the student's home school for inclusion in the student's Ontario Student Record (OSR) and on the Ontario Student Transcript (OST);
- conducting performance appraisals of e-learning teachers as is current practice within the board;
- monitoring the online behaviour of teachers and students;

- ensuring that suspension and expulsion rules as outlined in provincial policy and district school board policies apply to students participating in e-learning.

A.7.4. Rights and Responsibilities of the E-Learning Teacher

The e-learning teacher is responsible for:

- becoming familiar with and utilizing teaching tools and communication strategies specific to the e-learning environment;
- ensuring that when any modifications are made to an e-learning course, the course continues to meet all requirements of the Ontario provincial curriculum;
- providing the final assessment and/or examination to student's home school principal for completion;
- providing all records and information on student achievement in the course to student's home school for inclusion on the Ontario Student Transcript (OST) and in the Ontario Student Record (OSR);
- communicating information on student progress to parents and students regularly and in accordance with the delivering board policies;
- conducting parent-teacher interviews. Given that face-to-face teacher parent interviews may not be possible alternative means may be used, such as telephone, videoconferencing and email.

A.7.5. Rights and Responsibilities of the E-Learning Student

The e-learning student is responsible for:

- applying for an e-learning course through his/her home school;
- participating in an e-learning orientation;
- following all delivering school policies with respect to acceptable use and student conduct;
- informing his/her principal and/or guidance counselor if he/she wishes to withdraw from an e-learning course.

Note: Suspension and expulsion rules, as outlined in provincial and school board policies, apply to students participating in e-learning.

B. ACCEPTABLE USE POLICIES

For security and tracking reasons, it is a requirement of e-Learning Ontario that students using the provincial LMS and LOR be uniquely identified within each jurisdiction with usernames and passwords. Boards offering e-learning opportunities to their own students or to students outside their area will establish, communicate, and implement board acceptable use policies. Such board acceptable use policies will include clear directions to teachers, students, and parents about the appropriate use of:

- Communication tools, such as e-mail, chat, telephony, videoconferencing, web conferencing, and threaded discussions;
- Student services, such as libraries, the technical help desk, and extracurricular events;
- Hardware, software, and technologies associated with e-learning;
- Orientation materials and opportunities.

Students registered in an e-learning course outside of their home board will follow the acceptable use policies of the board delivering the course. Where a student is taking a course in another board and where the two policies conflict, the acceptable use policies of the board delivering the course would take precedence.

The LOR is to be used by teachers, students and parents or legal guardians authorized for use by the district school board. Materials on the provincial LOR are to be used for teaching and learning in Ontario district school boards and are not to be redistributed, sold, or posted on other web-sites that are not password protected. Students using the LOR must be enrolled in a provincially-funded school. Students who are being home-schooled can become an authorized user of the LOR if they apply to their local district school board for a user account.

The LOR will enable teachers to submit and/or access single learning objects, units of study or remediation units. These objects and/or units may be used for classroom support or in conjunction with the provincial LMS by students learning on-line. At full implementation, this LOR will provide all students, teachers and parents with access to high quality learning resources. For learning object submission guidelines and process, refer to the LOR Manual.

Materials within the provincial LMS may not be used in any other LMS and the only courses delivered through the provincial LMS will be posted by the ministry.

The Ministry of Education has established quality standards and a governance structure to manage the process of cataloguing, meta-tagging, reviewing and posting content in the LOR. There will be a process through which teachers may submit copyright-free, quality learning resources for review and possible sharing through the provincial LOR. Only reviewed and approved resources will be placed in the LOR for province-wide access.

C. CONDITONS OF USE

Boards must implement the Conditions of Use policy related to the use of the provincial LMS/LOR as set out below:

Conditions of Use Agreement

It is highly recommended that each user of this system print these pages and store them for easy reference.

Introduction:

This document, called, “A Conditions of Use Agreement” sets forth the terms and conditions under which students, parents and staff may access and use the online resources and services which make up e-Learning Ontario. It is expected that everyone who uses this system will read, remember and abide by the terms and conditions of this agreement. Failure to do so could result in disciplinary action, suspension or expulsion from the e-Learning Ontario system. Please note that for the purposes of the agreement, students, parents and staff members will be described in this Conditions of Use Agreement as “users”.

General Behaviour Expectations:

The Ministry of Education reserves the right to implement monitoring software to record and identify inappropriate use of this system.

- As a user of e-Learning Ontario’s Learning Management system (LMS) and Learning Object Repository (LOR), although every effort will be made by the DELC to control access, users should have no expectation of privacy and should behave accordingly.
- Users are expected to conduct themselves in a respectful, responsible and ethical manner while online. Because online communication is “faceless”, users sometimes forget that the person they are communicating with is also human;
- Behaviour such as hate mail, harassment, discriminatory remarks, political or derogatory comments to individuals or groups and/or any unethical behaviour will not be tolerated.
- Users are expected to carefully consider the audience for a message and target the message using an appropriate distribution list or individual email account. In replying to messages, consider whether the reply is best sent to an individual, group of individuals or all.
- Hardware, software, and other online resources which make up the e-Learning Ontario system are provided for the exclusive educational use of all students, parents and teachers and should not be otherwise copied, used or reused in any way, without the written consent of the Ministry of Education. These resources shall not be used for commercial purposes, product advertising, product/service purchasing, political lobbying, or political campaigning.
- Users are not permitted to transmit, receive, submit, or publish any illegal, defamatory, abusive, obscene, profane, racist, threatening, offensive, sexual, terrorist, witchcraft or cult-oriented materials as set by board policy.
- District school boards will determine the appropriate action to take in the event any of these instances occur as set by board policy

- Users should only use appropriate Internet resources, which teachers or parents would approve of and to leave an inappropriate site immediately if they encounter it accidentally.
- All assignments students submit and all tests students take shall be solely performed by them, except where it is requested that they participate in a group project. Students must not submit work that is plagiarized or otherwise violates copyright laws of Canada.
- Physical or electronic tampering with computer resources is not permitted. Damaging or modifying computers, computer systems, computer networks, or other users' files or programs intentionally, including introducing viruses, will result in cancellation of privileges.
- Using another user's password or trespassing in someone's folders, work, or files is prohibited. Attempts to logon to e-Learning Ontario as someone else may result in cancellation of user privileges. User accounts shall be used only by the authorized owner of the account. Users are responsible for all activity within their account.
- Users should not reveal personal information to anyone on the Internet or over the network unless instructed to do so by their teacher or parent/guardian. Users should never agree to meet or contact anyone they converse with online without their parents' approval.
- Users must respect all copyright laws that protect software owners, artists and writers. Plagiarism or the theft of intellectual property in any form is unacceptable.

E-Learning Ontario makes no warranties of any kind, whether expressed or implied, for the service it is providing. We assume no responsibility or liability for any phone charges, line costs or usage fees, nor for any damages a user may suffer. Use of any information obtained via the Internet is at your own risk. We specifically deny any responsibility for the accuracy or quality of information obtained through its services.

This Conditions of Use policy functions concurrently as other enforced Acceptable Use Policies. Students, teachers, and other employees of institutions that are under the jurisdiction of Ministry of Education (School Districts, School Authorities, Provincial Schools) are also obligated to understand and accept all of the conditions outlined within your educational institution's computer Acceptable Use Policy (AUP).

For Parents/Guardians of Students in Ontario, in addition to the conditions outlined here it is highly recommended that you become informed of the computer Acceptable Use Policy (AUP) of your daughter's/son's school/board.

All Users In no way does this e-Learning Ontario Conditions of Use policy override, circumvent, or negate any other Conditions of Use or Acceptable Use Policies (such as each district school board's Acceptable Use Policy). It is a condition of use of this site that you understand fully, and accept all of the conditions stated within your institution's AUP.

The Conditions of Use policy shall be interpreted, construed and enforced in all respects in accordance with the laws of the Province of Ontario. Each party irrevocably consents to the jurisdiction of the courts of the Province of Ontario, in connection with any action to enforce the provisions of the Conditions of Use policy, to recover damages or other relief for breach or default under the Conditions of Use policy, or otherwise arising under or by reason of the Conditions of Use policy.