1. Overview
The purpose of this Policy is to provide consistency in decision making related to management and use of iLearn@Bond (iLearn) and enhance the quality and effectiveness of the University's learning management system (LMS).

Included are statements related to Access, Subject Site Lifecycle Management, Community Site Lifecycle Management, Privacy and Confidentiality, Copyright, and Intellectual Property Rights, Minimum iLearn site requirements, Online Assessment, Service outages and maintenance, Upgrades.

iLearn@Bond assists instructors to build course materials online and engage with students in an interactive environment. Students viewing an iLearn site should be able to: obtain information and documentation for the subject; communicate with lecturers and other classmates outside of the classroom or consultation hours.

It is a University requirement that all subjects with an iLearn site adhere to an endorsed set of minimum requirements (Section 4.2).

2. Definitions

<table>
<thead>
<tr>
<th>Archiving</th>
<th>To compress one or more files and folders into a single file for backup, transport or long term storage in a secondary location.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackboard</td>
<td>A proprietary Learning Management System owned by Blackboard Inc.</td>
</tr>
<tr>
<td>Community Site</td>
<td>A Community Site can be created for a group of learners and other participants who are linked to Bond University and have a common goal. Communities do not have to be subject based and can be used to support projects, research or professional development.</td>
</tr>
<tr>
<td>Copied Subject</td>
<td>Subject resources to be used in a future semester may be copied for use with another group of students. (See below: Copying Subject Resources for Future Use.)</td>
</tr>
<tr>
<td>iLearn@Bond</td>
<td>The Blackboard system known as the Blackboard Academic Suite licensed to Bond University for adaptation by staff and for use by both students and staff</td>
</tr>
<tr>
<td>Learning Management System (LMS)</td>
<td>Software for delivering, tracking and managing education and/or training.</td>
</tr>
<tr>
<td><strong>Subject Site</strong></td>
<td>A Subject Site is created in iLearn for each subject offered at Bond identified by a subject code. Subject Sites are created at the end of Week One in the semester prior to the subject being offered.</td>
</tr>
<tr>
<td><strong>Subject Site Manager</strong></td>
<td>The academic subject coordinator as defined in Subject Outline.</td>
</tr>
<tr>
<td><strong>System Administrator</strong></td>
<td>Information Technology Services (ITS) staff responsible for setting up, modifying and maintaining the computer hardware, software and databases underpinning the iLearn system.</td>
</tr>
</tbody>
</table>

### 3. System Access

#### 3.1 Entry

3.1.1 Access to iLearn is from the front page of the Bond University website. [www.bond.edu.au](http://www.bond.edu.au). Alternatively, iLearn can be accessed directly from the following URL: [http://ilearn.bond.edu.au](http://ilearn.bond.edu.au).

3.1.2 Mobile access to iLearn@Bond is available to a range of devices via the Blackboard Mobile Learn App or Bond Mobile App provided by Blackboard Inc.

3.1.3 Public access to the iLearn@Bond portal has been enabled, allowing users without an iLearn account to access some tabs and modules on the site.

3.1.4 All users of the LMS are required to comply with Bond University’s [Student Acceptable Use of ICT Facilities Policy](#) or [Staff Acceptable Use of ICT Facilities Policy](#). See the [Information Security Policy](#) for details regarding data security and access.

3.1.5 University staff and students are automatically given access to iLearn 24 hours after their IT account has been activated. If access is required prior to an official status at Bond, Information Technology Services must receive approval from the appropriate conferring authority.

#### 3.2 iLearn User Account Management

3.2.1 Access to iLearn sites is automatically disabled if a sanction has been applied to a StudentOne user account. (See Section 3.4.1 of the Student ICT Account Policy (TEC 1.08) for more detail on student account disablement.) Access will be restored automatically when the sanction is removed.

3.2.2 iLearn sites are automatically cut-off from students with incomplete subject TEVALs from Week 10 of each Semester. Students will be directed to complete their TEVALs or tick a box that reads, “I have considered completing the TEVAL for this subject and have chosen not to complete.”

3.2.3 University staff and student accounts will be automatically disabled when their Active Directory account is disabled upon conclusion of their appointment at Bond (as per the ICT account Policies for staff and students). Disabled accounts will remain inactive on iLearn.

3.2.4 External user accounts will be created as required upon receipt of approval by the conferring authority. External access will be removed as per the instructions of the initial request. Where ongoing access is requested, external accounts will be reviewed semesterly.

#### 3.3 Privacy and Confidentiality

3.3.1 The availability of profile information will be at the user’s discretion. A user’s first and last name is the only information shared by default with the general iLearn@Bond community.

3.3.2 In order to ensure privacy and confidentiality of student contributions, access to sites on the LMS is regulated. It is recognised that the University or subject lecturer may require additional users to access specific sites for teaching and learning, support or quality purposes. Levels of access will vary according to the role and responsibility of each user. Access will be approved by the appropriate conferring authority. (See Table 1)

3.3.3 The LMS provider, iLearn@Bond Support Team and Faculty Learning and Teaching Managers will have access to all sites for development and support purposes.
3.3.4 ITS Service Desk staff have limited access to all sites for support purposes.

3.3.5 OLT Educational Developers, Liaison Librarians and Copyright Officers will have limited self-enrol access to all sites for quality and learning and teaching purposes. The Subject Coordinator must be informed of access prior to entry.

3.3.6 All Faculty Executive Deans have access to sites within their purview (granted by Faculty Learning and Teaching Managers as needed).

3.3.7 Moderators and Faculty administrative staff may be granted access to sites by the appropriate conferring authority.

3.3.8 External affiliates may be granted access to specific sites by the appropriate conferring authority.

3.3.9 External providers, other than the LMS provider, may be granted access to specific sites for product support purposes as approved by the conferring authority.

3.3.10 Guest access to Subject Sites in iLearn is enabled by default. All users with a Bond IT account will have limited access to all Subject Sites in iLearn. (See 3.4 Roles and Responsibilities)

<table>
<thead>
<tr>
<th>Table 1: iLearn Access Approval Procedure and Conferring Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group/Role</strong></td>
</tr>
<tr>
<td>----------------------</td>
</tr>
<tr>
<td>iLearn Support Team</td>
</tr>
<tr>
<td>Learning &amp; Teaching Manager</td>
</tr>
<tr>
<td>ITS Level 1 Support</td>
</tr>
<tr>
<td>OLT Educational Designers</td>
</tr>
<tr>
<td>Liaison Librarians</td>
</tr>
<tr>
<td>University Copyright Officer</td>
</tr>
<tr>
<td>Executive Deans/Associate Deans Learning &amp; Teaching</td>
</tr>
<tr>
<td>Assessment Moderators</td>
</tr>
</tbody>
</table>

iLearn@Bond Learning Management System (LMS) Policy (Issue Two)   Page 3 of 9
<table>
<thead>
<tr>
<th>Auditors/External Affiliates</th>
<th>For external accreditation and moderation purposes.</th>
<th>Executive Dean/Associate Deans Learning &amp; Teaching</th>
<th>Viewer</th>
<th>Email to iLearn Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty Administrative Staff</td>
<td>To post administrative &amp; academic announcements (eg. Room changes, career information)</td>
<td>Faculty Business Director</td>
<td>Announcer</td>
<td>Email to iLearn Team</td>
</tr>
<tr>
<td>External Educator or Student/Participant</td>
<td></td>
<td>Subject/Community Coordinator</td>
<td>Dependant on case</td>
<td>Email to iLearn Team</td>
</tr>
<tr>
<td>External Application Provider</td>
<td>To provide product support/ troubleshooting</td>
<td>iLearn@Bond Team</td>
<td>Dependant on case</td>
<td>Service Job requested by iLearn Team</td>
</tr>
<tr>
<td>Student</td>
<td>To access subject materials and tools</td>
<td>Student Administration</td>
<td>Student</td>
<td>Automatically enrolled via StudentOne</td>
</tr>
<tr>
<td>Non-enrolled student</td>
<td>To access subject materials for deferred exams or related study</td>
<td>Subject Coordinator</td>
<td>Student</td>
<td>Enrolled by Subject Coordinator or Learning &amp; Teaching Manager</td>
</tr>
</tbody>
</table>

### 3.4 Roles and Responsibilities

#### 3.4.1 Institution Roles

The University provides access to tabs and modules on the iLearn@Bond portal based on identified groups within and external to the organisation, which includes but is not exclusive to the following:

- **Staff** – Bond staff are automatically assigned this role when they are provided with an IT account.
- **Student** – Bond students are automatically assigned this role when they enrol in their first subject and activate their IT account.
- **External** – All affiliates of the University will be assigned this role when they are provided with a local LMS account.
- **None** – All external viewers and guests will not be assigned a role but still have limited access to the portal.
- **Faculty/Centre (HSM, FSD, LAW, BUS, BUELI, Bond College)** – All staff and students will automatically be assigned a secondary role to receive information specific to their area of study.
- **Support Staff** – users assigned to system roles will be given this secondary role to access additional information based on their responsibilities within the LMS.

These roles allow the filtering of information on the iLearn Portal. Users can be assigned multiple Portal roles. Additional roles may be created as the need arises. Approval for new Portal roles is passed by OLT in consultation with ITS.

#### 3.4.2 Subject/Community Roles

Subject/Community roles control access to the content and tools within a Subject Site. Each user is assigned a role in every subject (or community) in which they participate.

- **3.4.2.1 Students** are enrolled and unenrolled automatically into subjects in iLearn based on their student enrolment information within StudentOne.
- **3.4.2.2 Lecturers/Leaders** will be assigned to sites by the Faculty Learning and Teaching Managers.
- **3.4.2.3 Guest access** to specific areas of a site is enabled by default. Lecturers/Leaders may choose to disable this access.
- **3.4.2.4 The subject/community coordinator** may choose to assign Subject Roles to additional educators or participants.
Table 2: iLearn Subject/Community Roles and Privileges

<table>
<thead>
<tr>
<th>Role</th>
<th>Site Privileges</th>
<th>Sample Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecturer/Leader</td>
<td>Has full access to the site</td>
<td>For the Subject Coordinator</td>
</tr>
<tr>
<td>Teaching Assistant/Assistant</td>
<td>Has full access to the site but is not listed as a lecturer and cannot remove a lecturer from a site.</td>
<td>For any other teachers who require the ability to build and manage the site.</td>
</tr>
<tr>
<td>Site Builder</td>
<td>Has access to build the site but cannot interact with students or access grades</td>
<td>For site designers</td>
</tr>
<tr>
<td>Tutor/Group Leader</td>
<td>Has no build access but can communicate with students, manage groups, and access the Grade Centre</td>
<td>For tutors who do not require the ability to build the site but still need to be able to interact with the students and grade assessments.</td>
</tr>
<tr>
<td>Moderator</td>
<td>Can only view material and access the Grade Centre</td>
<td>Primarily for assessment moderators.</td>
</tr>
<tr>
<td>Announcer</td>
<td>Can view material and utilise communication tools to advise students</td>
<td>For faculty administrative staff to post announcements and communicate with students.</td>
</tr>
<tr>
<td>Viewer</td>
<td>View only access to the site</td>
<td>For visitors, peers and external affiliates who require similar access to students.</td>
</tr>
<tr>
<td>Student/Participant</td>
<td>Can view materials and use any tools made available by the lecturer.</td>
<td>Primarily for students</td>
</tr>
<tr>
<td>Guest</td>
<td>Can view only certain materials as made available to the role by the lecturer.</td>
<td>For anyone with access to iLearn which may include prospective students.</td>
</tr>
</tbody>
</table>

3.4.3 System Roles

System roles are used for the administration and support of iLearn@Bond. For security reasons, these roles are tightly controlled and are only available to Office of Learning and Teaching, Information Technology Services, Library and select Faculty support staff.

- **3.4.3.1 System Administrator** – Full access to the Blackboard System. This role is reserved for ITS System Administrators and may temporarily be assigned to Blackboard Support for product support purposes.
- **3.4.3.2 Subject Administrator** – This role is assigned to Learning and Teaching Managers, Blended Learning Designers, and other University staff as approved. It provides full build access to all sites as well as the ability to manage user access to subjects.
- **3.4.3.3 Helpdesk** – L1 ServiceDesk staff are assigned this role in order to view limited user and subject information for access troubleshooting.
- **3.4.3.4 None** - All current Bond students, academic and professional staff have an iLearn account automatically generated for them which will not be assigned a system role unless appropriate.
- **3.4.3.5 Guest** - Bond University has certain users that fit this category. These include:
  - Short course executive education students;
  - Prospective students – wanting access to view subject content;
  - External users. Information Technology Services administers these accounts and is responsible for disabling them;
  - Guest speakers or guest research staff;
  - Role playing” users, “test” users and “training” users. These are non-standard users used for training and testing.

4. Subject Site Lifecycle Management

4.1 Establishing an iLearn Site

4.1.1 iLearn Subject Sites are automatically created from the student management system (StudentOne). An individual iLearn site will be created for all availabilities of a subject.

4.1.2 Subjects outside StudentOne will require approval by an appropriate conferring authority before an iLearn site can be established.

4.1.3 Undergraduate and Postgraduate subjects must be conducted in separate iLearn sites.

4.1.4 Undergraduate and Diploma subjects will be merged into a single iLearn site.

4.1.5 The subject co-ordinator is responsible for the design and delivery of the site content.
4.2. Minimum iLearn Site Requirements
It is a University requirement that all subjects with an iLearn site adhere to an endorsed set of minimum requirements. Sites must also be updated and maintained on a regular basis. All Subject Sites must contain the following information:

- Subject Outline: the approved subject outline will automatically be linked within all iLearn sites upon their publication.
- Contacts: Subject Sites must contain the contact information for the primary educator of the subject. Other contact information is optional.
- Introduction: This area may include a welcome message, a short overview or schedule, some introductory directions and some information about the expectations for the use of the site.
- Assessment: This should include all the information and tools the students need to complete their assessment.
- Resources: Required readings and links to interesting and related education web addresses.
- All sites should have a minimum set of class notes available for student review.

4.3. Recommended Materials
The University recommends the following materials be included on all websites:

- Additional Resources: This is an area that may include information beyond the required material.
- Tools: iLearn provides tools for assessment, communication and collaboration. It is suggested that the following should be utilised:
  - Announcements – to keep students informed about changes in the subject;
  - Subject Calendar – to include key dates for your subject;
  - My Grades – to return marks and feedback to students online.

4.3.1. Copying Subject Resources for Future Use
Subject content can be copied from one site to another by any user with the role of Lecturer in both. Copying content for re-use outside of iLearn requires the approval of the Executive Dean or delegate within that Faculty.

4.4. Subject Release Dates
4.4.1. Subjects for the following semester will have a new iLearn site created in Week Three of the current semester, dependent on their availability in the Student Management System.

4.4.2. Upon creation, lecturers can be assigned to new sites in order to develop them. Sites will be unavailable to enrolled students until released by the lecturer.

4.4.3. The release of Subject Sites is at the discretion of the subject coordinator. The University recommends that iLearn sites be released to students at least a week prior to the official commencement of the subject.

4.5. Subject Size Limitations
Currently, there are no limitations on file size or site size. Lecturers should be aware of Internet and mobile access limitations and develop their learning materials in accordance with accessibility standards for the Web. (See [http://www.w3.org/standards/webdesign/] for more information)

Information Technology Services and OLT staff will work with Faculty whose iLearn Community Sites contain extremely large files (video clips, for example) to provide advice and assistance to help them compress files in order to utilise server space as efficiently as possible.

4.6. End of Semester Notification
At the end of each semester all academic staff will receive an e-mail message detailing their options for re-using subject resources or Archiving Subject Sites.
4.7. **Length of Access to Subject Site**
Students will have access to Subject Sites for a year following the completion of the subject. Subjects/Programs that require longer access must negotiate this with Information Technology Services.

5. **Community Site Lifecycle Management**
The iLearn system is maintained primarily for educational use (i.e. to support subjects offered by Bond University). However, a Community Site may be requested for research or other academic purposes and will be evaluated on a case-by-case basis.

A Community Site is a site established and used to connect students, staff and groups with a common interest. The Site can be linked to a subject, be focused on staff and/or student matters or created to unite persons or groups with a common goal at Bond University. Community Site structure is the same as Subject Site structure.

5.1. **Establishing a Community Site**

5.1.1. A Community Site can be requested through the Learning and Teaching Managers or the iLearn Team. Communities must be approved by an Executive Dean/Director before an iLearn site can be established. Community Sites will be created by a member of the iLearn team.

5.1.2. Information Technology Services is responsible for populating Communities with users. In the case of external user accounts Information Services are responsible for administering these accounts by keeping data on users and their passwords, and enabling the accounts.

5.1.3. Responsibility for the contents of an individual Community Site lies with the leader of the Community.

5.2. **Community Size Limitation**
Currently there are no limitations on file size or site size. Lecturers should be aware of Internet access limitations and develop their learning materials in accordance with accessibility standards for the Web. (See http://www.w3.org/standards/webdesign/ for more information).

Information Technology Services and OLT staff will work with Faculty whose iLearn Community Sites contain extremely large files (video clips, for example) to provide advice and assistance to help them compress files in order to utilise server space as efficiently as possible.

5.3. **Length of Access to Community Sites**
Community Sites are reviewed once a year at the beginning of the calendar year. However, it can be decided at any time during the academic year to terminate individual access to a Community Site or remove a Community Site as a whole.

5.4. **Making Community Sites Unavailable**
Community Sites are reviewed once a year at the beginning of the calendar year. It is at this time that a decision can be made to make a particular Community Site unavailable and, when applicable, close external user accounts. There are no special arrangements made to archive Community Sites prior to removing them.

6. **Site Backup and Recovery**
6.1. The Blackboard system (database and file system) is backed up once a day. These backups are made solely for the purpose of restoring the system in the event of a failure. They are not to be relied upon for restoration of particular subject material. Subject coordinators are responsible for their own subject backups.

6.2. Backup and restoration of individual sites can be manually completed at any other time by a Lecturer in the site. Blackboard has an Archive Subject feature that creates quick and easy course back-ups for the lecturer. The Grade Centre feature may be backed up separately from the rest of the subject by exporting it as a comma-delimited text file, which can be opened in Excel as a spread sheet.

It is strongly recommended that frequent backups of Blackboard subjects be made both during the semester and at the end of the semester (particularly the Discussion Board and Grade Centre features).

6.3. An individual Subject Site can be restored to the previous day as needed.
6.4. Restorations beyond 24 hours will be evaluated by Information Technology Services, who may deny the request if the data loss is minimal. Restorations of this kind will require up to two weeks turn-around.

7. Archiving Procedure
A site will be available to students and educators for 2 years following the completion of the subject. It will then be made unavailable and the educators will be disabled. The sites will remain on iLearn for a further 3 years but will only be accessible for quality and auditing purposes. Access to the sites will be regulated by ITS to ensure that there is no information corruption. Access to reporting tools can be assigned as needed however as data cannot be modified from there. At the end of the five years, the sites will be archived off iLearn onto tape (or similar such storage) for an additional five years in compliance with QLD Government Regulations.

8. Intellectual Property

8.1. Subject Resources
The intellectual property contained in Subject Sites belongs to Bond University. Therefore Subject Sites may be re-assigned to new Subject Site Managers for re-use. The Executive Dean/Director or delegate can deny a request to reuse resources. If a faculty member leaves Bond University for other employment, he/she may request a copy of their Subject Site(s) to take to their new institution. Bond University reserves the right to deny such a request.

8.2. Student contributions
Student contributions may not be copied or shared with persons outside the Subject Site to which the student is enrolled without written consent from the student.

9. Copyright Compliance
All users of iLearn must abide by the provisions of the Australian Copyright Act 1968 and the CAL Licence Agreement. Restrictions apply to adding resources (such as prescribed and recommended readings as well as lecture notes and presentations) containing a substantial portion of third party copyright material directly into iLearn Subject Sites, discussion boards, and blogs. Placing links in iLearn to original online resources and materials is compliant.

Original materials created by Bond University staff can be placed into iLearn. Materials where permission has been granted can also be placed into iLearn, such as publishers’ PowerPoint slides. All other copyright materials must be provided to the Library for registration. Requests are to be submitted through the Library’s Subject Materials Request Form. The Library will provide a link to the Subject Site owner which can be placed in iLearn. No copyrighted readings may be placed online other than by this method.

Copies of a student’s work can be made available in iLearn only if the student’s permission has been obtained.

Links to information about staff Copyright Responsibilities and pertinent Library Services are available on the Library tab in iLearn.

10. Online Assessment and Feedback

10.1. Access to Grades from iLearn
10.1.1. Final results are not to be released to students until they are official. Examination results and totals should not be posted until after the official promulgation.

10.1.2. Grades for progressive assessment items such as assignment results which are already known should be published on the iLearn site with individual student access only through the My Grades tool.

10.1.3. Hiding Items from View
Academic staff should ensure that when using the Grade Centre in iLearn to distribute marks to students that final results are NOT shown to students. Total columns must be ‘hidden from students’ prior to the final major assessment piece. Lecturers should check for the hidden indicator above the column in the Grade Centre.
10.2. Early Warning System (Student at Risk)
Lecturers have the ability to set up rules within each iLearn subject to alert the lecturer to defined criteria. Rules can be set up to alert the lecturer when:

- grades are below a certain score;
- a student hasn’t accessed the iLearn site within a period of time; and
- a student hasn’t submitted an assignment by the due date.

10.3. Online Assignment Submission
10.3.1. Files of any type may be submitted using the iLearn Assignment tool however it is recommended that text-based papers be submitted as PDF to allow for portability and ease of feedback.

10.3.2. Rich media assignments (large file size) may be submitted via iLearn. Lecturers are advised to inform the iLearn Team of due dates to allow for system monitoring.

10.4. Turnitin is plagiarism prevention software that compares submitted assignments to stored records of journals, web sites, and other student papers. Lecturers may choose to use Turnitin for online assignment submission

10.4.1. It is recommended that students be advised to submit all papers in PDF format.

10.4.2. Students must be informed of the use of Turnitin prior to submission.

10.4.3. It is recommended that students be allowed to view the Turnitin reports upon submission of assignments in order to increase the student awareness of plagiarism.

10.5. Online Examinations
10.5.1. Online examinations may be conducted using the iLearn Collaborate Test tool. Lecturers must adhere to the examination procedure as outlined in the Online Exam Supervisor’s Manual.

10.5.2. Supervised on-campus exams must comply with standard examination regulations.

11. Service Outages and Maintenance
Please refer to the ICT Planned Maintenance Window Policy (ITS POL_02).

12. Upgrades
The University is committed to supporting blended learning through the use of iLearn and will continually evaluate the latest releases of Blackboard and related systems.

13. Related Procedures
Online Exam Supervisor’s Manual

14. Related Guidelines and Forms
Standard examination regulations
Subject Materials Request Form