E-Learning Policy & E-Code of Conduct

1. Introduction

All DIME Online courses are delivered exclusively online. In order for students to experience an enjoyable and productive learning environment, it is important that all students read and understand DIME Online's E-Learning Policy and the E-Code of Conduct. This document outlines the safe and appropriate use of the "virtual learning environment" (VLE).

All new students will be required to complete an online induction prior to the commencement of their studies. The induction introduces the Canvas VLE and the defining characteristics of studying a degree online.

2. E-Code of Conduct

The spirit of DIME Online communication should be characterised by support, positivity and team spirit. The course requires students to engage with each other through the Canvas VLE and, as such, they will be asked to regularly comment on each other's work. This feedback is extremely valuable and it is expected that students will learn a great deal from this process. When giving feedback DIME Online asks that all students give thought to the context of the task and performance, so that their views are informed and considered. DIME Online expects students to give honest, thoughtful and constructive criticism, pointing out the areas of strength as well as weakness where appropriate.

The following rules and regulations apply to all modes of online communication used by a student as part of their studies at DIME Online, including e-mail, instant messaging, social networks, Skype/video conferencing, and online forums and discussion boards.

Rules and regulations for DIME Online communication

It is deemed an offence to:

- Post any content that is offensive, defamatory, discriminatory or harassing;

- Initiate or partake in online or offline bullying (defined as teasing, undermining or in any other way causing deliberate personal distress to another);

- Intentionally view or distribute pornographic or obscene content or any other content that may reasonably be thought to potentially cause distress to others;

- Upload material owned by another and protected by copyright (where in doubt, students are advised to contact their Module Leader).

Students are reminded that an e-mail that is thought to be private can be quickly circulated to many people, both within and outside the organization, and so should not contain anything that contravenes the above.

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Any student who commits one or more of the above offences will be subject to **DIME Online's Disciplinary Procedure.**

Additionally, students are reminded to be vigilant in their compliance with the following UK legislation:

- The Computer Misuse Act 1990
  http://www.legislation.gov.uk/ukpga/1990/18/contents
- Data Protection Act 1998 http://www.legislation.gov.uk/ukpga/1998/29/contents

Remember:

- Keep your user account details confidential. Do not give your user ID and/or passwords to fellow students, staff, friends or family.

3. Online Delivery

The delivery of the course will be undertaken through the Canvas VLE. Students will be able to access the VLE upon completion of online enrolment. Students are responsible for ensuring that their computing hardware is up-to-date and that they are able to access the VLE. This page provides advice on the recommended browsers supported by Canvas: http://guides.instructure.com/m/4214/l/41056

The course content and engagement will be delivered and facilitated by the Canvas VLE on a week-to-week basis, as outlined in the course specification documents and **"My Modules"** pages.

3.1 Assessment

Assessments will be submitted via the Canvas VLE. Where applicable, Turnitin Originality Check (a text-matching tool) will be used. For more information on Turnitin Originality Check please visit http://submit.ac.uk/en_gb/features/originalitycheck.

Students will be required to submit all forms of work directly to the Canvas VLE in accordance with the guidelines provided in assessment briefs and course documentation.

It is the student's responsibility to ensure that all their work is securely backed-up and easily retrievable in case of technical failure. Students should allow themselves enough time to upload assignments, the process of which may be affected by connection speeds. Computer device failure will not normally be considered as grounds for extenuating circumstances.

3.2 Communication

As the course is delivered completely online, all course related content and communication will be mediated via the Canvas VLE. Students are advised to edit their notification preferences in the **"Settings"** area of Canvas to ensure that they receive regular updates and information about the course. Students will also be able to communicate with their peers via the **"My Studio"** area in Canvas. This is where students will be instructed to upload evidence of work when requested.

Additionally, it is vitally important that students regularly check their **Falmouth University email account**, which is provided upon enrolment. This can be accessed via https://studentmail.falmouth.ac.uk/.

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The Falmouth University email account will be used to communicate important information such as your summative assessment results, degree classification, (re)enrolment instructions, and confirmation of your registration status.

3.3 Accessibility

The National Federation of the Blind has certified Canvas as equally accessible to visually impaired users. Canvas also supports a range of screen readers.

For Apple Mac users please consult information available at: http://www.apple.com/accessibility/osx/voiceover/.

For Windows operating platforms please consult information available at: http://www.freedomscientific.com/jaws-hq.asp.

Keyboard shortcuts can be accessed by pressing the comma key whilst in the Canvas VLE. A pop-up window will appear and provide keyboard shortcuts for a large proportion of the functionality within Canvas.

3.4 Technical Support

Student support is embedded throughout the Canvas VLE. Support can be accessed via the **"Help"** menu by pressing the help button at the top right hand side of the screen. From here, students will be presented with a series of options. These options will allow students to select and contact the appropriate department for their query.

- "Ask Your Instructor a Question" (for queries relating to the content within the VLE, e.g. course information)
- "Search the Canvas Guides" (to find out how to perform an action in Canvas, e.g. how to change your notification preferences)
- "Report a problem" (if Canvas is not working properly)
- "IT Services" (for problems relating to Falmouth University access and permissions)
- "Request a feature" (for sharing ideas about how to improve Canvas)

4. Student feedback

There is a dedicated discussion board within the **"My Studio"** space for students to give feedback on their experience at DIME Online and comment on the modules they are studying. DIME Online encourages students to use these discussion boards to celebrate the positive aspects of their studies, as well as areas that might need improvement.

Students are reminded that they must comply with the rules and regulations governing online communication in the **E-Code of Conduct** when providing feedback. Additionally, students are reminded that discussion boards and forums are concerned with feedback about course content, delivery, and resources; discussion boards and forums are **not** intended for the receipt of complaints for which there is a separate procedure. For this reason, students are requested **not** to name individuals in their posts. If a student has a concern with a specific individual(s), then they should approach an appropriate member of DIME Online staff in the first instance and/or follow the complaints procedure.

5. Educational Technology Team

For general questions related to e-learning as a delivery mode, please contact the **Educational Technology Team** at Falmouth University via email: etsupport@falmouth.ac.uk.

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