

Teaching and Learning Exchange: Digital Learning Services

Contents

Document Change Log	2
Purpose of document	2
Definitions	2
1. What is the service?	2
1.1 Digital Learning Platforms	2
1.2 Support and training	3
1.3 People	3
2. When is the service available?	4
2.1 Scheduled Maintenance.....	4
2.2 How will I be informed of any changes to the availability of the Digital Learning platforms?	4
3. How do I get help?	5
4. Back-ups and Data Recovery	5
4.1 Disaster Recovery	5
4.2 Backups and Data Recovery	5
4.3 Moodle Logs.....	6
5. How do I make suggestions for improvements or new features to the Digital Learning Platforms?	6
6. Who supports the Digital Learning Service?	6
6.1 The Exchange	6
6.2 Registry	7
6.3 University IT Services	7
6.4 College TEL Co-ordinators	7
6.5 University of London Computer Centre (ULCC).....	7
7. Further Support	7

Document Change Log

Date of Change	Description of change	Person making change
16/03/2017	Section 4.3 Moodle Activity Logs added	Ruth Powell

Purpose of document

This document outlines the Digital Learning Service provided by the Exchange. We believe that the best level of Service can only be achieved by working in partnership. Digital Learning Services (formerly e-learning/TEL Services) is underpinned by a strong ethos to collaborate with colleges and the different academic and support communities to provide an inter-connected and responsive offer.

Definitions

- Service – Facilities and resources available to provide for and support Digital Learning.
- Platform – refers to a specific Digital Learning application or software

1. What is the service?

Digital Learning Services within the Digital Learning area of the Teaching and Learning Exchange provides academic and academic support colleagues with:

- a suite of digital platforms to support digital teaching and learning
- Support and training / professional development activities to familiarise you with each platform
- people to advise and help you design your curriculum to support digital teaching processes and practices

1.1 Digital Learning Platforms

- [*Moodle*](#) is the Virtual Learning Environment (VLE) implemented at UAL. It provides a set of tools that allows teaching staff to create and deliver course content and assessments, and communicate online. It is integrated with other University systems and access is restricted to members of the university
- [*MyBlog.arts*](#) is a blogging platform specially created for UAL students and staff to quickly and easily create blogs to share work and thinking within and/or beyond UAL. . It is also used by some course teams to deliver aspects of the curriculum

- [Workflow](#) is an ePortfolio or eStudio for creative disciplines. It enables (students and academics) to create and curate online content of all types into pages and collections which can be shared with others. It is also used by some course teams to deliver aspects of the curriculum.
- [Process Arts](#) is an open, online environment for staff, students and the wider community to share day-to-day arts practice, enquiry and innovation.
- [Virtual Classroom](#) allows you to communicate and collaborate online with others in real time via audio, video, text chat and present a range of media e.g. Powerpoint slides, images, and websites.
- [Assessment Feedback](#) 'OAT' enables tutors to provide assessment feedback online to students.
- [Online submission](#) Depending on the nature and format of the assessment online submission of student work can be supported in the following ways
 - Turnitin – available within Moodle
 - Moodle Assignment – available within Moodle
 - Workflow
- Originality checking: Turnitin allows staff and students to check for unoriginal text in electronic documents.
- SMS Messaging is a paid-for feature within Moodle for course teams to send students SMS text messages.

1.2 Support and training

- [Digital Learning Services & Support Site](#) provides staff and students across UAL to online resources and guidance to all the above platforms.
- [Workshops](#) to help you get started with our main Technology Enhanced Learning platforms.
- Bespoke advice and support to help you evolve your teaching into digital spaces, supporting your students in connecting and collaborating online within and beyond the curriculum.
- dlsupport@arts.ac.uk email help desk to report problems, ask for advice, request training.

1.3 People

John Jackson – Educational developer (Digital Learning)

John works closely with course teams across UAL, providing pedagogic and digital advice and support as they explore extending teaching and learning into digital spaces. He also advises on and supports the use of UAL Digital Learning platforms.

j.d.jackson@arts.ac.uk

Jane Russell - Virtual Learning Environment Support and Development Officer

Jane supports the use of the Digital Learning services, particularly Moodle.

j.a.russell@arts.ac.uk

Vija Skangale - eLearning Assistant (Arts temp)

Vija provides elearning support

v.skangale@arts.ac.uk

2. When is the service available?

- The suite of digital platforms are effectively available 24/7, 365 days a year (except for planned maintenance windows and external factors such as network outages).
- The Digital Learning Services support team at High Holborn is available during UAL office hours: Monday – Friday 9.00 am – 4.30 pm. Email: dlsupport@arts.ac.uk (No support is available during when UAL is officially closed, e.g. Christmas closure).
- 24 hour support for certain account issues such as forgotten passwords is available via the IT Service Desk
- [The TEL co-ordinator](#) within each college is able to provide additional support during office hours.

2.1 Scheduled Maintenance

- Routine maintenance work on Digital platforms is carried out on a Tuesday morning 08.00 – 12.00. Disruption to the service is often minimal with little or no impact to the availability of the service.
- Maintenance requiring disruption to a platform will be carried out during periods of low usage whenever possible*. Three maintenance days per year are scheduled outside of term times to allow more significant work that may impact service availability to be carried out. These dates are communicated in advance to colleges and dates noted in the Digital Learning Support [key dates](#). We reserve the right to add maintenance times if issues arise but will endeavour to inform people with as much notice as possible.

*Period of low-usage for a particular platform may not coincide with vacation periods.

2.2 How will I be informed of any changes to the availability of the Digital Learning platforms?

As soon as we are aware of changes to the availability of any platform Digital Learning Support Team will implement a cascade system of communication.

- The Digital Learning Support team will inform nominated colleagues within each college and UAL Service departments as appropriate via email detailing the reason for the outage, when it was first noted, and estimated time until full service is resumed. Each college will be responsible for disseminating information to colleagues in line with local policy and practices.

In addition, the Digital Learning Support team will communicate information through the following channels:

- Announcement 'banner' within the platform
- Twitter ([@dlsupportUAL](https://twitter.com/dlsupportUAL))
- Notice in the All Staff Announcements of MyUAL
- Exchange monthly bulletin
- The Digital Learning Support Team will issue regular updates, with a minimum of two updates per day.
- College representatives are invited to a termly meeting to discuss planned work and developments to the Digital Learning Service. Colleagues attending from the colleges will be responsible for disseminating information at their respective college.
- IT Service Desk will be informed

3. How do I get help?

- Support is available by emailing dlsupport@arts.ac.uk. The Support team will aim to acknowledge, and where possible resolve your issue within one working day. In situations where it isn't possible to resolve your issue in this time frame, the support team member will advise of the estimated time it will take, and keep you fully informed of progress.
- Self-service resources, instructions and training manuals for the Digital Learning Platforms are available from the [Digital Learning Services & Support Site](#)
- We regularly run [Workshops](#) and training events to help staff get started with our main Digital Learning platforms. The Workshops are free and open to UAL staff.
- We can also offer bespoke support sessions for individuals and course teams. Please contact dlsupport@arts.ac.uk.

4. Back-ups and Data Recovery

4.1 Disaster Recovery

All our Digital Learning platforms are covered by a disaster-recovery plan. In the event of a critical failure data will be restored from the last full back-up taken. Backups are taken on a nightly basis, therefore the maximum possible data loss would be just under 24 hours, this is known as the recovery point objective.

4.2 Backups and Data Recovery

All content within Workflow, MyBlogs, and OAT are backed-up every night in line with UAL's IT Services standard Back-up procedures. Retrieval from backup (recovery time objective) is two working days, however, depending on the nature of the loss and type/size of data it may take longer to restore back into the platform in question.

Moodle: There is no standard provision for recovering accidental deletion or loss of data or content as Moodle is hosted by a third party. Content that is accidentally deleted can be restored, but this will incur a cost and can take up to 3 working days to recover lost files.

WE STRONGLY ADVISE THAT USERS KEEP A LOCAL BACKUP OF ALL FILES AND DOCUMENTS UPLOADED TO MOODLE.

4.3 Moodle Logs

Logs of activity within Moodle are kept for a maximum of 365 days after which data will be purged.

5. How do I make suggestions for improvements or new features to the Digital Learning Platforms?

We welcome your suggestions for new features and functionality and the opportunity to work in partnership with you to evaluate the use, benefits and robustness of the proposed change.

You can raise a request for new features and functionality by emailing dlsupport@arts.ac.uk or using the online plugins proposal form <http://bitly.com/ual-plugins-proposal>. The Digital Learning Services Manager will keep a log of all requests and bring them for review on a termly basis by the Digital Learning Services Planning Committee to assess viability and priority.

Many new features can be provided via plugins to a Digital Learning platform. Please visit the 'Plugin' section of the relevant platform within the [Digital Learning Support Site](#) to find out more about how to request a new Plugin.

6. Who supports the Digital Learning Service?

Digital Learning Services is supported by a number of groups within the university and beyond:

6.1 The Exchange

Digital Learning Services Manager – [Ruth Powell](#)

Ruth works with IT, Registry and the colleges to ensure the smooth running and development of the Digital Learning services:

Head of Digital Learning – [David White](#)

David oversees Digital Learning at UAL

6.2 Registry

Head of Student Systems and Records – [*Tudo Scheibner*](#)

Oversees the Student Records and Academic Registry Systems teams. Systems supported include the Student Records System, Timetabling and Admissions Portfolio Review Tool.

6.3 University IT Services

Web Services Manager – [*Phil Haines*](#)

The Web Services team provides technical support, bespoke development and service management for UAL's digital platforms including websites, content management systems and, digital learning services.

6.4 College TEL Co-ordinators

Each college has a Technology Enhanced Learning Coordinator to support course teams using Digital Learning platforms and the wider web:

- Central Saint Martins - [*Jennifer Williams-Baffoe*](#)
- Camberwell, Chelsea & Wimbledon - [*Bing Choong*](#)
- London College of Communication - [*Eleanor Dare*](#)
- London College of Fashion - [*Caroline Rogers*](#)

6.5 University of London Computer Centre (ULCC)

ULCC provide hosting services for Moodle. ULCC are responsible for Moodle's reliability and security and managing updates or upgrades to this platform. We work in close partnership with ULCC to ensure that we are able to develop and evolve the Moodle platform according to UAL's requirements.

7. Further Support

Additional support is on hand should you require help. Contact the Digital Learning Support team at dlsupport@arts.ac.uk