



<b>Policy Number:</b>	<b>AS-2008-2016</b>
<b>Policy Title:</b>	<b>Technology Based Delivery</b>
<b>Policy Owner:</b>	<b>Vice President, Academic</b>
<b>Effective Date:</b>	<b>February 26, 2016</b>

### **1. Purpose**

This policy presents a framework for the technology based delivery of degree level programs at the College.

### **2. Application and Scope**

This policy applies to all degree level programs delivered by Mohawk College.

### **3. Definitions**

**“Degree Level Program”** refers to a program that has been approved by the Ontario Ministry of Training, Colleges and Universities (MTCU) and Postsecondary Education Quality Assessment Board (PEQAB) that leads to a Bachelor’s Degree qualification awarded at the completion of the program, as defined by the Ontario Qualifications Framework.

### **4. Principles**

Mohawk ensures that program delivery methods support achievement of the expected and actual learning outcomes.

### **5. Accountability and Compliance**

#### **5.1 Accountability Framework**

This policy has been approved by the Senior Leadership Team.

#### **5.2 Compliance**

The Vice-President Academic, in conjunction with the Chief Information Officer, will be responsible for ensuring compliance with this policy.

### **6. Rules**

#### **6.1 Student and Faculty Supports**

- The College will provide students and faculty with support and orientation to existing and new technologies used in degree programs.
- The College will provide technical assistance for students and faculty for all hardware, software, and delivery systems specified by the College as required for the program.

#### **6.2 Systems and Infrastructure**

- The college will ensure that course-management system(s) are reliable, sufficient and scalable to meet current and projected needs, including:

- i) a robust and secure technical infrastructure for maximum reliability; and
  - ii) emergency backup provisions.
- The college will ensure that students and faculty have 24 hours per day, 7 days per week access to secure online databanks for web-delivered courses for the duration of course delivery.
- IT will ensure that hardware, software, and other technological resources and media are maintained and current.

### **6.3 Risk Assessment and Planning**

- IT will prepare regular risk assessment and planning that includes:
  - a disaster recovery plan to ensure consistency of operational capacity;
  - back-up and storage technology protocols; and
  - a requirement for historical logs and physical documentation of exceptions, breaches, capacity usage, upgrades, workarounds, and bolt-ons.

### **6.4 Integrity, Confidentiality and Privacy**

- Procedures will be developed that ensure:
  - safeguards to authenticate student identity and the integrity of student work for online courses/programs.
  - the security of students' confidentiality and privacy when conducting assessments and evaluations, and in the dissemination of results; and
  - the secure destruction of personal data when it is no longer needed.

## **7. Policy Revision Date**

### **7.1 Revision Date**

February 2019

### **7.2 Responsibility**

The Vice President, Academic in conjunction with the Chief Information Officer will review this policy every three years or earlier when required.

## **8. Specific Links**

AS-2007-2014 Student Assessment Policy

CS-1502-2002 Information Technology – Use and Security

The Post-Secondary Education Quality Assessment Board, "Handbook for Ontario Colleges"