

Policy number	P21	Version	6
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1. Purpose

Student, staff, and candidates' learning and development is enhanced by the quality of the learning management system that supports their study and work. The purpose of this policy is to clearly identify and document the elements of the National Institute of Organisation Dynamics Australia (NIODA)'s Learning Management System and, where required, identify relevant protocols.

2. Scope

This Policy applies to all staff, students, candidates at NIODA.

3. Policy Statement

NIODA is committed to the provision of a learning management system that is accurate, accessible and of high quality. The learning management system at NIODA is both physical and digital. Key features include:

- physical book library with an online catalogue and postage service
- eJournal library including Informit, JStore, Gale and Sage platforms and selected specialist journals
- institution, course and subject information
- electronic specialist readings
- invitation-only online discussion forums
- live interactive video conferencing platform for classes, seminars, workshops, symposia and conferences
- online application and enrolment forms.

4. Teaching and Learning Information and Communications Technology (ICT)

The ICT environment at NIODA includes a public profile at www.nioda.org.au, and Google Education suite (Google Workspace) applications which includes NIODA's Internal Platform.

4.1. NIODA Public profile website: www.nioda.org.au

Hosted on a local Australian services provider, the site has 200MB bandwidth per month and 20GB storage capacity. A maintenance program is in place to monitor intrusions and spam issues, and to restrict access to the administration of the website. The program includes monthly virus scans and weekly backups and the ability to restore the website within hours (dependent on 3rd party issues, such as spam listings). There is no personal information or NIODA files held on this site, nor links to data housed on the Google Workspace hosting.

The public profile provides:

- a broad range of information about NIODA's history, governance, academic programs, research, consultancy and coaching services
- publicly available policies

- class, symposium, conference, seminar and event timetables and information
- application and enrolment forms
- global updates in this field
- links to the Google Workspace and Internal Platform

4.2. Google Workspace for Education

Google Workspace for Education houses all NIODA email under its operative domains nioda.org.au and legacy email nioda.com.au through Gmail. All students, candidates, staff, board and committee members have independent NIODA accounts with Google Workspace and the option to log into Google Workspace to access relevant closed Internal Platform "intranet" site directories and internally shared Google Drive (folders).

Google Workspace will easily manage the projections of numbers of students, candidates and staff, along with all library needs, as the Google Educational Hosting Agreement is, within reasonable usage, unlimited. Similarly, the number of email accounts and users under Google Workspace is unlimited.

Google Workspace provides:

- secure, closed online discussion forums
- a platform for live interactive video conferencing
- information resources including the physical library and online ejournals
- and application processes and relevant forms and online submission.

Ordinarily, students and candidates use their own computers and mobile devices to access the NIODA digital platforms. Wireless internet access is available at the Melbourne onsite class site.

The digital platforms are accessible 24 hours a day, with the following capacity:

- private and secure user member email access
- device agnostic – mobile, tablet and desktop compatible across all websites and Google Workspace applications
- cloud hosting of 'unlimited' users and files, without reconfiguration.

The security compliance and ability to respond to threats by Google engineers is reputedly of high standing which meets ISO/IEC 27018:2014 data standards. Email and data transmission between users and Google Workspace services is encrypted. See Google for Education Security:

https://edu.google.com/intl/en_au/trust/#how-does-google-keep-data-secure*

5. Protocols for effective synchronous and asynchronous communications

Individuals across the organisations use myriad devices including laptops, PCs, Apple products, and mobile devices. Staff, student and candidate synchronous and asynchronous interactions occur in the following ways:

Synchronous:

Video conferencing facilities, such as Zoom, are used for:

- live interactive online classes
- one-to-one supervision in which candidates and supervisors discuss items such as timelines, milestones, and any potential issues around the research methods, settings, analysis and writing
- group and peer supervision
- technology training sessions
- seminars, workshops, symposium, conferences, consulting, coaching and research
- staff meetings and retreats.

Online collaboration platforms, such as Google Docs and Miro, are used for a variety of purposes, including the below:

- Google Docs is used widely for the collaborative development of documents and for others, be they editors, supervisors or proof readers, to leave comments and make suggestions.
- Miro, an online whiteboard, is used by groups, small and large, and individuals to brainstorm, to map or diagram workflows, idea development or research ideas and connections. Miro can be used to support interactive classes, meetings and workshops. Miro can be used synchronously and asynchronously by multiple users.
- Messaging services such as WhatsApp and Signal are widely used both to support staff, students and candidates, and to communicate. They are used both for logistics purposes and for group conversation and functioning. Such services also support individuals and groups on those occasions when there are technology breakdowns.
- Google Spaces is used for candidates and students to communicate with each other within a class cohort, these spaces are invite only for enrolled students and PhD candidates.

Asynchronous:

- access to the Google suite of applications, including Google Drive, Google Docs, Sheets, Slides, Classroom, Meet, Calendar and Gmail, all of which are currently used across NIODA for collaborative working
- NIODA online eJournal library
- NIODA physical book library
- Zotero referencing and research software
- timely and critical feedback on drafts of a candidate's written work by email and in Google Docs/Drive, including their assignments, dissertations and thesis is conducted in word/google doc format and returned to candidates utilising track changes to allow for comments and input.

Information regarding the various platforms and systems NIODA utilises is available to prospective students and candidates on the relevant course information pages of the NIODA website and within *Course Guides*.

Students, candidates and staff, have access to one-on-one tutorials regarding the use of NIODA's online platforms, including the library and online journal facilities, Google drive, Zotero referencing and citation software and video-conferencing facilities.

IT support is available to all NIODA students and candidates via phone, email, and video conferencing facilities to our key technology support staff, the Administration Lead and the Student and Candidate Support Leads.

A description of the computer hardware and software required for effective online communication is described as part of the introductory technology session in the induction process.

Staff, students and candidates, current and prospective, are also made aware of the requirement to establish quiet and private workspaces in their homes, or other locations, as preparation for effectively working in an online environment. Having quiet and private workspaces is particularly important as staff work with consulting, coaching, and research clients, and students and candidates work with research partners and operate in the style of work-integrated learning.

6. Access

The NIODA digital systems are accessible 24 hours a day. Students, candidates, staff, board and committee members are provided with login details that enable them to first register and then personalise their password to gain access to the candidate, student, staff and board portals respectively. Users must avoid access to materials that contain viruses, spyware, ransomware, trojan horses, and keystroke loggers that may create a cyber security breach. Any security breaches must be reported to the CEO. Staff with access to sensitive information must use two-factor authentication.

Access to the NIODA digital systems is available to:

- staff, board and committee members whilst engaged in their role at NIODA
- students and candidates whilst actively enrolled in a NIODA degree course (this includes Leave of Absence, but does not include students/candidates who have withdrawn from their course)
- alumni who have completed their degree.

7. Planning, reviewing and improving

Planning, reviewing and improving the ICT environment at NIODA is the responsibility of the Leadership Team. This team meets monthly with the NIODA ICT environment as a standing agenda item. Critical ICT-related incidents are reported by the Administration Lead to this meeting in an ongoing way. Student/candidate and staff feedback about their experience of the ICT environment is collected at the end of each semester. This is collated and discussed by the Masters Leadership Team with recommendations for change conveyed by the Master's Course Lead and PhD Course Lead to the Leadership Team. Advice from IT experts is sought in evaluation, development and improvement of these systems. The updating of the website with new materials and notices is the task of the Administration Lead. Making decisions about new content is the responsibility of the Leadership Team.

8. Website management

Day-to-day responsibility for ensuring all content on the NIODA website is current, accurate and accessible, is delegated to the Administration Lead and other delegates. When web access problems occur, candidates, students, staff, board and committee members email the Administration Lead who will either resolve the issue within two working days or, if necessary, contact NIODA's IT support services.

The website hosting platform is managed by Mr Ross Hazeldine of Webhand. NIODA has an ongoing Third Party Agreement in place with Webhand.

9. User training

Orientation to the student and candidate portals and the Google Workspace applications is provided in the first year orientation session. One-on-one training on how to use the staff and candidate/student portals respectively and the Google Workspace applications is provided by the administration staff via Zoom to all staff and for those students/candidates who require additional support.

All staff are supported to undertake professional development specifically targeting the enhancement of online delivery. All staff are encouraged to undertake professional development in this area.

10. Technology support

Technology support is available. Requests for technology support should be sent to admin@nioda.org.au. Administrative staff respond within two working days of the initial email request to make a time to meet one-on-one via Zoom.

11. Related Documents

Introductory Orientation and Technology Session for students/candidates and staff

Technology Information Guide

Records Management & Security Policy