

**Dropbox and Online Access
 Policy & Procedure**

DATE APPROVED	22nd September 2021
POLICY PREFIX	ED
POLICY NUMBER	6
VERSION NO	V1
REVIEW DATE	July 2023

Approved By: Academic Committee
 QA Committee

Date: 12/08/2020

Approved By: Tony O' Brien
 CEO

Date: 22/09/2021

This policy pertains to **Northridge House Education and Research Centre at St Luke's Cork**, hereafter referred to as **the Centre**.

1. Purpose of Policy

This policy is in place to ensure that all Learners of the Centre understand the Level of computer literacy required to complete a QQI course in Northridge House. It will also ensure that course Tutors and Centre Administrative staff are aware of their responsibilities in regard to making course content available to students online. This policy is in place to facilitate compliance with the Centre Quality Assurance Policy.

2. Definitions

Dropbox – An online file storage/sharing facility.

Online learning Platforms e.g., Zoom, Moodle, Edmodo etc.

QQI – Quality & Qualifications Ireland

GDPR – General Data Protection Regulations, a regulation in EU law on data protection and privacy in the European Union (EU) and the European Economic Area (EEA)

Email - used to both send and receive messages over the Internet. Like physical mail, an email message requires an address for both the sender and recipient to be sent successfully.

3. Scope of Policy

This policy will apply to Drop Box and other evolving platforms for all QQI Learners attending the Centre and to all QQI Tutors and Centre Administrative Staff

4. Policy Statement

To facilitate ease of access and to reduce the requirement for printing on paper, course tutors may opt to upload some course content to <https://dropbox.com>. This content will be stored in a folder dedicated to that subject. Access to this folder will be granted to any individual that has the link to the folder. Learners will not need to create a Dropbox account or will not need a password to access this content. Learners will however need to have a valid and accessible email address so that the link to the relevant folder can be forwarded to them.

Learners can only access online material during their time enrolled on a module.

Dropbox is accessible across all devices with a web browser including PC's, Laptops, Tablets and Mobile Devices. In addition to Dropbox learners may also be required to conduct

their own research online using search engines such as Google and Bing and third-party websites.

A working internet connection will be required to access this content. Learners without an internet connection will be able to use the free Wi-Fi internet provided by the Centre. It is recommended that Learners have their own device (laptop) for accessing the internet.

To be compliant with General Data Protection Regulations (GDPR) requirements content posted to the course Dropbox folders must not contain any personally identifiable material such as email addresses, phone numbers, addresses, PPS numbers etc., of any real-life individuals without their prior written consent. It is the responsibility of tutors to ensure that content added to folders does not contain such information.

Dropbox Procedure

- **Step 1.** Prior to commencement of the module the course tutor will forward all material to be added to the Dropbox folder to a member of the Centre's administrative group.
- **Step 2.** The administrative group will upload items to the relevant folder. The link for the folder will then be copied and saved by the admin member. The link will then be forwarded to the course tutor.
- **Step 3.** On the first day of the course the course tutor will demonstrate to all Learners how the folder is accessed and how individual documents within the folder are accessed and downloaded.
- **Step 4.** A member of the administrative group will collect all email addresses from the Learner personal information sheets handed in on day one of the course.
- **Step 5.** The link for the folder will then be forwarded by email to each Learner.
- **Step 6.** On the second day of the course the course tutor will follow up on each course participant to confirm that they have all been able to access the course content without issues.

Zoom Procedure

Step 1: A pre-test run of the connectivity of the technology will take place prior to the use of Zoom. All Learners will receive information on how Zoom operates.

Step 2: On the first use of Zoom, a member of the administrative staff will be available to answer any queries by mobile phone.

Step 3: Following the third zoom session all learners will be contacted to assess how they experienced the learning modality.

Step 4: Information for Learners accessing the room for those unfamiliar with Zoom:

- You will need both your laptop video camera as well as your microphone to allow you to participate fully. The built-in microphone on your laptop should be enough.



- Key to our core values with Northridge House is the concept of building relationships and we are now trying to create this through our delivery of online courses. With this in mind, we would encourage you to have your camera turned on as the group experience is enhanced when people are connected visually. However, we also understand it may not be possible for all to do this.
- You will be prompted to install a zoom app to your computer. It's possible to use Zoom on the web without this app, but it's much smoother with the app.
- If you are completely new to Zoom, we recommend that you read this guide in advance - <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>
- Here is a short video showing you how you join a Zoom meeting. - <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->
- When you get into the meeting, please check your video and audio settings to make sure you can participate fully. Here is a short video showing you how to check your settings - https://www.youtube.com/watch?v=HqncX7RE0wM&feature=emb_rel_end

Online Learning

Online classrooms are still classrooms. As a Learner, the Centre has found it necessary to point out that each Learner should be aware that there are certain standards of behaviour expected when a Learner take part in online learning and communicate with their tutors and fellow learners. These guidelines for online behaviour are known as '**netiquette**'.

The following information will help all Learners to participate successfully and effectively in the different platforms and across the different apps that are currently being developed at the Centre.

General Guidelines for Learners:

- **Be respectful:** Treat your tutors and fellow learners with respect in online communications as you would in face-to-face situations. Bullying, mocking, discriminatory, or offensive behaviour and communication are not tolerated.
- **Correct language:** When communicating online, use the correct form of address for your tutors and other learners. When writing, be careful using sarcasm and humour as tone is sometimes lost and you may unintentionally offend someone. Also avoid using slang and emoticons as not everyone may be familiar with these and avoid using caps lock as it can be interpreted as shouting.
- **Personal data:** Be very careful when sharing personal information and be mindful of your data protection responsibilities.

- Intellectual property: Before you share a post, post a link, or publish content you should be sure you aren't infringing on anyone's copyright or intellectual property rights, especially if posting in a public forum.
- Please do not use a mobile phone during the class – it is easy to see and is a distraction to both tutor and fellow learners.

Participating in a Zoom class

A virtual classroom is still a classroom. Always remember that everyone can see you, and what you do, so it is important to maintain the same standards for attending online classes as if you were attending the Centre.

As a rule of thumb, if you would not do it in the real classroom, you should not do it in the virtual one.

- Be dressed: Even though you are participating from home, you should still dress for your online class the way you would if you were attending a classroom.
- Adjust your lighting and position: Do not sit in front of, or beside a bright light or window as this makes it difficult for the teacher and other students to see you. Also make sure you angle your camera, so you are fully visible to the tutor.
- Think about your background: Be aware of what others can see behind and around you and make sure there is nothing distracting (or potentially embarrassing) on screen.
- Pay attention: You should give the same level of attention in your Zoom class as your regular classroom. For example, if looking at your phone, or surfing the internet are not appropriate in a classroom they are not appropriate in a virtual class either.
- Location: Try to make sure your surroundings are quiet and free from distraction so you can give your full attention.
- Moving around: If you need to move away from the camera for a period let the tutor know why.
- Practice using Zoom: Make sure you know how to use the different elements of the application. For example, can you mute and unmute your microphone, turn your camera on and off, share your desktop, or use the chat function? YouTube provide short clear training clips if unsure. Our tutor will help you and our trial run night normally addresses any concerns in advance of the course commencing.

- Recording classes: Making recordings of others without their knowledge and permission is a breach of data protection rules. Although there is a record function on Zoom, you should not record your class unless instructed to by the teacher.

Access issues: If you are having problems with Wi-Fi or technology it is very important you let your tutor know as soon as possible.

Netiquette for online discussions (e.g., class chat, discussion boards)

- Before posting your question to a discussion, check if anyone has asked it already and received a reply.
- Stay on topic –Do not post irrelevant links, comments, thoughts, or pictures.

6. Roles and Responsibilities

The course Tutor is responsible for determining what content is added to the Dropbox folder for that subject. The Centre Administrative Staff are responsible for ensuring that the content is added to the Dropbox folder and that the relevant link is forwarded to the students. The Learner is responsible for accessing the content and making the Centre aware of any problems or issues that they have encountered in the process.

7. Associated Documentation

Personal Information Sheets (F10) (Appendix A)

8. Referenced Policies

Quality Assurance Policy ED 18

Learners Handbook

9. Monitoring and Review

This policy will be reviewed periodically and when necessary.

Appendix A

QQI Personal Information Form

Please complete all sections in Block Capitals

I _____ (please print name)

am undertaking a programme leading to a QQI award.

I understand that in order for that award to be made I am required to submit the following personal information to Northridge House Education & Research Centre for onward submission of that information to QQI. I understand that QQI will maintain and retain this data indefinitely for the purpose of verification and confirmation of my QQI award, for example to employers, to other training providers and to myself. There may be circumstances where I give permission to have this information shared, for example with CAO.

Signed: _____

Date: _____

NAME OF COURSE							
FIRST NAME							
SURNAME (If you have previously received a QQI (FETAC) award please ensure that the same surname is used unless you have informed QQI of a change in name) (i.e., Maiden / Married name)							
DATE OF BIRTH							
GENDER	MALE				FEMALE		
PPS NO							
CONTACT MOBILE NO							
EMAIL							
ADDRESS 1							
ADDRESS 2							
ADDRESS 3							
ADDRESS 4							
EIRCODE							



I understand that the Centre QQI policies are available at www.northridgehouse.ie/policies/ and it is my responsibility to read and understand these policies.

Please tick box if you would like to add your email address to our mailing list to receive emails about future courses and special offers at Northridge House.