

# WebCT Support Policy for Faculty (draft)

## WebCT help

Information Technology Services Computing Help provides general help to WebCT, such as login, browser, access, student usage....etc. Refer to <http://www.uri.edu/helpdesk/> for contact information and hours.

URI's WebCT Homepage, <http://www.uri.edu/webct>, provides news, usage instructions, getting started tutorials, FAQs...etc.

To contact the system administrator for system support issues, email to [webct@etal.uri.edu](mailto:webct@etal.uri.edu).

## WebCT account

Each faculty/staff/student will automatically have a WebCT account one day after he/she acquires his/her self-selected e-Campus id.

WebCT accounts of those who have left URI before January 01 of each year will be removed in August 01.

Faculty may request temporary guest/student WebCT accounts for testing and sharing purposes via email to [webct@etal.uri.edu](mailto:webct@etal.uri.edu).

## WebCT student roster

Students' access to the WebCT component of their courses starts two weeks before the classes begin.

The e-campus student roster is loaded into WebCT automatically 3 times a day (6:30 am, 12 pm and 6:30 pm) starting from **2 weeks before the classes begin** until the end of the DROP period.

## WebCT session time

To balance between security and time to take online quiz, WebCT session will be disconnected after 180 minutes of inactivity time

## WebCT course shell

Faculty should request a new WebCT course shell **each semester for each class** if he/she wishes to use WebCT as a course management system and

wishes to have the e-campus roster loaded into the WebCT roster automatically.

The request for WebCT course shell should be submitted via an online form on URI's WebCT homepage (<http://www.uri.edu/webct>). The WebCT shell request for Spring, Summer and Fall term starts as follows:

- For Spring term, the WebCT shell request is available starting Nov 1 of each year
- For Summer term, the WebCT shell request is available starting Feb 1 of each year
- For Fall term, the WebCT shell request is available starting May 1 of each year

## WebCT course removal

WebCT course will be kept online for two years before being removed from the system as scheduled below:

- Jan 02 of each year – old Fall course sites will be removed
- Jan 30 of each year - old Spring and Summer course sites will be removed

Faculty can email to [webct@etal.uri.edu](mailto:webct@etal.uri.edu) to request removal of their WebCT courses before the scheduled removal time.

Faculty should back up their own WebCT courses and store the backup files onto their own computer, CD or memory stick before the courses are removed. The instruction for backup is linked on URI's WebCT Homepage (<http://www.uri.edu/webct>).

## WebCT course backup

The WebCT courses of current term will be backed-up every morning starting from 4:15 am until finish at 6:30 am.

Each day's course backup files will be kept on the hard drive for 7 days. They can be restored to a course shell upon request within one business day.

Each day's course backup files will also be copied onto a tape and stored for 30 days. They can be restored from the tape to a course shell upon request within 3 business days.

The WebCT courses of previous terms will be kept online for two years, but, will not be backed-up by the system. Faculty should back up their own

courses of previous terms and copy the backup files onto their own computer if they make any content changes in those courses.

## WebCT system maintenance

WebCT service reserves the time, 7am to 8am, for system reboot or minor bug-fix when needed.

Major system maintenance is scheduled in January (winter break), March (spring break) and August (summer break). The actual date will be announced via email to all WebCT users and will also be posted on URI's WebCT Homepage (<http://www.uri.edu>).

The WebCT system will be unavailable during the system maintenance.

## WebCT Advisory Group

The WebCT Advisory Group, chaired by the Director of University Computing System (USC), consists of the URI WebCT technical and support staff, three faculty members and one student. The group offers suggestions and provides supervisions to ensure the smooth running of the system. Any policy and system configuration changes should be approved by the Group.