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Online Systems and Use Policy

This policy explains the online systems currently in use at STC Higher Education.

STC Policy Document - OEP Last updated August 2023



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1. SCOPE

STC Higher Education believes in making sure that all students and staff members are well protected on any electronic device that they make use of on and off campus. To this end we implement a number of mechanisms designed to ensure that the identity of students and staff members is well taken care of. As technology has pervaded most aspects of our lives it is essential that we make use of it properly. This document is designed to give information on the different online systems used by STC and their relevance to the different stakeholders. This Policy applies to students, administration and academic staff employed or engaged with STC.

The main sections within this document are:

- Email Correspondence
- MySchool Management System
- Microsoft Teams
- Canvas (University of Wolverhampton)
- E:Vision (University of Wolverhampton)
- Library software
- Turnitin Plagiarism Software
- Passwords
- Publication of Results – Online

2. EMAIL CORRESPONDENCE

STC makes use of high-end enterprise solutions within all emails systems ensuring the latest in terms of online security. STC's IT partners constantly monitor these systems and ensure that no security breach has been registered.

Students and staff members are expected to use email as the primary mode of communication with STC. An @stcmalta.edu.mt email is assigned to all students and staff members. This email address is the only official account recognised by the STC administration.

2.1 Content

Our email system scans files to ensure content does not include any potential threats. If a student or member of staff receives any malicious or dubious email, they are asked to flag the issue with administration at the earliest.

2.2 Response time

Staff members do their best to acknowledge and to reply to emails within three working days. Not all periods have the same workload, so response time can vary.

3. MYSCHOOL MANAGEMENT SYSTEM

The main activities surrounding the academic operations of STC, particularly with regards to NCC education programmes revolve around MySchool Management System. This VLE provides students with access to important resources and information pertinent to the course or courses that are being studied at a particular period, including:

- Attendance
- Schedule
- Access to files

- Course-wide communication
- Reporting

Different users have different levels of access to the system on a need-to-know basis.

4. CANVAS (UNIVERSITY OF WOLVERHAMPTON)

Canvas is the VLE used by the University of Wolverhampton and all students reading any degrees from this University will have access to the platform. If the student is registered provisionally, such access will only be provided once results of any pending modules are confirmed.

Students are expected to make use of Canvas regularly in order to:

- Access key reading material for any module.
- Access additional teaching and learning material, including documents, past-papers (if applicable) external links and other multimedia files.
- Review key information for module such as assessment instructions.
- Upload assessment via SpeedGrader.
- Review feedback given by lecturers via SpeedGrader.

5. E:VISION (UNIVERSITY OF WOLVERHAMPTON)

The University of Wolverhampton makes use of e:Vision, an information system that keeps track of student's progress and provides reporting and business intelligence tools used by staff at STC. All formal registry information is reflected within this system.

Students should ensure that their profile is updated with marks and that any demographic changes are reflected on this platform. Any certificates printed from the University of Wolverhampton will be leveraging this information. Changes to any details need to be prompted by the student ample time before the completion of studies.

6. LIBRARY SOFTWARE

STC provides enrolled students access to both a physical and digital library. The digital library is composed of two areas, one for all students studying at STC and another one designed to support studies of students enrolled in the University of Wolverhampton.

6.1 Librarika

Librarika is an integrated library system that includes access to a number of eBooks as well as management processes for the books present within STC library. All students and members of staff are given an account allowing them to access these books and other publications as well as request loans for books pertinent to their studies. Loans vary depending on the book in question.

6.2 The University Library (University of Wolverhampton)

Students reading for a degree from the University of Wolverhampton have access to the online University Library. This library includes a number of collections, databases and journal repositories. Access to these resources are based on the programme that the student is reading. Course Leaders are available for support on this system if required.

7. MICROSOFT TEAMS

Microsoft Teams is the software package used for both delivery and communication with students for any course or module that necessitates an online presence. Teams is used within modules that are delivered via face-to-face as well as modules covered exclusively online. All members of staff and students have a valid Microsoft licence that is directly associated with Office and as such extended to Teams.

Microsoft Teams is configured for direct connection and integration with other software packages, such as, but not limited to, Turnitin and Microsoft Office, to ensure the appropriate maintenance of academic validity and business functions.

Recordings of live sessions are not allowed unless with prior authorisation from the Course Leaders and Lecturers in unison. The following users are envisaged on the system:

7.1 Admin

Admin is responsible for the primary setup of teams and the required maintenance of the software package in relation to the academic goals envisaged for the different teams. Admin can initiate communication with all users of Teams and provide access to different areas, such as, examination drop-boxes, if and when these are required.

7.2 Lecturer

Lecturers are assigned in specific teams by admin and are deemed responsible for the appropriate module delivery. Live sessions, where permitted by licence, and dynamic feedback sessions are initiated by the lecturer and any activity performed during the live session is monitored accordingly. Teams allows lecturers to upload and share files with students which is encouraged to maintain a positive teaching and learning experience.

7.3 Student

Students are expected to participate in live sessions and feedback sessions that are initiated by their lecturers. Students can initiate communication with any other party within the system, including students, lecturers of the modules currently registered for, as well as admin staff. All the material uploaded and shared by both admin and lecturers will be made available to students.

8. TURNITIN PLAGIARISM SOFTWARE

STC is committed to ensure that the marks awarded to students are a reflection of the work and quality of the student and that no academic misconduct has taken place. To this end we make use of industry standard plagiarism detection software that is embedded in all academic submissions.

Different courses might make use of different systems in order to ensure that students are abiding with the required academic standards. Currently Turnitin is used for submission of all NCC Education material. Turnitin is also connected with Canvas, as such all University of Wolverhampton submissions are also subject to the

8.1 Procedure (NCC)

When a student is ready to submit his/her work he/she should follow the following steps:

1. Ensure the file is saved as either a word document (.doc or .docx) or an Acrobat document (.pdf)

2. Login to the turnitin portal using his/her credentials. Students are asked to contact Administration on info@stcmalta.com in case of difficulty, clearly stating the issue and providing all the details pertinent to the case. Should the system not be responsive for any reason the inclusion of a screenshot highlighting the error will provide us with better insight.
3. Upload the file and wait for the confirmation.
4. If a hard copy is required, the Turnitin receipt needs to be included.

It is the student's responsibility to ensure that access to the pertinent portals is obtained a minimum of 5 working days before the first submission deadline.

8.2 Procedure (University of Wolverhampton)

When a student is ready to submit his/her work he/she should follow the following steps:

1. Ensure the file is saved as either a word document (.doc or .docx) or an Acrobat document (.pdf). If multiple files need to be uploaded the student can save these within an archive (.zip) file.
2. Login to Canvas and access the module area using his/her credentials.
3. Navigate to the assignment submission area.
4. Upload the file and wait for the confirmation.

9. PASSWORDS

Passwords are an essential implementation to ensure you are safe online. All the systems that are in use at STC are secured through passwords. We implement a strength rating in order to approve students' and staffs' password choice eligibility as follows.

9.1 Password Strength

Every password needs to include at least 1 capital letter, 1 number and 1 special character and be at least 8 characters long. We recommend the use of an online password strength checker such as; howsecureismypassword.net/ in order to gain further insight as to the quality of the password that is chosen.

9.2 Password Expiry

Although STC does not require its students and staff to mandatory change their password after a specific period for systems under control of STC, as highlighted throughout this document. It is always highly recommended that one does not use the same password for different online systems, ensure that the password is strong and that it is renewed frequently in order to avoid any unwanted access to one's account.

Following the introduction of the Cybersecurity Essentials requirements in the UK, the University of Wolverhampton requires lecturers to renew their access on a yearly basis. Failure to do so will result in the lecturer's account being permanently closed.

10. PUBLICATION OF RESULTS - ONLINE

STC is partnered with a number of different renowned education providers. Different providers make use of different systems in order to share important information with their students. All the systems implemented by STC make use of secure provisions to maintain privacy and security.

10.1 NCC Education

NCC results are published online through the use of an online management system (Myschool) that has been optimised for STC. We make sure to use the latest technology in order to prevent any unauthorised publication of results.

10.2 University of Wolverhampton

The University of Wolverhampton publishes results online exclusively through e:Vision. These results are published by the University of Wolverhampton following the academic boards, held twice a year following the end of each semester. Students can login to view results through this system.

10.3 CISCO

CISCO results can be accessed through Cisco Net Academy. STC does not have any control over this system; as such students are advised to read the applicable privacy policy and other documentation that can be accessed directly from CISCO.

10.4 Pearson Vue

The mode in which results are issued depends on the institution with whom students register for the examination. STC does not have any control over the systems used by Pearson Vue; as such students are advised to read the applicable privacy policy and other documentation that can be accessed directly from Pearson Vue.

10.5 PRINCE

Students receive the result directly through the email registered with PeopleCert. STC does not have any control over this system; as such students are advised to read the applicable privacy policy and other documentation that can be accessed directly from PeopleCert.