Digital Media Capture: Departmental Application Administrator

Memorandum of Understanding

Digital Media Capture and Distribution

ITCS maintains various digital media capture systems that are used university wide for educational purposes. ITCS will provide limited administrative access to Departmental Application Administrators within the individual academic units. This access can include account, file, and folder management, as well as the ability to schedule meetings or events used to capture or to enable faculty within their respective units to capture digital media for later distribution.

Responsibilities of ITCS

ITCS will provide centralized support for digital media capture systems for all ECU faculty, staff, students and external users during normal business hours (8:00 am – 5:00 pm), Monday through Friday, excluding University closings. Additional evening and weekend support is available to students via the IT Help Desk (http://www.ecu.edu/cs-itcs/help.cfm).

ITCS provides regular group and individual training for supported digital media capture systems for ECU faculty, staff and students. Additionally, ITCS will provide administrative training to prospective Departmental Application Administrators within the academic units at least once per semester.

ITCS will provide appropriate administrative access to Departmental Application Administrators within the academic units for systems on which they have been approved to administer.

Equipment needed for certain digital media capture systems will be installed in locations that have been approved for hardware lecture capture as part of ITCS's regular room refresh/upgrade schedule. Additionally, ITCS will provide hardware, operating system and software support for the digital media capture equipment provided by ITCS to the Department Application Administrators within the academic units.

ITCS will notify Departmental Application Administrators within the academic units of any scheduled downtimes or planned upgrades.

ITCS will send platform specific educational material and terms of use to all users at the beginning of each fall and spring semester.

Responsibilities of Departmental Application Administrators within the Academic Units

Individuals who wish to become Departmental Application Administrators within the academic units must attend the required administrator's training course(s) for each platform on which they wish to become an administrator. Annually, Departmental Application Administrators are required to attend training and sign this Digital Media Capture MOU.

Departmental Application Administrators within the academic units must complete the FERPA quiz located within Onestop and sign a statement of confidentiality. Departmental Application Administrators must follow procedures provided by ITCS Administrators for each platform they administer.

Departmental Application Administrators within the academic units must continue to stay up-to-date by attending any subsequent administrative training that may arise.

Where the Departmental Application Administrator's within the academic units are responsible for providing access to their users on these systems, they are responsible for educating the faculty to whom the ability to capture digital media has been

granted. This education includes making faculty aware of the Media Consent Release Guidelines, Copyright, Privacy, and Security regulations included in the following sections of this document. In addition, administrators must train faculty on how to administer folder permissions and distribute recordings.

Specifically, when recording anyone besides oneself, be aware of the requirements contained in the Media Consent Release Guidelines (http://www.ecu.edu/cs-itcs/policies/upload/VideoGuidelines2012.pdf).

Data Retention

All recordings retained through SabaMeeting or Tegrity will be retained, without request, for one year. All course recordings created with Mediasite will be retained, without request, for two years. At the end of the semester in which the recording has reached its limit for retention, an e-mail will be sent to all affected departmental application administrators or users of each system. This e-mail will inform them of the retention policy and will offer assistance to anyone who wishes to extend the life of their recordings for one additional year or download their recordings for archival on their own computer. Also, be aware that ITCS Administrators are always available to help archive, secure or accept requests for special event retention. Retention policy details and reminders for each system will be reinforced in training and email correspondence throughout each semester.

**Student Assignment Retention:

All recordings submitted for student assignments will be retained for archival purposes to meet course/program retention policies. Students will not have access to course content or files submitted into course folders in Mediasite or Tegrity at the completion of the semester.

Privacy

Access to digital media captured for the purpose of an ECU registered class should be restricted to only those faculty and students registered to teach or take that course. Access to this content may only be granted to ECU faculty, staff, or external guests at the permission of the instructor of record for that course. Student and guest access to course content will be removed at the completion of each semester.

Access to past presentations or events recorded by someone no longer employed at the university must be approved by the department supervisor prior to an ITCS Application Administrator moving the content into a staging area for the faculty. This request for access must be documented in a Tech Excel ticket by an ITCS Application Administrator. Access to faculty generated content and its use is governed by the copyright policy at www.ecu.edu/prr.

FERPA: Digital media content that is protected by FERPA must be password protected to ensure that this content is not accessible to persons outside of ECU. This includes any digital media recordings that include student identifiers or student interaction.

Sensitive Information: No Sensitive information is approved for these systems. Sensitive information includes social security numbers, proprietary research data, legal data, personnel information, drivers' license numbers, and credit and debit card information.

Sensitive Health, Protected Health, and HIPAA Data: Content that is protected by HIPAA, or considered sensitive personal data, health, protected health or otherwise should NOT be posted online in any form, even if it is protected by password. This includes sharing any HIPAA, PHI, and other sensitive data while using any of ECU's Digital Media Capture programs. HIPAA, PHI, and other sensitive data should be 100% offline, and should be protected in accordance with the privacy rules.

Copyright

Information protected by copyright should not be uploaded to these systems. All users of university IT services are reminded that unauthorized downloading and sharing of music, video and software is a violation of Title 17, of the U.S. Copyright Act, Sections 504 and 505 and is punishable with civil and criminal penalties ranging from $750 to $250,000 and up to 10 years of imprisonment.

For more information concerning compliance with the U.S. Copyright Act, visit the U.S. Copyright Office website at www.copyright.gov and check out the FAQs. ECU resources are available at http://libguides.ecu.edu/copyright and http://www.ecu.edu/itcs/itsecurity/filesharing.cfm.

Security

All ECU faculty, staff, students and external users are expected to follow applicable security policies regarding the capture of digital media. These include but are not limited to the following:

- All related policies found at: www.ecu.edu/prr/
- The UNC Policy Manual: http://www.northcarolina.edu/policy/index.php
- The Faculty Manual: http://www.ecu.edu/cs-acad/fsonline/customcf/facultymanual/manual.htm
- Applicable local, state, and federal laws
- ECU's file-sharing policies: http://www.ecu.edu/filesharing/
- The Social Media Regulation Guidelines: http://www.ecu.edu/cs-itcs/customCF/SocialMediaGuidelines.pdf
- The Social Media Regulation: http://www.ecu.edu/PRR/08/10/02/
- Media Consent and Release Guidelines: http://www.ecu.edu/cs-itcs/policies/upload/VideoGuidelines2012.pdf

Content Sharing with Sources External to the United States

It is the responsibility of the instructor of the course and the recorder of the content to ensure any tool they use to record digital media and any content that is recorded is approved to be shared with sources external to the United States. If there are questions on country, content, or access, please contact the University's resource for these types of questions – Hiromi Sanders at 252-328-9474 or sandersh@ecu.edu. More information on applicable United States Federal laws, including CFR 15 Parts 300 to 799, Commerce and Foreign Trade can be found at http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?sid=a2c7f14772aa27ce314077d4811f0be2&c=ecfr&tpl=/ecfrbrowse/Title15/15tab_02.tpl.

<u>Digital Media Platforms (</u>Check the box for each system you will be administering for your academic unit.)

Mediasite: ☐

SabaMeeting: ☐

Tegrity: ☐

As a Departmental Application Administrator within an academic unit, you acknowledge by signing this document that you have read and understand the applicable regulations and policies in place for the systems on which you have been cleared to administer. As a Departmental Application Administrator within an academic unit, you must sign this document and adhere to all applicable regulations, policies, and procedures in order to maintain administrator privileges. Failure to comply will result in the removal of administrative privileges.

--Departmental Application Administrator within the Academic Unit

Please Print Name	Academic Unit

Title	Date

--Supervisor

Signature	Title	Date

--Academic Technologies Director

Signature	Title	Date