



ELC Use of Technology Guidelines for Students

Version 1.0 (September 2023)

A guide to how you will use digital technologies and tools to assist your learning and assessment in the English Language Centre

Directorate of Student Experience & Enhancement

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Section 1: Purpose and scope of these Guidelines

Introduction and scope

Studying at the English Language Centre (ELC) includes the use of digital technologies and tools to support teaching and learning, such as AV equipment and computers in the classroom, the University's Virtual Learning Environment (VLE) and Microsoft Teams. There are many digital tools, platforms and apps available currently, and these are constantly changing and expanding. We will not try to provide a list of specific examples, but instead we aim to set out our general guidelines towards the use of technology to enhance and enrich the learning experience for our students.

Section 2: ELC Guidelines in relation to Technology Enhanced Learning (TEL)

At the ELC our first and main priority is always to support our students in achieving their learning goals. Whether in a classroom or working outside of class, successful learning begins with a confident and independent learner who is ready to take responsibility for their learning and make the best use possible of the available tools. The other crucial aspect is the expert support and guidance our teachers provide, and the relationship between teachers and students that provides students with the encouragement and knowledge they need to succeed.

Technology in all its various forms can be a useful tool to aid in teaching and learning, but it does not, and should not, replace the human connection. Learning a language, especially, is a communicative and collaborative activity, requiring contact, practice and relationships with other people. Technology has huge potential to support and enhance language learning, but should not be used to substitute or replace genuine human communication and guidance. Technology is a tool, not a teacher.

We are guided in our learning by the principles of the [University of Liverpool's Curriculum Framework](#).

All our courses are based on:

- Research-connected teaching
- Active learning
- Authentic assessment

We aim to provide students with the opportunities to develop the graduate attributes of:

- Confidence
- Digital fluency
- Global citizenship

Responsibilities of students

- Ensure that you have the right technical equipment to study **before** you start your course.
- Learn how to use any new tools or technologies by following the training and support provided.
- Check and set your Teams notifications so that you receive communications at least daily.
- Always communicate effectively and politely with your teachers and other students and staff. If you send messages when you know others are not online, be patient and avoid sending multiple messages in a short time.
- Read all of the information given to you (e.g. handbooks and policies) and make sure you understand it. Ask your teachers for help if there is something you don't understand.
- Behave at all times in an honest, respectful and professional manner, and be a part of our cooperative, supportive community.

Responsibilities of teachers

- They will learn how to use any new digital technologies and tools by following the training and support provided.
- They will set up Teams notifications so that you receive communications in a timely fashion.
- They will provide regular contact hours to students during which they will respond quickly to communications.
- They will provide timely feedback to students on submitted assignments and assessments.
- They will lead by example in creating and maintaining a cooperative, supportive community.

Responsibilities of the ELC

- We will provide access to sufficient technical support.
- We will provide induction time for staff and students, including training for any new digital technologies and tools.

- We will provide a clear list of contact details for students, ensuring they know what to do and who to contact in various situations, such as illness, emergency, technical difficulties, complaints etc.
- We will ensure access to a reasonable range of digital technologies and tools for language learning.
- We will follow GDPR and ensure that staff and student data is protected, stored securely and destroyed in a timely fashion.

Section 3: Technical requirements for students

In order to be able to make effective use of the digital technologies and tools used by the ELC, there are certain minimum technical requirements. Please make sure your equipment meets these requirements:

- You need to bring your laptop and charger to every class. Using a mobile phone to access the digital technologies and tools is not appropriate.
- You need to be familiar with the Microsoft Office suite (Word, PowerPoint) **before** the course begins.
- When accessing digital technologies and tools at home, a stable internet connection is absolutely necessary, with a minimum net connection of 2Mbps up, 2Mbps down. You can check your connection speed at *speedtest.net*.
- To increase your connectivity, you can try using an Ethernet cable connection, an internet dongle, moving closer to your router, using a WiFi booster, or upgrading your internet package with your provider.
- If you want to make video calls with students outside of class, you will need a camera and headset.

Section 4: ELC data protection and recording of assessments

We want all of our students and teachers to feel safe and secure, and to know that their data and privacy are protected. The core technologies we use, such as the University VLE Canvas, and Microsoft Teams, have been chosen carefully with security in mind, and are covered by the security policies of both these large corporations, and of The University of Liverpool. We encourage all students and staff to read The University of Liverpool's policies on data protection and social media. Each individual is responsible for taking reasonable steps to

protect their own data and privacy, and that of others. The ELC and The University of Liverpool will also follow GDPR requirements and take all reasonable steps to ensure the protection of students and staff and their data.

According to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018), the English Language Centre at the University of Liverpool is the data controller, and we process your personal data as a student according to the law. The following information covers how that personal data is used and protected by the ELC.

Why are assessments recorded?

You will have a number of speaking assessments, such as presentations and seminar discussions. We need to record these assessments to allow for second/third marking and moderation of assessments to take place. We also use recordings of some assessments for the training and standardisation of assessors.

What is personal data in a recording?

Some or all of that recording could count as personal data according to data protection laws. Personal data in recordings would include your name, images of you and anything you say about yourself.

What if I don't want my personal data recorded?

It is necessary for us to record your personal data as part of the assessment procedure, so it is not possible to opt out of this and still take the assessments. We take our students' privacy seriously and protect your data to the best of our ability.

What is the lawful basis of processing personal data in the recorded lessons and assessments?

The lawful basis for processing this personal data is legitimate interests. This means that the data clearly benefits the organisation or the individual; it is beneficial to the ELC to be view recorded assessments. There is limited privacy impact on you as the individual (we do not ask you to share sensitive information such as medical details) and we think you would reasonably expect us to use the personal data in the way that we wish to, which is for educational purposes.

How are the assessments recordings stored and shared?

Assessments are recorded through Microsoft Teams, and the recordings are stored on Microsoft Stream, where they are protected by Microsoft's security. The recordings will be kept for the rest of the academic year plus a maximum of one more academic year. The recording is then permanently deleted. The recordings will be accessible to relevant staff. If staff need to download any recordings, e.g. to work offline, they must permanently delete the recordings from their device as soon as they have finished working with them. Staff must not share the recordings outside of The University of Liverpool or professional conferences, and only share recordings for legitimate purposes related to learning and teaching.

Where can I get more information?

- [University of Liverpool Data Protection webpage.](#)
- [University of Liverpool General Data Protection Regulation \(GDPR\) Policy](#)

Section 5: Online conduct policies

The University of Liverpool has comprehensive social media and conduct policies, which apply to students and teachers of the ELC as well.

In simple terms:

- At the ELC we encourage a supportive and professional community, and expect all of our students and teachers to behave accordingly, both online and offline.
- Students and teachers should only contact each other through official channels, not via personal social media. This means, for example, that contact should take place via university emails and through the official VLE platform(s), such as Canvas and Teams. Students and teachers should not contact each other on Facebook, Instagram, Telegram, WhatsApp or other personal social media accounts.
- Complaints or grievances should be addressed through the normal complaints procedure, not expressed publicly on social media.
- Treat each other (staff and students alike) respectfully and professionally. Think before posting a written message, and remember that tone (joking / sarcastic / serious etc.) is difficult to convey and interpret online.
- Protect your own and others' personal information and data carefully.

Section 6: ELC online communication Guidelines

The main channels of communication for teachers and students at the ELC are:

- Teams
- E-mails
- Canvas VLE (e.g. messages, discussion boards)

The ELC operates within the UK time zone (GMT), and is most active between 08.00 – 18.00 GMT, with staff having some degree of flexibility in setting their working hours. Teachers will usually outline their specific working hours to their students (e.g. 09.00-13.00 and 14.00-17.00). This means that you should not expect instant replies to your messages.

Teams

The ELC expects that staff and students will be contactable on Teams regularly. You should use your Teams status to indicate your availability, and regularly review and activate your notifications settings to ensure that you are receiving important Team and channel notifications in a timely manner. It is also recommended that you use a 'do not disturb' feature on your devices, so that you don't receive multiple notifications outside of your work hours.

Most communication between teacher and students will usually take place on the class Team. This is where the teacher will post announcements and reminders for the students. If you have a question or a response for a particular announcement or conversation, make sure to use the 'reply' button – this will keep all related communication together. You can also create a private chat with your teacher by sending them a message; important chats can be 'pinned' to the top of your chat bar so you can easily find them. It's also possible to create private group chats; just add all the people you want to include to a chat using the New Chat function. You can then give the group chat a name – e.g. Study Group.

You can send messages on Teams at any time, but be aware that others might be offline or unavailable at that time. Teachers might provide 'office hours' for their students – a specific time each day when they will be able to respond quickly to student messages and chats. Generally, you should try to respond to direct messages soon after reading them – this might just be by 'reacting' to the message, or it might require a reply. If you want to speak to someone over video chat, you should send them a message first to make sure that they are free to take a call.

E-mails

Staff and students should check their university e-mail accounts at least once a day. If you are ill or absent for some other reason, you should set an automatic reply on your e-mail account, including the date you expect to return. You should try to respond to e-mails which need a response within 1 working day of receipt.

Canvas VLE

If this forms a part of your course your teacher or course coordinator will let you know which types of communication will take place on that platform. You may be asked to participate in a discussion board; this can form an important element of your learning community. You should follow any rules established by your teacher or course coordinator for interactions, for example, logging on and posting X times/ week, and respond thoughtfully and professionally. You should respond to direct messages sent through the VLE in a similar way to e-mails – normally within 1 working day, unless otherwise specified. VLE notification settings should also be checked and adjusted as necessary; you might like to receive a 'daily digest' email notification.