

Learning Management System (LMS) Standard Operating  
Practices/Procedures (SOPs)  
North Carolina State University

**WolfWare Announcements, SOP.WW-Wolfware.003**

Authority: Vice Provost for Distance Education and Learning Technologies (DELTA)

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Additional References:

<https://wolfware.ncsu.edu/>

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1. Introduction

WolfWare includes a suite of tools that are used to support the teaching and learning mission of the University. Currently, these tools include the WolfWare website, WolfWare Classic, Moodle, Mediasite and Blackboard Collaborate. Because these tools are used by a large percentage of the University, we are often asked if these tools can be utilized to push announcements to users at the system level.

2. Usage Guidelines

- a) System level announcements will only normally be allowable for announcements related to the WolfWare service, system or technical issues. These types of announcements apply to all users of the WolfWare service, and thus make sense from a systems perspective. Exceptions will be made for a ClassEval announcement (per request of the [Office of Institutional Research and Planning](#)), until such time a more targeted way can be created to only deliver this announcement only to students enrolled in R&R courses. Other potential exemptions must be discussed and approved at least one month in advance of the proposed announcement on a case-by-case basis, with final approval from the DELTA Vice Provost.
- b) All announcements will be time limited.
- c) College level announcements may be managed via college admin access in Moodle. For courses under a local administrator's purview, it will be possible to create an announcement mechanism via an RSS feed block that applies only to those courses. DELTA staff can show local administrators how to create these feeds.
- d) Course level announcements in Moodle are for sending information to students enrolled in the class. This tool creates an announcement within the course, and emails all participants enrolled in the course when an announcement is made.
- e) Student group/student interest announcements are not appropriate within the WolfWare tools context and will not be approved through the WolfWare announcements channel. Students/groups should seek other university approved channels for providing information/announcements to all students or select groups of students.
- f) The Moodle announcement tool should not be used as a substitute for an email listserv. While the announcement tool works well in Moodle for R&R courses, even large enrollment courses, this tool is not meant to be utilized as bulk email tool. This is especially true for project courses that have been created for various purposes with very large enrollments (e.g. entire college, all freshmen, all students, etc. such as the CALS reading initiative, math placement exams, etc.). Due to the inefficient way the course announcements tool creates email messages, it can generate a very high load on the University's email servers with very large enrollment courses. These very large enrollment project courses should investigate non-subscribed Moodle forums for posting "announcements" or possibly using a more efficient email listserv.

### 3. Other Announcement Options

- a) As mentioned in (2c) College level announcements could be handled via an RSS feed and an RSS block inserted in specific courses. There may be ways to distribute targeted announcements to other sets of Moodle courses via an RSS block, custom block or other mechanisms. DELTA is willing to discuss these with interested university partners with the understanding they will be providing for development and support.

