

# SLA for WolfWare Outreach Service

## Non-Credit Moodle Course Hosting Service - 2017

Approved 12.2.16

Academic Outreach and Entrepreneurship (AO&E) reports to the Office of the Provost and provides enterprise level LMS services for non-credit programming through DELTA's WolfWare Outreach.

DELTA supports academic enterprise technologies used for online teaching and learning, including Moodle, Blackboard Collaborate and Mediasite that are available for hosting non-credit revenue generating courses within the WolfWare Outreach services and operations.

[REPORTER](#) is NC State University's solution for tracking, managing, reporting and measuring external outreach, internal training and non-credit activities.

The terms of this Service Level Agreement (SLA) run from January 1, 2017 - December 31, 2017. Non-credit fee-based courses will be [assessed a charge](#) of \$9.37 per student for on-campus internal customers or \$10.72 per student for external customers. Federal customers, either internal or external, will be charged the on-campus, internal rate. The rates are charged on a per-student, per-course, per-year basis.

WolfWare Outreach Service customers should be prepared to pay for services based on a cost recovery model at the current approved rate.

### Definitions

- **WolfWare Outreach Coordinator (WOC)**: a person designated as the official contact between a non-credit revenue generating program and/or course and DELTA, representing a designated NC State college or organization that offers non-credit learning opportunities. This individual must be an employee of NC State, must be able to provide an OUC and project number for future charges for this service, and should be able to determine how non-credit course fees are collected for their area of responsibility. This individual is ultimately responsible for program and/or course approval, and must adhere (and ensure their instructors adhere) to university policies and procedures for course hosting including IP/copyright and any type of privacy compliance. The WolfWare Outreach Coordinator is also responsible for ensuring that their instructors are aware of technology maintenance schedules and any other guidelines conveyed in this SLA.
- **WOC Support Designee**: A person the WolfWare Outreach Coordinator indicates should be given access to the WolfWare course administration tools that DELTA provides as part of this service. WOC Designees will have access to handle support tasks associated with managing courses including: creating courses, assigning users, and providing

assistance to participants. Note: This is not an administrative contact. Each program can designate a maximum of two WOC Support Designees.

- **Course Instructor:** a person who is teaching a non-credit revenue generating course.
- **Participant:** a person enrolled in a non-credit course for a fee.
- **Revenue Generating:** In the context of WolfWare Outreach, “revenue generating” includes any fees charged for participating in the course or module. Revenue generating also includes external funds received, such as a grant or contract, to develop and *deliver* the course or module where the participant fee is waived.

This SLA is an agreement between DELTA and \_\_\_\_\_ (unit/program(s)) for use of the WolfWare Outreach Service. This SLA will be renewed annually (or sooner, if changes to the SLA are needed) and the cost model may change based on usage and costs. The WolfWare Outreach Coordinator, WOC Support Designee(s) and course instructor(s) agree to the following terms of the WolfWare Outreach Service:

### Participation in data collection activities

- As part of continuing to understand current and potential customers for the creation of a fully supported, financially viable non-credit service, we will ask for specific details about your non-credit revenue generating courses and/or programs, which will include your per participant charges for the course and other sources of course funding (e.g. if the course is receiving money from a non-NC State source such as a corporate partner, if the course is supported by a grant, partners involved in the course, length of term of the course, instructor name and contact information, etc). As part of using our service you are agreeing to participate in all data collection efforts that will help inform our understanding of the usage of this service.

### Support

- DELTA staff will provide support to the Course Instructors, WolfWare Outreach Coordinators and WOC Support Designees for non-credit activities. Contact information for support is as follows:
  - Email: [learntech@ncsu.edu](mailto:learntech@ncsu.edu)
  - Phone: 919.513.7094
  - When calling or emailing, please specifically indicate you are calling about a non-credit course and provide the course name.
  - WolfWare Outreach Coordinators, their support designees and their instructors can request an instructional consultation using this form: <http://delta.ncsu.edu/request-an-instructional-consultation/>. Be sure to select **Outreach/Extension (non-credit) as the audience.**
- The WolfWare Outreach Coordinator for each non-credit revenue generating course or program should designate a point of contact to resolve participant issues (e.g. support personnel in the department or program, the instructor, etc.). If issues cannot be resolved by the point of contact, then this person may alert DELTA staff for assistance, per the previous contact information. DELTA contact information should not be provided

to the participants of non-credit courses and participants should be instructed to work with the program point of contact to resolve issues.

[Note: This is a similar model we use for academic credit courses; OIT provides tier one support for students at [help@ncsu.edu](mailto:help@ncsu.edu), and student calls are referred to us if they cannot be resolved by OIT, while DELTA focuses on providing instructor support].

- To understand how to create content and use the WolfWare tools available for non-credit courses, you and your instructors can attend [regularly scheduled DELTA workshops](#) and use [online help resources](#) as needed.
- We can offer instructional consultations on a limited basis to provide advice and discuss ideas for optimal ways to use these tools to engage your participants but are unable to offer production level instructional design and development support solely for non-credit courses.
- If you have an existing course that you wish to use for revenue generating non-credit offerings stored somewhere else (for example, the Moodle Projects server <https://moodle-projects.wolfware.ncsu.edu>), DELTA will provide instructions on how to copy your course content to the DELTA non-credit WW Outreach Moodle server; however, it is the WolfWare Outreach Coordinator's and/or instructor's responsibility to perform this task.
- Instructor and/or staff resources for program coordination and support usage should be hosted on the Project server. These types of collaboration spaces for instructors and staff, without student enrollment, are approved spaces at no charge on our Moodle Projects server.

### Costs/Revenue

- DELTA enterprise technology systems (e.g. Moodle, Blackboard Collaborate, Mediasite) may not be used to collect revenue from the participants.
- For those not using the REPORTER non-credit registration system, the WolfWare Outreach Coordinator assumes the responsibility for establishing a separate “storefront” for the course or program.
- For those using REPORTER, the application uses a secure eCommerce solution for accepting payments online. Acceptable forms of payment through REPORTER include online credit card, check, interdepartmental sales, and wire transfers. REPORTER is also integrated with PeopleSoft Financials.

### Account Creation & Enrollment

- For those not using the REPORTER non-credit registration system, you will need to manage your own participant enrollment. DELTA will provide guidelines for you to follow regarding the creation of user accounts.
- For those using REPORTER, when a user registers for the instance in REPORTER, the user will automatically be added to the course in Moodle.

### Maintenance Windows

- Enterprise technology systems require periodic maintenance to remain functional. The same maintenance windows reserved to maintain academic systems will be used to

maintain non-credit systems and services. We strongly advise you to schedule critical course events (exams, online Collaborate meetings, etc.) outside of these established times. If you hold events during the server maintenance windows, they may be disrupted or impossible to conduct if servers are offline, so please plan and schedule accordingly. A schedule of the server maintenance windows is maintained here: <https://wolfware.ncsu.edu/updates-maintenance>.

## Other

- If a Student Portal (e.g. a Student Information/Resource center that is not really a “course” but has enrolled students for the program for purposes such as general announcements, etc.) is needed and you do not want students to pay an additional fee for the use of another Moodle space, we recommend that you consider using another type of communication tool for your students; for example, Google Groups or a listserv. Otherwise, any space used within our Outreach service with student enrollments will incur a per student charge.
- Terms of this SLA may be altered (with 30 days notice) by DELTA at any time.
- If an SLA is not renewed for a subsequent year, all courses for the program will be disabled on the Moodle Outreach server and within any other WolfWare tools when the current SLA expires.
- If any of the individuals identified on this SLA change during the year, an email should be sent to LearnTech ([learntech@ncsu.edu](mailto:learntech@ncsu.edu)) informing DELTA of this change so contact information and access can be updated.

**Agreement of Terms**

I have read, and I agree to, the preceding conditions.

\_\_\_\_\_  
(Name of WolfWare Outreach Coordinator)

\_\_\_\_\_  
(Signature of WolfWare Outreach Coordinator)/DATE

\_\_\_\_\_  
Approved by: Kay Zimmerman, Associate Vice-Provost, DELTA/DATE

**Billing Information**

Bookkeeper Name: \_\_\_\_\_

Bookkeeper Phone: \_\_\_\_\_

Contact Box No: \_\_\_\_\_

Email: \_\_\_\_\_

Program or Course \_\_\_\_\_ Project ID: \_\_\_\_\_ OUC: \_\_\_\_\_

# Student Contact Hours \_\_\_\_\_

Program or Course \_\_\_\_\_ Project ID: \_\_\_\_\_ OUC: \_\_\_\_\_

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Program or Course \_\_\_\_\_ Project ID: \_\_\_\_\_ OUC: \_\_\_\_\_

# Student Contact Hours \_\_\_\_\_

Please add an additional page with all Project ID numbers if this agreement covers more than one Program and/or multiple associated Project IDs that will be billed.

**WOC Support Designee Information**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_