

June 1, 2016

Standard Operating Procedures for Mediasite, SabaMeeting, and Tegrity
Based on [Standard Operating Procedures for Blackboard](#)
(Faculty Senate Resolution #16-24)

ECU limits access to course enrollments in Mediasite, SabaMeeting, and Tegrity to faculty and students registered to teach or take that course. Only the instructor of record may grant access to Mediasite, SabaMeeting, or Tegrity content for ECU faculty, staff, or external guests. The faculty member or ITCS Administrators must add any additional course members, in order to ensure appropriate approvals and documentation are received. Access to and use of Mediasite, SabaMeeting, and Tegrity is subject to the [Academic Computer Use Policy](#) and the [Student and Employee Computer Use Policy](#). **Per these policies, accessing individual faculty members' computers to enforce university policies requires specific approval of the chancellor.**

There will be occasions when faculty need to provide viewing access to Mediasite, SabaMeeting, or Tegrity content for peer review, accreditation, sharing course content, inviting a guest speaker, etc. When faculty or ITCS Administrators provide viewing access to recorded content in a course, they must ensure compliance with the provisions of FERPA.

According to FERPA, any information that is not considered Directory Information may not be disclosed to anyone except the student without prior written consent. For details about Directory Information, visit the Office of the Registrar's FERPA page at www.ecu.edu/cs-acad/registrar/FERPA.cfm. There are exceptions to this rule. Institutions may release information from student records (that is not considered Directory Information) without prior consent from school officials with legitimate educational interest (e.g. one faculty member to another) and to Federal, State, and local authorities involving an audit or evaluation of compliance with educational programs (e.g. NCAA).

Below is a list of the most typical scenarios and processes for requesting access. This list is intended to be nonexclusive and does not include technical support roles.

Purpose: Access to recorded content in Mediasite, SabaMeeting, and Tegrity for peer review, accreditation, sharing course content, or inviting a guest speaker.

The Instructor of Record for the course must be informed prior to access. The Instructor of Record or ITCS Administrators can provide viewing access to Mediasite, SabaMeeting, or Tegrity content. The Instructor of Record can submit a Service Request for ITCS Administrators to grant access to their recorded content.

Timeframe: This role may be assigned indefinitely or on a time-limited basis. The timeframe for access should be stated upon request. If requested access is time-limited, the requestor must request an extension, if needed. Otherwise, faculty may remove access once the requested timeframe has expired.

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Purpose: Department Chair Access

Access to recorded content in Mediasite, SabaMeeting, and Tegrity can be made available to a Departmental Chair for business purposes. Business purpose includes but is not limited to absence of instructor, grading, accreditation, and teaching review. Business purpose does not include access for an investigation into misconduct or to enforce policy which requires Chancellor approval.

Process:

The Instructor of Record for the course must be informed prior to Chair access. The Instructor of Record can enroll their Department Chair or the Department Chair can submit an IT Service Desk Request for ITCS Administrators to provide access. Documentation that the faculty was informed should be retained by the Chair or administrator who accessed the course.

Timeframe:

Access is assigned indefinitely.

Additional procedures can be found on the ITCS website: [Mediasite](#), [SabaMeeting](#), and [Tegrity](#)