



**Quercus and Related Technologies in the Academic Toolbox
Administrative Access and Confidentiality Agreement**

Revision Date: 09/03/2018

Between the University of Toronto (the University)

And _____ (the User)

Background:

University staff who provide instructional support have access to considerable personal information and other confidential information, on various systems and platforms used for University work. Administrative access to Quercus and related technologies requires an authorized access form and completion of a confidentiality statement. As legal, policy, security, and other requirements change, we will inform you of updates to terms and conditions of access.

Learning Management Engine Confidentiality Statement

Quercus and related systems contain confidential information, such as names, UTORid, email addresses, student numbers, employee numbers, and grade data. Many of these are personal information, which is protected by legislation. At the University, information that is not public is considered to be confidential and should only be shared on a need-to-know basis with individuals who need it for official University work. The University protects personal and other confidential information from unauthorized access, collection, use, disclosure or disposal.

In working with Information electronically, and otherwise, you are also responsible for following the Provost's Guidelines on Appropriate Use of Information and Communication Technology, Governing Council policies that may be relevant to your use of such technology in a particular case, such as the Policy on Sexual Violence and Sexual Harassment, as well as all relevant external laws such as the Freedom of Information and Protection of Privacy Act, the Copyright Act, and the Ontario Human Rights Code.

Instructions:

- 1) Please fill in your contact information and requested role.
- 2) Please read the Provost's Guideline on Appropriate Use of Information and Communication Technology, as well as any other policies and guidelines that are relevant to your proposed use of Quercus.
- 3) Sign this form if you agree.
- 4) Obtain approval from your Division head.
- 5) Please scan your completed form and email to q.help@utoronto.ca with your request for access.
- 6) The Quercus operations team will review the request and confirm your access.

Contact Information

Name:

UTORid:

Division/Faculty:

Department:

Position:

Email:

Phone:

Systems Access Level:

Sub-Account Administrator

- Access courses for specified faculty or department/program without being enrolled in each course.
- Modify course properties such as availability, duration, and course name for specified faculty or department/program.
- Manage enrollments for specified faculty or department/program.
- Manage course content such as copying course content from one course to another and reset courses for specified faculty or department/program.
- With relevant authorization create or assist in creation of courses for specified faculty or department/program.
- Assign additional administrators for specified faculty or department/program.
- Post global announcements for specified faculty or department/program.

Course Administrator

- Access courses for specified faculty or department/program without being enrolled in each course.
- Modify course properties such as availability, duration, and course name for specified faculty or department/program.
- Manage enrollments for specified faculty or department/program.
- Manage course content such as copying course content from one course to another and reset courses for specified faculty or department/program.

Help Desk Administrator

- Access courses for specified faculty or department/program without being enrolled in each course.
- View enrollments for specified faculty or department/program.
- View course properties such as availability, duration, and course name for specified faculty or department/program.

I understand that I am responsible for the confidentiality and security of all personal and other confidential information, and any part of it (the Information) that I can access in Quercus or other related systems. I will:

(a) Only access, use and edit the Information as authorized by the Systems Access Level (above); and,

(b) Not share the Information, including in casual conversation, except with authorized users, and only as necessary for official University work.

- I. If I am also a currently enrolled student, I will declare potential conflicts of interest to my supervisor (e.g. accessing the system for any course/program I am enrolled in) and avoid accessing any information related to such conflicts.

(c) If I access the Information using a computer or mobile computing device, I will take reasonable steps to ensure that unauthorized users are unable to view the Information. When I extract, download, print or summarize the Information, I will only:

- I. Store the Information in electronic format on secure systems that comply with the requirements set out in the University of Toronto Information Security Standards.
- II. Protect the Information in electronic format with passwords and encryption in accordance with University standards;
- III. Only transmit the Information in electronic form using a University-provided email account or other officially University-approved secure network connection or method

(For example, I will not use third party email and storage services such as Gmail, Hotmail, Dropbox and Google Docs for this purpose);

- IV. Protect the Information in hardcopy form using reasonable physical security precautions;
- V. Retain the Information only as long as it is required for authorized purposes; and
- VI. Securely delete or destroy the Information when I no longer require it for authorized purposes.

I understand that I am responsible for protecting the password(s) I use. I will:

- (a) Comply with the University's password requirements, including complexity and length;
- (b) Not share my password(s) with anyone else; and
- (c) Comply with all applicable law and with applicable University policies, guidelines, and practices.

I understand that my authority to access the Information is limited to the Faculty and Departments listed in the Systems Access Level section of this form. If I become aware that my level of access is inconsistent with this authority, I will:

- (a) Immediately report this to q.help@utoronto.ca; and
- (b) Avoid accessing any of the Information that I am not authorized to access.

If my level of access (i.e. Sub-Account Administrator) includes the ability to add additional administrators I will ensure that:

- (a) They adhere to and abide by the terms of this agreement;
- (b) An executed version of this contract is completed by the additional administrator and supplied to the responsible parties at Academic & Collaborative Technologies (ACT);
- (c) At such time as the additional individual changes position or ceases to require administrative access that their privileges are revoked and that ACT is informed accordingly.

I further understand that my authority to access the Information does not include access for a research purpose. Access to the Information through or in Quercus for research purposes must be applied for and may be considered on a case-by-case basis.

I understand that if I no longer require administrative access to fulfill the responsibilities of my current position, I will inform my supervisor and the appropriate parties within ACT accordingly.

I have read and understand the above conditions and understand that I am bound by them.

Name:

Signature:

Date:

Approvals

Department Head/Program Director

Name:

Title:

Signature:

Date:

Faculty Dean/Director

Name:

Title:

Signature:

Date:

References

University of Toronto Appropriate Use of Information and Communication Technology

<http://www.provost.utoronto.ca/policy/use.htm>

University of Toronto Freedom of Information and Protection of Privacy

<http://www.fippa.utoronto.ca/>

<https://www.utoronto.ca/privacy>

University of Toronto Copyright Resources

<https://onereach.library.utoronto.ca/copyright/copyright>

University of Toronto Policy on Sexual Violence and Sexual Harassment

<http://www.governingcouncil.lamp4.utoronto.ca/wp-content/uploads/2016/12/p1215-poshsv-2016-2017pol.pdf>

University of Toronto Student Code of Conduct

<http://www.viceprovoststudents.utoronto.ca/publicationsandpolicies/codeofstudentconduct.htm>