

Hybrid Learning Delivery Policy

- **Policy ID:** TBD
- **Approved by:** Associate Dean
- **Executive(s) Responsible:** Vice President – Academics
- **Administrator(s) Responsible:** Academics and Faculty
- **Revision Date:** October 2024
- **Effective Date:** December 2022
- **Next Review Date:** October 2026

Background & Scope

In accordance with the Superintendent of Ontario Career Colleges' policy directive for training programs with online and hybrid delivery formats, Toronto School of Management (TSOM) is committed to meeting the minimum requirements outlined in the directive by providing a high-quality hybrid educational experience for students and assisting students in completing their academic programs successfully.

Purpose of the Policy

The purpose of this policy is to outline the guidelines TSOM must adhere to when delivering hybrid Learning programs. This policy applies to all students and employees involved in any of TSOM's programs and operations, including any collaborative programs or operations.

Hybrid programs do not offer a full online experience or a full in-person experience. These programs use in-person, online-synchronous (online faculty-led class) and/or online asynchronous (online – self-paced without faculty present) mediums to deliver program content. The school utilizes fair and transparent processes to monitor student progression and to identify students who may need additional assistance.

Hence, this policy outlines the responsibilities of TSOM's staff and students, the technological requirements to participate in hybrid learning (including a list of the tools and applications needed) mechanisms to protect student personal information, mechanisms for student verification, details of new students' orientation, and support materials.

Policy Statement

1. Staff/Faculty Responsibilities

1.1 Faculty will indicate the amount work in which the students will engage each week.

1.2 It is the responsibility of the Academic Team and faculty to monitor the progress of each student. The Academic Team and faculty are responsible for ensuring that:

- i) The requirements and mode of delivery for each module are clearly provided to students in the module outline via the Learning Management System;
- ii) The requirements and mode of submission for each assignment are clearly specified to students via the Learning Management System;
- iii) Students who may be at risk of failure or deemed to be in need of assistance are identified in a timely manner and a corrective action plan is put in place;
- iv) Accurate records of student progression, achievement, and completion are maintained and transmitted;
- v) Should any technical issues arise, contact support@mytsom.ca within 2 business days and offer an alternative method of participation; and that
- vi) Students participate in mandatory technology and instructor level access training provided by TSOM prior to delivering hybrid learning.

2. Student Responsibilities

Each student will be responsible for taking an active part in the learning process by:

- i) Adhering to the Student Code of Conduct and all of TSOM's policies and procedures;
- ii) Providing and verifying their identity information in an accurate and truthful manner;
- iii) Having access to a laptop that meets or exceeds the requirements outlined in Section 3.1 of this policy;
- iv) Attending the New Student Orientation and watching/reading the tutorials on hybrid learning provided by TSOM;
- v) Using the email address provided by TSOM;
- vi) Installing the applications outlined in Section 3.2 of this policy; and
- vii) Engaging with the available asynchronous materials as required and assigned by faculty.

3. Technological Requirements and Guidelines

As hybrid learning is technology reliant, students must have access to the hardware and software outlined below.

3.1 To successfully progress through hybrid studies at TSOM, it is required that each student has access to a personal computer/laptop and a stable Internet connection with at least 10 mbps.

Technological requirements for Diploma in Cybersecurity Specialist Co-op students:

- i) CPU: i5 or higher with 4 cores or more is recommended. Alternatively, Ryzen 3 or 5 with 4 or 6 cores and 8 to 12 threads. Ensure that it fully supports VMware and VirtualBox.
- ii) RAM: Minimum 12 GB (16 highly recommended)
- iii) Storage: Minimum 256GB HDD/SSD or higher (Recommended NVME 512GB or higher)
- iv) USB3 support
- v) Wireless Adapter with N or AC standard and Ethernet Adapter

Technological requirements for all other programs:

- i) CPU: 64-bit x86 Intel or AMD Processor from 2011 or later with minimum 2GHz or faster core speed.
- ii) RAM: 8GB or more is recommended.
- iii) GPU: at least Intel Iris XE Graphics or better.
- iv) Storage: Minimum 256GB HDD/SSD or higher
- v) Functioning camera
- vi) USB3 support
- vii) Wireless Adapter with N or AC standard

All TSOM students have access to computer labs on campus, but availability cannot be guaranteed, and some program software may not be available on all open access computers.

Note: neither mobile phones nor tablets to participate in hybrid learning will not be permitted due to their incompatibility with required platforms.

3.2 In order to successfully progress through hybrid studies, students are required to use their TSOM e-mail address to access the following applications:

- Microsoft Office 365;
- Microsoft Teams 365;
- Microsoft PowerPoint 365;
- Microsoft OneDrive 365;
- Microsoft Excel 365;
- Microsoft Outlook 365; and
- Perlego (TSOM's online library).

Additionally, each student should be able to access third-party applications and websites (specified in the module outline) including (but not limited to):

- Google Suite Apps;
- Zoom;
- Flip;
- Padlet;
- Canva;
- CompTIA; and
- AWS Academy

Learning platforms and technology licences purchased to support hybrid learning delivery are kept in file by TSOM.

3.3 In order to successfully progress through hybrid studies at TSOM, every student is required to access TSOM's web-based Learning Management System (LMS) – Canvas – on a regular basis.

Canvas includes a variety of customizable course creation and management tools, course and user analytics and statistics, and internal communication tools. Canvas also utilizes the [latest accessibility standards to support learners](#). It is used by learning institutions, educators, and students to access and manage online course learning materials and communicate about skill development and learning achievement.

3.4 Canvas is available to students 24/7, and this is where students can access the learning content for each of their courses. It undergoes regular scheduled maintenance, which generally occurs twice per year late at night or during weekends. Any scheduled interruption will be communicated to both students and faculty at least two weeks in advance.

3.5 Both TSOM faculty and students can consult the members of the Academic Team during regular hours of operation (Mon–Fri, 9am–5pm) to obtain support on matters related to the platforms and tools involved in hybrid learning. The teams can be consulted in person or at academics@torontosom.ca.

3.6 Should students need support with the features and functionalities of the platforms and tools involved in the hybrid delivery of their program, a comprehensive library of high-quality video tutorials will be available 24/7 via Canvas for students to interact with.

3.7 Should students experience any technical issues with one of the platforms, they can contact the Student IT Help Desk for support at support@mysom.ca

4. Evaluations

All the evaluations will be conducted with highest degree of academic integrity as well as following rigorous standards and procedures.

4.1 Evaluations will be conducted in a variety of formats including (but not limited to) tests, essays, reports, individual and group case studies, individual and group online discussions, interactive virtual simulations, blog posts, peer-to-peer evaluations and individual reflection.

4.2 All tests will be conducted via Canvas utilizing college developed question banks. With regards to other evaluation methods that will require digital submissions via Canvas, students will be provided with detailed rubrics outlining the expectations and the criteria used to determine their grade. Furthermore, each faculty member will be providing additional comments on assignments.

4.3 If there is a technical disruption that prevents students from completing an online quiz/test/exam, students are required to provide proof in order to receive a second chance, such as a screenshot including the date and time.

4.4 Digital submissions will be run through the plagiarism checking platform Turnitin to ensure the highest degree of academic integrity.

4.5 Students are required to complete all assessments themselves (or in assigned groups) without outside help or the use of any materials that have not been permitted by their instructor. They are also required to attend all lessons. Students must abide by TSOM's Academic Integrity Policy.

4.6 All assignments must be submitted by students using their own Canvas account.

4.7 Students are required to verify their identity by presenting a valid form of ID (e.g., driver's license, passport) to faculty prior to commencing the scheduled/timed assessment via the computer/laptop camera. Photos will not be accepted.

Students failing to present a valid form of ID will not be able to participate in the assessment and will be required to reschedule with Academics Department within 1 (one) business day.

Failing to reschedule within 1 (one) business day will result in a daily 10% late penalty with a maximum of 50% for failing to make necessary arrangements within 5 (five) business days. If no contact has been made within 5 (five) business days, a grade of 0 (zero) will be assigned.

5. Protection of Personal Information for Hybrid Learning

TSOM is committed to protecting the privacy of our online students and to ensuring that students have a secure online learning experience. For online learning, students navigate through Canvas.

5.1 By using Canvas, users are agreeing to be bound by the Canvas Acceptable Use Policy rules and guidelines and to REVIEW THE CANVAS PRIVACY POLICY. Review the applicable current versions of the Acceptable Use Policy [HERE](#) and the Privacy Policy [HERE](#).

5.2 Most times, students can navigate TSOM's website without providing any personal information. However, in some instances, TSOM may require some personal information to provide students with a full learning experience. See sections 5 and 6 of TSOM's Privacy Policy [HERE](#), which outlines the data collected under specific circumstances.

5.3 In such situations, the collection, storage, use, disclosure, and retention of personal information will comply with [Canada's Personal Information Protection and Electronic Documents Act S.C. 2000, c. 5](#) in accordance with TSOM's Privacy Policy [HERE](#).

6. Control of Personal Information

6.1 Cookies

To ensure that TSOM is publishing content on its website that students desire, TSOM collects aggregated site-visitation statistics using cookies in accordance with TSOM's Cookies Policy [HERE](#). However, TSOM does not track individuals' use of the site. A cookie is placed on the student's machine (if the student accepts cookies) or is read if the student has visited the site previously.

If students choose not to have their browser accept cookies from the site, they will still be able to view the text on the screen. However, they may not experience a personalized visit and some of the site features may be disabled.

6.2 E-mail

Students must only use TSOM's assigned email accounts to communicate with other students, instructors, staff, and administrators. Each student is assigned a unique username and password to access their TSOM email account.

TSOM cannot assure the privacy or protection of an individual student's email nor the confidentiality of information that may be created, transmitted, received, or stored thereby. All student login credentials should be protected and kept secret.

6.3 TSOM Privacy Statement

TSOM is committed to protecting the privacy of your personal information. TSOM's personal information handling practices are set out in more detail in its Privacy Policy [HERE](#).

For additional information regarding how TSOM collects, uses, retains, and discloses personal information, consult the TSOM website for additional Policies and Procedures [HERE](#).

7. Refunds, Expulsions, and Complaints for Hybrid Delivery

The Complaints Policy, the Fee Refund Policy, the Non-Vocational Fee Refund Policy, and the Suspension & Expulsion Policy apply in the same manner as for in-person delivery.

8. New Student Orientation

A week prior each intake, there is a dedicated virtual 3-hour New Student Orientation held by Student Services and Academics. Students are given information about college facilities, services, policies, tools, and procedures, including those pertaining to delivery methods.

After the orientation, students will have 5 (five) business days prior to the start of the course to clarify any matters related to the studying in hybrid format.

9. Additional Supporting Materials

Each student who fulfilled the admissions requirements will have access to high quality video tutorials available via Canvas.

Any student interested in pursuing hybrid learning will have ability to review the digital version of the Hybrid Learning Delivery brochure.

Definitions

Canvas: a learning management system (LMS) that TSOM utilizes to deliver online portions of the hybrid learning model.

Hybrid learning: an education model that combines in-person learning with online synchronous and/or asynchronous delivery methods.

Related Legislation

- 1) Personal Information Protection and Electronic Documents Act (PIPEDA)
- 2) Ontario Career Colleges Act, 2005

Related Policies

Policy Name	Policy Number
Academic Integrity Policy	TBD
Complaints Policy	TBD
Evaluations Policy	TBD
Fee Refund Policy	TBD
Non-Vocational Fee Refund Policy	TBD
Statement of Student Rights and Responsibilities	TBD
Student Code of Conduct	TBD
Suspension & Expulsion Policy	TBD
TSOM Cookies Policy	TBD
TSOM Privacy Breach Procedure	TBD
TSOM Privacy Policy	TBD

Document History

Date	Approval/Review/Key Change(s)
October 2024	Reviewed; rebranding and governance changes.
June 2023	Reviewed and reformatted into the AODA-friendly GUS policy template; addition of faculty to Staff Responsibilities, instructors determine the asynchronous materials and number of hours of usage per week; and technical disruptions during evaluations.
Dec. 5th, 2022	Creation and approval.