

## Technology-Based Learning and Delivery

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Responsible Executive:	President
Approval Authority:	Senior Leadership Team
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Category:	Administration

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### PURPOSE

This policy outlines the framework for the use of technology-based, computer-based, and web-based learning at Coquitlam College (the College) to enhance the educational experience, ensure academic integrity, and provide equitable access to quality education.

### SCOPE

This policy applies to all employees and students engaged in technology-based learning activities where educational technology tools and resources are used in instructional delivery and assessment.

### POLICY STATEMENTS

1. The College is committed to using educational technology to enhance learning experiences, improve accessibility, and prepare students for a technology-driven world.
2. The College will clearly communicate technology requirements, including those for blended and online courses, to students prior to registration. Information will be made available through the College website and academic advisors, as well as on the student portal.
3. The College will provide orientation sessions to help students become familiar with the digital tools used by the College, including but not limited to the learning management systems (LMS), multi-factor authentication (MFA), and College email.
4. The College supports ongoing instructor professional development and orientation related to best practices in the design and delivery of technology-enhanced courses, classroom technology, as well as for blended course delivery. Participation in training offered or endorsed by the College is required for instructors delivering online or blended learning.
5. The College will regularly evaluate the effectiveness of its digital learning practices, seeking feedback from students and instructors to improve access, usability and learning outcomes.
6. The College is committed to protecting the privacy and personal information of students and instructors. All digital learning activities will comply with relevant privacy laws and regulations, including British Columbia's Personal Information Protection Act (PIPA).

### PROCEDURES

7. Senior Administrators are responsible for providing the infrastructure, resources, and staffing to support sustainable and effective technology-based learning initiatives.

8. The College provides on-campus access to computer labs, high-speed internet, and printing services to support students who do not have consistent access to these resources at home.
9. The College will provide technical support to help students and faculty troubleshoot issues related to accessing or using College-supported systems and platforms. Platforms or tools not provided by the College may be supported on a case-by case basis.
10. Instructors are responsible for creating and maintaining technology-enhanced courses that support course learning outcomes. They are expected to use technology appropriately and effectively to facilitate student engagement and learning.
11. Instructors will provide students with the processes and support needed to successfully address course-specific technology issues such as viewing grades, submitting assignments, quiz rules, etc.
12. Students are responsible for actively participating in digital learning environments, following online learning guidelines, and seeking help when needed to ensure their success in technology-based courses.
13. Where students self-identify as lacking adequate access to required technology, College staff will work with them individually to explore reasonable accommodations, including temporary equipment loans, referrals to community resources, or alternative arrangements to support equitable participation.
14. The technical requirements for accessing online and blended learning resources will be published and regularly updated on the College website. Access to these resources requires multi-factor authentication (MFA) to verify student identity.

**DEFINITIONS**

Blended Course Delivery: A mode of instruction where courses are delivered entirely online, with both midterm and final examinations conducted in-person.

Technology-Based Learning: Educational methods and practices that integrate technological tools to support teaching and learning.

Computer-Based Learning: Instructional methods utilizing computer systems for educational purposes, either standalone or connected to networks.

Technology-Enhanced Classroom Learning: Use of digital tools and resources in physical classrooms to supplement traditional teaching methods.

**RELATED DOCUMENTS**

[2.4.1 Curriculum Development, Alignment, and Approval Policy](#)