NC STATE DELTA

WolfWare Outreach Frequently Asked Questions

What is the WolfWare (WW) Outreach service?
WolfWare Outreach is an enterprise-level Learning Management System (LMS) supported by DELTA that includes a Moodle server, Blackboard Collaborate, and Mediasite lecture capture system services. WW Outreach supports all online, non-credit, fee-based course and program offerings for extension, outreach and engagement activities.

Who can use the WolfWare Outreach service?
All NC State faculty, staff, and units/organizations involved in university business. Additionally, city/state/federal government entities can participate in the WW Outreach service. There is a fee to use the WolfWare Outreach service, please contact Kay Zimmerman for more information.

Why does our university need a separate LMS service for non-credit, fee-based, online course and program offerings?
NC State requires non-credit offerings to be self-sustaining without the use of state appropriated funds. Since DELTA operates the enterprise-level LMS for the university, we are now extending this service for non-credit purposes.

I am interested in offering a non-credit online course or program for a fee. How do I get started or learn more?
Contact Kay Zimmerman who will schedule a consultation with you to discuss details and answer specific questions.

Does WolfWare Outreach include all Learning Management Systems (LMS) supported by DELTA?
Yes. It includes Moodle, Collaborate and Mediasite.

Can I use the Moodle Project server if I offer fee-based, non-credit online offerings?
No. The Moodle Project server is for non-credit, no-fee course and content development and offerings. Specific use of the Moodle Project server includes:

- Internal: Academic/Student Support; play and test space; course development; resource course (complements one or more academic courses); academic placement exams; orientation courses (both online/distance education and on campus); student organization with employee sponsor.

- Internal: University Business Support: Work space for campus initiatives/committees; NC State training/information courses with no charge to participants (e.g. required security training, optional resources/information).

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What is a WolfWare Outreach Coordinator (WOC) and who is the WOC that I should contact?

The WolfWare Outreach Coordinator (WOC) is person designated as the official contact between a non-credit fee-based 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. Current WolfWare Outreach Coordinators

Contact Kay Zimmerman if you do not have a designated WOC or if you are interested in becoming a WOC for your program or unit.

Can I use the WolfWare Outreach service if I am seeking a grant or have a partnership contract?
Yes.

How will I be billed?
Please contact your college/unit-assigned WolfWare Outreach Coordinator for invoicing information. If you do not have a designated WOC please contact Kay Zimmerman.

Who do I contact with billing questions?
Please contact Jessie Sova with any billing related questions.

What is the difference between non-credit online, Continuing Education or Professional Development, offerings are and how is it different from credit offerings?
Non-credit online offerings can be either Continuing Education (CE) or Professional Development (PD) offerings.

- **Continuing Education** (CE) offerings are educational opportunities offered to individuals throughout their lifecycle. This can be experiences that range from courses, to conferences to certificate programs. CEUs can be awarded to CE offerings, depending on the course content and instructor. The McKimmon Center awards CEUs for university CE offerings.
- **Professional Development** (PD) offerings addresses the educational needs of people in a broad range of jobs and career fields. PD provides individuals the opportunity to stay current in their current fields, learn new skills, change careers or enhance their marketability. Professional Development Units (PDUs) / Professional Development Hours (PDHs) are awarded by the instructor for a course offering.

Who will assist me with understanding and developing a budget and pricing model?
Email Kay Zimmerman who will direct you to the right individuals and/or personally assist you with understanding and developing a budget.

Where can I get additional information about developing online courses and content?
Make use of the DELTA knowledge base provides numerous of articles, FAQs, video tutorials, and other useful resources.

How do course participants get support?
DELTA does **not provide technical support to participants**. DELTA can assist WolfWare Outreach Coordinators and instructors with solving problems that their participants experience with DELTA technologies (Moodle, Collaborate, etc.). WolfWare Outreach Coordinators should designate a point of contact to resolve participant issues (e.g. support personnel in the department or program, the instructor, etc.).