Marshall University Information Technology Council

Procedure ITP-9

Digital Media Retention Procedure

1. General Information

1.1. Scope:
Marshall University

1.2. Authority:
Marshall University Information Technology Council

1.3. Passage Date:
December 6, 2013

1.4. Effective Date:
December 6, 2013

1.5. Revision Date:
August 19, 2019

2. Procedure

2.1.
Marshall University IT operates a Camtasia Relay server and Ensemble server to equip faculty, staff, and students with capture and distribution of digital media resources. The Camtasia Relay server provides software and transcoding services to enable presentation and lecture capture on either a computer or mobile device. The Ensemble server provides management, a repository, and a portal for Camtasia Relay recordings and other University related digital media resources. The administration of these servers is provided by IT/Digital Media Services.

2.2. Access to the server

2.2.1. The Camtasia Relay server is available to current faculty, staff, and students with a MUNET id. Accounts are automatically created when a user logs into either the server or the recorder. When the account is created the user will receive a default set of profiles for general campus use. Custom profiles can be created for different encode or destination settings. If a custom profile is needed the user should contact the IT service desk so a help ticket can be created.

2.2.2. The Ensemble server is available to current faculty and staff with a MUNET id. Student accounts are added on an as-needed basis. Faculty and staff are added to the general user's organization and assigned their own media library. Media libraries are based on the MUNET id. In some situations, a user can have access to more than one organization or media library. Accounts can be created automatically, by Digital Media Services, or the MU Online Design Center.

2.3. Access to files

2.3.1. Camtasia Relay

The Camtasia Relay server only stores files temporarily during the transcoding process. The files are uploaded from temporary storage on the user's device. Once uploaded the files are deleted from the user's device. The server transcodes the files and transfers them to their destination. Once the transcoding process is complete the server deletes all temporary files related to the recording. The final version of the recordings are stored in a location designated by the profile selected. Storage options include: Ensemble server or other designated IT storage, departmental storage, the University's YouTube site, and the user's personal YouTube site. Files stored on the Ensemble server are available for download by the user. Files stored on other IT designated storage are accessible by a link emailed to the user. These links are publicly available links and are not protected from unwanted access. The links provided to the user are only shared with the creator of the recording but are not protected from access by others. Permission to downloading files from a user's folder on other IT designated storage is only available to the MUENT id associated with that folder and should be requested through the IT service desk.

2.3.2. Ensemble

Files stored on the Ensemble server are managed within the software. Each user controls access to files in their media library, where they are distributed, and if they are downloadable.

2.4. Storage length

Marshall University wants to ensure users have the opportunity to retain any content they have captured using Camtasia Relay or are managing using Ensemble. However, due to storage costs, the University must have a process for clearing out unused and older content. All digital media files stored in Ensemble Video or other IT designated storage will remain on the server two years from the date of creation. Approximately four weeks before the start of classes in the Fall term, Digital Media Services will delete all files older than two years from the date of creation. Users will be notified by email, at the user account associated with their Ensemble account, four weeks prior to the deletion of files. At this

time the user should download any files they want to save to their personal storage before the date of deletion stated in the email. A one-year extension maybe granted by contacting the MU Online Design Center. Longer exceptions may also be granted for special use cases and should be directed to Digital Media Services. Please note this storage concern does not extend to other storage options such as departmental storage, the University's YouTube site, or the user's personal YouTube site.

2.5. Distribution

2.5.1. Camtasia Relay

Since no files are stored on the Camtasia Relay server the distribution of files is dictated by the final storage location. When transcoded files are stored on other IT designated storage, the links provided are publicly available. The links provided to the user are only shared with the creator of the recording but are not protected from access by others. The University will not distribute your files or links to anyone else, though it will eventually remove them from IT storage according to the retention policy as described.

2.5.2. Ensemble Video

Files stored within Ensemble Video are controlled entirely by the user. The user, not the University, makes media available and can restrict access to specific URLs. The University will not distribute your files to anyone else, though it will eventually remove them from the Ensemble server, according to the retention policy as described.

3. Copyright

Faculty, staff, and students are responsible for observing copyright law including educational fair use guidelines, obtaining appropriate permission from the copyright holder, and following University policies when incorporating third party content into a recording. Captured lectures that contain short excerpts from a third party may be eligible for dissemination without permission subject to educational fair use guidelines.