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**Tool, Context, & Activity Ideas**

<b>Contributor:</b>	Stephanie Boychuk
<b>TOOL Name:</b>	Wiggio
<b>TOOL URL:</b>	<a href="https://wiggio.com/">https://wiggio.com/</a> (public URL – integrated link will be within LMS and is not yet available)
<b>Closed/Open:</b>	Closed - unless outside invitation is sent
<b>General Description:</b>	Wiggio is a site and suite of tools developed with the goal of making organizing and working with groups easier. A list of available tools within the system include: file upload/download, synchronous meeting tools, a Facebook-like “Feed” for group discussions, polling, shared calendar, instant messaging and to-do lists. Recently bought by Desire2Learn (Brightspace) Wiggio is integrated into the LMS as an additional “umbrella” tool (not tied to a specific course) available to students. Potential use cases include multi-disciplinary groups, clubs and school teams. In order to access a group you must know the name of the group and the password, or be expressly invited (via email link) by the group administrator. Accounts need to be created to access the free online version of this tool, but the integrated version may not require a account creation (further investigation needed). Before the company was bought by Brightspace, hosting was in the US – will need to confirm hosting of integrated system.
<b>Grade Level:</b>	Targeted to post-secondary education users, could be used in grades 10+ as well
<b>Class/Course/Subject:</b>	Any
<b>Activity Idea 1:</b>	Peer Review – Mock Journal <ul style="list-style-type: none"> <li>• Students organize in groups of 2-3 and create a Wiggio group for their “Journal” – instructor is provided with all group names and passwords</li> <li>• Student groups develop their journal requirements/rubrics – ie: What does a good academic/scientific paper look like? File can be saved in Wiggio group folder for later reference</li> <li>• Instructor collects drafts of papers, anonymizes them (using random numbers assigned to each student) and “submits” them to the journals for review</li> <li>• Student then do a blind peer review in the role of a journal editor</li> <li>• Instructor can then either collect reviews to hand back to students, or allow reviewed students to access the Wiggio groups</li> <li>• Instructor will be able to look in to all groups to ensure fairness and assess participation</li> </ul>
<b>Activity Idea 2:</b>	Peer Support/Mentoring (for online courses, large classes or multiple sections)

	<ul style="list-style-type: none"> <li>• Students organize into small groups (no more than 6) and create study groups</li> <li>• Within these groups, students are assigned various “management” roles – note taking, meeting organizer, scheduling, communication with group members or instructor, ect</li> <li>• Students will develop “Group Charters” to ensure respectful communication happens, groups have scheduled working time, and conflict management strategies are understood. Instructor approves or coaches students through this process.</li> <li>• Groups use calendar, to-do, meeting and file features to organize study/support times</li> <li>• This would be especially usefully for fully-online students in multiple courses to foster community and social presence for remote students</li> <li>• Peer support groups could be maintained for a term or longer, leading to more continuity in non-cohort or asynchronous models of delivery</li> <li>• Instructors do not need to be directly involved in group dynamics or management unless contacted by specified group member when support or conflict management is needed.</li> </ul>
<p><b>Activity Idea 3:</b></p>	<p>Interdisciplinary Collaboration for Problem-Based Learning</p> <ul style="list-style-type: none"> <li>• Create groups for various real-world issues/projects (Globalization, Privacy Concerns, Climate Change, GMOs, Human Rights, Water Quality, ect) and allow students from different disciplines to self-select issues of interest. Instructor(s) should have access to groups.</li> <li>• Students will develop “Group Charters” to ensure respectful communication happens, groups have scheduled working time, and conflict management strategies are understood (ideally “for marks”). Instructor(s) approve or coach students through this process.</li> <li>• Students work together to develop and present poster-style presentations on their topics and real-world “solutions”. Instructor(s) act as consultants, not guides, unless the group requires a mediator or other higher-level support.</li> <li>• Ideally a long-term researched based project or capstone project, preferably allowing students from specialized disciplines (Science, English, Management, Tourism, Health and Human Services, Education, ect) to interact in meaningful ways and select their own learning path.</li> <li>• Using Wiggio will allow the groups to organize easily outside of VIULearn course shells, and allow instructors to see record of group interactions and planning stages.</li> </ul>

Please note this activity was completed for learning purposes only and there is no current plans to deploy this tool at Vancouver Island University. For further information contact the contributor at [Stephanie.Boychuk@viu.ca](mailto:Stephanie.Boychuk@viu.ca).

## Tool & Policy Alignment(s)

<b>Tool Name:</b>	Wiggio
<b>RESOURCE POLICY ALIGNMENT:</b>	Vancouver Island University
<b>Relevant Policy 1:</b>	Policy 45.01 - Use of Information Technology
<b>Policy 1 URL:</b>	<a href="https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=21215">https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=21215</a>
<b>Policy 1 Key Considerations: (What you will need to consider or address)</b>	<ul style="list-style-type: none"> <li>➤ Link to or summation of policy should be included in student information</li> <li>• Users have no right to absolute privacy, but can normally expect their communications and contents of their accounts will be treated as private</li> <li>• User information may be accessed by specific individuals to diagnose and correct IT issues with the network, hardware or software</li> <li>• There is no guarantee of security when messages or files are sent or received through University networks</li> <li>• The University assumes no liability for files and information that are stored on its systems.</li> <li>• Users of information technology are required to meet expectations and standards of professional and ethical behavior that go beyond the requirements of law. <ul style="list-style-type: none"> <li>• Legal Requirements include: The Criminal Code of Canada, Copyright Act, Freedom of Information and Protection of Privacy Act, Human Rights Code and WorkSafeBC legislation.</li> <li>• Requirements and expectations of acceptable use are contained in University policies, guidelines, and collective agreements and in the rules and standards that may from time to time be issued under the authority of this Policy, Section 6.</li> </ul> </li> <li>• All personal and approved commercial use of information technology resources has the same status as institutional use and is subject to the same expectations regarding legal and acceptable use</li> <li>• The University may undertake investigations of specific allegations of alleged misuse of information technology. These investigations may involve the collection and analysis of information that is otherwise considered private and confidential</li> <li>• In addition to other sanctions, misuse of information technology may result in denial of access to the technology or specific limitations on its use.</li> </ul>
<b>Relevant Policy 2:</b>	Policy 96.01 - Student Academic Code of Conduct
<b>Policy 2 URL:</b>	<a href="https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=22685">https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=22685</a>
<b>Policy 2 Key Considerations: (What you will need to consider or address)</b>	<ul style="list-style-type: none"> <li>➤ Link to or summation of policy should be included in student information</li> <li>• Students are expected to meet the standards of academic integrity as indicated in this policy, including respecting the integrity of computer security systems, software copyrights and file privacy of others.</li> <li>• Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Code of Conduct Procedures</li> </ul>
<b>Relevant Policy 3:</b>	Policy 32.05 - Student Conduct Code
<b>Policy 3 URL:</b>	<a href="https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=21115">https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=21115</a>

<p><b>Policy 3 Key Considerations:</b> <b>(What you will need to consider or address)</b></p>	<ul style="list-style-type: none"> <li>➤ Link to or summation of policy should be included in student information             <ul style="list-style-type: none"> <li>• Vancouver Island University students are expected to behave in a responsible manner respectful of the learning environment inside the classroom and throughout the campus. This policy applies to all Vancouver Island University campus and off-campus locations where Vancouver Island University sponsored activity is occurring.</li> </ul> </li> </ul>
<p><b>Relevant Policy 4:</b></p>	<p>Policy 32.10 - Confidentiality of Student Records</p>
<p><b>Policy 4 URL:</b> <b>Policy 4 Key Considerations:</b> <b>(What you will need to consider or address)</b></p>	<p><a href="https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=25742">https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=25742</a></p> <ul style="list-style-type: none"> <li>➤ A student’s record comprises any information collected and held by the University, is confidential and must collected in a way that is FIPPA compliant</li> </ul>
<p><b>Relevant Policy 5:</b></p>	<p>Privacy Guide for Faculty Using 3rd Party Web Technology (Social Media) in Public Post-Secondary Courses</p>
<p><b>Policy 5 URL:</b> <b>Policy 5 Key Considerations:</b> <b>(What you will need to consider or address)</b></p>	<p><a href="https://www2.viu.ca/fippa/documents/Privacy_Guide_SocialMedia_Cloud_Post_Secondary_Classes_2011.pdf">https://www2.viu.ca/fippa/documents/Privacy_Guide_SocialMedia_Cloud_Post_Secondary_Classes_2011.pdf</a></p> <ul style="list-style-type: none"> <li>➤ As data is moving across the boarder into the United States, explicit informed consent must be given by students</li> <li>➤ If the tool is to be used for course assignments, instructors must be prepared to offer an alternative assignment</li> <li>➤ Students may want or be asked to add/upload content into the site and need to be aware of the implications             <ul style="list-style-type: none"> <li>• Content may be viewed, copied, shared, or archived by all members of their groups</li> <li>• Content may be archived by Wiggio</li> </ul> </li> </ul>

## Permission Slip

### Attention!

You are about to leave VIULearn. The site you are entering handles your personal information and data differently than VIULearn. Before continuing read the form below for important information regarding the collection, use, disclosure and storage of your personal information.

### Consent to the Collection, Use, Disclosure and Storage of Personal Information When Using Wiggio

*Carefully read the following information. If you continue to the Wiggio tool, you are consenting to the terms laid out below. If you are using this tool as part of a course assignment, please consult your instructor for additional information.*

*If you have any questions or concerns about the form or the protection of your privacy, please consult the Centre for Innovation and Excellence in Learning at [learnsupport@viu.ca](mailto:learnsupport@viu.ca) or your instructor.*

### What is Wiggio?

Wiggio is a “cloud” tool designed to allow you to network with your fellow students, other members of the Vancouver Island University (VIU) community, and/or other parties external to the university. You can create “groups” for common interests, teams, or clubs; as well as creating groups related to your coursework, for group assignments or study groups.

If you create a group you will be asked to provide a name and password. Only people who know the name and password of a group, or those who receive email invitations, can join a group. Within groups there are a variety of built-in and third party tools, including file and link sharing, a group calendar, to-do list, polling, messaging and meeting capabilities designed to make working with groups easier.

Wiggio is offered to you through Vancouver Island University (VIU) and as such the Student Academic Code of Conduct ([https://isweb.viu.ca/policy\\_procedure/docshow.asp?doc\\_id=22685](https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=22685)) and the Student Conduct Code ([https://isweb.viu.ca/policy\\_procedure/docshow.asp?doc\\_id=21115](https://isweb.viu.ca/policy_procedure/docshow.asp?doc_id=21115)) apply to any and all interactions that take place within your Wiggio groups.

### Why did I get this warning?

There are some potential privacy risks associated with using Wiggio. VIU must follow the standards set by the BC Freedom of Information and Protection of Privacy Act (FIPPA) ([http://www.bclaws.ca/Recon/document/ID/freeside/96165\\_00](http://www.bclaws.ca/Recon/document/ID/freeside/96165_00)) and ensure you understand these risks and consent to the collection, use, disclosure and storage of your personal information outside of Canada.

### What are the risks?

#### Access to Personal Information and Data

By continuing past this page you are granting Wiggio access to your:

- Name as it appears in VIULearn
- Email as it appears in VIULearn
- Student number
- Computer account password
- Other data and information you choose to share in your group

Wiggio will store your data in secure servers in the **United States**. They may share your data, any information you upload or otherwise create within Wiggio, or information about your use of Wiggio with third parties in relation to the services they offer.

Wiggio may also share your data with law enforcement officials if requested (through subpoenas, court orders or other applicable lawful requests). As your data is stored in the United States, lawful requests include those made by United States law enforcement.

### **Expectations of Data Privacy**

Groups can only be accessed if you: create them, know the group name and password, or are invited to them via email. Only the members of the groups you are part of can access the information you add to a group. Members of the groups may be students, faculty, other members of the VIU community, or invited persons external to VIU.

You are the rightful owner and have responsibility for any data you upload or otherwise create within Wiggio. This means:

- You should obey copyright law, both in Canada and in the United States.
- You should only add material to Wiggio which you have the copyright for, or that you have permission to post.
- You understand that even if you remove your data from the site, archived copies may exist on Wiggio's servers.

There is no guarantee the data you upload or otherwise create in Wiggio will not be viewed, copied or shared at the discretion of other members of the groups that you have created or to which you belong.

### **Third Party Access to Personal Information and Data**

Any links directing you out of Wiggio will not necessarily follow the same terms of service and privacy statements as Wiggio, so use your best judgement before disclosing any personal information outside of this system.

Many social media applications can interact with Wiggio. These include but are not limited to Facebook, Google Apps, Dropbox, and Flickr. Use of these applications is not required to use Wiggio. Use your best judgement before creating or logging into social media accounts from this system.

### **Control of What You Share**

If you choose to enter Wiggio, you can edit your personal profile to hide or share additional personal information from users of the system, including your email address, phone number and other social media accounts. It is optional to add additional information to your profile, so use your best judgement before disclosing more information.

### **Full Terms of Use and Privacy Statements**

The above information is a summary of privacy risks associated with use of Wiggio, but do not include all of the terms of use or the full privacy statement. It is strongly suggested that you read through full terms of use and privacy policy for Wiggio:

- Terms of Use: <https://viutest.wiggiosites.com/terms.html?cid=>

- Privacy Statement: <http://www.brightspace.com/legal/privacy/>

### **Student Consent Statement**

By continuing past this page:

You are allowing Wiggio to access the personal information and data as described above. You agree to the collection, use, disclosure and storage of your personal information outside of Canada while using Wiggio. You are aware of and understand the identifiable privacy risks as described above and will endeavour to minimize exposure of your and other people's personal information by collecting, using and disclosing only that information that is necessary to use the service.

This consent is valid until you graduate or otherwise leave Vancouver Island University, or until you revoke it in writing by emailing [learnsupport@viu.ca](mailto:learnsupport@viu.ca).

## Elective Addition: Risk Assessment

**Name of Technology:** Wiggio

**URL/Address** <https://viutest.wiggiosites.com> (this is the test instance – production URL will be different. Free version available at <https://wiggio.com>.)

**Owner/Company Responsible:** Brightspace (D2L) [formally Desire2Learn]

**Nature of Provider:**  Canadian  Foreign  Proprietary  Open Source

**Data storage location:**  BC  Canada  Global  Mix\*  Unknown

\*Data housed in the VIULearn LMS is stored in Canada, but the Wiggio service has its storage in the US, and the D2L privacy statement indicates data may be processed in Canada, the US or Australia.

### Personal data users expected to contribute:

- To create account/access service:  
 Username  First Name  Last Name  Email  Mailing Address  
 Other (describe):  
User accounts are based on the computer accounts students have created at Vancouver Island University, and include first name, last name, student number and computer account password. Wiggio receives that data and generates the student login (essentially creating a single sign-on), without the student having to create a separate account. I am currently investigating what, if any data, can be held and not transferred.
- To complete activity/assignment:  
N/A. No additional information should be required of the student to complete any assignments within the system.

### End User License Agreement(EULA)/Terms of Service(ToS)

- There is an EULA or ToS:**  Yes\*  No  
\*Please note that the Wiggio Privacy Policy does not apply to the integrated system, but their terms of use do.
- EULA/ToS URL/address:  
<https://viutest.wiggiosites.com/terms.html?cid=> OR <https://wiggio.com/terms.html?cid=>
- EULA /ToS language:  
English
- EULA/ToS text re. information collected:  
Information collected by Wiggio includes the personal information used in the account generation as well as web site use information. It is unclear from the Terms and Privacy what web site use information may or may not be collected, as that is affected by the terms of VIU's agreement with Brightspace, in addition to the privacy statement.
- EULA/ ToS text re. information use:  
Information is collected "to operate and improve D2L offerings and D2L Web sites." This includes service related aspects (such as auto-filling information boxes) but also includes research and analysis of their systems, as well as displaying content and advertisements that are targeted. To



my knowledge, we do not currently allow advertisements on our instance of the LMS or on our instance of Wiggio.

Additional uses of data include addressing any requests made for service or support, as well sales associated with your service or support request. Finally, "Except as part of the sale of all or substantially all of our assets, we will not sell, trade, or rent your personal information to third parties who are not our partners or service providers unless we have your consent."

- EULA/ToS text re. ownership of uploaded content or rights to use:  
By posting (uploading, messaging, ect) users are authorizing Wiggio to make copies of the content as necessary to facilitate posting and storage on the site, including for backups or archiving. "Wiggio does not assert any ownership over your User Content" and you may remove content from the site at any time, although there is no way to remove archived copies.

User content should not include any content to which the user does not hold copyright, and copyright complaints can be investigated by Wiggio. There are other user conduct clauses in the terms, including: not posting offensive, pornographic, malicious, abusive, fraudulent, or hateful material. There are also terms about not using the service for advertising, solicitation, or spreading materials related to crime. Wiggio "may, but is not obligated to, review the Site and may delete or remove (without notice) any Site Content or User Content" that violates terms.

**Privacy Policy Exists:**  Yes  No

- Privacy Policy URL/address: <http://www.brightspace.com/legal/privacy/>

- Privacy Policy language :  Clear\*  Unclear

\*Many pieces of the privacy policy are tied to our user agreement with D2L, and as such many of the answers to the below questions have to be interpreted across multiple documents. At time of submission I have not been able to access our agreement with D2L, and as such the statements below should be considered "draft".

- Privacy Policy text re. how content uploaded by user is used:  
User content is protected with all rights reserved to the user. By posting content the user agrees that Wiggio may delete or make copies of the content at their discretion. Deletion of content would most likely happen if a user violated the user conduct agreement, copies made are for archiving and/or facilitating posting on the site. Wiggio asserts no ownership over user data.
- Privacy Policy text re. how content uploaded by user is shared :  
User information regarding use of service may be shared with third parties, but explicit statement about user uploaded content could be found at time of submission.
- Privacy Policy text re. custody/control of user data if provider goes out of business or sells company:  
No explicit statement could be found at time of submission.
- Contact provided for dealing with privacy issues:  Yes  No

**Technology requires interaction with others:**  Yes  No  Depends\*

\*The tool is designed to allow for interaction with others, but there is no requirement to use this tool and students can choose whether or not to create and/or join existing groups.

- Rules of Behaviour/Etiquette Provided:  Yes  No
- Rules of Behaviour/Etiquette URL/Address:  
<https://viutest.wiggiosites.com/terms.html?cid=>  
Under "User Conduct" there is a list of items that could constitute account deletion should they be detected. This is not a complete "etiquette" list, but contains many items already present in the Student Code of Conduct.
- Procedure provided for dealing with cyberbullying or similar behaviours:  Yes  No
- Text re. cyberbullying response  
N/A
- Contact provided for dealing with cyberbullying or similar behaviours:  Yes  No

#### Site Settings & User Control:

- Profile is Visible to:  only user his/herself  specified users on system  
 specified users external to system  public
- Users can restrict access to own profile:  Yes  No  Depends
- Comment:  
The user can choose to hide their email address and phone number (if they have added a phone number) but their name and any additional information they have added to the profile will be visible to all members of the groups to which they belong. As users can choose whether or not to join groups, they have some measure of control over which groups have access to their profile, but not which specific users. If users external to VIU are invited to join a group they currently can enter the system, so caution must be used before external users should be invited. Profiles are not public to the entire site, and are not searchable.
- Users can restrict access to content as:  single item  a category  full site  
Any content a user posts to Wiggio is shared only with the group they post it to, so a user can share content with a category of other users. There is no category control of the profile however, it is visible to all members of all groups the user is part of.
- User can delete own account:  Yes\*  No  Depends  
\*Although there is a "delete my VIU Test Wiggio Community account" option, it is unclear what data may remain accessible to groups and/or Wiggio and/or D2L should a user delete their account.

#### IT Considerations:

- Technology is permissible under current technology policies:  Yes  No  Depends
- Comment:  
As data is crossing the borders into the US, and potentially Australia, there needs to be a clear way to get informed consent from students that releases VIU from liability. I am unsure of what this will look like at this juncture.

Date: October 2014

- There security policies/practices that may interfere with the use of the technology:  
 Yes  No  Depends
- Comment:  
To my knowledge there are no security policies/practices that would interfere with the use of this technology, but it has not been fully vetted at this point.
- Technology support is required (e.g. software installs, server space, etc.):  
 Yes  No  Depends
- Comment:  
This is a “cloud” service offered by our service providers, so no additional IT support (besides user training and troubleshooting) is required from VIU.

**Administrative Considerations:**

- Technology use requires administrator/administrative consult or approval :  
 Yes  No  Depends
- Comment:  
After usability testing and other vetting processes, this document and any other material developed with be subject to final approval by the director of the Centre for Innovation and Excellence in Learning. Additional administration may be brought in for consult or approval as the director sees fit.

**Institutional Considerations:**

- There are existing media relations protocols and guidelines relevant to this technology:  
 Yes  No  Depends
- URL/Address for protocols & guidelines:  
N/A
- Comment:  
This is a new technology for our campus, although it is integrated with existing technologies.
- The technology is considered problematic by media relations or privacy officers either at my institution or elsewhere:  Yes  No  Depends
- Comment:  
I haven't found any indications of problems or concerns from other institutions using this tool, but many are in the US so it will warrant further investigation.

The community websites for D2L also do not have much to say about Wiggio, which is likely a good indicator. The communities are quite active, and many functionality issues are brought up there. Given the community isn't discussing Wiggio at length the service either has not reached “critical mass” in the community, or it is does not have major functionality issues.

**Media Search:**

- I have researched credible technology review sites for critiques of this technology:  
 Yes  No  Depends
- Findings:  
Although all sites are reviewing the stand-alone free version of Wiggio, reviews are generally positive even when comparing to other group tools. Reviews are divided on “learning curve”

issues, but most reviews say the suite of tools available within Wiggio are useful and the Facebook-like interface is intuitive because users are used to interacting with content that way.

Many reviews are out of date (from 2010 or earlier). When Wiggio was acquired by D2L in 2013 it underwent interface changes that do not appear to have been heavily reviewed. They also launched their paid version around that time, and I was unable to find reviews specifically of the paid version.

### Tool Search

I reviewed other similar technologies before selecting this tool:  Yes  No

### Alternatives Considered & Reasons for Non-Selection

This is the only tool available that will integrate into our current system that allows students to self-organize. Although we are currently investigating other community-building tools, they are mainly focused to faculty and do not have the same suite of available conferencing and sharing options.

### Alternative Activities for Users Considered In-Case of Non Consent:

There is no requirement to use this tool, as it is a “value-add” to our system.

Should an instructor require alternatives to Wiggio because they considering using it for a class project and needed very similar functionality, I would likely suggest:

- Blackboard Collaborate (synchronous) in concert with group-restricted VIULearn discussions (asynchronous)
  - This would require more “hands on” time for the instructor than Wiggio, but data would be housed entirely in Canada.
- Google+
  - Other privacy concerns are present for this tool.

Other options:

- Face-to-face, email, and/or mobile/SMS based group work – allow the students to choose how they feel comfortable contacting each other
  - This option is fine for face-to-face, web-enhanced and some blended classes, but likely will not work for students in a fully-online course.
- Skype in concert with a file-sharing tool (like Dropbox, Box, or Jumpshare)
  - Other privacy concerns are present for all of these tools.

### Sources:

[Office of the Information & Privacy Commissioner in British Columbia. \(February 2012\). “Cloud Computing Guidelines for Public Bodies”](#)

Portal, P. (February 2011). “Privacy Guide for Faculty Using 3<sup>rd</sup> Party Web Technology (Social Media) in Public