



PIA #: 2025-047

CES Blue Connector in Canvas Cloud

PRIVACY TRACKING

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System / project: CES Blue Connector in Canvas Cloud

Unit responsible: Learning Experiences Assessment and Planning (LEAP)

Date of meeting: n/a

Present during meeting: n/a

Notes taken by: Ernest Soares & Mitali Pattani

Date approved:

QUESTIONS FOR INITIATIVE LEAD

1. Please provide a description of the program/ initiative (what is the purpose/objective of initiative?)
 - The Purpose of this project is to implement the Blue Connector in Canvas Cloud to make course experience survey access easier and help improve response rates. The Blue Connector offers enhanced functionality — it can send notifications, create assignments or “To-Do” items, launch pop-ups, and update the course calendar in Canvas.
 - By integrating Course Experience Survey directly into Canvas Cloud, users will be able to view their surveys and reports right alongside their course materials and resources. Instructors can easily remind students to complete surveys, and students can find and submit them without needing to leave the Canvas, which helps improving the response rate.
 - The Blue Connector is a utility, that integrates Course Experience Survey, with Canvas. It acts as a bridge between the software Blue and Canvas, enabling the automatic assignment of Course Experience Survey tasks to the correct users.
 - The Blue Connector uses information from the Blue platform (via the BPI component) about tasks (e.g., surveys) and users in order to assign them inside the Canvas.
 - The Blue connector uses User Id field (ComputingID) from the Blue Data-source to interact with Canvas. Based on this UserID, the Blue Connector displays the relevant course survey links to each user in Canvas, including survey links for students and report links for instructors.

- The information flowing between systems typically includes:
 - User credentials (FirstName, LastName, User ComputingIDs)
 - Task assignments from Blue (which user is to complete which survey task)
 - Canvas features (e.g., calendar, to-do lists, announcements) being used to display the tasks in context.
- Blue Administrators and the Canvas Administrators will have access to configuration and monitoring via Blue and Blue Connector.
- Within the Canvas, users will see only the tasks relevant to them.
- The Blue Connector integration with Canvas requires secure HTTPS connections, as well as tokens or LTI credentials, which helps ensure secure communication.

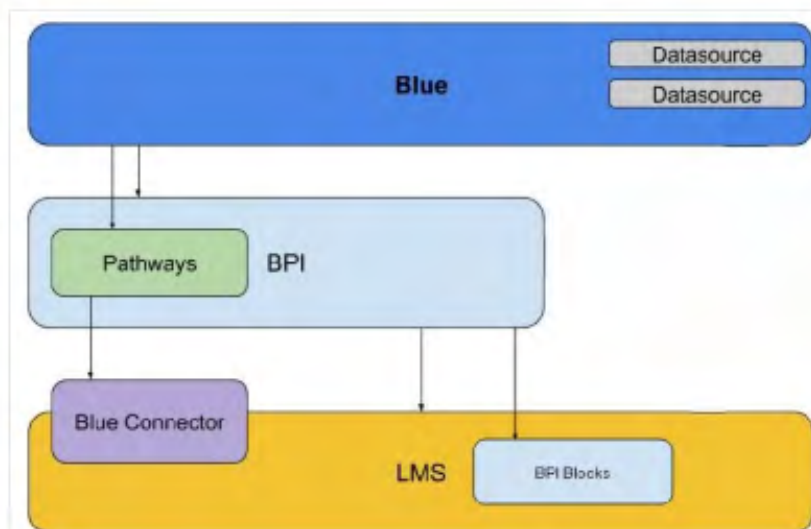
2. Has a contract been signed with the vendor/third party? (If yes, send to privacy team for review)

- Yes, the Blue Connector is already included in our current contract with eXplorance.

3. Was SFU’s Privacy Protection Schedule (PPS) or Cloud Privacy Protection Schedule (CPPS) appended to the contract? If not, why not?

- N/A – no new contract will be signed with a vendor eXplorance under this initiative.

- **What Personal information (PI) elements are being collected** (e.g., email addresses, IP addresses, assignment work)?
- The Blue Connector acts as the connection between Canvas and Explorance Blue for course surveys at a high level. It does not directly collect personal information. The graphic below shows this connection.



- The Course Experience Surveys(CES) are delivered to students via email using Blue, a survey software. The surveys collect information about learning and teaching experiences that contain scale-based questions and open-ended comment questions. This very rarely includes direct collection of personal demographic information.
- For the Blue the course surveys only require basic demographic information such as names, (first and last), and email addresses to invite SFU students, staff, and instructors to facilitate participation in surveys via personalized (i.e., “Dear (name)...”) emails. The Computing IDs and employee IDs are used to enable CAS log in. This personal information is extracted from central SFU systems into secure LEAP database.
- For the Blue Connector to interact with Canvas, a Canvas token is required. This token can be generated either by an administrator or by a user with specific permissions. The Blue connector uses User Id field (ComputingID) to interact with Canvas. This UserID field is coming from Blue Data-source. Blue Connector uses the UserID field and displays course surveys links that are available for that User into Canvas and/or the reports links that are available for Instructors into Canvas.
- CES recently deployed a comment removal protocol, where an instructor can request redaction or removal. CES team to review a comment for redaction if it is deemed inappropriate or threatening. Any comments or responses that violate SFU’s commitment to maintaining a safe, supportive, and inclusive environment, and that contain personal information about an identifiable individual, may be removed and, where appropriate, retained for review and potential disciplinary action. Such responses will be securely transferred to the relevant University office (for example, Faculty Relations, Human Resources, or the Office of Student Support, Rights, and Responsibilities) for assessment and follow-up in accordance with established, in accordance with established privacy and university practices.

4. What non-personal information elements are involved in the initiative (i.e., what other information is being collected):

The Course-related data elements (Academic Group ,Subject, Academic Department ,Academic Organization, Course ID ,Course Offer Number, Academic Career, Course Title, Course Topic ID, Catalog Number, Class Section, Class Number, Session Code ,Term Code,Start Date, End Date, Component Type Course Component , Instruction Mode, Location, Facility ID ,Total Enrolment , Exam Date, Exam Start Time , Exam End Time, Instructor EmplID) are extracted from the SIMS reporting database (CSRPT). These elements describe each course offering and are linked with

student. Blue uses these course' data-elements and students' rosters to generate survey tasks. Blue connector uses the survey task links & connects it to canvas.

5. Is the information necessary for the initiative?

- Yes. The course surveys software Blue requires course's data & students' data to generate the surveys.

6. Is the information sensitive (i.e., is the information one of the following types of information medical or financial information, detailed identification information (e.g., driver's license number, SIN number, date of birth))?

- a. No.

7. What information is newly collected by the initiative or has already previously been collected by the university but is now being put to a new use (e.g., student email addresses are already known, and may be newly used in this software)?

- No new information is being collected by Blue Connector. Specifically, it relies on the Computing ID—an existing identifier available in Blue Data-source—to match students between Blue and Canvas. This matching enables surveys to appear directly within Canvas (e.g., as assignments, to-dos, or announcements). No additional personal data is gathered; existing information is simply being used to display the survey tasks available to each student within Canvas.
- **How and from whom is the newly collected PI collected?**
 - Directly from the individuals to whom the information pertains.

8. Please complete the Collection Notice below:

The CES collection notice is included below

The information on this form is collected under the authority of the University Act (R.S.B.C. 1996, c.468), Freedom of Information and Protection of Privacy Act (RSBC 1996, c. 165), the Collective Agreement between the University and the SFU Faculty Association (SFUFA 2022-2025; Article 28) and the Collective Agreement between the University and the Teaching Support Staff Union (TSSU 2022-2025; Article 20). It is related directly to and needed by the University for delivering high quality teaching and learning experiences to students. The information will be used (1) to reflect and improve teaching practice and course design, (2) for the purpose of curriculum renewal (3) to inform assessment of teaching effectiveness, and (4) to guide services, support and strategic planning as needed by the Vice-Provost Associate Vice President, Learning and Teaching.

This survey form is completed in confidence, however, please be advised that any comments you provide on this form will be available to the instructor(s) of the course and university administrators. To learn more, [click here](#).

If you have any questions about the collection and use of this information, please contact the Associate Director of Learning Experiences Assessment and Planning (LEAP), 8888 University Drive, Burnaby B.C., (778) 782-9675, cesurvey@sfu.ca.

9. Where will the Collection Notice be placed?

- At the start of the survey, on its own page, prior to any data collection.

10. How will the PI be used?

- Blue Connector will use the personal information collected for surveys (e.g., the Course Experience Survey)—such as first and last names and employee or student UserIDs—to identify survey participants and provide them with access to their corresponding survey links.
 - **Is the information used to make decisions that will affect the individual?**
 - No.
 - Blue Connector uses employee and student UserIDs to enable the announcement feature to target learners and instructors associated with specific course surveys, helping to increase survey response rates.
 - The same UserIDs are also used for the calendar feature, which improves visibility of survey timelines, encourages timely participation, and reduces missed deadlines. No decisions affecting individuals are made based on this information.
 - **If yes, how long will the records containing the information be retained?**
 - N/A
- a. **Is there a retention schedule for the records being created by this program/initiative? If yes, please provide the RRSDA number (a list of RRSDA's can be found at <https://www.sfu.ca/archives/records-management/directory-of-university-records.html>)**
- i. RRSDA 1998-034 applies to Instructor/Course Evaluations for Faculty. This schedule is currently under review and will reference this process.

11. What is the process to correct the PI if requested by the affected individual? (If no process exists, will you rely upon the University's procedure for making changes and corrections to personal information? The University procedure can be found at <https://www.sfu.ca/archives/fippa/changes-corrections.html>)

- a. SFU has a process in place to correct or annotate an individual's personal information upon request: <https://www.sfu.ca/archives/fippa/changes-corrections.html>.

12. Who will have access to the PI?

- LEAP Staff: The personal information collected for surveys are accessible by LEAP team members. PI is not included in the reports shared with instructors or academic leadership.
- Faculty members (Instructor) : Instructors receive an Instructor Report for the courses they taught that participated in CES.
 - This report includes:
 - Aggregated results for Common Core, Discipline, and Instructor-selected questions
 - Means, standard deviations, response counts, and frequency distributions for each question
 - Written student comments from open-ended questions
 - All information is aggregated at the course level and contains no identifiable student information.
 - If fewer than 5 students respond, a low-response version is generated in which only high-level aggregated metrics (e.g., mean scores) are shown, and full response distributions are suppressed to protect confidentiality.
- Senior Leadership(Dean, Associate Dean, Chairs, department heads, directors and their Associates): Academic administrators receive a Course Report for use in departmental and faculty-level oversight.
 - This report includes:
 - Aggregated results for Common Core and Discipline questions
 - Means, standard deviations, response counts, and frequency distributions
 - Open-ended comments, presented anonymously and not linked to any individual
 - No Instructor-selected question results

13. Are there any foreseen disclosures of the PI?

- a. None other than those detailed above.

14. Role designated accountable (who would be responsible for monitoring the program/initiative and advising the Privacy Team if the program changes how or what personal information it collects, uses, or discloses?)

- Associate Director of Learning Experiences Assessment and Planning (LEAP),
Lana Newton, lnewton@sfu.ca

15. Has an SFU IT security representative determined that this software employs reasonable security arrangements (if so, who?)

- N/A

QUESTIONS FOR PRIVACY TEAM

Legal Authority for collection, use, and disclosure

- Collection: 26(c)
- Use: 32(a)
- Disclosure: 33(2)(d)

Privacy risks and responses/mitigations

Risk

Mitigation Strategies

Retention of personal information longer than is necessary, which increases the risk of unauthorized use, access, and disclosure.

Retention schedules

Unauthorized use or disclosure by internal SFU staff members with authorized access.

SFU staff sign privacy and confidentiality agreements and are bound by FIPPA and SFU policy I10.11

SFU staff will be trained on privacy protection risks and solutions

Collection notices do not accurately reflect how personal information will be collected, used or disclosed. Care must be taken that personal information is used for the purpose for which it was obtained or compiled, or for a use consistent with that purpose.

Ensure any future new uses of personal information are first vetted against existing collection notices and amend as necessary.

Quantity of personal information being used

The blue connector uses the minimum required information: FirstName, LastName & UserID.