

ITS Privacy Statement

What is ITS

The Intelligent Tutoring System (ITS) is a Canvas Integrated web application to provide training and practice in skills related to Behavior Health <https://bhss-wa.psychiatry.uw.edu/> .

It does so via assignments composed of multiple choice and free response questions, each assignment is related to a specific topic. A Canvas assignment link will redirect to the ITS web application page that displays the assignment questions.

If an instructor uses the link, they will have a dashboard view instead where they can view student progress in the assignments and common mistakes and examples if they want to address them during class time. <https://its-bhss.org/>

1. Data that ITS Collects

- Canvas User Id - To save user progress and allow the user to resume across different sessions and devices, we use the user id that is passed in from the Integrated Canvas system.
- Canvas Course Id – Canvas also provides a unique id for a course which we use to segregate data belonging to only that course
- Assignment Question Responses – The question responses whenever a student attempts to submit an answer for a question. This is the question text and the answer options the user chooses or enters.
- Bug Report / User Feedback (If user voluntarily submits a report) - includes user agent information (like browser and operating system), a user input description of the issue they have, and optionally an email if they would like to be notified if the issue is addressed.
- Telemetry Data (only for instructor dashboard) - Collects variable buttons clicks and component usage data in the instructor dashboard. Instructor can disable at any time in the settings menu.

2. How We Use Your Information

The information we collect is used for the following purposes:

- **To provide the service:** We use the Canvas User + course id and assignment data to authenticate and enable the LTI integration between Canvas and the ITS web app. It also allows for automated grading of the assignment that is passed back into Canvas. The assignment responses are saved to allow the instructor to review mistakes made by the class.
- **To improve the service:** We use instructor dashboard telemetry data to monitor, analyze, and improve the performance of the tool, resolve technical issues, and enhance the user experience. The bug report and feedback information allows users to directly send us suggestions and issues to be fixed.

3. Data Storage and Security

- **Firebase and Firestore:** All data, including user responses and progress, is stored securely in Firebase and Firestore databases. These platforms comply with industry-standard security practices and encryption protocols to protect data. Data is encrypted in transit (via TLS) and at rest (using AES-256).
- **AWS CloudFront and S3:** Our web application is hosted on AWS CloudFront and S3, which ensure secure, scalable, and high-performance content delivery. All data transmitted between your device and our servers is encrypted via SSL/TLS protocols.
- **Data Retention:** Data is retained at a minimum for the duration of the course using the tool, this ensures assignment progress isn't deleted in the middle of a course. It can be deleted on request immediately after.

4. Data Sharing

We do not share data with third parties (data is stored in Google Firebase system but we do not explicitly grant Google access).

Data is only viewed by members of the ITS BHSS development team at the University of Washington.