

Tech Support Discussion Group

Interaction between Faculty/Students & Tech Support

Student/Faculty usually contact Tech Support when they are frustrated and angry—very little positive interaction

Students don't let us know if what we suggested worked.

Suggestion: for every ticket that is closed a survey is sent as a follow-up.

Students are incorporating new technologies faster than faculty

Yet many students still don't know much technical terminology

Definitions of traditional and non-traditional students are changing

Late adopters are less tech savvy so they take more time and patience

As younger faculty come on board adoption will explode but technology will continue to evolve as well, so constant change and learning will be there and needed.

Blogs, Wikis, RSS, etc... what role, are they coming?

Evening/weekend support...small staff...email/phone

Footprints (FAQ on web and chat capabilities)

Solution to put chat callers "on hold" so that not all are posting at the same time

Faculty don't do/resistant to do; students don't do/resistant to do

Training/Orientation ideas

Required computer orientation/proficiency, etc....brief tours, screen capture demos, demo class, online quiz,

Browser Tune-up/Spyware/Popup blockers, etc. webpage instructions for students...WebCT Tuneup, specific for IE, Netscape, Firefox, etc.

Ask specific questions to help diagnose specific computer specifications.

Software used within LMS

Blackboard, WebCT, E-College, Breeze, Tegrity,

Unreasonable expectation that student technology is adequate

Minimum computer hardware/software list-Standards-Update frequently especially when upgrades to software occurs

Tegrity vs. Show and Tell, WebEx, Centra

Conference calls Voice over IP vs Telephone...sophistication and reliability not quite there yet.

Adaptation/flexibility is key

Study Mate vs. Respondus

More interactive games, question types, activities, etc.

Handicap accessibility—flash media is difficult with a screen reader

Track FAQ hits for usage

SecureExam, java script, etc for exam cheating...randomizing of questions, more critical thinking than memorization is better

List of ways students can cheat on an exam developed by students

Streaming video

- Recommendations to faculty

 - Poor quality is better than nothing for student who can not attend

- Talking head video...short intros

- Time limits...12-15 minutes is a recommended

Only 2 reasons to put audio/video online:

- Further explanation to difficult concept mentioned in book

- A different example to support the material in textbook

Microsoft Producer...difficult to import into CMS (Blackboard)

Marketing to faculty—canvassing campus and pushing, training gimmicks

Help Desk Concerns

How far do you go with asking questions to resolve an issue before you give up and directing them elsewhere? Policy must specify that support of home computers is not available. Find a workaround that does not include technology if possible. It seems like it is bad customer service to leave them without an answer but ultimately it is the student's responsibility. There is also a liability issue/legal ramifications if we suggest something or someone and things go wrong. Recommend access from another computer so students can't use computer problems as an excuse from doing the class work. Also try using a different browser, etc. Students just want an answer or "something" and not just to be transferred.