

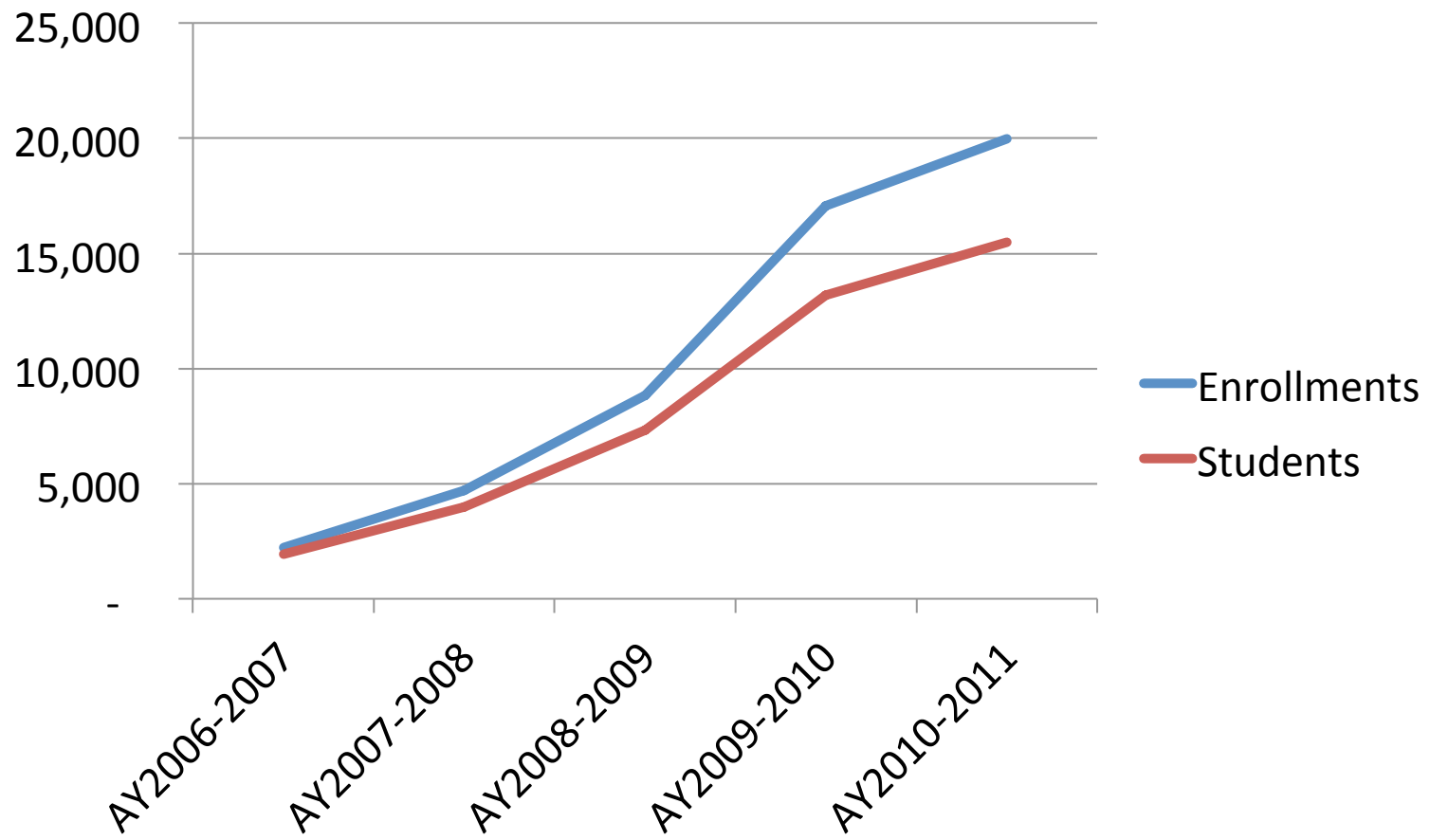
Serving A Growing Customer Support Need

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College of LAS Moodle Service

- LAS Moodle service collaborates with the Colleges of Education, Business, Engineering, Media, and Social Work.
- LAS Moodle service is supported by a small, but efficient team who is cross-trained in several learning technology systems.

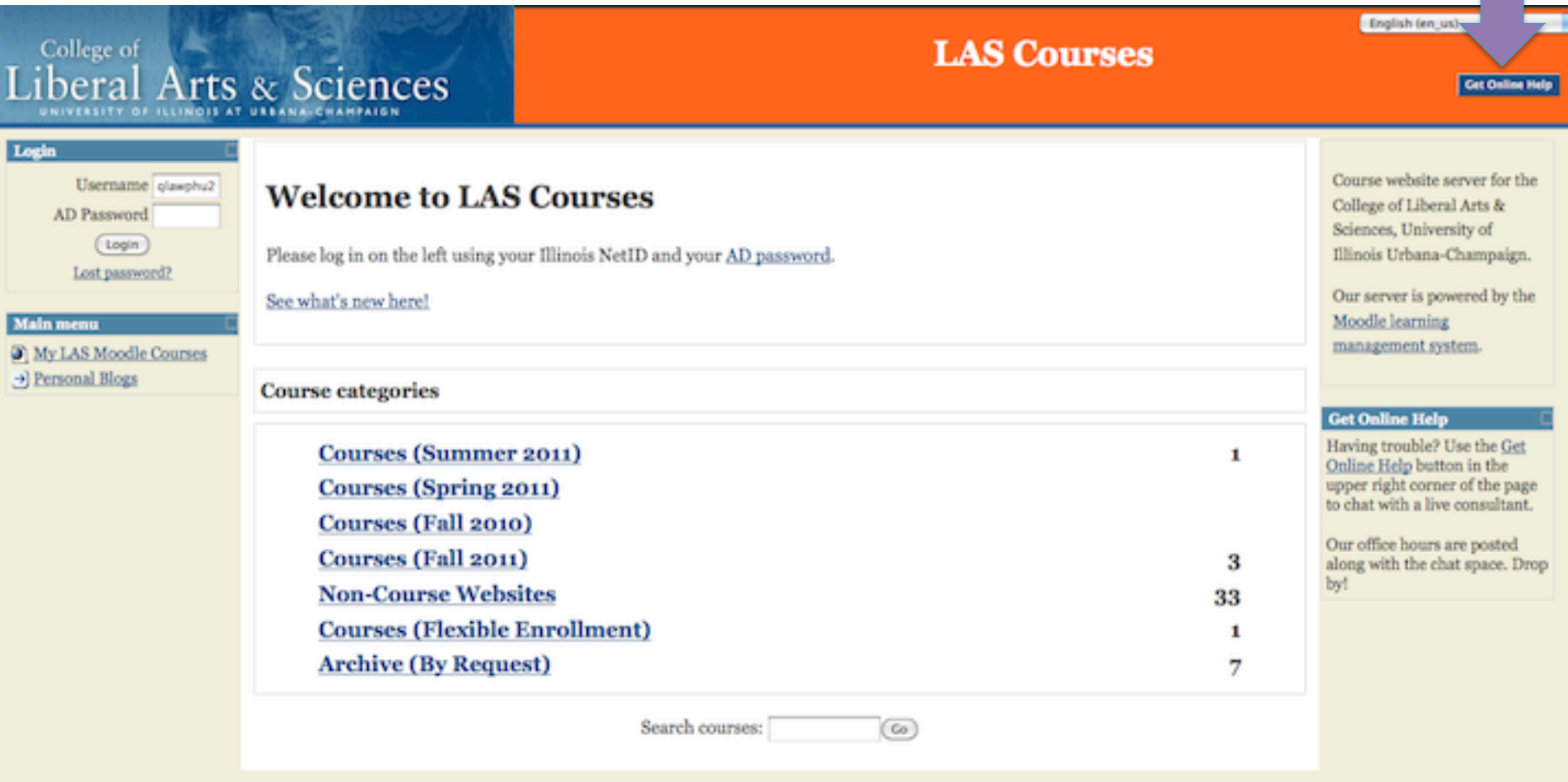
We have experienced rapid growth over the past 5 academic years.



The LAS Moodle service model includes six basic elements.

1. Consulting
2. Ticket System
3. Workshops/Trainings
4. Online Help Website
5. Drop-In Office Hours
6. Live-Online Help

Our Moodle Online Help Button



The screenshot shows the Moodle interface for LAS Courses. The top navigation bar is orange and contains the text 'LAS Courses' and a 'Get Online Help' button. A purple arrow points to this button. The left sidebar includes a 'Login' section with fields for 'Username' (containing 'qjawphu2') and 'AD Password', and a 'Main menu' with links to 'My LAS Moodle Courses' and 'Personal Blogs'. The main content area features a 'Welcome to LAS Courses' message, a 'Please log in on the left using your Illinois NetID and your AD password.' instruction, and a 'See what's new here!' link. Below this is a 'Course categories' section with a list of links and their respective counts: 'Courses (Summer 2011)' (1), 'Courses (Spring 2011)', 'Courses (Fall 2010)', 'Courses (Fall 2011)' (3), 'Non-Course Websites' (33), 'Courses (Flexible Enrollment)' (1), and 'Archive (By Request)' (7). At the bottom of the main content area is a search box labeled 'Search courses:' with a 'Go' button. The right sidebar contains a 'Get Online Help' section with text explaining the course website server and the Moodle learning management system, and another 'Get Online Help' section with text about having trouble and office hours.

College of Liberal Arts & Sciences
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

English (en_us)

LAS Courses

Get Online Help

Login

Username: qjawphu2
AD Password:
Login
Lost password?

Main menu

- My LAS Moodle Courses
- Personal Blogs

Welcome to LAS Courses

Please log in on the left using your Illinois NetID and your [AD password](#).

[See what's new here!](#)

Course categories

Courses (Summer 2011)	1
Courses (Spring 2011)	
Courses (Fall 2010)	
Courses (Fall 2011)	3
Non-Course Websites	33
Courses (Flexible Enrollment)	1
Archive (By Request)	7

Search courses: Go

Course website server for the College of Liberal Arts & Sciences, University of Illinois Urbana-Champaign.

Our server is powered by the Moodle learning management system.

Get Online Help

Having trouble? Use the [Get Online Help](#) button in the upper right corner of the page to chat with a live consultant.

Our office hours are posted along with the chat space. Drop by!

Make evidence-based adjustments.

- Common help requests
- Consulting requests
- Users' change requests
- Moodle community updates and enhancements
- Research data from our LAS Online courses

Collaborate with others efficiently.

- We are working with other colleges.
- We are sharing 2 developers.

Streamline for scalability.

- Learn to let go of practices that you can't support in the long-run.

Help users help themselves.

- Show users Moodle resources such as Moodle.org.

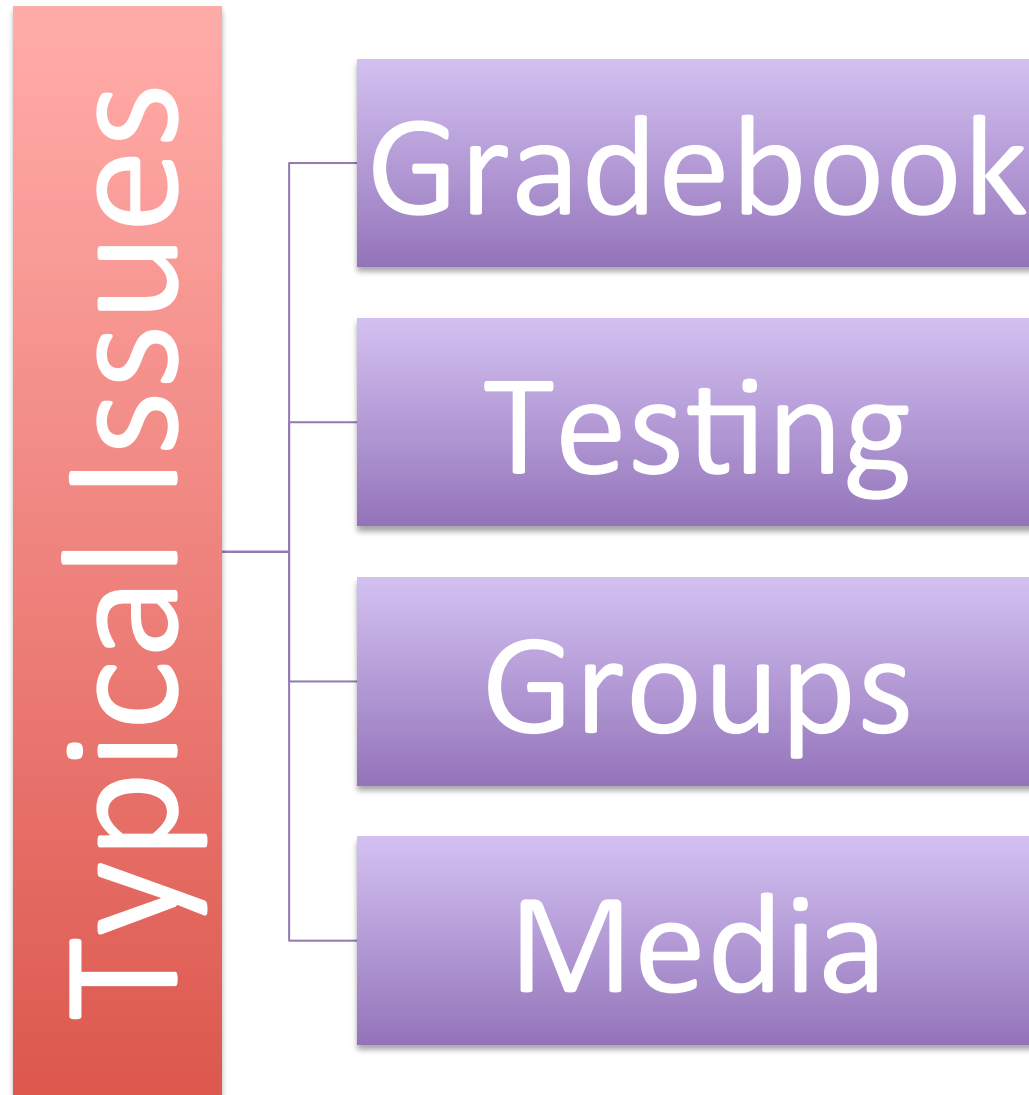
Prepare contingency plans.

- Have multiple ways to communicate with your Moodle community.
 - Include internal and external methods

Takeaway Points

1. Make evidence-based adjustments.
2. Collaborate for efficiency.
3. Streamline for scalability.
4. Help users help themselves.
5. Prepare contingency plans.

It would be nice to to help people avoid problems earlier rather than fix their problems later.



Could we reduce the friction on requesting help-on-demand by using Unified Communications?

