

Sydney eLearning Closing the Loop 2009

Central Projects

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Project	Target Area	Issues sought to improve	Data used to shape strategy	Planned Strategies	Objectives for 2009	Expected benefits for the student and teacher e-experience at Sydney
Helpdesk Traffic	Staff Experience	The provision of assistance in various forms in order to get better and more efficient help desk coverage.	ITSM logged jobs, emails and HD phone traffic logs. Sydney eLearning Program Review 4.4.3.2	Work out what the most efficient way of providing assistance to staff depending on their reported issues. Analyse traffic patterns to ascertain the most efficient staffing pattern possible.	Set up call logging form to better gather helpdesk data. Organise phone logs with ICT and collect helpdesk phone data for at least three months.	Improved efficiency in providing our helpdesk service to both staff and students
A2A Streamlining	Staff Experience and Student Experience	2008 saw an improvement of five days in the delivery of service deadlines. With consistency in this improvement we could pass this on to academics by extending the period they have for submitting their A2As before semester.	Completion dates in ITSM for A2As delivered up to the deadline for semester. Sydney eLearning Program Review 4.4.3.1	Transparency of individual performance during the A2A has made a huge difference already. The added efficiency of separating the helpdesk and adding casuals to the deadline approach date run-up should see these figures improved further and made consistent.	Formalise and document the A2A procedures for training, induction and the procedures manual to ensure a consistent approach and ongoing improvement.	Provide academics with more time to submit their A2As with a guarantee of activation for the first day of Semester. More students will receive access to their unit of study sites on time for the start of semester.
Staff Helpdesk rotation	Staff Experience and Student Experience	Team helpdesk skills in offering expert support to teachers and students.	Staffing patterns over the last few years. Sydney eLearning Program Review 4.4.2	To develop a system of having one regular helpdesk staff member and rotate other staff members through one at a time on a six week rotation.	Rotate the maximum number of staff through the helpdesk in order to improve general skills in the use of the LMS.	It will improve the skill set of team members and make them more aware of LMS issues and the needs of the academics and students we assist. Students and teachers will receive better service.