

**Sydney eLearning
Closing the Loop 2009**

Sydney eLearning Operations

Project coordinator: Colin Lowe

Project title	Target area for improvement	Issues sought to improve	Data used to shape strategy	Planned strategies	Objectives	Expected benefits for student and teacher e-experience at Sydney.
Improve communication for service disruption	Improving communication with teachers and students about issues and upcoming service disruptions to eLearning services.	From time to time it is necessary to update system software to ensure security of data and product enhancements. Teachers have requested they be communicated to directly to let them know of upcoming service disruptions so they can plan their online learning activities around the disruptions .	Feedback from staff and students via the helpdesk email and phone, approximately 1,500 calls and emails a year.	Negotiate with University ICT for a regular window where the server can be taken offline for maintenance. Users of the services will know well in advance when a service will be unavailable. Use email and other forms of communication to notify staff of service disruptions	Teachers and students are more aware of; bugs with an eLearning service, workarounds, upgrades and get advanced notice of upcoming service outages.	Students and teachers will be better informed and able to better plan online learning activities
Response time for CE6	Improve the response time for the resolution of CE6 (LMS) issues that are being investigated by Blackboard.	LMS issues such as bugs can impact on the ability to use the system	Blackboard helpdesk tracking system and University of Sydney helpdesk systems show some lengthy delays in resolving issues by Blackboard.	Regular updates on outstanding issues escalated within the Blackboard support team. Teachers kept up-to-date on how their problem is being resolved or escalated. Sydney eLearning and University ICT place more pressure on Blackboard to resolve issues	Issues that are reported to Blackboard are managed so that Blackboard allocated sufficient resources to get the issue resolved in a timely manner.	Teachers and students benefit from a quicker resolution of LMS issues impacting the system.

<p>Understanding eLearning for students and teachers</p>	<p>Put into place procedures to better understand continuing eLearning requirements of teachers and students.</p>	<p>The eLearning field is rapidly evolving and staff requirements may not be met by the current centrally provided eLearning technologies.</p>	<p>Collate feedback from sources such as the help desk, emails, informal discussions at lunchtime seminars etc.</p>	<p>Sydney eLearning evaluate and recommend extensions to the centrally provided eLearning technologies.</p>	<p>Sydney eLearning regularly receives requests for new services not currently offered; establish procedures to understand need for these eLearning services</p>	<p>Develop a continual understanding of student and teacher eLearning requirements; scope potential for new eLearning services or technologies</p>
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