Help!

A Blackboard-linked, quality-assured student communication and response system

Help! is a customisable communication portal embedded in Blackboard that directs students to the appropriate resource or person (via a form requesting relevant details) to answer their queries.

Project lead

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Project Keywords

student enquiry management, large class communication, student support

Who's doing it

Help! is piloted across first year courses in Engineering, Science and Public Health (i.e. > 2000 students).

Achievements to date:

In 2015, an initial prototype of Help! was successfully used in First Year Engineering. The current pilot provides additional functionality via a fully-fledged email ticket-tracking system, that allows analysis of message content and ticket data reporting.

The project is supported by UQ Technology Enhanced Learning (TEL) strategic funding.
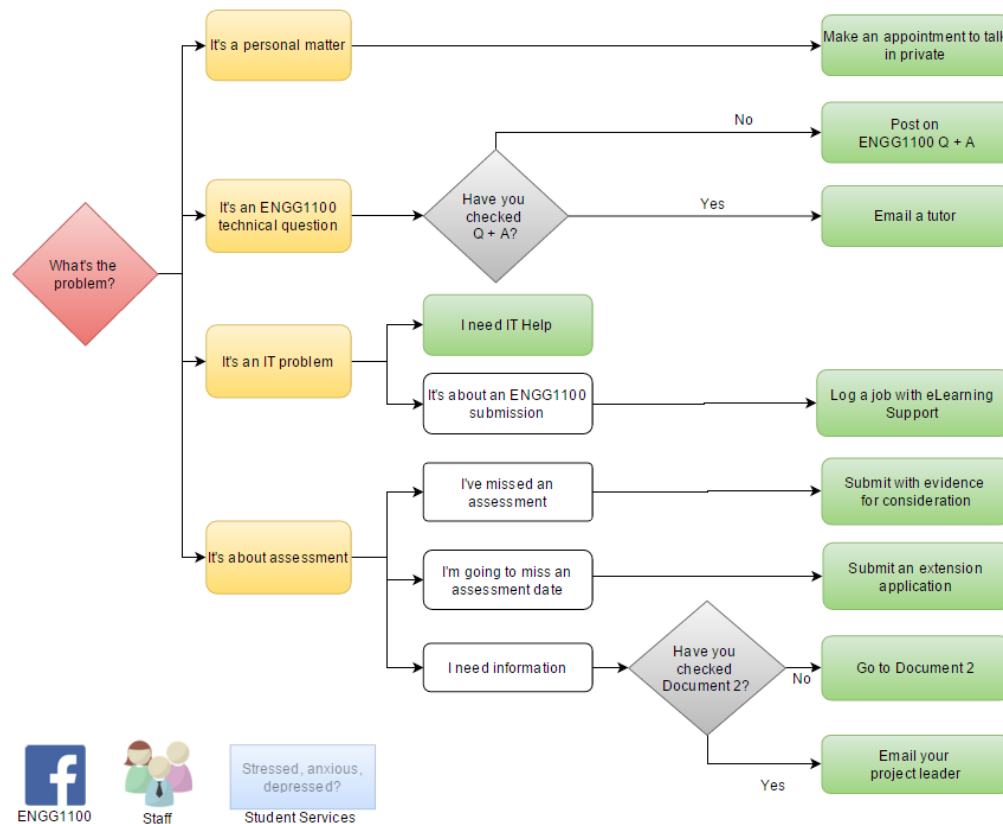
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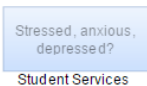
Create change

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Help! replaces current ad-hoc systems whereby a student may email everyone connected with a course with a query that could easily be answered through existing resources. A customisable interactive flowchart visualises communication processes and workflows and points students to relevant resources and discussion forums. Where questions can't be resolved, Help! directs requests to a nominated person. It logs and stores attachments (e.g. medical certificates and other relevant documentation for late submissions).

Customisable forms ensure that the necessary information is submitted in the very first email to reduce email loads and redundant responses. The system generates traceable ticket numbers for all communication and logs subsequent messages.

Course coordinators can download a report of Help! usage which can then be used to facilitate understanding of the course operation and student concerns. Help! is especially useful in large classes where the daily email load can be overwhelming.

Questions?

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