Help!

Help! is a customisable communication portal embedded in Blackboard that directs students to relevant resources or discussion forums. Where questions can't be resolved, requests are referred to a nominated person.

SETTING UP Help!

Prepare

When students have a problem they often feel the best way forward is to email course staff. Often concerns could easily be answered through existing resources.

1. Map out relevant resources, processes and workflows or communication flows (i.e on paper or whiteboard)
2. Allocate contacts. What is needed to deal with a request efficiently?

STEP 1 - UQ Learn

Access https://learn.uq.edu.au and verify that Help! is enabled: Course Management -> Control Panel -> Customisation -> Tool Availability.

1. From the course menu select **+** to add a Tool Link. Select **Help!** from the dropdown list and click Submit.
2. A Help! link will apear in your course menu.

STEP 2 - Forms

Click on the Help! menu link. Access the forms tab to create query forms.

1. Click "**Create new**". Enter the form title and **add new fields**. Ensure all required information is collected.
2. Add recipient email addresses to the form or question options.
3. Save.
4. Repeat the process to create more forms.

STEP 3 - Flowchart

draw.io is a free, easy to use online diagramming application.

1. Access https://www.draw.io to draw your flowchart or import a flowchart template (available from elipse.uq.edu.au/help).
2. Link nodes to relevant resources, discussion forums or forms
3. Select File -> Export> XML
4. Send to Help! Assistant for upload to the server.

Help! is under development by the Centre for eLearning Innovations and Partnerships in Science and Engineering (eLIPSE)

Contact: E: elipse@eait.uq.edu.au W: elipse.uq.edu.au

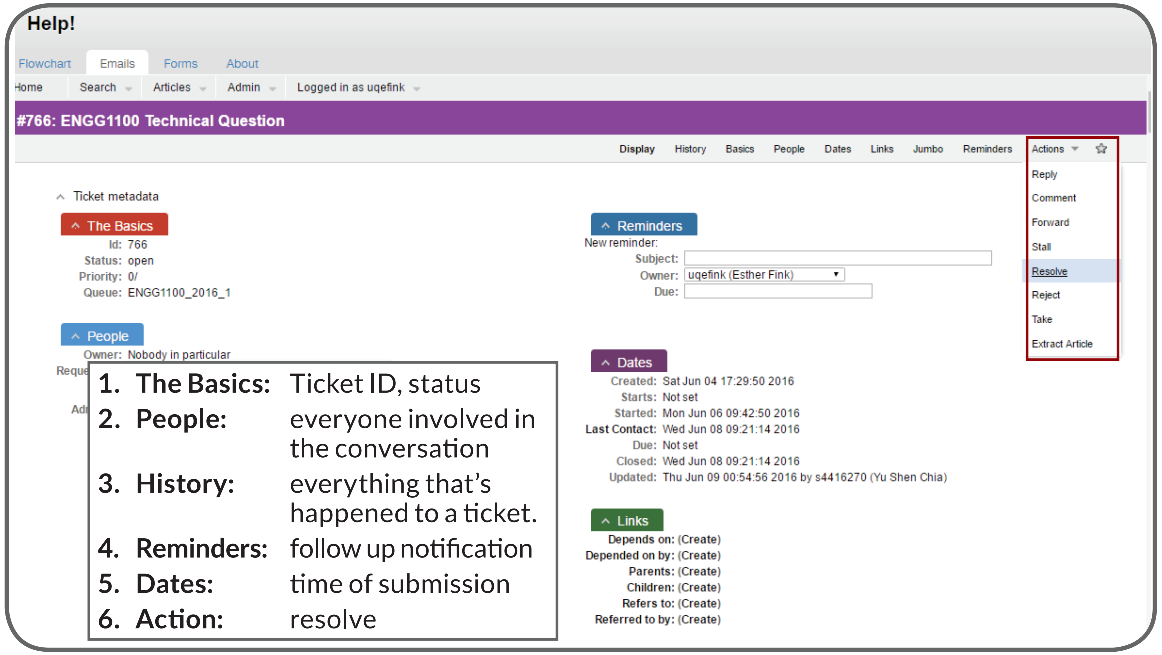
eLIPSE

The University of Queensland
Australia

Create change

MANAGING STUDENT REQUESTS IN Help!

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. Submitted requests and responses are logged in an email queue.



STATUS/ACTION

Course staff with instructor role can access a list of Help! requests from the Emails tab in Blackboard.

Ticket ID, form title, requestor ID, recipient and message status are displayed:

New The ticket has just been created and hasn't been touched yet.

Open The ticket is being worked on.

Resolved Work on the ticket has been completed.

1. A click on a message will display more detailed information. Check the message **history.**
2. To respond select **Reply / Comment / Forward**
3. If a ticket has been completed and doesn't need any more work select **Resolve** from the Action menu in the upper right corner before you send it off.