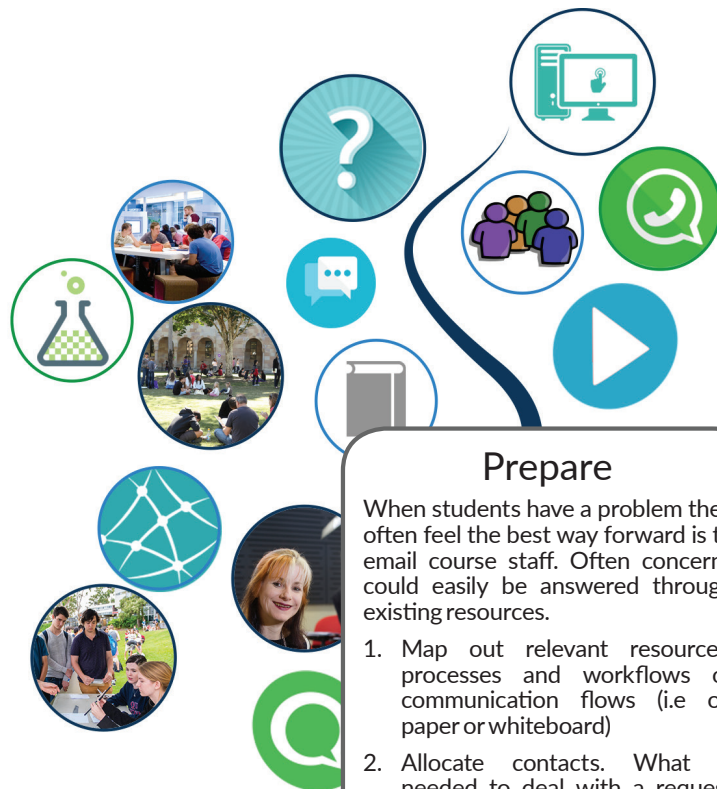




Help! is a customisable communication portal embedded in Blackboard that directs students to relevant resources or discussion forums. Where questions can't be resolved, requests are referred to a nominated person.



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 appear 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 ellipse.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.



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.

Help!

Flowchart Emails Forms About

Home Search Articles Admin Logged in as uqefink

#766: ENGG1100 Technical Question

Display History Basics People Dates Links Jumbo Reminders Actions ☆

Reply
Comment
Forward
Stall
Resolve
Reject
Take
Extract Article

Ticket metadata

The Basics

Id: 766
Status: open
Priority: 0/
Queue: ENGG1100_2016_1

People

Owner: Nobody in particular

Reminders

New reminder:

Subject:
Owner: uqefink (Esther Fink)
Due:

Dates

Created: Sat Jun 04 17:29:50 2016
Starts: Not set
Started: Mon Jun 06 09:42:50 2016
Last Contact: Wed Jun 08 09:21:14 2016
Due: Not set
Closed: Wed Jun 08 09:21:14 2016
Updated: Thu Jun 09 00:54:56 2016 by s4416270 (Yu Shen Chia)

Links

Depends on: (Create)
Depended on by: (Create)
Parents: (Create)
Children: (Create)
Refers to: (Create)
Referred to by: (Create)

1. The Basics: Ticket ID, status

2. People: everyone involved in the conversation

3. History: everything that's happened to a ticket.

4. Reminders: follow up notification

5. Dates: time of submission

6. Action: resolve

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.