ANGEL Team Minutes

Team Name	Support				
Date	09/09/08	Starting Time	2:00pm	Ending Time	3:30pm
Location	SSC 277			Recorder	Dale Longbine
Members Present	Linda Hendrick, Vickie Taylor-Gore, , Charles Hendrick, Dale Longbine, Chris Brown, D'dee Grove				
Member Absent	David Hernandez, Bill Siddens				
Visitors	Claudie Biggers				

Topics	Discussion, Information	Action to be Taken, Decision, Recommendation, Timeline
Reviewed minutes from 08/18/08	Minutes approved	
Discussion	Discussed protocols for escalating calls from students. The following is the order of responsibility for solving student problems that involve access to the class, features within the class/Angel, browser, plug ins and various common technical problems: 1. Students should be encouraged to self serve by using the knowledgebase and help inside Angel. Instructors should include information on how to get help in the syllabus through the knowledgebase, myAC and Angel. Other sources of self service help can be by initiating a chat or sending an email that is responded to by AskAC. 2. If the student bypasses self service, AskAC is the student support contact. AskAC can walk the student through many of the problems that come up with online classes including technical solutions. 3. If AskAC is unable to solve the problem, a work	

	order will be initiated by AskAC to the ITS Helpdesk and include in the subject line: AskAC, agent initial & short description of problem. The body of the email will include:
	☐ Student name
	☐ Colleague ID
	☐ Class name/section
	☐ Description of problem
	☐ Phone number/email address
	
	When a work order is initiated and solution identified, the response will go back to the initiator of the work order to follow up with the student. The ITS Helpdesk will not deal directly with students.
	
	    4. If ITS is unable to resolve the problem, Angel Support will be contacted.
	
	If there is a problem with the class set up, broken links, unable to see a test, the student should:
	
	    1. Contact the instructor
	    2. If the instructor cannot resolve the problem they will contact the ELC. There needs to be a process developed to track instructor referrals (similar to work orders used by AskAC to the ITS Helpdesk) to ELC.
	    3. If ELC cannot resolve the problem, Angel Support will be contacted.	

Time line for accomplishing the Support Sub Team's 3 goals.	10/31/08 - Learn Angel software well 09/19/08 - Develop steps for getting help and protocol for escalation	

	10/31/08 – 50% of FAQ's developed 11/20/08 – 75% of FAQ's developed Note: FAQ's will always be a work in progress.	
Action items for next meeting		Review the procedure and escalation protocol for students to obtain help with Angel and then work through the same procedures for faculty and course editors.
Next Meeting	.	September 16, 2008 2:00 – 3:30 SSC 277