

COLTT Ticketing System Training

INTENDED FOR FUTURE AND CURRENT STUDENT EMPLOYEES AT THE
CENTER FOR ONLINE LEARNING & TEACHING TECHNOLOGY

Instructional Solution Pt.1 Proposal

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Introduction

The purpose of this instructional unit is to teach new and current student employees at the Center for Online Learning & Teaching Technology (COLTT) how to use our support ticketing system. The ticketing system is our main point of contact for any assistance in the instructional technologies we provide. By providing a simple to use instructional unit, we can efficiently train our student employees in the ticketing systems use.

Identification of the Problem

The Center for Online Learning & Teaching Technology hires students to assist us in handling support request. Since they are students, they will come and go due to graduation or finding work elsewhere. As they leave, we must hire new employees and get them trained quickly in the use of our ticketing system. Currently we would just sit with them, go over the application and let them practice. This solution is slow and sometimes dependent on the time their supervisor has, to sit and train them. We also get so busy handling calls and tickets throughout the work hours that there is little time for them to learn from their own co-workers (veteran student employees).

Proposed Solution

With an actual training module that is online and self-paced, there will be little to no dependency on the supervisor to sit there and train the employee. The training will be fully online and added to our Blackboard course that all student employees get access to. It will be part of their onboarding process. This training Module will consist of

Project Timeline

Activity	Wk1	Wk2	Wk3	Wk4	Wk5	Wk6	Wk7
Analysis							
Identify Need							
Brainstorm Solution							
Write Project Proposal							
Design							
Develop Instructional Goal							
Develop Performance Obj.							
Blueprint Lesson							
Development							
Develop Content							
Develop Scripts							
Create & Compile Videos							
Create Instructional Solution							
Submit Instructional Solution							
Implementation							
SME Review							

One on Evaluation							
Evaluation							
Feedback Review							
Feedback Summarization							
Instructional Solution Revisions							

Summary

After completing this self-paced training module, COLTT student employees will be able to get started on handling tickets in our ticketing system. The training will take place online in the Blackboard Learning Management System and facilitated by our Instructional Technology Support Specialist who oversee and manage the student employees. Our expectation is that by deploying this training module, we reduce the time it takes to get new employees into the front lines handling tickets.