COLTT Ticketing System Training

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EDTC 6332 – Educational Technology Practicum

Needs Assessment (Part 1)

The Instructional/Training Problem or Opportunity:

The instructional problem that has prompted the need for this training module, is that, at the Center for Online Learning & Teaching Technology, we don't have an efficient method to train our newly hired student employees in the use of our ticketing system.

Needs Assessment (Part 2)

Analysis of the Gap Between What is and What Should Be:

- 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).

Needs Assessment (Part 3)

The Recommended 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.

Instructional Goal:

This instructional unit will provide current and future student employees at COLTT with the necessary skills to use our ticketing system to support end users at the University of Texas Rio Grande Valley.

Performance Objectives:

After completing this training module, the learner will be able to:

- Navigate the COLTT ticketing system

- Create a support ticket based on a phone call

- Grab and Examine a Web Ticket

- Close out a support ticket

Assessment of Learning Outcomes:

To show mastery of each performance objective the below assessment will be used for each performance objective.

Performance Objective	Assessment
1. Navigate the COLTT ticketing system	Assessment will consist of a click-through IORAD Tutorial in which the learner will physically click through the steps as if they were doing it on the live application. At the end of the click-through tutorial they will take a screen shot of the completion page and submit it.
2. Create a support ticket based on a phone call	Assessment will consist of the learner listening to a simulated phone call and creating a support case in the live environment using their provided credentials. The supervisor will assess whether it was done correctly.
3. Grab and Examine a Web Ticket	Assessment will consist of the supervisor creating a simulated web ticket for each learner. The learner will then grab a web ticket.
4. Close Out a Support Ticket	Assessment will consist of the learner closing the ticket they grabbed in performance objective 3. They should provide a resolution in a professional manner which will be reviewed by the supervisor.

Learner Characteristics:

Our learners will be current and future student employees at COLTT with various educational levels ranging from freshman to seniors.

- Their age can range anywhere from 18 – 25 years of age. We have had some student employees older than 25, so that is always a possibility.

- To be hired to work in our department, we like to have student employees with strong phone and people skills. We service faculty, students and staff members and good customer service skills is a must.

- Our student employees also know the importance of the work we do here and have to be willing to learn new technologies at a fast pace. So, they are fast learners and work well in collaborative environments.

Learning Context:

- The learning environment for this instructional unit will be at the Center for Online Learning & Teaching Technology in one of our training rooms. We have offices at both Edinburg and Brownsville campuses. The student employee will be on campus and in person but perform the steps for the instructional unit online in the Blackboard learning management system.

- They will have access to a computer but can bring their own laptop or device if they wish. This instructional unit is not overly complex, so 1 hour for the actual instruction will be allocated and we will be available additional time should the student employee wish to stay and practice more.

- The student employee will be provided with the proper credentials to access the ticketing system application.

One important factor to be considered is not all our student employees have experience with an online learning platform. Another factor to consider is while we are a technology servicing department, we like to give opportunities to students who may not have strong technical skills.

Training Module Outline:

1. WELCOME: START HERE
   1. Course Introduction – Will lay out the course objective and goals and provide the learner with the instructions on obtaining their credentials for the ticketing system which they will use in lessons 2-4.
   2. Welcome Video – Will introduce the learner to the facilitators and what is expected of them throughout the course
   3. Contact Information – Will provide the learner with contact information for their supervisor

2. Lesson 1: Navigation
   1. Lesson Introduction (Video) – This lesson introduction video will go over the objectives of this lesson and what the learner will be expected to do.
   2. Instructional Material (Video) – Will go over the basic navigation of the COLTT ticketing system and provide them the skills needed to navigate their way around the tools of the ticketing system.
   3. IoRad Tutorial (Follow Through Tutorial) – After viewing the lesson material, the learner will be guided to do a click-thru tutorial in which will they follow provided steps on a capture of the application as if they were doing it live.

3. Lesson 2: Creating a Phone Ticket
   1. Lesson Introduction (video) – This lesson introduction will go over the objectives of this lesson.
   2. Instructional Material – This lesson material will consist of a SoftChalk lesson on how to create a ticket based on a phone call. It will provide best practices on getting the needed information from the client on the phone as well as best practices on customer service skills.
   3. IoRad Tutorial (Follow Through Tutorial)
   4. Assessment

4. Lesson 3: Grab and Examine Web Tickets
   1. Lesson Introduction (video)
   2. Instructional Material – This lesson material will consist of a SoftChalk lesson on how to grab and examine support tickets that come through our helpdesk support page.
   3. IoRad Tutorial (Follow Through Tutorial)
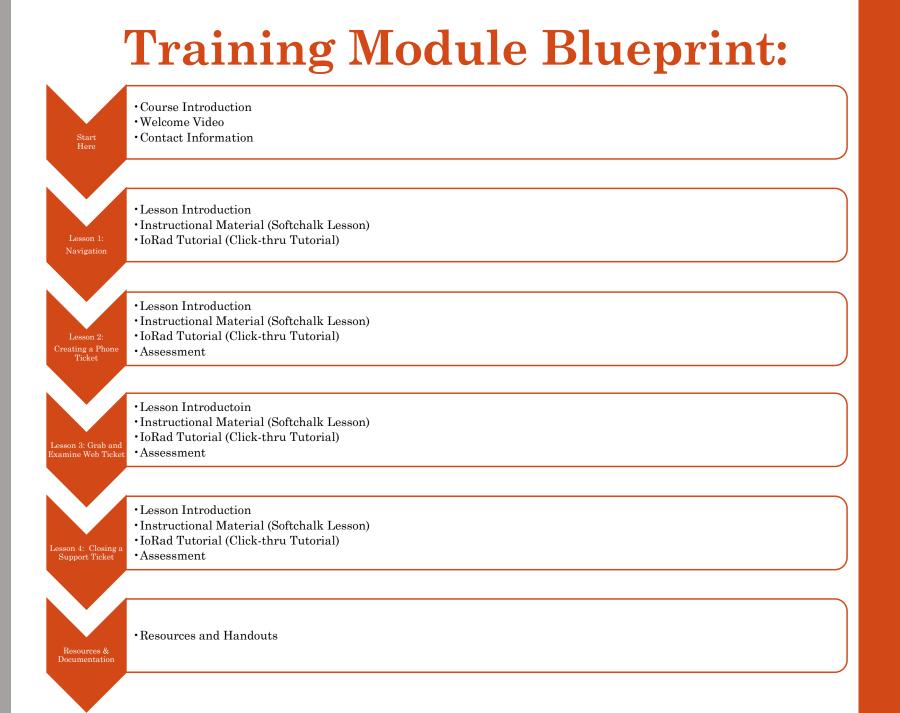   4. Assessment

5. Lesson 4: Closing a Support Ticket
   1. Lesson Introduction (video)
   2. Instructional Material - This lesson material will consist of a SoftChalk lesson on how to close support tickets that have been resolved.
   3. IoRad Tutorial (Follow Through Tutorial)
   4. Assessment

6. Resources & Documentation
   1. Resources and Handouts of information provided

Instructional Resources:

To participate and complete this training you will need the following:

1. Reliable computer with a working internet connection.

2. Credentials to the COLTT ticketing system which will be provided by your supervisor.

3. Access to your UTRGV email account.

4. And most importantly, a positive attitude.

Training Module Blueprint:

Start Here
- Course Introduction
- Welcome Video
- Contact Information

Lesson 1: Navigation
- Lesson Introduction
- Instructional Material (Softchalk Lesson)
- IoRad Tutorial (Click-thru Tutorial)

Lesson 2: Creating a Phone Ticket
- Lesson Introduction
- Instructional Material (Softchalk Lesson)
- IoRad Tutorial (Click-thru Tutorial)
- Assessment

Lesson 3: Grab and Examine Web Ticket
- Lesson Introductoin
- Instructional Material (Softchalk Lesson)
- IoRad Tutorial (Click-thru Tutorial)
- Assessment

Lesson 4: Closing a Support Ticket
- Lesson Introduction
- Instructional Material (Softchalk Lesson)
- IoRad Tutorial (Click-thru Tutorial)
- Assessment

Resources & Documentation
- Resources and Handouts

Formative Evaluation:

For this training module I will use two formative evaluation strategies:

1. Subject Matter Expert Review – The training module will be reviewed by an Instructional Technology Support Specialist at COLTT who supervises the learners who would be taking this training. He is the expert on the COLTT ticketing system and has trained previous student employees in a face-to-face scenario.

2. One-to-One Evaluation – The training module will be reviewed by a student employee who is already trained in the COLTT ticketing system. The student employee has been with COLTT for more than a year.

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.