

COLTT Ticketing System Training

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

Instructional Solution Pt.4 Evaluation & Revision

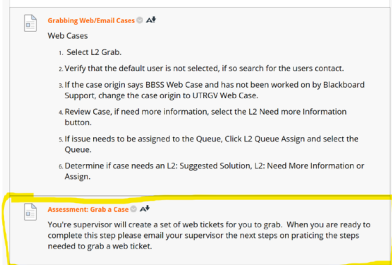
Ruben Zamora | EDTC 6332 | February 18, 2023

Introduction

The purpose of this report is to conduct a formative evaluation and review of the instructional training solution. The evaluation will consist of 2 formative assessment strategies. The first being a Subject Matter Expert (SME) and a One-to-One evaluation. The first evaluation by the SME, will provide guidance and feedback on the lessons overall flow, validity, and audience appropriateness. The second assessment strategy, one-on-one lesson, feedback will be gathered while the lesson is being administered to a current student employee at COLTT. Feedback gathered in this stage will be evaluated and if needed, the lesson will be revised for a final time.

Subject Matter Expert Review

The Subject Matter Expert who will be reviewing the lesson is Carlos Cisneros. He is currently an Instructional Technology Support Specialist at the Center for Online Learning & Teaching Technology and is the supervisor of our student employees. He has extensive knowledge of the COLTT Ticketing System and has trained current and former students on its use. The evaluation was conducted in our office location in person.

Section	SME's / Peer Reviewer's Comments	My Responses
Lesson 1: Navigation & Overview	"Overall, it gets the learner familiar with how to navigate the ticketing system. If I had to change something, it would be the audio in the Lesson. It sounds too low"	I will edit the media to bump up the audio levels, so it is louder.
Lesson 2: Creating a Phone Ticket	"Good lesson overall, simple task." No real change needed	Thank you, I will leave the lesson as is.
Lesson 3: Grab Web Tickets	"In the assessment section, the font is too small compared to the rest of the training course. I would add a section	The font will be editing to match the rest of the training course. Edit: Font has been fixed 
Lesson 4: Closing a Support Ticket	"The lesson is missing the Introduction like you have in the others" "You need to add more closing response possibilities as well as a few extra templates so they can copy and paste responses	I will add the lesson introduction as well as a few more response templates the student workers can copy and paste into their closing responses.

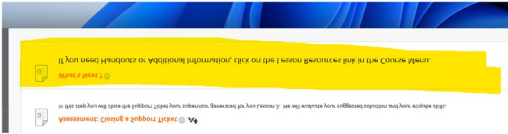
	to other types of closing scenarios”	
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Synopsis

Overall, in speaking with the SME, we concluded that the lesson overall would teach the learner everything necessary to meet the objectives of the training. The over all training outline and course flowed nicely and explained what needed to be done and learned. A few technical issues were all that was needed to be corrected.

One-to-One Evaluation

COLTT was lucky enough to hire a new student employee who was the perfect candidate for a One-to-One Evaluation. She wanted to remain anonymous, but was the perfect candidate for this evaluation as she has no experience using the ticketing system and started 1 day before the evaluation was conducted.

Section	Learners Comments	My Comments
Lesson 1: Navigation & Overview	<p>“This IoRAD lesson is very cool. I wish my online classes used something like this”.</p> <p>“Lesson 1 was good, I was able to get an idea of what the ticketing system is and looks like.”</p>	I will try to adapt more IORAD lessons in my revisions if time permits.
Lesson 2: Creating a Phone Ticket	“I was able to actually follow the instructions and create my own fake phone ticket.”	Thank you
Lesson 3: Grab Web Tickets	“The lesson was clear and easy to follow. I was able to grab a ticket. I would like to add that a handout to have with me since I am new would help. “	<p>The student worker was unaware of the Lesson Resources section in the course. I will add a “What’s Next” in the last Lesson, so they know to look for handouts and documents.</p> 
Lesson 4: Closing a Support Ticket	“The lesson made sense to me, and I feel once I get more experiences on	

	other issues people call in with, I will be able to close tickets on my own”	
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Synopsys

One-to-One was a success with our new student employee. She was able to complete all the required objectives and a good foundation on the use of our ticketing system. When she gains more expertise working in our department, she will be able to utilize the ticketing system and handle cases on her own without supervision.

Summary

Overall, the lesson was successful, and the evaluators had no major issues that prevented them from completing the overall instructional goal, which was to learn the basics of the COLTT Ticketing System. By having both a Subject Matter Expert (SME) and learner we were able to get a good evaluation on the validity of this instructional training unit.

At the Center for Online Learning & Teaching Technology we plan to utilize more of these instructional units for future supervisors to easily obtain and train future student employees in the different technologies we support and offer for the university community (Faculty, Students & Staff).