

INFORMASIE TECHNOLOGIE

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DEVELOPING A STRONGER SUPPORT BASE FOR LEARNING TECHNOLOGY SYSTEMS

Over the past 6 months, the Learning Technologies teams (IT & CLT) have had the responsibility of ensuring that all students and staff are effectively supported on SUNLearn, SUNOnline and associated Learning Technology Systems. These efforts have included increasing the number of support agents, working collaboratively with Faculty representatives and Blended Learning Coordinators, and using available data to understand where the need lies with the University community.

This past weekend, the call centre dedicated to SUNLearn and other learning technologies, was upgraded by the IT Microsoft Specialists. This upgrade now allows staff or students to select either "General SUNLearn support" or "SUNLearn Assessment" support as the reason for their call. Assessment queries are diverted to more senior support officers before being routed to the rest of the team should the senior staff be busy on another call. This change is in response to recommendations from the University Ombudsman, the Business Continuity Committee for Online Learning, and, as a result of quality assurance mechanisms and monitoring on the LearnHelp service desk.

New support officers are currently undergoing intensive training in preparation for support during examinations and assessments scheduled from October. At the same time, the 2nd and 3rd level support teams for Learning Technologies in IT are preparing for annual upgrades and completing final testing schedules for any issues that may have come up in the past 3 months. All in all, a very busy time ahead!

As you head into preparation periods for end of year assessment and activities, please reach out to the support team with any questions you may have.

Support hours are as follows:

Monday - Friday: 08h00 - 22h00

Saturday: 08h00 - 16h30

[Learning Technologies Service desk](#)

Learning Technologies Call Centre: 021 808-2222

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