

OTST University-wide Support

The Online Teaching Support Team provides a range of ongoing services to the University community. The time spent on these is part of their core service and is in addition to that provided by the Faculty-OTST Partnerships program.

Name of Service	Description of Service	Outcome for Client
Alternate Format Service (AFS)	<ul style="list-style-type: none"> • Conversion of Learning resources for print- and learning-disabled students into accessible and usable formats • This service is available to students referred by the Equity & Access Unit. 	<ul style="list-style-type: none"> • Usable learning resources provided to students in a timely manner • Adherence to the Commonwealth Disability Discrimination Act (1992), associated Standards for Education (2005) and AVCC accessibility guidelines
Add a WebCT Account to a WebCT Unit	<ul style="list-style-type: none"> • Using information from WebCT Admin database, add client's WebCT account to an existing WebCT Unit. • Update WebCT Admin database • Inform staff member by email that their account has been added to a WebCT Unit and that they have access to additional WebCT resources. 	<ul style="list-style-type: none"> • Client has access to a WebCT unit as a Designer, Instructor, Designer/Instructor, Teaching Assistant or Auditor. • Client has access to additional WebCT resources.
Creation of a WebCT Account	Using information supplied in WebCT Admin Database, create a new WebCT staff account and inform client by email of authentication details.	Client has UserID with which they can apply for a WebCT Unit account or can be added to an existing WebCT Unit Account as a Designer, Instructor, Designer/Instructor, Teaching Assistant or Auditor.
Creation of WebCT Unit	<ul style="list-style-type: none"> • Using information supplied in WebCT Admin Database, create a New WebCT Unit and associate the WebCT unit code with the userID of the client who has requested the WebCT Unit. • Check Unit Database to confirm unit code and title. • Inform client by email that WebCT Unit account has been created and provide important additional information regarding guidelines and policies. 	<ul style="list-style-type: none"> • Client has new WebCT space to which they can add learning materials, activities and communication tools. • Client has access to additional WebCT resources.
Population of WebCT Unit	<ul style="list-style-type: none"> • Using information from WebCT Admin Database, verified in Unit Database, create link between SIS extract and WebCT to populate WebCT Unit with Student Data from SIS. Synchronisation occurs daily at approx 04.00 am. • Inform staff member by email that the WebCT Unit will be populated with student data. 	<ul style="list-style-type: none"> • Using LTU credentials, students can log in to the WebCT system and will see the unit listed in their Course List. • Staff member can see complete student list which is updated daily.
Respond to ad hoc requests for assistance with WebCT	<ul style="list-style-type: none"> • Respond to requests by 'phone, email or in person for assistance using appropriate WebCT tools to achieve learning outcome. 	<ul style="list-style-type: none"> • Via 'phone, email or in person Client receives assistance choosing appropriate WebCT tool.
Troubleshoot problems with WebCT	<ul style="list-style-type: none"> • Respond to requests by 'phone, email or in person for assistance resolving problems associated WebCT Unit including student enrolment issues. 	<ul style="list-style-type: none"> • Client receives assistance via 'phone, email or in person resolving problem associated with WebCT Unit. • Issue may be escalated to BlackBoard Support and case monitored by WebCT Support Unit.

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<p>Conduct scheduled WebCT Training</p>	<ul style="list-style-type: none">• Liaise with STEPS Coordinator for room bookings at Albury/Wodonga Bendigo and Bundoora.• Prepare short descriptions for online and face to face workshops.• Prepare detailed training manuals and appropriate exercises.• Conduct training and evaluate using online evaluation instrument.• Review training based on feedback from evaluation.	<ul style="list-style-type: none">• Training scheduled for student free periods of the academic year at the three major campuses.• Clients receive training based on research, contemporary practice and feedback.• Clients receive training resources and access to additional documentation and resources.
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