

Duke University School of Nursing Policy

After Hours Support of Students in Sakai Courses

Approval Authority: Dean of the School of Nursing

Implemented: May 23, 2017

Objective

In order to effectively implement DUSON's Guidelines for After Hours Communications, a clear plan for the after hours support of students enrolled in online Sakai courses is needed.

Level of After Hours Sakai Support Our Students Should Expect

DUSON students enroll in one of the top nursing schools in the world for many reasons. Receipt of high touch, fast, individualized help is one of them. Our students should expect the highest premium level of support for their studies at DUSON. This expectation extends beyond the normal Monday-Friday workday in the Eastern Time Zone since many of our students reside in different time zones or work during our work day. The result is our distance based students accessing Sakai or completing coursework after hours or on weekends.

After Hours Support Options

Policy Statement - It is not acceptable for a faculty member or an instructor to contact a staff or administrative assistant after hours with questions or to ask/tell the assistant to fix or address Sakai or course related issues after hours.

After hours Sakai course support can be generally categorized in one of two ways:

- Technical support provided by our SON IT team; or
- Course Content Related support provided by the course instructor.

Technical support is provided by the SON IT person on call. SON IT has a scheduled on call rotation with support for student Technical issues available 24/7, 365 days per year. Students access this support by emailing citdl@mc.duke.edu or calling 919-684-9200. SON IT generally responds within an hour to all issues for which they receive a page.

Technical support includes helping students access the Sakai course, including login and password reset issues. It also includes answering student questions about how to access or use Sakai basic functionality and navigation. SON IT will also perform triage when a student is unable to access any course material and forward the issue to the instructor or Duke OIT as needed. When in doubt, students can always call SON IT.

Technical support does not include answering course content, assignment or grade related questions. It also does not include fixing lecture, web articles or file linking issues. SON IT staff refer students to their course instructor for assistance with these issues.

Course Content Related support may be provided by the course instructor after hours. Course Content Related support includes answering course content, assignment or grade related questions. It also includes fixing lectures, web articles or file linking issues.

Staff or administrative assistants are not available for after hours Sakai questions or to fix or address Sakai or course related issues. The only exception is when students are completing an online course exam. If needed, course faculty will coordinate with the staff assistant in advance of the exam date to ensure the students are supported after hours during the exam. Biweekly paid staff who must take action after hours in support of an exam fixing an issue or answering a student's questions must record this time and be paid (at time and a half if the staff member works more than 40 hours that week).