Institutional ePortfolios Video 6: Technical Support

Do you provide any technical support?

PebblePad gave two days of training for the tutors. But then they were there available through skyping or video conferencing or email to meet some of the other questions that were asked after the training. So the tutors have found the help support very good. And also in coming up with some of the things that PebblePad didn't seem to be able to do, the PebblePad team are looking into how they can help us meet those objectives. Now that was the tutors, the students in evaluations, they got some support and it varied in each institution. But perhaps say two three-hour tutorials. And in the evaluations, the students are saying, half are saying, yes, it was fine, I didn't need to be contacting the IT department or tutor. And the other half are saying, yes, I contacted the IT department or the tutor and I found the technology difficult to use.

(Dr Bettie Higgs, University College Cork)

At the beginning, there's certainly a need for a good lot of encouragement and a little bit of technical troubleshooting. We would provide scheduled sessions and drop in sessions. I also have a support site where we kind of add FAQs as they arise and a little bit of trouble shooting to help people but I certainly would commend all our groups for being very good peer learners and they help each other out as well.

(Dr Claire McAvinia, Dublin Institute of Technology)

We do a two- to three-hour workshop. So it's a very practical workshop, where they bring their computers in or their laptops into the session. We have typically three or four of us working the room with a group of about 12 or 15 learners, helping them to just set up their Wordpress and set up the structure that they are required to use for the Wordpress. We also have online video tutorials, about three of those, and user guides in pdf format. And they are all available on the Moodle site for that module.

(Dr Fiona O'Riordan, Griffith College)

Not really, no. Occasionally, you know, there would be a little question that we wouldn't be able to answer. But invariably, the answer can be found on YouTube, you know. So when you hit a bump in the road, you say, well I will look at the YouTube clip and see how to get around this problem. That solves pretty much everything we have encountered so far from a technical point of view.

(Kevin Maye, Galway Mayo Institute of Technology)