Epic Support for the Hero’s Journey:
A Human-centered, Sustainable EdTech Support Model for the Digital Future

QR Code / Link to the presentation and script:
Welcome!

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Agenda

1. Takeaways
2. Learning Management System (LMS) integrated tools
3. The Origin Story
4. Overview of the tech support model
5. Mozilla Hubs exploration and Q&A
Takeaways

● Identify a sustainable, human-centered tech support/service model

● Compare and contrast the presented support/service model and your institution’s support/service model

● Identify a few EdTech tools that integrate with LMS
This model supports a variety of 3rd Party, D2L-integrated tools such as...

- H5P
- badgr
- vt
- playposit
- examity
The Origin Story

- Backstory
- Purpose
- Evolution
- Change
7 Keys to the Human-centered, Sustainable Support Model

1. Empowerment
2. Many Service Channels
3. Data
4. Collaboration
7 Keys to the Human-centered, Sustainable Support Model

5. Be Human

6. Iterative

7. Heroes First
A sustainable tech support model is collaborative and cooperative - not tiered

- Collaborate by alternating weeks and jumping in to help on any issue that needs extra support
- Use a shared email address and ticketing system
- Cooperate with other tech support teams on campus
A human-centered tech support model benefits the users and staff members

- Do not make assumptions about the user
- Tailor responses to each unique user
- Make the support model iterative and constantly evolving to fit the real-world needs of students, faculty, and staff
Why is a sustainable, human-centered support model important and effective?

- Creates networks and community to better work together to serve students, faculty, and staff
- Putting people first benefits both users and tech support team members - avoids burnout
Anecdotes about the human-centered model

- **Networks/Community**
  - Other Tech Support Teams on Campus
  - Connections to Individual Colleges/Depts/Offices
  - Presenting to classes
  - Collaborating on Projects/Presentations/Research outside of our team

- **Avoiding Burnout**
  - Creativity
  - Pedagogy
  - Collaboration
  - Building relationships
  - Being humans
Best of luck on your journeys and thank you for joining us!

QR Code / Link to the presentation and script: https://bit.ly/epicherosupport

Please reach out with any questions!

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