## Learning Management System Application Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Learning Management System Application Support</th>
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<tbody>
<tr>
<td>Description</td>
<td>This service provides support and content administration for Furman’s enterprise, learning management system (LMS). This service is primarily shared by Corey Gheesling and Jean Childress. This service does not include server administration which is owned by Jason Long and is listed as a separate service.</td>
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<td>Eligibility</td>
<td>All faculty, staff and students using the LMS are eligible for support services. Faculty and staff listed as managers or teachers of LMS spaces are eligible for content development and course management support.</td>
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| How to Request Service | • Contact the IT Service Center (864.294.3277 or service.center@furman.edu)  
• Contact Corey Gheesling, Instructional Technologist (864.294.3794 or corey.gheesling@furman.edu)  
• Contact Jean Childress, Training and Special Events Coordinator (864.294.3545 or jean.childress@furman.edu) |
| Availability | Support services are available during business hours (M-F, 8:00 -5:00) when the university is open, and after hours by arrangement. The LMS system is online 24 hours a day, 7 days a week. |
| Charges      | There are no charges for this service. |
| Service Line | Learning Technology Services |
| Features     | • Provides classroom and one-to-one training, development, and troubleshooting  
• Offers backend support for course materials development  
• Provides desktop and mobile device support  
• Assists with backups and restoration of class materials  
• Provides gradebook and activities assistance within the application  
• Provides online self-help materials  
• Assists with course setup and transferring content between courses  
• Supports innovative uses of LMS platform including multimedia content, SCORM |
| Owner        | Susan Dunnavant, Ed.D., Director of Learning Technology Services |
| Pre-requisites | NetID required for access |
| VP Customer  | Vice President for Academic Affairs and Dean |
| Delivery Channels | • Consulting and Support  
• Completed Work Request  
• Ongoing individual and departmental training  
• Online documentation and video content |
| Service Targets | • 100% positive feedback from customers on informal post-service inquiry.  
• Declining requests to Service Center for issues that may be resolved with appropriate customer education.  
• Increased proportionate usage of LMS or management of course materials as measured by LMS logs.  
• Increased use of online LMS documentation as measured by web analytics. |