# Elearning Development Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Elearning Development Support</th>
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<tbody>
<tr>
<td><strong>Description</strong></td>
<td>This service provides faculty and training developers with appropriate skills and tools to explore, create, distribute and evaluate online learning activities.</td>
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<td><strong>Eligibility</strong></td>
<td>Faculty, staff and students are eligible for this service</td>
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| **How to Request Service** | - Contact the IT Service Center (864.294.3277 or service.center@furman.edu)  
  - Contact Susan Dunnavant (864.294.3482 or susan.dunnavant@furman.edu) |
| **Availability** | - 8:00 am – 5:00 pm M-F except Holidays and Campus Shutdowns.  
  - After hours by arrangement.  
  - Consultations by special request at the requestor’s convenience. Online content available 24 hours a day, 7 days a week. |
| **Charges**      | There is no charge for this support service. Customers may be responsible for charges related to software or equipment required to implement specific projects. |
| **Service Line** | Learning Technology Services |
| **Features**     | - Consults with customers considering some area of online content distribution to determine appropriate software, equipment and procedures to maximize potential for a successful outcome.  
  - Trains customers in the use of various screencasting software applications and lecture capture equipment and software available at Furman.  
  - Provides documentation to assist customers in developing skills in the use of online content tools.  
  - Offers demonstrations in screencasting projects, lecture capture and classes delivered as hybrid or partially “flipped”.  
  - Recommends procedures to evaluate success of experimental online content delivery projects.  
  - Provides access to demonstration tools for experimentation by faculty and training developers.  
  - Assists with making arrangements for capturing content or developing video for special events. |
| **Owner**        | Susan Dunnavant, Ed.D., Director of Learning Technology Services |
| **Pre-requisites** | Furman NetID required for customers to gain access to internal or Furman-licensed resources. |
| **VP Customer**  | Vice President for Academic Affairs and Dean |
| **Delivery Channels** | - Personal consultations.  
  - Training sessions and workshops.  
  - Completed work requests submitted through the Service Center.  
  - Installation of software or provision of credentials for necessary resources to accomplish online objectives. |
| **Service Targets** | - Increasing usage of online materials as measured by analytics within Moodle and other online resources  
  - Achieve specific targets of faculty participation in training and workshops  
  - Informal feedback from collaboration partners – CTL, Grad Studies, UES |