

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>Student Support Process</p>
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<p><i>Parent Document:</i></p> <p>Q-001 Quality Manual</p>	<p><i>Notify of Changes:</i></p> <p>ITT, ADM</p>
<p><i>Referenced Document(s):</i></p> <p>ITTF-015 Student Support Log, P-004, Business System Management Review Process</p>	

Revision History:

Rev.	Description of Change
A	Initial Release
B	Added verbiage to address communication of trends to top management
08_0528	Process modified to better reflect steps within the Student Support process. Changed Student Support Specialist to actual title (Online Learning Support Specialist). Minor editing changes made to entire document.
11_0406	Modified verbiage for clarification and updated references.

I. Purpose

To ensure appropriate resolution of problems/requests to ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

II. Scope

This process applies to all EOTA employees responsible for student support activities.

III. Responsibility

Online Learning Support Specialist (OLSS) – Responsible for resolving or referring student support requests for resolution.

EOTA Staff – Responsible for resolving student support requests referred by OLSS for resolution.

IV. Definitions

Request – Communication from a student requesting support, identifying resource issues, or customer satisfaction concerns.

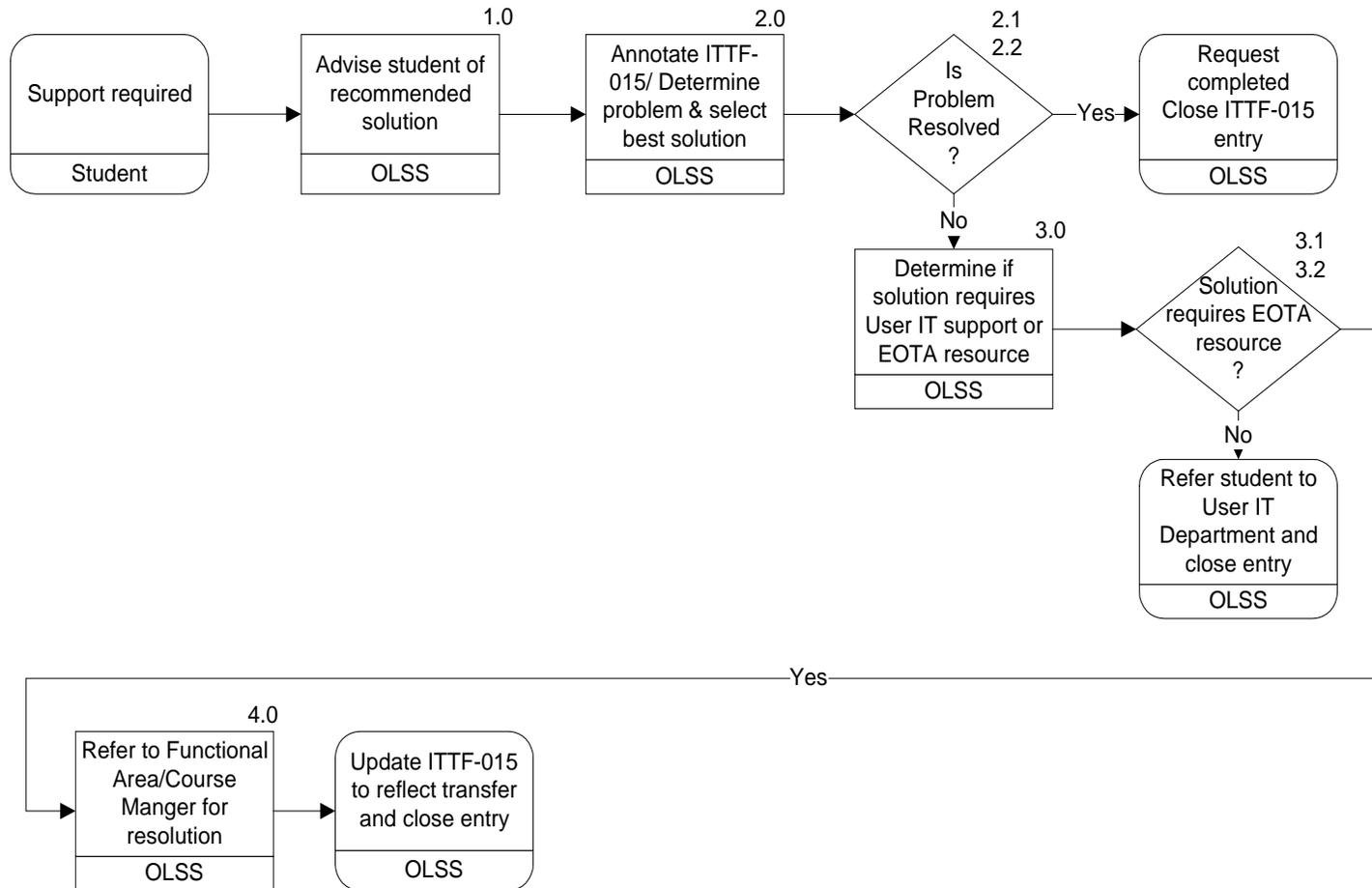
ITTF-015, Student Support Log (SS Log) – A detailed annotation of all student support requests. Information from the Student Support Log related to characteristics and trends regarding customer satisfaction will be recorded. The Quality Assurance Manager will request this information for inclusion in the P-004, Business System Management Review Process.

Student – End-user of EOTA training course.

User IT Department – The computer support staff at the student's location.

EOTA Resource – Any required EOTA staff action or material resource furnished by EOTA.

V. Process





This process will apply to student support required to ensure that customer support is provided in a timely manner, including requirements not explicitly stated by the Customer but necessary for student access to, and effective use of EOTA training courses.

This process will be used to implement effective arrangements for communication with students in relation to customer feedback, including complaints.

1.0 Advise Student of Recommended Solution

The Online Learning Support Specialist will advise the student of recommended actions to resolve problem. If necessary, the Online Learning Support Specialist may refer student to an individual/organization external to the EOTA for problem resolution.

2.0 Annotate ITTF-015 / Determine problem/select best solution

The OLSS will annotate the support request on ITTF-015, Student Support Log. Support request may include, but is not limited to, forgotten password requests, materials requests, referring student for assistance, and technical problems/issues.

The OLSS will determine the problem/issue and select an applicable/appropriate solution.

- 2.1 If the problem is resolved, the OLSS will annotate resolution on ITTF-015, Student Support Log and close the request.
- 2.2 If the problem is not resolved, the OLSS will proceed to Step 3.0

3.0 Determine if solution requires User IT support or EOTA resource

The OLSS will determine if the solution to the problem is best implemented by the User IT Department or through resources available through one or more EOTA functional areas or resources.

- 3.1 If solution requires EOTA resources, proceed to Step 4.0
- 3.2 If solution does not require EOTA resources, refer the student to the User IT Department, close the entry.

4.0 Refer to Functional Area/Course Manager for resolution

The OLSS will refer the problem to the appropriate EOTA Functional Area Manager or Course Manager for action/resolution. The OLSS will update ITTF-015 to reflect transfer of the support request and close the entry.