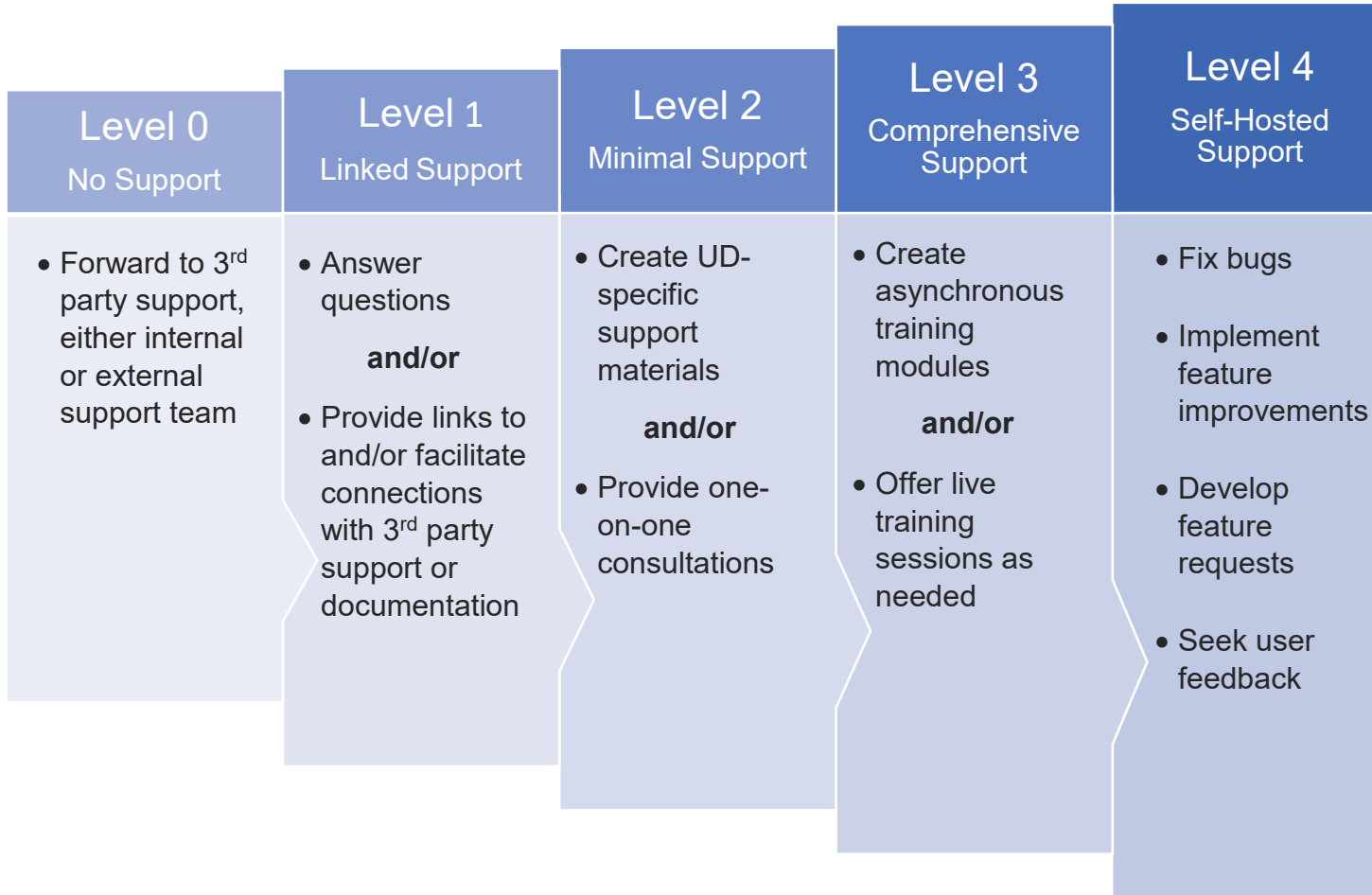


eLearning Support Levels

The Office of eLearning provides support for many services and products, but at differing levels depending on the product.

The aim of this guide is to define eLearning's levels of support, as well as the products and services that fall under each level. With this document, eLearning can set service guidelines so customers know what support to expect for any given product or service.



Below is a table of various products and services in their respective Support Levels. The levels specified for these tools are merely guidelines, as individuals on the eLearning team may choose to provide higher-level support for any given tool than is noted within the table.

Level 0	Level 1	Level 2	Level 3	Level 4
<p>Licensed Software</p> <ul style="list-style-type: none"> - Cascade - Porches - Google Classroom - Google Sites - Qualtrics <p>Communication</p> <ul style="list-style-type: none"> - Adobe Connect - Skype - Discord - Skype - Mailchimp <p>Ed Tech</p> <ul style="list-style-type: none"> - FlipGrid - Mural - Kahoot - iTunes U <p>Proctoring</p> <ul style="list-style-type: none"> - ExamSoft - ProctorU <p>Video Production</p> <ul style="list-style-type: none"> - OBS - iMovie 	<p>Licensed Software</p> <ul style="list-style-type: none"> - Google Calendar - Google Docs Suite - Google Drive - Microsoft 365/Office - Banner Grading - Google Meet - Gmail <p>Video Production</p> <ul style="list-style-type: none"> - Camtasia - Movavi - iMovie - Storyline Articulate <p>Hardware</p> <ul style="list-style-type: none"> - Wacom tablets - Webcams/mics <p>Ed Tech</p> <ul style="list-style-type: none"> - Hoonuit - Research Guides - LucidChart - Draw.io - Socrative - GeniusScan - Online Voice Recorder 	<p>Licensed Software</p> <ul style="list-style-type: none"> - Jamboard <p>Ed Tech</p> <ul style="list-style-type: none"> - iClicker - AdobeReader <p>Textbooks</p> <ul style="list-style-type: none"> - Cengage - MH Connect - Norton - Pearson - Top Hat <p>Video Production</p> <ul style="list-style-type: none"> - Microsoft Photos - Video Editing 	<p>Licensed Software</p> <ul style="list-style-type: none"> - Warpwire - Snagit - Zoom - Turnitin - Gradescope <p>Ed Tech</p> <ul style="list-style-type: none"> - Perusall <p>Proctoring</p> <ul style="list-style-type: none"> - ProctorTrack 	<p>Hosted Software</p> <ul style="list-style-type: none"> - Isidore - Learning Apps