Tier 1+ Support Guide

Includes:

Support Procedures
Tier 1+ Support Policies and Procedures
Blackboard 6.2.3 Guide to Creating Courses and Users
Quick Sheets

Last Revised April 13, 2006
# Table of Contents

**OAK Background** ........................................................................................................................................ 1

**OAK Support** ........................................................................................................................................ 2

**Tier 1+ Support Policies and Processes** ................................................................................................. 4

**Creating and Deleting non-OASIS Courses and non-VU Users Policies and Processes** ..................... 5

**Tier 1+ Guide to Creating Courses and Users** ...................................................................................... 7
  - System Admin Tab .................................................................................................................................. 7
  - Create User ........................................................................................................................................ 8
  - Enrolling in a Course .............................................................................................................................. 9
  - Making a User an Instructor ................................................................................................................ 9
  - Create Course ..................................................................................................................................... 10
  - Batch Create Users ............................................................................................................................ 12
  - Batch Enroll Users in a Course ........................................................................................................... 13
  - Batch Create Courses ......................................................................................................................... 14

**Frequently Asked Questions** ............................................................................................................... 15

**Quick Sheets** ...................................................................................................................................... 16
  - Support Roles and Responsibilities .................................................................................................... 16
  - OAK Support Path ............................................................................................................................. 18
  - Adding Tier 1+ Support Personnel .................................................................................................... 19
  - Removing Tier 1+ Support Personnel ............................................................................................... 20
  - Process for Deleting/Removing Users and Courses ........................................................................ 21
  - Naming Conventions .......................................................................................................................... 22
OAK Background

The OAK (Online Access to Knowledge) environment refers to a set of tools that enhance the students’ academic experience, including course management systems and other technology-related tools that mediate learning. A memorandum from the Provost, dated April 7, 2003, charged Andrew Stricker, former Associate Provost for Innovation through Technology, to spear-head a task force to begin the process of shaping Vanderbilt's electronic academy environment. The demise of Prometheus was the catalyst for this memorandum, and the reason the search for a new course management system (CMS) quickly ensued, with the adoption of Blackboard as the first component of OAK.

The TMA (Technology-Mediated Academy; see page 2) provides a framework for thinking about how technology can enhance students' learning experience at Vanderbilt. The framework is divided into three groups: Student Services, Course Management, and Learning Technologies. These three groups, when joined together by enterprise-level software, will allow a student to have virtual access to all of his/her academic information.

OAK encompasses the Course Management and Learning Technologies groups. These two areas are specific to technology-mediated learning. In time, additional components will be added to OAK, each chosen by the guiding framework of the TMA. Groups of faculty across the university have been using different technologies in their classrooms to enhance learning for several semesters. OAK is a way to begin talking about how these different technologies can come together to enhance the students' academic experience.

OAK began as a CMS Taskforce, that later turned into the CMS Project in November 2003. The CMS Project was successfully closed in May 2004 and transitioned to OAK. Vanderbilt usage of the OAK system began in the summer of 2004 with 26 courses; Prometheus transition ended in May 2005, bringing full implementation in the Fall 2005 semester with a total of 958 courses.

Please direct questions/comments to:

OAK Manager
700 Baker Building
(34)3-5179 phone
oak@vanderbilt.edu
OAK Support

OAK operates on a distributed support system; each academic unit has dedicated support for its constituents. While any Tier 1 support person may escalate a problem to Tier 2 support, usually the Tier 1+ support personnel are consulted prior to the escalation. Tier 2 support personnel may escalate a problem to Tier 3. A matrix of role responsibilities and support path can be found as on Page 15 in the Quick Sheets section of this document.

Tier 1:

Tier 1 support will answer faculty, student, and staff questions related to general use of the OAK environment and recognize problems that need to escalate Tier 1+, Tier 2 support. This support group will need to have instructors add them to a course as an instructor to assist with problem resolution. OAK Steward approval is not required for Tier 1 support personnel.

Tier 1+:

Tier 1+ support personnel are given a Blackboard Support status that will allow them to create courses and to create users within their areas of responsibility (e.g., department, subject area, School). They will also have the ability to assume the role of instructor or student in the OAK environment (without instructor intervention) within their respective areas of responsibility. Because Bb does not permit limitations on data views, these selected support personnel will have University-wide views of all data within Bb. The approval process for these distributed Tier 1+ support personnel is the responsibility of the OAK Steward.

Tier 2:

Tier 2 support is distinguished from Tier 1+ support by the breadth and depth of views to central data systems at Vanderbilt University. Tier 2 support tools enable system-wide views of University data sources, that is the views are not restricted to specific departments or Schools. Some Tier 2 support personnel also have privileges within the Blackboard environment that do not require instructors to manually add them to their course. They have Blackboard System Administration privileges that enable them to assume any user or course role that may be required to assist with problem resolution. The selection and approval process for Tier 2 support personnel is the responsibility of the OAK Steward.
Tier 3:

Tier 3 support is comprised of personnel who are familiar with the details of the software implementation, the hardware environment, the original University data sources feeding the environment, and the procedures used to integrate those data with the environment. These support personnel are responsible for addressing any problems that are beyond the scope and authority of the Tier 1, Tier 1+, and Tier 2 support personnel. Management Information Systems (MIS) will provide two support services for Blackboard: Third Tier Application Support and Server Maintenance and Support.

OAK Manager:

The OAK Manager, housed within the OAK Steward’s office, is responsible for representing and upholding the OAK vision and goals. The OAK Manager is also responsible for maintaining the functional system default values, managing system announcements, processing requests for Tier 1+ and Tier 2 support personnel, monitoring enhancement requests, and providing statistical reporting.

OAK Steward:

The OAK Steward is the functional owner of OAK and is responsible for the vision and goals of OAK and representing OAK in determining institutional priorities and upgrade schedules. The OAK Steward recruits and supplies resources to manage, coordinate, and complete functional components of OAK projects and work requests.
Tier 1+ Support Policies and Processes

Each School and the Library will identify one or more individuals to serve as Tier 1+ Support personnel for the OAK system. When identifying the number of individuals the individual school needs, it is suggested that the maximum number of such support staff be held to two. Special situations will be addressed on a case-by-case basis and can be noted on the application.

Vanderbilt University is subject to the provisions of federal law known as the Family Educational Rights and Privacy Act (also referred to as the Buckley Amendment or FERPA). This act affords matriculated students certain rights with respect to their educational records. Tier 1+ Support applicants must complete a FERPA training workshop, made possible by the University Registrar’s Office, with at least 80% accuracy before the applicant receives Tier 1+ Support capability. Tier 1+ Support personnel will have access to student information across the University, beyond their school, thus the need for training before hand.

1. Adding Tier1+ Support Capabilities

   a. Policy: Each individual identified for Tier 1+ support will be approved by the dean (Schools) or Director (Library) and the OAK Steward. Each Tier 1+ individual will participate in FERPA training to become familiar with regulations that govern the privacy of OAK data. Tier 1+ support for Vanderbilt staff outside of the Schools will be provided by Tier 2 support staff until the level of need dictates designation of additional Tier 1+ staff in other areas. Justification of such additional staff must be included in the application.

   b. Process: A Tier 1+ application will be completed by the School, approved by the Dean and submitted to the OAK Steward. The OAK Steward will forward approved applications to Tier 2 support staff, who will arrange for FERPA and Tier 1+ training and assign the appropriate Blackboard role to the individual.

2. Removing Tier1+ Support Capabilities

   a. Policy: Tier 1+ authorization will be immediately removed when employment with Vanderbilt is terminated. Tier 1+ support personnel who change jobs will be reviewed by the OAK Steward to ensure Tier 1+ designation is still appropriate. The Schools and Library will be responsible for requesting earlier removal of Tier1+ capabilities from an individual if/when needed.

   b. Process: When the removal of Tier 1+ capabilities is desired by the School or Library, School or Library staff will submit such a request to Tier 2 support personnel, who will remove those capabilities from the individual. The OAK Steward will be apprised of this action.
Creating and Deleting non-OASIS Courses and non-VU Users
Policies and Processes

Tier 1+ support personnel must be familiar with FERPA regulations where applicable.

1. Creating a non-OASIS Course ¹

   a. Policy: Vanderbilt faculty and staff may request the creation of a non-OASIS course to support a Vanderbilt-related activity.

   b. Process: Vanderbilt faculty and staff will submit the course request, including a statement of how the course is related to a Vanderbilt activity, along with an expected expiration date for when the course will no longer be needed, to Tier 1+ support personnel for creation. The Tier 1+ support personnel for that instructor’s or staff member’s school or area will create the course, using the naming conventions as described on Page 21. Questions or issues about the “relatedness” of such a request will be directed to and resolved by the OAK Steward.

2. Creating a non-VU User Account ²

   a. Policy: Vanderbilt faculty and staff with an OAK instructor role may request the creation of any non-VU user who needs access to one or more of their OAK courses. For privacy and FERPA reasons, non-VU users may be assigned “student” or “guest” roles but should not be assigned the “instructor” role. Instances in which VU faculty are collaborating with faculty from other institutions who would need the “instructor” role for an OASIS course should be assigned VUnet IDs. However, non-VU users may be assigned the “instructor” role if the course is a non-OASIS course used for a project.

   b. Process: Vanderbilt faculty and staff will submit the user account request, including a brief explanation of the non-VU user’s role in OAK, along with an expected expiration date for when the user account will no longer be needed, to Tier 1+ support personnel. The Tier 1+ support personnel for that instructor’s or staff member’s school or area will create the user, using a naming convention of “g_username” (“g” to distinguish “guests” from users with VUnet IDs). Questions or issues will be escalated to and resolved by the OAK Steward.

¹ All OASIS courses for current and future terms will be automatically loaded to the OAK system. This policy addresses courses not tracked in the OASIS system that are requested by faculty, staff and student organizations - for example, “practice” courses requested by faculty or “courses” requested by staff or student organizations to track a Vanderbilt-related project.

² All active Vanderbilt faculty, staff and students will be automatically loaded to the OAK system. Where feasible and compliant with VUnet policies, other non-VU OAK users will be set up through VSA tools with VUnet IDs, which will automatically load them to the OAK system. This policy addresses other users (i.e., those without VUnet IDs) that Vanderbilt faculty, staff and student organizations wish to enroll in OAK courses.
3. Deleting a non-OASIS Course

   a. **Policy:** Non-OASIS courses will be deleted based on the expected expiration date specified at course creation. Non-OASIS courses to be deleted at times other than the expected expiration date will be deleted upon written request from the instructor. In cases of multiple instructors, approval to delete the course will be obtained from all of those instructors. Non-OASIS courses for instructors no longer at Vanderbilt will be periodically reviewed and deleted as deemed necessary.

   b. **Process:** Due to the risks inherent in deleting courses, Vanderbilt faculty and staff will submit the course delete request to Tier 2 support staff (as opposed to Tier 1+), who will delete the non-OASIS course. Tier 2 support staff will also periodically monitor the expected course expiration date and delete unneeded non-OASIS courses after appropriate confirmations from instructors or other department or school officials. Questions or issues will be escalated to and resolved by the OAK Steward.

4. Deleting a non-VU User Account

   a. **Policy:** Non-VU users will be deleted based on the expected expiration date specified at user account creation. Non-VU users to be deleted at times other than the expected expiration date will be deleted upon written request or agreement from the instructor responsible for the course in which the non-VU user is/was enrolled. In cases of multiple courses in which the non-VU user is/was enrolled, agreement for the user account delete will be obtained from instructors of all of those courses.

   b. **Process:** Due to the risks inherent in deleting user accounts, Vanderbilt faculty and staff will submit the user account delete request to Tier 2 support staff (as opposed to Tier 1+), who will delete the non-VU user account after confirming agreement by instructors of all courses in which the non-VU user is/was enrolled. Tier 2 support staff will also periodically monitor the expected user account expiration date and delete unneeded non-VU user accounts after appropriate confirmations from instructors or other department or school officials. Questions or issues will be escalated to and resolved by the OAK Steward.

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3 The course and user delete capabilities extend to all courses and all user accounts. Blackboard does not provide a method for restricting delete capability to non-OASIS courses and non-VUnet user accounts. In addition, recovery of deleted courses and users is very difficult, and appropriate advance measures (e.g. archiving prior to deletion) may be needed to minimize the risks of unintended or unexpected consequences.
Tier 1+ Support Guide to Creating non-OASIS Courses and non-VU Users

System Admin Tab

All functionality described in the following pages can be accessed from the System Admin tab:

The user name convention for Tier 1+ access is: **g_admin_vunetid** (ex: g_admin_kylegs) A subsequent ID(s) will need to be created to be used for student/instructor access. The recommended convention is **g_support_vunetid**.

Examples:

- g_admin_kylegs
- g_support_kylegs
Create & Enroll a User

Blackboard account creation is for users who do not already exist in Blackboard and for additional users (alternate Blackboard identities) required by faculty, staff or students. Special source is recommended for situations where the distribution of a VUnet ID is appropriate (Create user with special source, wait for user to be passed to Bb, enroll user in course). The create user functionality is suggested for situations such as weekend seminar students, one week visiting lecturers, PAVE students, etc.

When enrolling a user in a course, by default the user is assigned the “student” role. If you are trying to enroll another instructor or teaching assistant, first enroll the user, then change his/her role.

Creating a User

The “Create User” screen looks as follows:
1. **Personal Information**

   First Name, Last Name, and Email are all required fields. Please be sure to enter valid information in each as they will be used as search criteria.

2. **Account Information**

   It is important to pre-pend all usernames created with the GUI with “g_” to ensure that they will not conflict with ITS generated usernames. The inclusion of a password is necessary for creating a user. Create a generic password and instruct the new user to change the password on first login.

4. **Role and Availability**

   **Administrative User Role** – The administrative role should always be set to “None.” The “None” role defaults to the “Student” role; a user can be changed to “Instructor” within individual courses. The Tier 1+ role can assign roles of “Support” and lower, but the creation of additional administrative users should be done through the OAK Steward.

   **Available** - Availability needs to be set to “Yes.” Setting availability to “No” will prevent the user from logging into Blackboard.

**Enrolling in a Course**

1. Click **“List / Modify Courses”**
2. Search for the course
3. Click **“Properties”**
4. Click **“Add Users To This Course”**
5. Search for the user to be added *
6. Add the user

   *The user added to the course must be a user different from the one logged into Blackboard. Once enrolled, a user account loses admin privileges to the course.

**Making a User an Instructor (or other role)**

Before a user can be made an instructor they must be enrolled in the course as described in the previous section. Skip to step 4 if proceeding from the previous section.

1. Click **“List / Modify Courses”**
2. Search for the course
3. Click **“Properties”**
4. Click **“List / Modify Users In This Course”**
5. Search for the user that was just added to the course
6. Click **“Properties”**
7. In section 4, change the user role from student to instructor and click submit

   * Once enrolled in a course as an instructor, Tier 1+ support personnel can edit course settings just as an instructor would.


Create Course

The “Create Course” screen looks as follows:

![Create Course Screen]

1. Course Information
   - Course Name
   - Course ID:
   - Description:

2. Course Design
   - Instructions:
     Click on the color picker to choose a color.
   - Select background color for Menu:
   - Select text color for Menu:

3. Course Options
   - Guest Access:
     - Guests are allowed to visit this course.
     - Guests are not allowed to visit this course.
   - Available:
     - Yes ☐ No
   - Select Category (optional)
     - Uncategorized
   - Course Cartridge (optional)
     - Enter a Course Cartridge Instructor download key
     - Visit the Course Cartridge Catalog to locate a Course Cartridge and obtain the Instructor download key.

4. Set Instructor
   - Specify the Instructor by entering a Username or creating a new account.
   - Instructor:
     - Instructor User Name
     - Create New Instructor

5. Submit
   - *Required Field
   - Click Submit to finish. Click Cancel to quit.

---

OAK Support - 10 - 1/21/2008
1. Course Information

Course Name* - Course Name is not required to be unique. All GUI created courses should be named with one of the conventions below:

School Code: BLR, A&S, VUSE, GPC, DIV, LAW, OWEN, NURS
Year: 2003, 2004, 2005….
Term: SUM, SPR, FALL

Course ID* - The Course ID must be unique. All GUI created Course IDs should be prepended with the conventions below to ensure they do not conflict with OASIS created Course IDs. Please note that course id’s cannot have spaces.

School Code: BLR, A&S, VUSE, GPC, DIV, LAW, OWEN, NURS
Year: 2003, 2004, 2005….
Term: SUM, SPR, FALL

*For examples of Course Name and Course ID, see Page 21 in the “Quick Sheets” section.

Course Description - The Course Description is not a required field, but should include the information below for all course types: created by, created for, created date, and tentative end date.

2. Course Design

The instructor can change the color scheme after the course is created, but preserving the default settings at the point of creation is recommended.

3. Course Options

Guest Access allows users not enrolled in the course to view course information and browse for the course in the course catalog. This setting can be changed by the instructor after the course is created. The default setting denying guest access is recommended.

Available dictates whether non-instructor users can see the course. This setting can be changed by the instructor after the course is created. The default setting making the course unavailable is recommended.

Select Course Category is not used.

Select Course Cartridge is not used.

4. Set Instructor

Instructor User Name - Enter the instructor’s VUnet ID or Blackboard user name.

Create New Instructor allows the creation of an instructor. After the new course is created, the create user page will display. See the create user section for more information on creating users.
Batch Create Users

The instructions for creating users in batch are provided on the Batch Create Users page. Remember that all users created with the GUI must be pre-pended with ‘g_’.

The “Batch Create Users” screen looks as follows:
**Batch Enroll Users in Course**

The instructions for creating users in batch are provided on the Batch Create Courses page.

---

**Instructions**

Use this process to enroll existing users into existing courses in the system. If the users or the courses do not exist in the system, those records will be skipped.

**File Format:**
For the batch process to work, the file must have one record on each line of the file. Each record must be in the following field order:

- Course ID
- Username
- Course Role
- System Availability
- Course Availability

Each field entry within the record should be separated from the next by a special character, called the delimiter. Typical delimiters include comma, tab, and colon, but others can be used with the Automatic setting. The same delimiter must be used throughout the batch file.

**Example:**
- "Course1", "user_a", "S"
- "Course2", "user_b", "S"
- "Course3", "user_c"

**Restrictions:**
- Fields marked with an asterisk (*) and colored red are required.
- All field values must be enclosed in double quotes (".") Quotations can be escaped inside field values with a backslash (\).
- Valid Course Role field values are: B - Course Builder, G - Grader, U - Guest, P - Instructor, S - Student, T - Teaching Assistant
- If there is no field value for the Course Role field, Course Role will default to Student for that record.
- Permissible values for the Course Availability field are: Y (Yes) and N (No).
- Permissible values for the System Availability field are: Y (Yes) and N (No).
- If there is no field value for the System Availability field, the field will default to Y (Yes), meaning that the user will have access to the system.

**Procedure:**
Click the Browse button to select the file to upload. Then select the delimiter that separates the data.

Due to browser timeout issues, batch files should include 500 records or less.

---

**File Upload**

**Definer Location:**
- Automatic
- Comma
- Tab
- Colon

**Submit Type:**
- Click Submit to finish. Click Cancel to quit.
**Batch Create Courses**

The instructions for creating users in batch are provided on the Batch Create Courses page. Remember that all courses created with the GUI must be pre-pended with the appropriate convention (see Create Course). Use the Batch Enroll Users in Course to assign instructors.

![Batch Create Courses Page]

1. **Instructions**
   - Click the Browse button to select the file to upload. Then select the delimiter that separates the data. Due to browser timeout issues, batch files should be 500 records or less.
   - **File Format:**
     - Batch Create Courses provides functionality to add multiple courses to the system. For the batch process to work, the file must be in the following format, with each field delimited (separated) by either a comma, tab, or colon:
     - `Course ID`, `Course Name`, `Course Description`, `Button Style/Color`, `Initial Announcement`, `Announcement Title`
   - Fields marked by `*` and colored **RED** are required.
   - Each field within the record should be separated from the next by a special character, called the delimiter. Typical delimiters include comma, tab, and colon, but others can be used with the Automatic setting. The same delimiter must be used throughout the file.
   - **Example:**
     - "Record1", "Record Name 1", "Record Description 1", "Aquarium", "Welcome to my new Record with buttons", "Announcing Record 1"
     - "Record 2", "Record Name 2", "Record Description 2", "$000001/$006997", "Welcome to another new Record with text"
     - "Record3", "Record Name 3", "Record Description 3"
   - Values not specified or entered with a `"` will be set to defaults specified in the settings page. Provide a text color or button style using the format above, or you may select a design setting below to apply to all records created.

2. **File Upload**
   - **File Location:**
     - **Delimiter Type:**
       - Automatic
     - **Design Settings:**
       - **Instructions:**
         - Click on the color picker to choose a color.
         - Select background color for Menu:
           ![Menu Background Color]
         - Select text color for Menu:
           ![Menu Text Color]

3. **Submit**
   - Click Submit to finish. Click Cancel to quit.
Frequently Asked Questions

Q: User receives message that their authentication credentials are incorrect.

A: There are several reasons that this message will appear, two of the most frequent issues are forgetting to change an e-password after ITS notification and name and/or social security changes. If the user has the correct password, but still receives this message, direct them to the ITS website to see if you need to reset your password for security reasons. They can also contact the ITS Help Desk at (34)3-9999. Members of the Vanderbilt community who have recently changed their last name or social security number will also receive this notice. When changing this information, users must change it with both the Registrar's Office AND HR (if you receive monies from Vanderbilt). Changing this information in one place and not the other will cause you to be denied access to OAK.

Q: An instructor's course does not show up in OAK. What's wrong?

A: If you are listed in the course catalog as teaching a particular course, but that course does not show up in the list of courses they are teaching in OAK, then they need to contact your Registrar to be set up as "Instructor of Record" for that course. Once this is done, the course will appear in OAK after both OASIS and OAK have a chance to update.

Q: Why don't assignments show up?

A: If assignments are added through the control panel and gradebook, those assignments will not appear anywhere else in your course.

Adding assignments in the gradebook is for tracking non-blackboard-administered assignments. Users must go to the "edit view" of the content area where they want to add an assignment and choose "Assignment" from the "Select" menu near the top right of the page. Click Go, create the assignment, make it available, and students will see it in the content area.

Q: How can users set up a non-OASIS course?

A: Blackboard courses for testing purposes, ad-hoc groups, and other organizations can be set up by your school’s Tier 1+ person.

Q: The list of courses on my "main" tab in Blackboard is very long.

A: Click the "pencil" icon in the top-right-hand corner of the "Courses". Un-check the checkbox in the "Show Course" column next to the courses that you would like to hide from view on the "Main" tab. Click Submit. Click Okay. Your hidden courses will still be available from the "Courses" tab, and you can reactivate them on the "Main" tab by re-checking them in the edit procedure described above.
# Quick Sheets

## Support Roles and Responsibilities

<table>
<thead>
<tr>
<th>#</th>
<th>Task</th>
<th>OAK Steward</th>
<th>OAK Manager</th>
<th>Tier 1 &amp; 1+ Support</th>
<th>Tier 2 Support</th>
<th>Tier 3 Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maintain functional system default values</td>
<td>Yes</td>
<td>Yes</td>
<td>Tier 1 Support</td>
<td>Tier 2 support</td>
<td>Tier 3 support</td>
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<td></td>
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<td></td>
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<tr>
<td>2</td>
<td>Define and manage system admin and course role settings</td>
<td>Yes</td>
<td>Yes</td>
<td>Provide Input</td>
<td>Provide input</td>
<td>Provide input</td>
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<tr>
<td>3</td>
<td>Create and manage a process to identify, approve, and set-up Tier 1+ and 2 support personnel</td>
<td>Yes Approve Requests</td>
<td>YES Notify University Registrar (FERPA) and Tier 2 of training needs</td>
<td>n/a</td>
<td>Provide input where applicable; Provide training for Tier 1+</td>
<td>n/a</td>
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<tr>
<td>4</td>
<td>Statistical reporting</td>
<td>Yes</td>
<td>Yes</td>
<td>n/a</td>
<td>Provide assistance and input</td>
<td>Provide assistance with data extracts</td>
</tr>
<tr>
<td>5</td>
<td>Manage system announcements</td>
<td>Yes</td>
<td>Yes</td>
<td>Tier 1 Support</td>
<td>Tier 2 support</td>
<td>Tier 3 support</td>
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<tr>
<td>6</td>
<td>Monitor, compile, and prioritize enhancement requests and upgrades</td>
<td>YES Represent OAK in determining institutional priorities and upgrade schedules</td>
<td>YES Monitor and compiles requests; Assist in prioritizing needs and upgrade schedules</td>
<td>Provides input</td>
<td>Forward enhancement requests to OAK Manager; Provide input where applicable</td>
<td>Provide input where applicable</td>
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<tr>
<td>7</td>
<td>System implementation, upgrade, update, and enhancement efforts</td>
<td>YES Recruit and supply resources to manage, coordinate, and complete functional components of OAK projects and work requests</td>
<td>Yes Work with SSPI Director to use acceptable project mgt tools and techniques; Assist in creating project plans, creating and managing user test plans, etc.</td>
<td>Participate in projects and work requests as needed</td>
<td>Participate in projects and work requests as needed</td>
<td>Participate in projects and work requests as needed</td>
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<tr>
<td>#</td>
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<tr>
<td>8</td>
<td>Monitor Bb fixes and communicate to Tier 2 &amp; Tier 3</td>
<td>No</td>
<td>YES</td>
<td>Provide input</td>
<td>Provide input</td>
<td>Provides input</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Monitors Bb fixes and communicates to Tier 2</td>
<td>where applicable</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Assist Faculty &amp; Students</td>
<td>No</td>
<td>Assist as needed</td>
<td>Tier 1 and Tier 1+ Support</td>
<td>Tier 2 support and assist as needed</td>
<td>Tier 3 support and assist as needed</td>
</tr>
<tr>
<td>10</td>
<td>Create non-OASIS courses and non-VUnet users</td>
<td>Approve VU policies and processes; issue resolution</td>
<td>Develop VU policies and processes; issue resolution</td>
<td>Tier 1+ Support and assist as needed</td>
<td>Tier 2 support and assist as needed</td>
<td>Tier 3 support and assist as needed</td>
</tr>
<tr>
<td>11</td>
<td>Delete users and courses</td>
<td>Approve VU policies and processes; issue resolution</td>
<td>Develop VU processes and policies; issue resolution</td>
<td>Tier 1 Support; Communicate requests to Tier 2</td>
<td>YES</td>
<td>Tier 3 support</td>
</tr>
<tr>
<td>12</td>
<td>Monitor support requests</td>
<td>No</td>
<td>Issue resolution</td>
<td>n/a</td>
<td>YES</td>
<td>n/a</td>
</tr>
<tr>
<td>13</td>
<td>Reviews system logs (i.e. daily loads from OASIS, EPI)</td>
<td>No</td>
<td>Issue resolution</td>
<td>Tier 1 Support</td>
<td>YES</td>
<td>Tier 3 support</td>
</tr>
<tr>
<td></td>
<td>(receives and responds to alerts when loads fail and notifies Tier 2)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Resolve production critical issues</td>
<td>No</td>
<td>Post system announcements as needed</td>
<td>Escalates to Tier 2</td>
<td>Escalates to Tier 3 and communicates to OAK Manager</td>
<td>Resolves, then communicates to Tier 2 and OAK Manager</td>
</tr>
</tbody>
</table>
**OAK Support Path**

*Email: oak@vanderbilt.edu*

*Urgent/Systemic:* email and call Help Desk at 343-1631

*Urgent/Systemic/After Hours:* email and call NOC at 322-2954

*Production Critical:*

Email cindy.franco@vanderbilt.edu or call 498-2507
Adding Tier1+ Support Personnel

1. Tier 1+ Support Needed
2. Tier 1+ Prospect
   - Fill out PDF application on http://oak.vanderbilt.edu
3. Tier 1+ Prospect
   - Have Dean or Dean’s Rep sign the application
4. Tier 1+ Prospect
   - Send app. to OAK Manager (511 Kirkland Hall)
5. OAK Manager
   - Arrange for FERPA & Tier 1+ Training
6. Tier 1+ Prospect
   - Complete Training
   - Steward Approval
   - NO
   - YES
7. OAK Manager
   - Notify prospect of approval status
8. OAK Manager
   - Activate prospect's Support role in OAK
Removing Tier1+ Support Capabilities

Notification Received

Tier 1+ Support Supervisor
Fill out PDF application on http://oak.vanderbilt.edu

Tier 1+ Support Supervisor
Have Supervisor sign the application

Tier 1+ Support Supervisor
Send app. to OAK Manager (511 Kirkland Hall)

OAK Manager
Remove Support role in OAK and notify Tier 1+ & Tier 2

OAK Manager
Notify Supervisor of status
Process for Deleting/Removing Users and Courses

1. **Delete Course**
   - **Course Instructor / Tier 1+**
     - Verify/Perform Archival need of Course to be Deleted (with Tier 1+)
   - **Course Instructor / Tier 1+**
     - Submit User Name and Course ID of OTH, TNG or TMP Course

2. **Remove Participant**
   - **Requestor**
     - **Requestor** has a g_ User Name or is Course Instructor
   - **Course Instructor / Tier 1+**
     - Submit User Name and Course ID of OTH, TNG or TMP Course

3. **Delete User**
   - **Requestor / Tier 1+**
     - **Requestor** has a g_ User Name and Must Own the User Name
   - **Course Instructor / Tier 1+**
     - Submit User Name

---

*oak@vanderbilt.edu*

Request Received

**Tier 2**

Process Request
### Naming Conventions for non-OASIS Course Names and IDs

#### Academic Courses

<table>
<thead>
<tr>
<th>Name:</th>
<th>School Code &lt;space&gt; Year Term &lt;space&gt; Subject Area Course Number &lt;space&gt; All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td>EDU_A&amp;S_2004SUM_PHIL105_ALL</td>
</tr>
<tr>
<td>Course ID:</td>
<td>EDU_A&amp;S_2004SUM_PHIL105_ALL</td>
</tr>
<tr>
<td>Note:</td>
<td>“All” is used if the course combines multiple sections into a single section.</td>
</tr>
</tbody>
</table>

#### Training Courses

Training courses are used by schools and departments to distribute information or provide non-academic instruction. Examples include the A&S sample course HIST256, GPC Tech Training, or the ITS model assessment course.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Training &lt;space&gt; School/Dept &lt;space&gt; Year Term &lt;space&gt; Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td>Training ITS Model Assessment</td>
</tr>
<tr>
<td></td>
<td>Training GPC 2004 Fall GPC Tech Training</td>
</tr>
<tr>
<td>Course ID:</td>
<td>TNG_School/Dept-YearTermdescr</td>
</tr>
<tr>
<td>Example:</td>
<td>TNG_ITS_ModelAssessment</td>
</tr>
<tr>
<td></td>
<td>TNG_GPC_2004FALL_GPCTechTraining</td>
</tr>
<tr>
<td>Note:</td>
<td>Year and Term may not be applicable in all cases.</td>
</tr>
</tbody>
</table>

#### Temporary Courses

Temporary courses are generally used by support to test or experiment with functionality.

<table>
<thead>
<tr>
<th>Name:</th>
<th>TMP &lt;space&gt; School Code &lt;space&gt; Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td>TMP ENG Test ME 247</td>
</tr>
<tr>
<td>Course ID:</td>
<td>TMP_School_Description</td>
</tr>
<tr>
<td>Example:</td>
<td>TMP_ENG_TestCopyME247</td>
</tr>
</tbody>
</table>

#### Organization Courses

Organization courses are course created for campus organizations or groups.

<table>
<thead>
<tr>
<th>Name:</th>
<th>ORG &lt;space&gt; School Code &lt;space&gt; Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td>ORG A&amp;S Wilderness Club</td>
</tr>
<tr>
<td>Course ID:</td>
<td>ORG_School_Description</td>
</tr>
<tr>
<td>Example:</td>
<td>ORG_A&amp;S_WildernessClub</td>
</tr>
</tbody>
</table>

#### Other Courses

Other Courses are those that do not fit into one of the preset definitions already described.

<table>
<thead>
<tr>
<th>Name:</th>
<th>OTH &lt;space&gt; School Code &lt;space&gt; Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example:</td>
<td>OTH A&amp;S Freedom Forum Conference</td>
</tr>
<tr>
<td>Course ID:</td>
<td>OTH_School_Description</td>
</tr>
<tr>
<td>Example:</td>
<td>OTH_A&amp;S_FreedomForumConference</td>
</tr>
</tbody>
</table>