E-Learning Support - Guidelines

Objective

To ensure clear communication and understanding between the faculty and e-Learning Department in providing assistance to design, develop and implement different types of learning activities.

Description

When require any assistance from eLearning Department for implementing different types of learning activities or resources, please refer to the table below:

Item	Description
Type:	The learning resources or activities.
Notice Period:	Minimum amount of working days required before the actual implementation date.
Contact Person:	Appropriate e-Learning personnel accountable for the services.

Requester should contact and seek assistance from the appropriate e-Learning personnel before the notice period. One can request e-Learning assistance through eLearning Helpdesk & Support Website:

http://elearnzone.imu.edu.my/eticketing/

No.	Type	Request	Notice Period	Contact Person
		General		
1.	**Training/ Workshops/ Clinic**	Requesting for e-learning related training (e.g. Moodle, Articulate, TurnItIn, and Instructional Design)	**10 Days**	Hasnain / Norhasliza
		Learning Design		
2	**Instructional Design**	• Training Need Analysis	**10 Days**	Fareeza / Zainazad
		• Storyboarding	**10 Days**	
3	**Content Design**	• Learning material design	**7 Days**	Fareeza / Zainazad
		• Programme / module design structure	**7 Days**	
4	**Programme / Module Online Creation**	New Programme • Setting up a new programme (based on module guides) in the Portal	**30 Days**	Raden / Aida
		Existing Programme • Redesign current programme / module	**15 Days**	
5.	**Multimedia Content Development**	• Interactive content development	**10 Days**	Mohd Fadzil / Raden
		• Animation	**5 Days**	Mohd Lazry
6.	**Graphic Design**	• Graphic creation • Graphic / Design editing • Graphic construction • Drawing and Tracing (Colouring)	**10 Days**	Mohd Lazry
7.	**eLearning Software / Tools**	• Support • Clinic	**5 Days**	Fareeza / Raden / Mohd Fadzil / Mohd Lazry

8.	**Prototype Development / Model**	Prototype Development • AR/VR	**10 Days**	Mohd Fadzil
		• Courseware		Raden / Mohd Fadzil
Digital Media				
9.	**Photo Shooting**	Events, Conferences, Workshops, Teaching, etc.	**5 Days**	Aswandi / Nurman / Nazrul / Aida
10.	**Photo Printing**	Small volume (<15 copies)	**2 Days**	
		Big volume (> 15 copies)	**30 Days**	
11.	**Photo Scanning**	Digitize hardcopy	**3 Days**	
12.	**Framing Photos/ Posters**	With approval from Marketing Department	**20 Days**	
13.	**Video Recording**	Teaching & Learning, lectures, events, etc.	**7 Days**	
14.	**Video Editing**	Teaching & Learning, lectures, events, etc.	**15 Days**	
15.	**Video Conversion**	Conversion video format	**7 Days**	
Learning System				
16.	**Student List**	Add new student ID and full name	**5 Days**	
17.	**Course Administration**	Assign lecturers to courses	**5 Days**	
18.	**Student Access**	Student access to semester courses	**5 Days**	
19.	**Quiz**	Assist the lecturer to construct the quiz, including questions	**15 Days**	Mohd Azrin / Zabibah /Norhasliza / Aida
20.	**Assignment**	Assist the lecturer to create assignment for their courses (including groupings)	**10 Days**	
21.	**Forum**	E-PBL – Add forum and groupings	**10 Days**	
		Forum – Add Forum	**5 Days**	

Contact Person		
Name	**E-mail**	**Phone Ext:**
Hasnain Zafar Baloch (HOD)	hasnainzafar@imu.edu.my	3125
Learning Support		
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Learning System		
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Learning Design		
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Digital Media Production		
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