

USQ*StudyDesk*: USQ's Learning Management System

Minimum Service Standards for Courses

What is USQ*StudyDesk*

- Each course offered at USQ has an associated USQ*StudyDesk* space created in the Learning Management System.
- The student portal, USQ*Connect*, facilitates access to the LMS by providing links for each course in which a student is enrolled, making the course *StudyDesk* a significant point of access to information relating to courses. It is important, therefore, for students to be well informed about the use of the *StudyDesk* facility in each course.
- USQ*StudyDesk* provides students with access to online course materials, ongoing communications from the course team, asynchronous and synchronous discussion with peers and the team, assignment submission, quizzes and other activities. Courses may use different combinations of these facilities.
- The **course examiner** has the primary responsibility for managing the course *StudyDesk* space, but teaching and learning activities may be shared among the members of a course team.

Why have Minimum Service Standards for Courses on USQ*StudyDesk*?

- Minimum service standards for course facilities in USQ*StudyDesk* are intended to ensure that students are appropriately informed about its learning and teaching application within that course.
- Minimum standards manage students' expectations, and ensure that those studying on-campus, off-campus and on-line have similar access to high levels of communication by teaching staff.

The Minimum Service Standards

USQ requires minimum standards in the operation of *StudyDesk* to support student learning. Faculties may require higher standards that will be ensured through faculty quality assurance processes.

Course examiners should ensure that management of the *StudyDesk* space for each course provides the following minimum level of service. There are two minimum requirements:

- 1 An introductory message, posted before the start of semester, which:
 - welcomes students to the course;
 - introduces the teaching team for the course;
 - describes how the *StudyDesk* space will be used throughout the semester; and
 - explains how students may obtain support by appropriately directing academic or technical enquiries.
- 2 Checking of discussions and other student access areas on at least **three [3] working days per week** in order to:
 - monitor and moderate comments and discussion by students;
 - manage course operation by responding to student enquiries and learning activities.
- 3 Student requests for clarification or assistance should be responded to as soon as possible, but certainly within 48 hours during the working week.

Need help?

Specific advice about the use of USQ*StudyDesk* in courses is available from various sources including Faculties and LTSU. Professional development will be available periodically:

- ICT Training Schedule <http://www.usq.edu.au/ict/training/default.htm>
- LTSU Academic Professional Development <http://www.usq.edu.au/ltsu/develop/default.htm>