

DLD Approval Criteria G 6: Administrative monitoring which assures quality technical problem resolutions are provided within one school day.

Screenshot: OnlineHS Support Desk (internal system) The OnlineHS program employs a centrally-monitored administrative Support Desk.

Instructors are the first line of defense when trouble-shooting technology issues. If they are not able to provide a satisfactory resolution to the student’s problem, the teacher submits a ticket in the Support Desk, when issues (within our control) can be resolved in as short as an hour!

The Support Desk allows for a systematic means to manage issues, track, and report back.

