

# Support: FAQs & Faculty/Student RA Hotline; Faculty Adoption Surveys

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KATE DAHLKE

# Website Support

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## EDU-CATE Website

- ▶ Link: <https://labs.wsu.edu/educ-ate/>
- ▶ Support includes:
  - ▶ Tutorial videos for students to view for operational assistance
  - ▶ Chemical and mechanical links to worksheets
  - ▶ Password login for pre/posttests (**LCDLM**)
  - ▶ FAQ list

# FAQ Support

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Short-term support services available:

If questions arise regarding DLMs, email:  
[dlimfrequentquestions@gmail.com](mailto:dlimfrequentquestions@gmail.com)

- Frequent questions will be put on FAQ site – check first!
- Questions will be replied to within 24 hours
  - Acknowledging receipt
  - If answer if quick, will respond or indicate a timeline for response

# Immediate Support

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We want to provide support as you begin using LC-DLMS

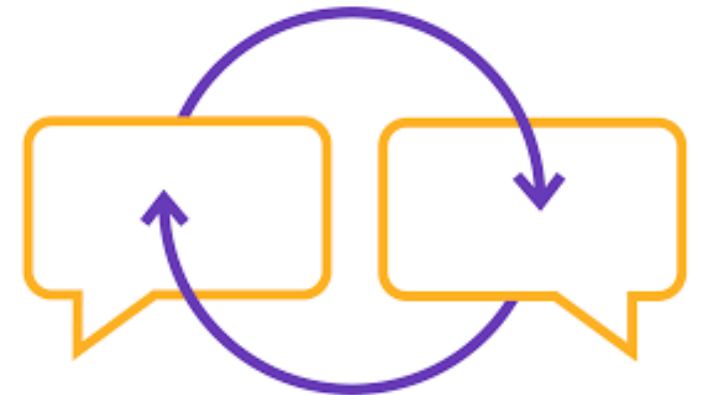
- Please send an email to [dlimfrequentquestions@gmail.com](mailto:dlimfrequentquestions@gmail.com) with your implementation date *at least 3 days prior to implementation*
- If you anticipate needing live support, the WSU + Campbell team will do our best to accommodate
- We will follow up with emails regarding student responses
- *This also helps with data collection!*

# Faculty Adoption Surveys

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Would like more feedback regarding DLM implementations!

- Day of implementation, fill out online survey for immediate feedback
- Link on EDUC-ATE website
- Low-Cost Desktop Learning Modules  
-> Forms -> Post-Implementation Form
- You must fill this out to get implementation stipend



# Post Workshop Survey

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- WSU and Campbell team will use feedback to improve future workshops
- Questions may appear on our FAQ page
- We may publish or present this (anonymous) data