

Get **TEL** support at Brookes

'TEL support at Brookes' is a new documentation website maintained by the Digital Services team within Learning Resources, and your Faculty's Digital Media and e-learning Developers (DMeLDs).

What is it?

'TEL support at Brookes' is a new documentation website maintained by the **Digital Services** team within Learning Resources, and your **Faculty's Digital Media and e-learning Developers** (DMeLDs). Our aim is to collect, organise and curate a list of resources across the University in one single collaborative space alongside a searchable knowledge base of training resources on Technology Enhanced Learning (TEL).

How do I access it?

The website is accessible both by mobile and desktop via:

telsupport.brookes.ac.uk

and has been promoted in various online spaces, already known to academic staff, as 'Get TEL support', including the **Staff Virtual Gateway, Digital Capabilities for staff** and Moodle itself (see the Moodle support menu for staff at the top of your Moodle page).

What resources and features does it offer?

Training resources

'TEL support at Brookes' contains online resources on a wide range of topics including:

- Teaching with the VLE
- Online assessment and feedback
- Online meetings and webinars,
- Online course design (eg how to structure your Moodle course, organise your content effectively)
- With more topics to be added in the near future.

Search with instant answers!

Start by typing your question in the search box at the top. While you are typing, a few

The screenshot shows the top of the website with the Oxford Brookes University logo and navigation links for 'Faculty Help' and 'Training'. A search bar is prominently displayed with the text 'What can we help with?' and a placeholder 'Start typing your question here'. Below the search bar, there are four main content boxes: 'New Starters' (with a right arrow icon), 'Quick Answers' (with a question and answer icon), 'Tutorials' (with a book icon), and 'Teaching and Learning Resources' (with a laptop icon). To the right of these boxes is a 'Colleagues frequently ask' section with several questions and a 'Need support?' section with a 'Contact us' link.

suggestions will appear underneath which might be what you are looking for. If not, simply keep typing until the right answer appears. And you can always press 'Enter' on your keyboard to see a page with the search results.

How do I navigate it?

The website features a search box at the top of all pages and you can use that to search for any questions you might have.

Alternatively you can browse the different sections below:

- **New starters:** basic online resources for new members of staff (including staff who are new to Moodle)
- **Quick answers:** resources on more advanced topics for all staff
- **Tutorials:** soon to be populated with more in-depth tutorials that complement the two sections above.
- **Teaching and Learning resources:** soon to be populated with ideas that can help with your teaching and learning practice.

Give us feedback!

We value the feedback we get from staff and we aim to collect feedback on our work so we can pinpoint which parts are helping staff and identify which need improving. At the end of each piece you are able to vote whether you found it helpful or not with a 'tick' or a 'cross' respectively. Once you select either of those icons, you will have the opportunity to provide more qualitative feedback on that article.

For any general feedback or questions please contact Digital Services: **digitalservices@brookes.ac.uk**