

Faculty Support Service Workflow Proposal

Overview

The IDEAS team serves all UMass faculty and academic staff involved in online or hybrid teaching. Services range from just-in-time support to long-term course (re)design engagements.

Service Tiers

Tier	Description	Turnaround Time
Basic	Drop-in help, LMS support, short consultations	1–3 business days
Advanced	Full course design consultation, accessibility review	1–3 weeks
Project-Based	Custom initiatives (training dev, research partnerships)	Timeline-driven

Workflow Diagram

- 1. Intake** → Faculty submits request via intake form
 - 2. Triage** → Request is categorized and assigned (support, design, QA)
 - 3. Assignment** → Specialist or team lead follows up
 - 4. Delivery** → Service delivered; feedback gathered
 - 5. QA/Follow-Up** → Reflection or formal evaluation (if applicable)
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Communication Plan

- **Service Directory** on IDEAS website
- Automated confirmation & estimated delivery times
- Weekly faculty digest or update from Director/Associate Director

- End-of-semester reports sent to deans or faculty champions

Continuous Improvement

- Feedback form embedded in service workflows
- Quarterly improvement sprint (update templates, FAQs, PD materials)
- Annual service audit to identify gaps and innovations