ASSOCIATED STUDENTS OF MICHIGAN STATE UNIVERSITY
GENERAL ASSEMBLY
FIFTY-SIXTH SESSION

BILL NO. 56-10
INTRODUCED BY: AIELLO SECONDED BY: HANES
A RESOLUTION TO: Support Students in the Extension of D2L Helpline Hours

THE ASSOCIATED STUDENTS OF MICHIGAN STATE UNIVERSITY ENACT:

WHEREAS, the Desire 2 Learn technical assistance helpline is only operational until midnight and does not reopen until seven in the morning, seven days a week,

WHEREAS, following the implementation of Flat Rate Tuition the average amount of enrolled credits amongst students is increasing, credits per student has risen from 13.6 to 14.1, and so is the demand for classroom space,

WHEREAS, to combat such a demand for space there are more online sections of other courses and more class work is being done online into later hours which drives the demand for extended helpline hours

RESOLVED, ASMSU supports actions to extend the D2L helpline hours so that it be accessible to students at any given time

RESOLVED, allowing the university and D2L to remedy the increased need for online assistance,

INTRODUCED ON

REFERRED TO COMMITTEE ON

SPECIAL ACTION TAKEN DATE

COMMITTEE ACTION PASSED FAILED VOTE DATE

FINAL ACTION TAKEN  x 10-3-2019

PASSED FAILED VOTE DATE
Early returns on the “Go Green – Go 15” campaign and the transition to Flat Rate Tuition suggest that students are responding favorably. Average credit enrollment per student is up significantly over AY 2018-19. Correspondingly, the demand for classroom space and technology services like D2L have also increased. At the same time, however, support for the D2L Help Line has been reduced, and D2L Help Line service between midnight and 7 a.m. has been terminated.

This reduction in support at a time of increasing demand raises significant concerns for student success. As we all know, the daily schedule for an MSU undergraduate student is quite different from the rest of the world. Many students, by choice or by necessity, devote late evening or early morning hours to their studies and homework. Furthermore, in an increasingly online teaching environment, many students are taking classes from other time zones, where waking hours may coincide with the midnight to 7 a.m. timeframe.

The lack of access to D2L help during these hours poses a significant additional burden for students who use those hours for study. It creates a similar burden for faculty, who often observe the same work habits as students. These instructors also rely on the D2L system and support services during the overnight period. In fact, in many ways faculty are more reliant on such services, as they utilize more advanced features of D2L and more often require more sophisticated help.

The absence of support when having to work late or get up early, in particular, increases stress and erodes productivity for students and faculty alike. In this period of growing student population and an increased emphasis on encouraging them to graduate in four years (or less), it is counterproductive to limit support like the D2L Help Line. UCUE therefore urges you to reinstate D2L phone assistance from midnight to 7 a.m.

Thank you for your consideration of this important issue. UCUE as a whole views this as a critical student success issue, and we stand ready to work with you toward a solution.