

## **MSU providing help desk support for new Desire2Learn software**

Minnesota State University, Mankato has been selected to provide statewide help desk support for the Minnesota State Colleges and Universities System's new Desire2Learn online instructional management software.

Chancellor James McCormick's office recently named MSU's Information & Technology Services Division to provide the support. MSU's ITS help desk staff members answer phone and e-mail questions about Desire2Learn from students and faculty at all 33 MnSCU schools and 53 campuses.

The software offers a broad platform for online teaching and learning. The platform includes drop boxes for assignments, personal and global calendars, learning objectives checklists, class lists, grade books, news broadcasts, online chat and instant messaging, full e-mail, threaded discussions, quizzing systems, question libraries, survey tools, personal profiles and personal web pages. Currently 31 MnSCU campuses including MSU offer courses using Desire2Learn.

The new software lets faculty members design web-enhanced, hybrid and fully online courses that improve student engagement. It also lets them integrate course Web sites and other online resources into courses, manage online discussions, assess students' online work, and get feedback from students.

"MSU has been a leader in Information & Technology Services, and will now be providing that service to the all Minnesota States Colleges and Universities," said Mark Johnson, Vice President for Technology and Chief Information Officer at MSU. "This is another example of MSU collaborating with MnSCU in a statewide effort. We are pleased to be chosen for the important effort."

"We are extremely pleased to be working with MSU," said Ken Niemi, chief information officer for MnSCU. "The positive, can-do attitude of the MSU staff and management makes us confident that this will be a valued resource for all Minnesota State Colleges and Universities."

Desire2Learn Help Desk and Support Services can be reached via the