

# Thursday-Strategies to Support Your Users

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## Strategies to Support Your Users: Custom Documentation and Help Files

<b>Description</b>	<p>This presentation will look at different paths followed by different institutions in providing self-service web support to Sakai users.</p> <p>Many institutions using Sakai spend a lot of resources trying to figure out how to best support their users. Since each institution chooses which tools they support, the Sakai help files can't really be used as is right out of the box. Institutions might also find that managing the numerous migrations from one release to the other is a tenuous job.</p> <p>Indiana University is a pioneer of Sakai and provides much of the content and updates for community user documentation. The University of Delaware deployed Sakai in full production in September 2008. Rutgers University piloted Sakai in 2005 for a 2006 deploy and has devoted a lot of resources in making the Help files highly customized. Representatives from these three institutions will present their current web documentation and strategies to make it relevant and accurate.</p> <p>This panel presentation will be followed by a discussion with the attendees to define practices worth replicating, and Sakai community documentation process improvements. A <a href="#">BOF session</a> will follow.</p>
<b>Presenters</b>	<p><a href="#">Mathieu Plourde</a>, University of Delaware Rita Pavolka, Indiana University - Purdue University Indianapolis Karen M. Campbell, Rutgers University</p>
<b>Day, Time, Location</b>	Thursday, 3:15 to 4:00 p.m., Aquarium
<b>Track</b>	Using Sakai

Planning to attend? Add your name here!

- [Mathieu Plourde](#)

### Slides

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### Video

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### 1. Introduction

### 2. University of Delaware

### 3. Indiana University

### 4. Rutgers University

### 5. Conclusion

### 6. Questions and Discussion

- Sakai Knowledge Base: <https://www.indiana.edu/~sakaikb/>
- Indiana University's OnCourse: <https://oncourse.iu.edu/portal>
- Sakai@UD: <http://www.udel.edu/sakai>
- Sakai@Rutgers: <https://sakai.rutgers.edu/portal>