SB Group Features

NEWS

Post announcements within your department in the News Feed.

CALENDAR

Synchronize deadlines and events in the calendar.

ADMINS

Acts as the overall administrator of the SB group. The admin should be the head of the unit.

RESOURCES

The resources enables the group to upload and access files of the department anytime and anywhere. Upload your accomplishments and deliverables here.

LEADERS

Appointed by the admin of the group. This can be an e-learning champion within the department.

FORUMS

Forums is a platform for asynchronous discussions within the department. Admins and leaders can create topics where the members can share their opinions

MEMBERS

Full-time, part-time, ASF, and/ or staff within the department.

CHAT

Chat is a good platform for synchronous discussions. Chat conversations can be exported to serve as transcripts for similar to meetings.

CENTER FOR INNOVATIVE LEARNING PROGRAMS

Schoolbook Support

ADDRESSING THE NEED OF THE COMMUNITY FOR TECHNICAL SUPPORT IN USING SCHOOLBOOK

NETIQUETTE

Guidelines for the use of the online support

(1) Be courteous and respectful - these are faculty members who have volunteered to help. (2) Respect privacy. (3) Do not use this for fun or jokes. (4) Be patient with the response - consider the internet speed of both parties. (5) Keep the topic related to Schoolbook concerns only.

24/7 SUPPORT FORUM

For both student and faculty support

A 24/7 technical support is available within Schoolbook. First, log-in at SB. Then click the 'Help' icon at the upper right part - the one with the question mark icon. Next, click the Support Forum. Type-in your question and wait for a response directly from Cypher Learning.

CYPHER LEARNING

JIVOCHAT

For Student Support

Our chat is available at the Schoolbook log-in page. Members from the CILP Team will respond to your Schoolbook concerns. Jivochat is available from Monday to Friday, from 8AM to 12NN and 1PM to 5PM. Please allow a maximum of 5 minutes response time.

COLLEGIATE CHAT SUPPORT

For Faculty Support

Each college has set-up a messenger group chat support. E-Learning Champions from each college will be there to support the faculty's Schoolbook-related concerns.

LIVE VIDEO SUPPORT

For those who prefer video demonstration

Faculty and students alike can join the live video sessions for a more interactive support. This support is available from Monday to Friday between 10AM and 11AM. You need to log-in to both Schoolbook and Office 365. Downloading the MS Teams app (for Andriod and IOS) is also recommended. Link wil be posted at Schoolbook News Feed.

EMAIL

For other concerns

Faculty and students can email their schoolbook-related concerns at cilp@dlsud.edu.ph. For ACE/DCP students, you can email ace@dlsud.edu.ph. Please allow 24 to 48 hours turnaround time response.