

# **Using Student Support Statements (Page Footers)**

Provided by HealthStream Operations

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## Summary

It is important that students and managers know who to contact internally for assistance with HealthStream. A page footer, known as the “student support statement”, can list an organization’s internal contact and support information.

## Rationale

Students often require assistance when having difficulty logging in to the system, attempting to complete required training, or resolving issues with transcript data. Similarly, managers require assistance in accessing assignment completion data for their direct reports or in interpreting report results. These types of assistance can be provided internally by the HealthStream administrators for the organization.

If organizations do not provide an internal contact for support for students or managers or list the HealthStream Customer Service 1-800 number in the footer, students who contact HealthStream directly, using the 1-800 number are most often directed back to an internal person at the customer’s organization because the specific internal contact may not be known to the Customer Service Representative. This can cause further frustration for the student, leaving the student’s issues unresolved.

Providing an internal contact for support will:

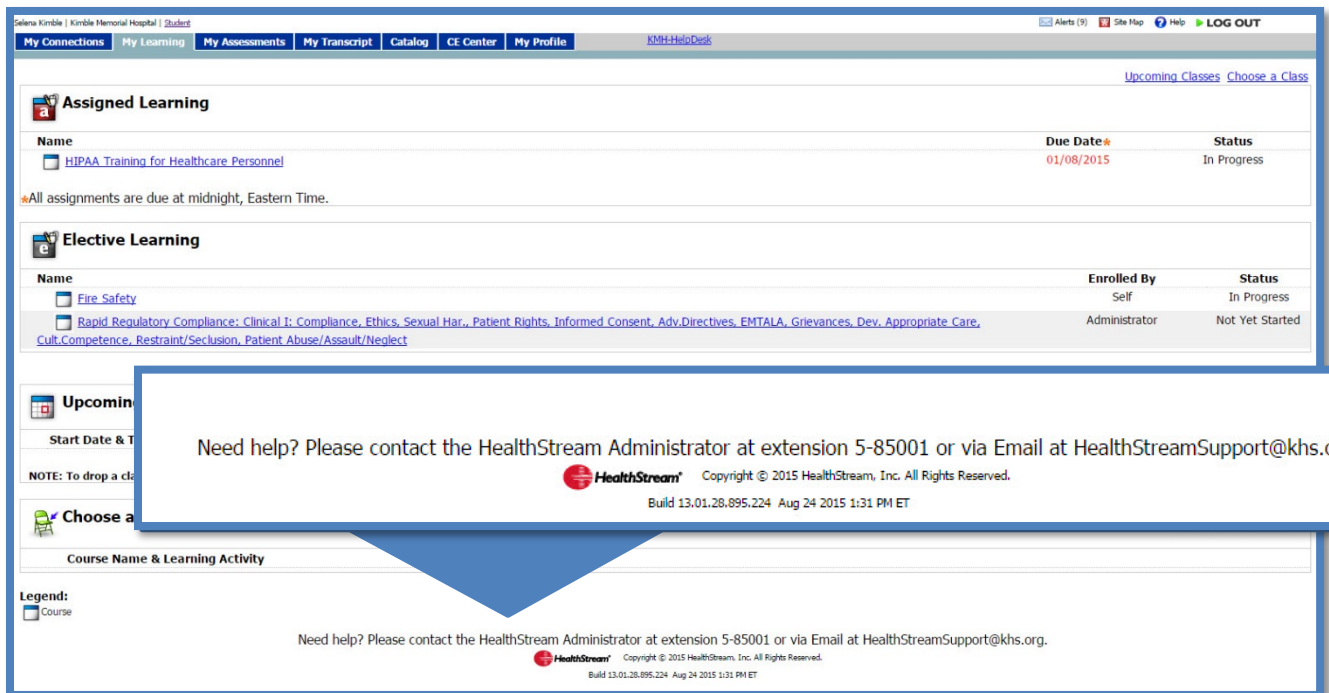
- Increase/maintain customer satisfaction (student & administrator) with HealthStream products.
- Decrease delays in students accessing the system, completing training, and/or resolving issues.
- Increase/maintain compliance with completion of required training.
- Increase/maintain manager capability to ensure education and regulatory compliance.

## Utilizing the Student Support Statement

To quickly address and/or resolve issues, it is recommended that organizations utilize the student support statements that appear in the page footer to provide information to students, managers and facility-level administrators about who to contact internally for help. Methods of contact (phone and/or email) for an individual or department should also be listed in the footer.

When considering this recommended practice, it is important to note the following:

- Each institution may have its own Student Support Statement.
  - If the contact for support differs among facilities, specify the number to call and/or email address for each facility’s student support statement.
- Each institution may have its own Administrator Support Statement in the page footer. Only employees with Administrator access will be able to view Administrator Support Statements.



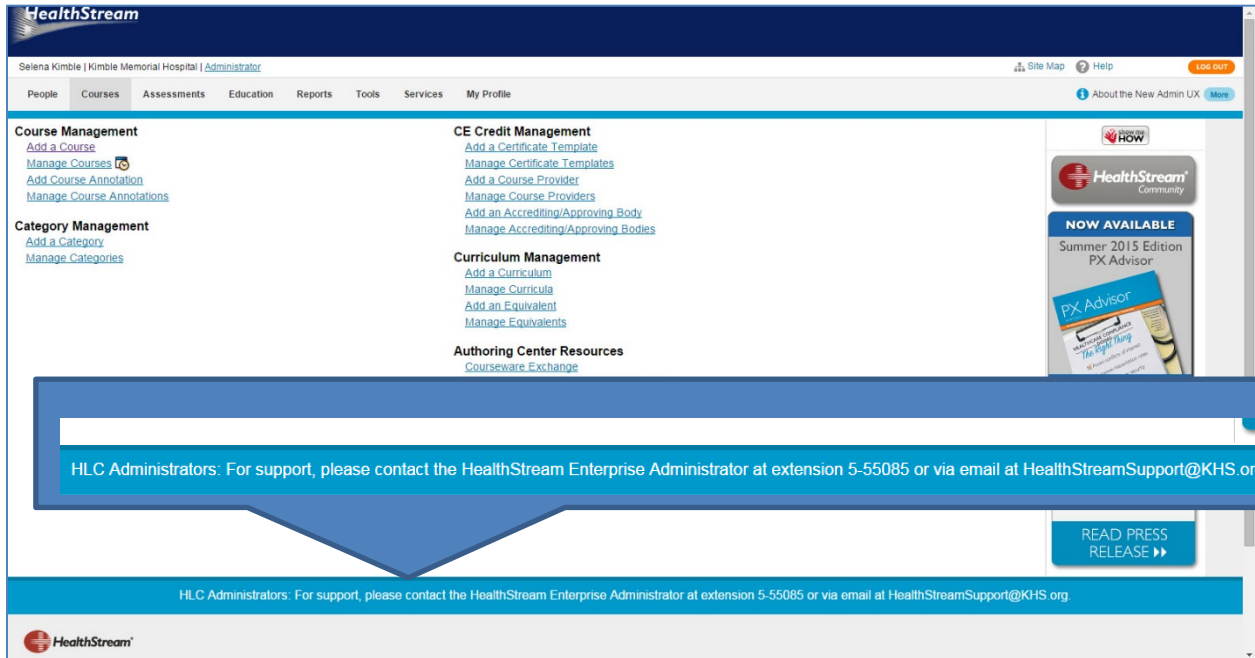
The screenshot shows a user interface with a navigation bar at the top containing links like 'My Connections', 'My Learning', 'My Assessments', 'My Transcript', 'Catalog', 'CE Center', and 'My Profile'. Below the navigation bar, there are two main sections: 'Assigned Learning' and 'Elective Learning'. The 'Assigned Learning' section contains a table with columns for 'Name', 'Due Date', and 'Status'. One entry is 'HIPAA Training for Healthcare Personnel' with a due date of '01/08/2015' and a status of 'In Progress'. The 'Elective Learning' section contains a table with columns for 'Name', 'Enrolled By', and 'Status'. Two entries are listed: 'Fire Safety' (enrolled by 'Self', status 'In Progress') and 'Rapid Regulatory Compliance: Clinical I: Compliance, Ethics, Sexual Har., Patient Rights, Informed Consent, Adv. Directives, EMTALA, Grievances, Dev. Appropriate Care, Cult. Competence, Restraint/Seclusion, Patient Abuse/Assault/Neglect' (enrolled by 'Administrator', status 'Not Yet Started').

A large blue callout box is overlaid on the screen, containing the following text:

Need help? Please contact the HealthStream Administrator at extension 5-85001 or via Email at [HealthStreamSupport@khs.org](mailto:HealthStreamSupport@khs.org).

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Build 13.01.28.895.224 Aug 24 2015 1:31 PM ET

Figure 1 Student Support Statement



The screenshot shows the HealthStream Administrator Academy interface. The top navigation bar includes 'People', 'Courses', 'Assessments', 'Education', 'Reports', 'Tools', 'Services', and 'My Profile'. The main content area is divided into several management sections: Course Management, CE Credit Management, Category Management, Curriculum Management, and Authoring Center Resources. A large blue callout box is overlaid on the page, containing the text: 'HLC Administrators: For support, please contact the HealthStream Enterprise Administrator at extension 5-55085 or via email at HealthStreamSupport@KHS.org.' The footer of the page also contains this same support information.

Figure 2 Administrator Support Statement

## Additional Considerations

Consider how to communicate the support during off-hours and weekends if the department responsible for support does not work evenings and weekends. This may include a specific response window (24-48 hours, 1 business day) or listing the support contact office hours (M-F, 7:30 AM – 6:00 PM).

## Ideas and Recommendations for Internal Processes for Student Support

In considering your internal process for supporting students, here are some examples of internal student support processes gathered from other HealthStream customers:

- Partner with Information Technology & Systems (IT&S) help desk for the student's first point of contact for help.
  - Provide the internal support contact to the IT&S Help Desk in order for them to log and route calls/requests to the appropriate support person/department.
  - Partner with IT&S to utilize their Help Desk work order/cases system for tracking and routing of support needs. Students may be familiar with calling the

IT&S Help desk and will appreciate talking to a live person or knowing their needs are being routed internally.

- Utilize a specific administrator role (like Password Manager or create a custom role) for the ITS Help Desk to reset passwords (if allowing students to change their passwords).
- Create an email address specific to HealthStream support that is routed to the appropriate team or team member (for example [HealthstreamSupport@xyzhospital.org](mailto:HealthstreamSupport@xyzhospital.org))
- Establish a dedicated phone number for HealthStream support requests with voice mail and possibly routed to multiple people.

## How-To

To edit student support statements, contact HealthStream Customer Service or your Operations Specialist for assistance.

## Resources

- Customer Service
- Operations Specialist