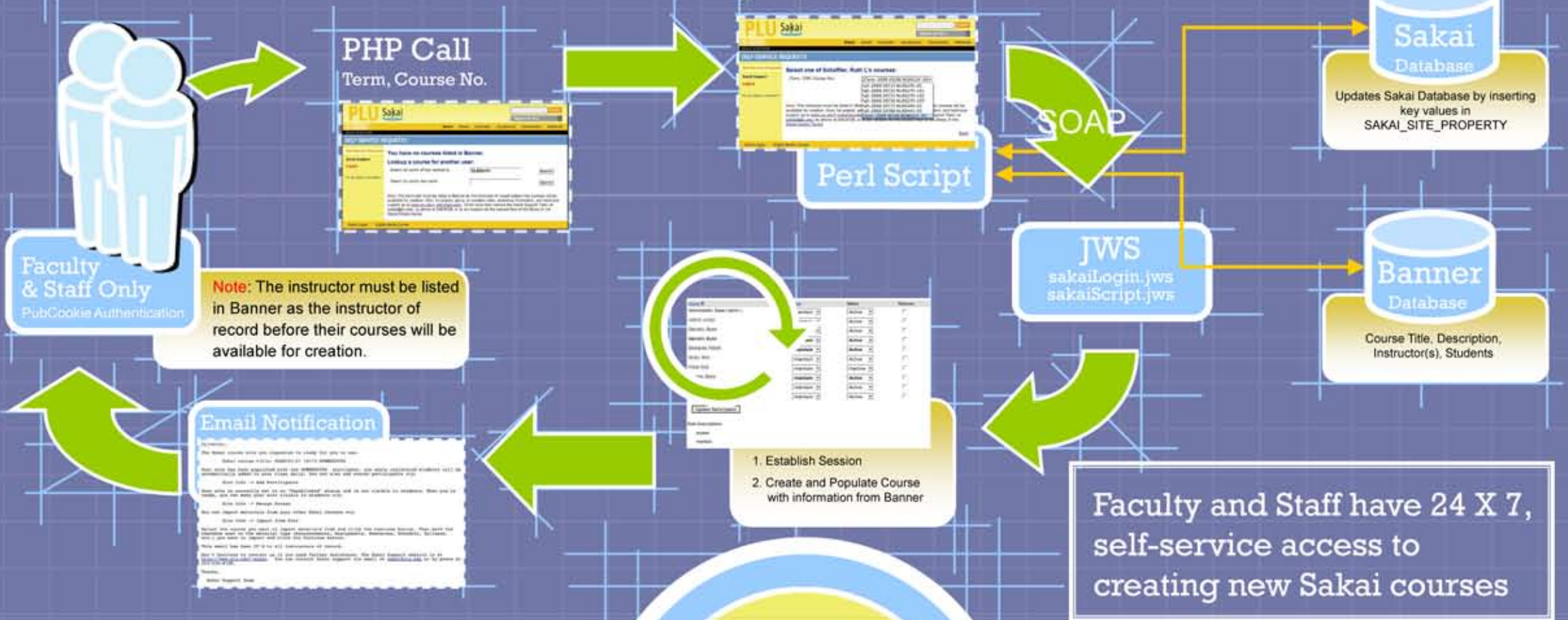


# Wrapping Sakai with External Support Tools: Self-Service Course Creation, Administrative Dashboard, and Support Site

## Sakai Self-Service Course Requests



## Administrative Dashboard

The dashboard gives Sakai system administrators tools to manage and respond to service requests, view system metrics, and query the system for course, user, and group data. Dashboard form fields are submitted to a PHP script and used to query the Sakai MySQL database. The dashboard also allows admins to control guest user accounts and view live on-demand metrics created with the JP Graph PHP library.

The Administrative Dashboard interface includes several key sections:

- Performance Metrics:** Displays various system performance graphs.
- Course by Semester:** A bar chart showing course activity over time.
- Help Request Detail:** A form for submitting and tracking help requests.
- User/Course/Enrollment Questions:** Search results for users, courses, and enrollment data.
- Course/Enrollment/Group Questions:** Search results for course-related queries.
- Term Questions:** Search results for term-related information.

Additional features include 'Open Help Requests', 'Sakai Users', 'Sakai Summary', 'Sakai Sites - Search Results', 'Sakai Site Groups - SAKAI 101 01 Spring08', 'Sakai Group Members', and 'Sakai Site Enrollment - DMC-Managed Lists'.

## External Support Site

The External Support Site provides resources for users seeking help:

- Getting Help:** A page with contact information and a 'Request' form.
- Quick Starts:** A section for 'Quick Starts & Tutorials' with links to various guides.
- Animated Tutorial:** A video guide for 'Rearranging Site Tabs'.
- Sakai News:** A section for 'PLU Sakai News' and 'For Faculty: Self-Service Sakai Course Creation'.
- More Info...:** Contact information for Bryan Bakotich, Nick Butler, and Layne Nordgren.

The site also features a 'Request' form and a 'Sakai Request Form'.

