

Service Level Agreement (SLA) for Students

This Service Level Agreement (SLA) defines the level of technical support provided to students using the university e-learning platform. It outlines response times, resolution targets, and responsibilities to ensure efficient service delivery.

1. Scope of Support

This SLA covers technical issues related to account access, password resets, course enrollment, assignment submission, and platform accessibility.

2. Support Channels

Students can access support through the following channels:

- 1 Official university email support:
- 2 IT helpdesk or support office:
- 3 E-learning platform support section:
- 4 Self-Service: User manuals and instructional videos available on the platform sidebar.

3. Support Availability

- ❖ **Standard Operating Hours:** Monday – Friday (08:30 – 21:30) and Saturday-Sunday (08:30 – 14:30).
- ❖ **Off-Hours Support:** Critical issues (system-wide outages) are monitored 24/7. General inquiries sent after hours will be addressed the following business morning.
- ❖ **Scheduled Maintenance:** Notice will be provided 48 hours in advance for any emergency maintenance

4. Response and Resolution Targets

Priority	Description	Initial Response	Resolution Target
Critical	Platform unavailable	30 minutes	1 hour
High	Login or password issues	1 hours	2 hours
Medium	Course or submission issues	2 hours	3 hours
Low	General inquiries	4 hours	8 hours

5. Responsibilities

Students:

- a. Use a valid email address
- b. Provide accurate issue details
- c. Issues with assignment submissions must be reported before the deadline, not after.
- d. Attach screenshots when possible
- e. Report issues promptly

Lecturers:

Provide enrollment keys and academic support.

Technical Administrators:

Ensure system availability and resolve technical issues.

6. System Availability

The e-learning system aims for 99% uptime excluding scheduled maintenance. Maintenance will be communicated at least 48 hours in advance.

7. Escalation Procedure

Unresolved issues will be escalated to senior IT support staff with regular updates provided to students.

8. Continuous Improvement

Student feedback is used to improve response efficiency and system performance