



ePortfolio Assistant Self-Assessment

I have had the opportunity to work with the ePortfolio Studio at Old Dominion University since I enrolled my freshman year back in 2019. I was able to learn more about ePortfolios and assist students in curating their own digital identities. The experience of working with students on a daily basis helped me practice patience and build confidence in my speaking skills. As a front desk assistant to an ePortfolio Assistant, I was able to be a point of contact for students and faculty who reached out to the ePortfolio Team in order to receive support in crafting their own ePortfolios. I have also had the pleasure of working closely with the LeADERS team and students who are working towards graduating having completed the LeADERS program. The ePortfolio Studio provides 1-on-1 support in-person, online, and through asynchronous video feedback for students. Faculty members also schedule for ePortfolio Assistants to visit their classes to explain and demonstrate the importance of building an ePortfolio. Using conferencing tools such as Zoom, the ePortfolio Studio has the ability to meet students' needs wherever they may be. I believe that being able to meet with students in-person to walk them through the process of creating their ePortfolio works the best for most students. Being able to support students through challenges with technological aspects of working with various digital platforms such as Wordpress, Wix, and Adobe Express was a good experience with documenting issues and problem solving remotely. I feel that this knowledge should help me work more effectively within the field of information technology as it relates to customer support.