Briefly describe your internship experience.

“At the UMOnline Help Desk my primary responsibilities are to decipher and troubleshoot issues that students, faculty, and staff have in regards to Moodle. This requires a thorough understanding of all the settings in Moodle and the ability to offer informed solutions to meet their needs.”

Why did you take this internship?

“I decided to take this internship because it provided me with valuable experience working with an enterprise wide system and a better understanding of the issues that arise from user interaction within an online system. One of the things I have learned in my studies is that no matter how much a system designer tries to predict how users will work with a system, everyone is different and you can’t predict all of the outcomes. Working at UMOnline has given me more insight into how to develop a
more user friend system along with how to quickly adapt to the changing needs of the users.”

**How did you get connected with this opportunity?**

“Due to family constraints I was unable to participate in some of the more common internships offered to the business students. However, after talking with a few of my professors about my situation, Professor Clayton Looney brought this internship to my attention. The internship has turned out to be a great fit for me since it works around my school and personal schedule and allowed for me to stay in Missoula.”

**What was the most rewarding part of this experience?**

“We are professional problem solvers and helping people find the perfect solution to their problem, albeit challenging at times, is a very rewarding experience.”

**What has been your favorite part of the internship?**

“One of my favorite parts about this internship is the exposure I get to how the backend of the system works. We work very closely with Michael Gaab, the Systems Administrator for Moodle, and his willingness to teach us things that are beyond the scope of our job has really enriched my experience.”

**Were there any challenges you had to overcome during this experience?**

“Every call and email we receive are unique issues, meaning sometimes there is not a clear cut answer to the problem. One of the largest challenges has been meeting the needs of the professors and students within the bounds of the system. We would love to be able to offer a personalized response for every user, but sometimes, to their dismay, this is not possible.”

**How has your participation in this Academic Enrichment experience impacted your life as a student and as a person in general?**

“Gaining firsthand experience in system administration has been a very rewarding experience. We provide technical support for thousands of users, both traditional and distance students. With limited staff and an ever changing environment we receive a well-rounded experience. My internship here has only helped to reinforce my beliefs that I have chosen the right major.”
Did this experience open any doors to other opportunities?

“I would like to think so. I haven’t explored any other opportunities at this time, but knowing the types of positions that others who held my job previously moved into, I feel that this internship will play a large role in my future opportunities.”

What advice would you give other students considering opportunities like this?

“Don’t limit yourself. I have a pretty strong technical background and have worked in customer service for many years, and even I was afraid when I applied for this position that my experience was not exactly what they wanted. I have found that if you have the right ambition and willingness to learn, it doesn’t matter what you don’t know, your willingness to learn can be more important.”

Describe in one sentence what participating in this experience was like for you.

“Working for UMOnline has been very rewarding personally and professionally, along with providing me with real world experience and knowledge that I would not have from a classroom.”

To learn more about internships and to find an internship like Nate’s, check-out the listings on Griz eRecruiting or make an appointment with an Internship Coordinator.