Ask Extension in Transition

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Agenda

- Background
- What’s New
- What’s Not New
- Demo
- Getting Started
- Timeline
- Q&A

Background

- Core AaE developed in 2006
- Technical debt
- Eduworks contract
- Selected osTicket, open source help desk
- Extensive customization
- Thanks to initial advisory group and pilot groups

What’s New

- Reply by email (both client and expert)
- Client contact information
- Client accounts
- Able to lock questions to prevent other experts from answering
- Unbranded widgets
- Geographic or subject tagging replaced by group focus
- Expanded attachments (multiple file types)
- In-state focus: Reassignments made to in-state experts, in-state groups (or to any national group)
What’s Not New

- Clientele submit questions to groups through widgets or public site (ask2.extension.org)
- Experts can receive auto-assigned questions, or not
- Experts can sign out on vacation
- Experts can answer any question submitted to group
- Clients submit up to 3 images
- Groups can still have a single expert (or experts) function as question wranglers to manually assign questions to members
I've had some damage to my yard due to removal of some pine trees. I need to repair the damage and plant some seed. I have centipede grass. I need to know what grass is best to mix with centipede that I can plant now. I know that spring and summer is the best time to plant centipede but I need to do something now because of the damage to my yard. What can I plant now that will mix well with centipede?

I have attached a picture that shows the lawn before the damage.

Thank you very much!

Theresa McHillister
Getting Started

- Claim or obtain expert account (Aug 12th data export)
- Join/create your groups
- Assure groups are active; provide understandable public name
- Add/replace widget code to group website (if desired)
- Plan operating rules with other group members (auto-assignments; question wrangling, etc.)
- Deactivate Ask an Expert group
- Set your Ask an Expert account to “away”

Timeline

- Now: All Ask an Expert widgets already replaced
- Feb 1: Ask an Expert ceases to accept questions
- Feb: Final data export from legacy system (Aug 12-Feb 1)
- Mar: All public traffic redirected
- Mar 31: Ask an Expert will deactivated

(Ask an Expert reports will be able through March 31.)
New Ask an Expert
Coming This Winter

Ask an Expert is transitioning to a new platform this winter. In order to extend the life of Ask an Expert which is running on an outdated technology platform, the tool is moving to an open source solution called ITicket and will be renamed Ask Extension.