

**OIT Help Desk Work Order System**

**Instructions for the**

**Office of Institutional Research**

To request data from the Office of Institutional Research:

## STEP 1

- Log into Delgado's "Faculty & Staff INTRANET".

-Click on "OIT Help Desk" →

The screenshot shows the Faculty & Staff Intranet for Delgado Community College. The browser address bar displays <https://intranet.dcc.edu/>. The page header includes the Delgado Community College logo and the text "Louisiana Technical College Region One". The main content area is titled "Faculty & Staff INTRANET" and includes a personalized welcome message: "Welcome Elizabeth".

The "Quick Links" section contains the following items:

- Check Your Email
- Blackboard
- Data&Decisions Dashboard
- OIT Help Desk**
- Faculty Self-Serve
- DCCLive! (Email/Blackboard)
- Academic Calendar
- College Directory

The "Announcements" section features three items:

- REQUEST FOR 2010-2011 COMMITTEE MEMBERSHIPS**  
Committee requests are due April 16, 2010...
- DELGADO FINE ARTS STUDENT EXHIBITION RUNS APRIL 8-29; RECEPTION AND ART MARKET IS EVENING OF APRIL 8**  
Delgado Community College invites the public to attend the Spring 2010 Fine Arts Student Exhibition,...
- DELGADO AND OUR LADY OF HOLY CROSS SIGN BUSINESS ADMINISTRATION 2+2 ARTICULATION AGREEMENT**  
Our Lady of Holy Cross College (OLHCC) and Delgado Community College signed an articulation agreeme...

The "Resources" section lists various services and documents:

- Avaya Phone System
- Bookstore
- Catalogs
- Data&Decisions Man...
- Docushare
  - Forms
  - Policies
  - Inter-Department
  - Duplicator
  - Operational Guideli...
- Delgado Alert
- Emergency Email
- ePrint
- Student Handbook
- Human Resources
- Library
- Newscenter
- PeopleAdmin
- Printing Services
- Public Relations & Ma...
- QEP
- RISCC
- Credit Schedule
- Social Media

The "Chancellor's Desk" section features a photo of Dr. Wright and a link to "Chancellor's Dialogue Spring 2010 presentation". A "Weather" section is also visible at the bottom.

Unicenter Service Desk - Microsoft Internet Explorer provided by DCC OIT

https://dchelpdesk.dcc.edu/CAisd/pdmweb.exe

File Edit View Favorites Tools Help

Google Search Share Sidewiki Check Sign In

Unicenter Service Desk

**Delgado**  
COMMUNITY COLLEGE

Logged in as: **Elizabeth Land** (Logout) Home About Help

-->

**Announcements**

**05/19/2009 09:40 am**  
GENERAL DEFINITIONS:  
PROBLEM TICKET = Problems with Computer, Printer, Scanner, Internet Connectivity, Telephone, Login, etc.  
ACCESS/ACCOUNT REQUEST = Email, FRS, SIS, HRS, etc.  
NOTE: When requesting access for a New User, use your name in the Affected End User box since the person is not in the database yet.  
WORK ORDER = Request to Install Computer, Install Printer, Run Reports, New Phone Line, New Network Drops, etc.

([Show All Announcements](#))

**Request Support**

[Create a new Problem Ticket](#)  
[Create a new Access Request \(Requires Approval\)](#)  
[Create a new Work Order \(May Require Approval\)](#)  
[Service Desk contact information and hours of operation](#)

**Look up my existing Requests**

[You have 0 open problems](#)  
[You have 21 closed problems](#)  
[You have 0 open work orders](#)  
[You have 18 closed change orders](#)  
[You have 0 pending tasks](#)

OR - If you know the number, please enter:

A request number:   OR a change order number:

**STEP 2**

Choose "Create a new Work Order"

## STEP 3

Complete the “**Change Order Detail**” form and submit. ALL highlighted fields must be filled out to complete the change order. (See **Appendix A** for an explanation of the fields)

Choose a Category: Select “**Institutional Research**” and then the specific category. (See **Appendix B** for category descriptions)

**NOTE:** All requests for surveys should be entered under **Class Climate**, which will expand to provide options of types of surveys.

CHG42747 Change Order Detail - Microsoft Internet Explorer provided by DCC OIT

Logged in as [redacted] (Logout) Home About Help

Submit Cancel Reset Attach Document

Reported by [redacted]

Phone Number [redacted]

Email Address [redacted]

Affected End User (required) [redacted]

Div/Dept Head [For Approval] (required) [redacted]

Urgency [redacted]

Choose a Category (required) [redacted]

Requested Comp. Date [redacted]

Work Order Description (required) [redacted]

Justification (required) [redacted]

Justification (required) [redacted]

BEG TERM = (required) [redacted] (i.e. CCYS)

END TERM = (required) [redacted] (i.e. CCYS)

Include Summer Term(s)? (required) [redacted]

Is this a one time job? (required) [redacted]

Contact Phone Number (Optional): [redacted] (i.e. 762-0000, 671-0000, (985) 000-0000)

**Requested Completion Date:** Enter the date when data is needed. Please be reasonable. Data requests may take up to 45 days to process depending upon the complexity of the request and the workload in the Office of Institutional Research at the time.

Category Selection - Microsoft Internet Explorer provided by DCC OIT

Logged in as: Elizabeth Land

Category

- Building Services
- Information Technology
- Institutional Research
- Class Climate
  - Course Data Requests for data involving course or class data such as types of class (online, etc.) taught by time, etc.
  - Graduates Requests for any data for graduates including graduate surveys and employment.
  - Other All Other Requests
  - Other Surveys Requests for data found in outside surveys such as CCSSE, ACT SOS, or Noel Levitz SSI.
  - Student Demographic Course Data Requests for demographic and characteristic data by program, division, course, etc.
  - Student Tracking Requests for student retention rates, pass rates, testing, performance in subsequent semesters.

**NOTE:** All requests for surveys should be entered under **Class Climate**, which will expand to provide options of types of surveys.



Category Selection - Microsoft Internet Explorer provided by DCC OIT

https://dchelpdesk.dcc.edu/CAisd/html/cst\_popup\_frames.html?POPLUP\_URLIX=0+popupType=1

Delgado  
COMMUNITY COLLEGE

Logged in as: Elizabeth Land

Category

- Building Services
- Information Technology
- Institutional Research
- Class Climate
  - Faculty/Staff Surveys Requests pertaining to survey design or deployment of existing surveys.
  - Graduate Follow-Up Requests to add program specific questions to Delgado graduate follow-up survey. Request to deploy program survey
  - Other Class Climate Requests Requests for any survey needs not covered by other Class Climate Categories.
  - SOI Student Opinion of Instruction. All administrative changes to Class Climate for SOI- (i.e., changing the instructor who teaches the class
  - Student Surveys (Other than SOI) Requests pertaining to survey design or deployment of existing surveys or permission to survey restric
  - Course Data Requests for data involving course or class data such as types of class (online, etc.) taught by time, etc.
  - Graduates Requests for any data for graduates including graduate surveys and employment.
  - Other All Other Requests
  - Other Surveys Requests for data found in outside surveys such as CCSSE, ACT SOS, or Noel Levitz SSI.
  - Student Demographic Course Data Requests for demographic and characteristic data by program, division, course, etc.
  - Student Tracking Requests for student retention rates, pass rates, testing, performance in subsequent semesters.

Internet 100%

## Appendix A

**Affected End User:** Your name

**Div/Dept Head [For Approval]:** Person authorized to approve

**Choose a Category:** Select Institutional Research, then one of the categories listed. All requests for surveys should be entered under **Class Climate**, which expands to list different types of surveys. See Appendix B for a description of each category.

**Requested Completion Date:** Enter the date when data is needed. Please be reasonable. Data requests may take up to 45 days to process depending upon the complexity of the request and the workload in the Office of Institutional Research at the time.

**Work Order Description:** Detail description of request. You must fill out the [IR REQUEST FORM](#) and attach, or include the required information in the Work Order Description. If you are requesting information for a report or a grant, documentation describing the required data must be attached.

**Justification:** Describe how the data will be used and answer the following question: How will this data contribute to student success? The answer to this question will determine the priority it is given.

**Beg Term:** The first term for which you need the data.

**End Term:** The last term for which you need the data.

**Include Summer Term(s):** Choose **Yes** if you want data from summer terms included.

**Is this a one time job?** Choose **Yes** unless this is a report that would be repeated on a regular basis.

## Appendix B

### Class Climate:

- **Faculty/Staff Surveys** – Surveys whose audience is Faculty/Staff
- **Graduate Follow-up** – Requests to add program specific questions to the graduate follow-up survey.
- **SOI** – (Student Opinion of Instruction) All administrative changes to Class Climate for SOI ( i.e. changing the instructor teaching a class, etc.)
- **Student Surveys (Other than SOI)** - Requests pertaining to survey design or deployment of existing surveys or permission to survey restricted students, cohorts (see [IR Policy](#)).

**Course Data** – Requests for data involving course or class data, such as type of class (online, face-to-face, lab, hybrid etc.), scheduled class time etc.

**Graduates** – Request for any data for graduates including graduate surveys and employment data.

**Other Surveys** – Requests for data found in other surveys such as CCSSE or Noel Levitz SSI (Student Satisfaction Inventory)

**Student Demographic, Course Data** – Requests demographic and characteristic data by program, division, course, etc.

**Student Tracking** – Requests for student retention rates, pass rates, testing, performance in subsequent semesters.

**Other** – All other requests.