Help is on the Way!

Need help with email? Having computer problems? Forgot your password? No problem! The Help Desk is only a click away!

The WCCCD Information Technology (IT) Department is proud to introduce the Help Desk. The Help Desk is a centralized resource for solving your technical support needs. It is comprised of a team of IT Technicians/Engineers with an array of technical experience and backgrounds in an effort to provide IT support services throughout the district.

You can click on the Help Desk shortcut (recently placed on your desktops) to access the website. Click on User Tool; the User Login is the same as your domain account, and the password is “loginpass”.

Once logged in, you can report a variety of IT related issues to the Help Desk in minutes! Upon completing the form, a ticket number is issued for reference, via automated email notification. You may also access the Help Desk via email by typing the word "helpdesk" in the address bar of your Internet Explorer browser from any computer in the WCCCD network.

If you are unable to use your computer to report trouble or you do not have the icon on your desktop, you can contact the Help Desk Team by calling x2666. However, you are encouraged to report trouble by using the Help Desk icon, on your desktop, to avoid service delays. The hours of operation are from 7:00am to 8:00pm Monday through Friday.

Trouble reports are resolved based on a Priority Matrix. Priority is based on Magnitude, Importance, and Time Criticality. Magnitude: Impacts all or a significant percentage of users. No work around solution available; Importance: Interferes with classroom instruction, a mission critical business function, or involves potential loss of mission critical information; Time Criticality: Activity or event is already in progress and cannot be made up or rescheduled. Immediate action could eliminate or mitigate the problem. Condition/Problem will persist until resolved.

The new Help Desk tool will allow IT to improve service offerings, while also providing a mechanism to track, sort and prioritize technical issues.

The Help Desk Support Team includes: Steven Ahomed, Victor Bothuel, Marzine Gray, Shirley Lloyd-Thomas, Jason Robinson, Mary Thakady, Durell Thomas, Michael Tolbert, and Monica Wiggins, Administrator.
Off-site email access with Outlook Web Access (OWA)

To access your email off-site and use the OWA system, you will need a computer with Internet access and a web browser such as Microsoft Internet Explorer.

OWA is a useful tool for roaming users who want to access their email accounts from home or other public computers. It allows users to send and receive email messages, view and modify public folders, calendars, contacts, and tasks.

Questions regarding the use of your email account may be directed to the Help Desk at (313) 496-2666.

To access email from off-site or from a campus computer where your account is not set up: Start your internet browser and type in the URL http://email.wcccd.edu. The following screen is displayed. Log-in using your WCCCD User ID and Password.

You've got Mail!

Institutional Effectiveness

The Institutional Effectiveness (IE) Department is a vital part of WCCCD’s accountability and planning efforts district-wide. IE has the primary responsibility for collecting and disseminating data to many requesters. An external report is maintained to ensure completion and timely submission of all reports requested from WCCCD. The IE staff maintains databases that track annual enrollment figures by gender, age, race, and other demographics as well as reports mandated by The State of Michigan and The Department of Education. Surveys are conducted regularly and used to evaluate programs and services among many other ad-hoc reports. These reports are used for informational and decision-making purposes.

If you would like to request data from IE, a Request for Institutional Data Form must be submitted. The form is available in Outlook. Click on Public Folders, click on the Institutional Effectiveness folder and you will find the Request for Institutional Data Form. Once opened, you may save it for future use. When completing the request form, provide as much detail as possible and please email the completed form to bspence1@wcccd.edu. Your request will then be forwarded to the appropriate staff member for processing. If you have any questions regarding this process, please contact Yolanda Garcia at (313) 496-2751.

New OUTLOOK on Life

TIPS & TRICKS

TIP #1 View Your Inbox & Calendar Simultaneously
1. Quit all other programs.
2. Click Inbox on the Folder List to open it. (If the Folder List is not displayed, click Folder List on the View menu.)
3. Right-click Calendar on the Folder List, and then click Open in New Window on the shortcut menu.
4. Right-click an empty area of the Windows taskbar, and then click Tile Windows Vertically on the shortcut menu, or resize the Calendar and Inbox so they can fit side by side on your screen.

Now you can view both easily. When you are done for the day, quit Outlook by clicking Exit on the File menu. This way, your settings are saved, and the next time you open Outlook, the windows will open side by side.
SCT Banner is a web-based data management system that will integrate Finance, Financial Aid, Human Resources and the Student Information System. We are happy to report that the SCT Banner Project Team is on target. The admissions module was successfully launched on March 17, 2005 at the Downtown Campus. To celebrate the occasion, Mr. John Bolden - Vice Chancellor of Student Services, Dr. Jacqueline Hodges - Downtown Campus President, the Banner student team, and other invited guests were present.

Ready, Set, Go-Live!

**Student Module/April 2005:** The Student Team will be the first to “go live”. They have conducted numerous mock registrations and are diligently working on details to ensure a smooth and successful transition.

**Finance Module/July 2005:** The Finance Team has completed almost eighty percent of the tasks needed to have the new system up and functional by their deadline.

**Financial Aid Module/Fall 2005:** The Financial Aid Team is in the process of conducting system tests.

**Human Resources Module/January 2006:** The HR Team is currently conducting monthly education sessions.

End-User training

SCT Banner training is underway throughout the district. Training for Purchasing and the Student Module, which includes General Person, and Admissions, is in progress. Additional module training is being developed tailored to specific job functions.

Currently, the Basic Navigation Training is being conducted at the Central Administration Building every Monday, from 9:00 am to 11:00 am. The WCCCD Banner Project Team encourages everyone who has not yet attended a session to inquire with their managers/supervisors. To register for Banner Navigation classes, managers/supervisors should call (313) 496-2600 x 2092 to schedule staff training. With a minimum of ten participants, training can be scheduled on campus.
It is my pleasure to introduce the new Institutional Effectiveness/Information Technology newsletter "Tech Effect". We are looking forward to sharing some of the new and exciting projects of which IE and IT are involved. At the forefront is our new Student Information System - Banner, an integrated database system that will enhance our processes and allow students to register and conduct business on-line.

Each issue will highlight a team member and provide you with vital information from the IE/IT departments. We look forward to sharing all of our successes with you!

Welcome to the Information Technology Department. Each issue of the newsletter will direct attention to current and new applications, computing services, on-line content, and introduce the people behind the scenes that make it all work.

With the new Banner Student System, our students will be introduced to online student services, financial aid on the web, email, and their own personalized websites.

In addition, faculty members will have new options for collaboration with students through the Internet, customized websites, electronic grading, and online syllabi. The Banner Student System will offer many more benefits for students, staff, and faculty throughout the year.

The User Friendly, Smiling Faces of IE and IT