

JTCC Instructional Technology Service Level Agreement Helpdesk

Customers	John Tyler Community College administrators, faculty, staff and students for the Chester and Midlothian Campuses.								
Mission	The Instructional Technology Help Desk is committed to delivering quality customer service and technical solutions in support of educational technologies.								
Contacts	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Chester Campus</td> <td style="width: 50%;">Midlothian Campus</td> </tr> <tr> <td>David Bartos, Moyar Hall, M112C</td> <td>Angela Clarke, Academic Bldg, A103</td> </tr> <tr> <td>(804) 706-5167</td> <td>(804) 594-1625</td> </tr> <tr> <td>M-F: 7:30am – 4:00pm</td> <td>M-F: 7:30am – 4:30pm</td> </tr> </table> <p>Faculty & Staff requests for support: edtech@jtcc.edu Student requests for support: http://www.jtcc.edu/customapps/helpform2/</p>	Chester Campus	Midlothian Campus	David Bartos, Moyar Hall, M112C	Angela Clarke, Academic Bldg, A103	(804) 706-5167	(804) 594-1625	M-F: 7:30am – 4:00pm	M-F: 7:30am – 4:30pm
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Services Covered	<p>The Help Desk provides support to all college administrators, faculty, staff and students who require assistance in the following areas, but not limited to:</p> <ul style="list-style-type: none"> • Blackboard Learning Management System • VCCS Google Accounts • Wimba Voice Tools • Podcasts • ClassTop • Impatica • SoftChalk • Respondus • StudyMate • Respondus LockDown Browser • Classroom Clickers • Freeware Applications • Video Conferences 								
Service Goals	<p>The Instructional Technology Help Desk is committed to delivering quality customer service by:</p> <ul style="list-style-type: none"> • Serving as first point of contact for college administrators, faculty, staff, and students regarding educational technologies • Interacting with administrators, faculty, staff and students in a respectful and 								

	<p>courteous manner</p> <ul style="list-style-type: none"> Receiving requests, submitting help desk reports/tickets to appropriate personnel and providing notifications to end user
Hours of Support	Monday through Friday, 7:30 am – 4:30 pm
Environments Supported	Blackboard Learning Management System, Google Applications, Wimba Voice Tools, Podcasts, ClassTop, Impatica, SoftChalk, Respondus, StudyMate, Respondus LockDown Browser, Classroom Clickers, Video Conference Room operations, Microsoft software, freeware, microphones, webcams, as well as other vender hardware and software products.
Method for Requesting Services	Faculty & Staff requests for support: edtech@jtcc.edu Student requests for support: http://www.jtcc.edu/customapps/helpform2/
Support Levels	<p>Tier 1</p> <p>The Help Desk will respond to requests immediately. Every effort is made to resolve problems within 24 hours. The Help Desk may seek assistance from the Coordinator of Instructional Technology and/or the Instructional Designer.</p> <p>Tier 2</p> <p>The Help Desk will coordinate with the VCCS via IssueTrak.</p> <p>Tier 3</p> <p>The VCCS will escalate the request for support to the appropriate vendor.</p>
E-mail Support	Faculty & Staff requests for support: edtech@jtcc.edu Student requests for support: http://www.jtcc.edu/customapps/helpform2/
Customer Satisfaction	Customers will be surveyed in accordance with assessment guidelines on an as needed basis.