## JTCC Information Center Service Level Agreement
### MyTyler Helpdesk

<table>
<thead>
<tr>
<th><strong>Customers</strong></th>
<th>John Tyler Community College students.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mission</strong></td>
<td>Provide a first point of contact for the college’s students for problems involving access into and navigation on the myTyler Portal using Peoplesoft application.</td>
</tr>
<tr>
<td><strong>Location</strong></td>
<td>Chester Campus</td>
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</tbody>
</table>
| **Contacts**  | Adrienne Wilkins  
Manager, Information Center  
Chester: 804.706.5098  
Monday: 8:00 a.m. – 7:00 p.m.  
Tuesday-Friday: 8:00 a.m. – 5:00 p.m.  
awilkins@jtcc.edu  
Shirlwin Watkins  
Education Support Specialist  
Information Center  
Chester: 804.706.5097  
M-F: 8:00 am – 5:00 pm  
swatkins@jtcc.edu  
Wanda Smith  
Administrative Assistant  
Information Center  
Chester: 804.706.5099  
M-F: 8:00 am – 2:00 pm  
wsmith@jtcc.edu  
Helpdesk  
Staff  
804.706.5096  
Monday: 8:00am – 7:00pm  
Tuesday-Friday: 8:00 am – 5:00 pm  
mytylerhelpdesk@jtcc.edu |
| **Services Covered** | Provide assistance with password reset requests and navigation issues. Respond to emails, voicemails and walk-ins. |
| **Service Goals** | 1: Solve 98% of password reset calls on first contact. |
2: Solve 95% of callers on navigation issues on first contact.
3: Answer 90% of the calls on the first 4 rings.
4: Respond to emails or voicemails left during manned shift within 2 hours.
5: Respond to emails left during unmanned hours during the best contact time as indicated by the caller or within the first 2 hours of the next manned shift.

### Hours of Support

<table>
<thead>
<tr>
<th></th>
<th>Monday: 8:00 am-7:00 pm</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Tuesday-Friday: 8:00am – 5:00 pm</td>
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</tbody>
</table>

### Environments Supported

**Virginia Community College Enterprise Systems:**
- Peoplesoft Student Information System
- Student Email – Gmail
- Content Course Management – Blackboard
- Library Services
- Virginia Education Wizard
- MyVCCS Portal

**John Tyler Community College Systems:**
- Internet Web site – [www.jtcc.edu](http://www.jtcc.edu)
- Tyler Alert – Emergency Notification System
- MyTyler Portal
- General College Information

### Method for Requesting Services

- Helpdesk: 804.706.5096
- Email: mytylerhelpdesk@jtcc.edu
- On-line Help Form: [http://www.jtcc.edu/customapps/helpform1/](http://www.jtcc.edu/customapps/helpform1/)

### Support Levels

The MyTyler Help Desk support team determines the need for the escalation of inquiries when the services needed are beyond the scope of the services we provide.

### Web Support


### E-mail Support

mytylerhelpdesk@jtcc.edu

### Service Metrics

Complete all user requests in a timely manner.
| Customer Satisfaction | Documentation of details of calls, walk-ins and emails is provided in a database |

Revision: 9-15-09