# JTCC Instructional Technology Service Level Agreement

## Helpdesk

<table>
<thead>
<tr>
<th>Customers</th>
<th>John Tyler Community College administrators, faculty, staff and students for the Chester and Midlothian Campuses.</th>
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</table>

## Mission

The Instructional Technology Help Desk is committed to delivering quality customer service and technical solutions in support of educational technologies.

## Contacts

<table>
<thead>
<tr>
<th>Chester Campus</th>
<th>Midlothian Campus</th>
</tr>
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<tbody>
<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>
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Faculty & Staff requests for support: edtech@jtcc.edu  
Student requests for support: http://www.jtcc.edu/customapps/helpform2/

## Services Covered

The Help Desk provides support to all college administrators, faculty, staff and students who require assistance in the following areas, but not limited to:

- 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

The Instructional Technology Help Desk is committed to delivering quality customer service by:

- 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
**courteous manner**

- Receiving requests, submitting help desk reports/tickets to appropriate personnel and providing notifications to end user

<table>
<thead>
<tr>
<th><strong>Hours of Support</strong></th>
<th>Monday through Friday, 7:30 am – 4:30 pm</th>
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<tbody>
<tr>
<td><strong>Environments Supported</strong></td>
<td>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 vendor hardware and software products.</td>
</tr>
</tbody>
</table>
| **Method for Requesting Services** | Faculty & Staff requests for support: edtech@jtcc.edu  
Student requests for support: [http://www.jtcc.edu/customapps/helpform2/](http://www.jtcc.edu/customapps/helpform2/) |
| **Support Levels** | **Tier 1**  
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.  
**Tier 2**  
The Help Desk will coordinate with the VCCS via IssueTrak.  
**Tier 3**  
The VCCS will escalate the request for support to the appropriate vendor. |
| **E-mail Support** | Faculty & Staff requests for support: edtech@jtcc.edu  
Student requests for support: [http://www.jtcc.edu/customapps/helpform2/](http://www.jtcc.edu/customapps/helpform2/) |
| **Customer Satisfaction** | Customers will be surveyed in accordance with assessment guidelines on an as needed basis. |

Revised 09/30/09