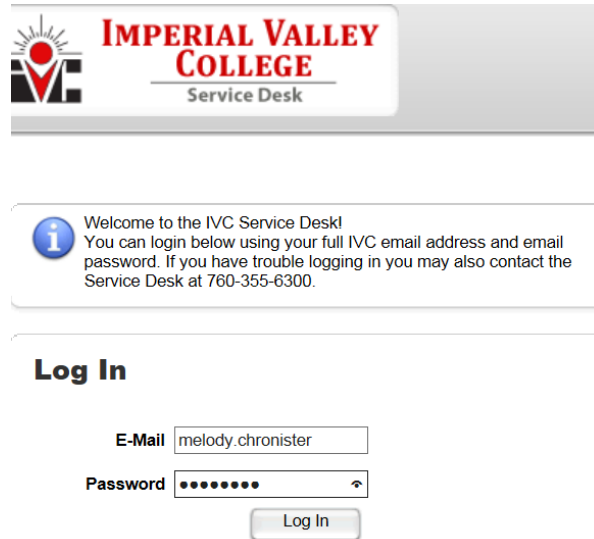


Electronic Change of Schedule Form Instructions May 17, 2013

This process has been created to replace the need to submit a request via paper form to your area department chair, dean, and VP of Instruction. The electronic submission of said process will go through the same approval process via automated service desk ticket.

Step 1: How to Create a Service Desk Ticket

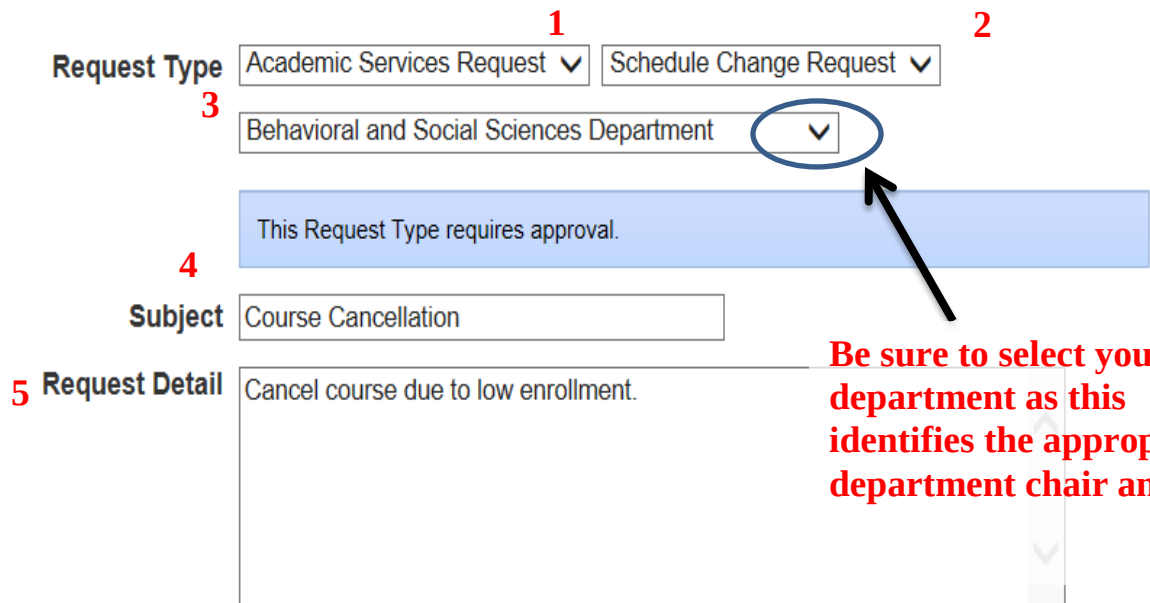
1. Log into the IVC Service Desk using your IVC email (first part only) and password.



The screenshot shows the Imperial Valley College Service Desk login interface. At the top is the college logo and name. Below is a welcome message: "Welcome to the IVC Service Desk! You can login below using your full IVC email address and email password. If you have trouble logging in you may also contact the Service Desk at 760-355-6300." The "Log In" section contains two input fields: "E-Mail" with the text "melody.chronister" and "Password" with masked characters. A "Log In" button is positioned below the password field.

2. Complete the Help Request Form

Help Request



The screenshot displays the "Help Request" form with several numbered annotations in red:

- 1** points to the "Request Type" dropdown menu, which is currently set to "Academic Services Request".
- 2** points to the "Schedule Change Request" dropdown menu.
- 3** points to the "Behavioral and Social Sciences Department" dropdown menu, which is circled in blue.
- 4** points to a blue informational box that states "This Request Type requires approval.".
- 5** points to the "Request Detail" text area, which contains the text "Cancel course due to low enrollment."

The "Subject" field is labeled "Course Cancellation".

Be sure to select your department as this identifies the appropriate department chair and dean.

6

Semester* ☐ Spring ☒ Summer ☐ Fall 

7

Type of Change* ☐ Add ☒ Cancel ☐ Date and/or Time ☐ Instructor ☐ Room 

8

CRN* 

9

Course* 

10

Day ☒ Monday
☒ Tuesday
☒ Wednesday
☒ Thursday
☐ Friday
☐ Saturday

#10 data is all optional (i.e. not required to submit ticket), however please be sure to complete as much as possible to ensure quick and accurate processing.

Time  : ☐ am ☒ pmInstructor G# Room

11

Change Requested*  Carbon Copy (Cc:) ☐ Enabled

Attachments

Location Room Priority 

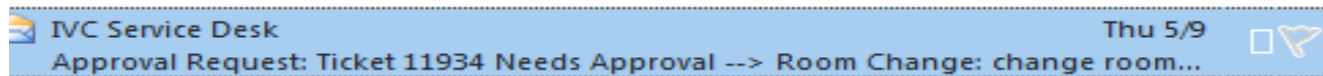
12

3. By pressing Save, you are submitting the ticket for approval to the area department chair, with a copy going to the Instructional Support Specialist in the Instruction Office for tracking purposes.
This completes step 1.

Step 2: Approval Process: Level 1 (Department Chair)

1. The Department Chair of the selected area assigned to the ticket will then receive an email from the IVC Service Desk requesting approval (see below for example of email). This email will detail the change being requested, as well as the requestor (client).

EMAIL EXAMPLE:



Step 1 of Schedule Change Approval Process

Approval Info	
Approval Process	Schedule Change Approval Process
Approval Step	Department Chair Approval
My Vote	NO - Show Explanation YES - Show Explanation
	NO - Hide Explanation YES - Hide Explanation

Ticket No.: 11934

Report Date: 5/9/13 4:06 pm

Est. Due Date: 5/14/13 2:06 pm

Reporter: Amidon, Linda (linda.amidon@imperial.edu)

Location: Imperial Valley College

Room: 40

Department Academic Services

Tech: Chronister, Melody (melody.chronister@imperial.edu)

Status: Needs Approval

Request Type: Academic Services Request > Schedule Change Request

Subject: Room Change

Semester: Spring

Type of Change: Room

CRN: 12345

Course: Math 071

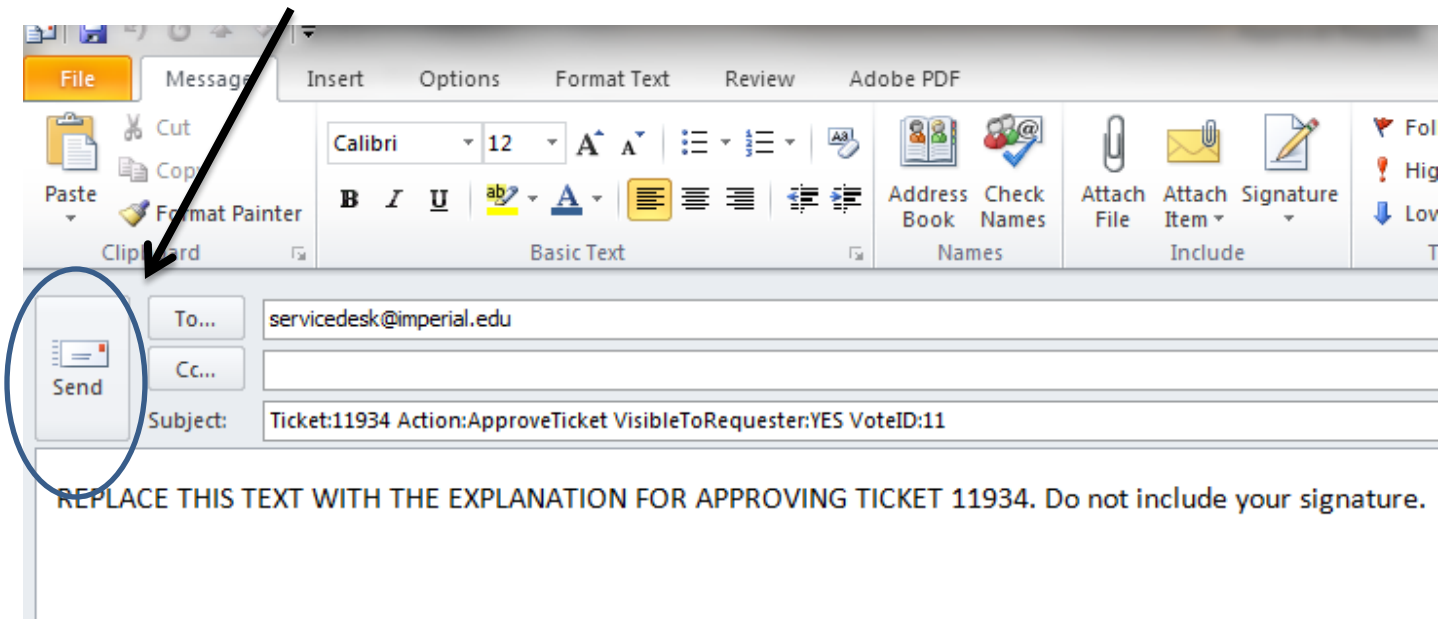
Room: 307

Change Requested: change room for CRN 12345 from 504 to 307

These are active buttons embedded in your email. Please select whether to approve or deny the request. If you would like to explain the reason for your decision, you may select to Show Explanation.

2. Once you have selected a YES or NO vote, an email will pop up for you to submit your vote. Delete the text in the window and replace with your reason (if you had selected to show explanation).

Please be sure to hit send so your response is received by the service desk.



Step 3: Approval Process: Level 2 (Division Dean)

The Division Dean of the selected area assigned to the ticket will then receive an email from the IVC Service Desk requesting approval. This process will be identical to the level 1 approval process.

Step 4: Approval Process: Level 3 (Vice President of Instruction)

The Vice President of Instruction will then receive an email from the IVC Service Desk requesting approval. This process will be identical to the level 1 approval process.

Step 5: Schedule Change is Processed

The Instruction Support Specialist (ISS) will receive an email from the service desk once the schedule change has been approved by all three parties. Once the request has been processed, the ISS will close the ticket, which will trigger an email to the client (requestor) to let them know the request has been processed.

Additional Information

The ISS is the assigned service desk technician to these tickets. If the approval process gets held up for 4 hours at any given step, an email is sent to the ISS notifying them of the delay (and again at 24 hours). The ISS may then contact the person responsible for the approval if needed to resolve the request in a timely manner. If the ISS is unable to reach the person in question, the ISS may choose to bypass the approval level it is stuck on by moving it to the next step (triggering an email to the level 2 or 3 approver). **This is only if the change is deemed urgent and/or is felt to have a negative impact on the student population if delayed.**