Standard Operating Procedures

Self-service is available through FAQ's (college knowledgebase), myAC, instructor syllabi, help within Angel and attendance in an online introductory class. AskAC will send an email with information on how to get started in an online class to all students enrolled in at least one online/hybrid class the week before classes start and every day through late registration.

1. AskAC is the student support contact for problems concerning.

   ☐ Access
   ☐ Features
   ☐ Pop ups
   ☐ Browser
   ☐ Plug ins

2. If AskAC is unable to solve the problem, a work order will be initiated by the agent taking the call to the ITS Helpdesk. The work order will include in the subject line: AskAC, agent initial & short description of problem. The body of the email will include:

   ☐ Student name
   ☐ Colleague ID
   ☐ Class name/section
   ☐ Description of problem
   ☐ Phone number/email address

   Note: To ensure all information is included in the email, a document with the above information has been created that can easily be merged to the email by using F11.

   When a work order is initiated and solution identified, the response will go back to the initiator of the work order to follow up with the student. The IT Helpdesk will not deal directly with students.

3. If the IT Helpdesk is unable to resolve the problem, the IT Helpdesk will contact the Programming & Network personnel.

4. If Programming and Networking cannot resolve the problem

   ☐ Programming and Networking will contact the Senior Instructional Designer first
   ☐ If a solution is not found, they will contact Angel Support

5. AskAC will refer calls to the instructor for problems concerning:

   ☐ Access Codes
   ☐ Test Access
   ☐ Broken Links

If the instructor is unable to help, the instructor will contact CTL.

Note: A recommendation is to have a main phone number staffed with a "Bill-type" person who will be the first contact and referral point for escalating calls within CTL.

6. The instructor will contact CTL (not AskAC) for help with all problems they cannot resolve.

Note: Instructors are encouraged to seek self-service help whenever possible through peer help (POD & e –POD groups), contextual help within Angel (click on ?), FAQ's within Angel and online training manuals.

7. CTL "Bill-type" person will determine who needs to be contacted to resolve the problem.

- Instructor/student problems concerning access, features, browser, plug-ins, pop-ups will be referred to AskAC.
- Instructor problems concerning broken links, test access, Angel features, respondus, enhancements and minor problems will be referred to the Junior Instructional Designer.
    i. Refer problems that cannot be resolved to Senior Instructional Designer
- Instructor problems concerning deleted classes and any major problems will be referred to the Senior Instructional Designer.
    i. Refer problems that cannot be resolved at this level to AC Angel Administrators (Programming and Network Personnel)
        1. Refer problems that cannot be resolved at this level to Angel