My SC > Campus Technology Center

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	nology Center						[All Sites		~		vanced Search
Campus Technology Ce	Campus Technology		Issue Listing								S	iite Actions
View All Site Content	Tracking issues submit	ted to IT										
Documents	New · Actions ·	Settin	gs •								1-50 View: All Issue	is
 IT Document Library 	Created	Issue ID	Title	Category	Problem Type	Assigned To	Requested by	Issue Status	Priority	Completed Date	Contact Number	FillIDFie
 APUG Documents 	5/21/2015 10:50 AM	27269	EDUC814 Access ! NEW	Blackboard	Access Request	🥑 Amy Yan	Jackie Glasgow	Solved	(1) Low			Comple
Lists	5/21/2015 10:32 AM	27268	Staff person require assistance setting up ppt	Laptop	How-To Issue	Aarilyn	Brenda Hicks	Solved	(1) Low	5/21/2015	brenda.hicks@sckans.edu	Complet
Issue Listing			pres in Jinx I NEW			Clements						
 Project Listing 	5/21/2015 9:39 AM	27267	Affiliate requested instructions to synch Safe	Blackboard	How-To Issue	Marilyn Clements	Connie Fleming	Solved	(1) Low	5/21/2015	connie.fleming@sckans.edu	Complet
 IT Events Calendar 	5/21/2015 9:11 AM	27266	R850-6B121298H NEW	Laptop	Hardware Failure	SC Helpdesk	Kristin	In Progress	(1) Low			Complet
 Resource Check-Out 	5/24/2015 5.11 141	27200		царсор	Turuware rulare	SC TREPUESK	Humphreys	In Progress	(1) 1011			Comple
 PowerCampus Upgrade Calendar 	5/21/2015 9:10 AM	27265	troubleshooting I NEW	Laptop	Troubleshooting	SC Helpdesk	Kristin Humphreys	Solved	(1) Low	5/21/2015		Comple
Employee Transitions	5/21/2015 8:32 AM	27264	E6520-3L6GFV1 NEW	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	On Hold	(1) Low			Comple
Discussions	5/20/2015 2:35 PM	27263	PS phone - Fax line is noisy I NEW	Phone System	Connectivity Issue	🥏 Tad Humphrey	Tad Humphrey	Solved	(1) Low	5/1/2015		Comple
 General Discussion Board 	5/20/2015 2:31 PM	27262	Learner requested assistance with MY Grades in Blackboard.	Blackboard	Troubleshooting	Marilyn Clements	Robert Nichols	Solved	(1) Low	5/20/2015	robert.nichols@sckans.edu	Complet
 Password Team 	5/20/2015 2:18 PM	27261	Phone - Inquiry - 1st CLASS 6370 NEW	Phone System	How-To Issue	Tad Humphrey	Steve Kramer	Solved	(1) Low	5/14/2015		Comple
APUG Discussion	5/20/2015 2:15 PM	27260	Phone - 6299 says invalid I NEW	Phone System	Connectivity Issue	Tad Humphrey	Shelley Isham	UnSolved	(1) Low			Comple
People and Groups	5/20/2015 2:01 PM	27259	PS Locate request 15213329 NEW	Vendor Aid	Task	Tad Humphrey	Tad Humphrey	Solved	(1) Low	5/14/2015		Comple
BUG	5/20/2015 1:33 PM	27258	PS Locate request 15221642	Vendor Aid	Task	Tad Humphrey	and the factor of the	Solved	(1) Low	5/15/2015		Comple
PCI	5/20/2015 1:28 PM	27257	Locate request 15222643 NEW	Vendor Aid	Task	Tad Humphrey	Tad Humphrey	Solved	(1) Low	5/20/2015		Comple
Recycle Bin	5/20/2015 1:16 PM	27256	Network - Mid West City internet down	Network Device	Troubleshooting	Tad Humphrey	Jim Jordan	Solved	(3) High	5/18/2015		Comple
	5/20/2015 1:11 PM	27255	Projector - Stewart FH classroom needs replaced EOL NEW	Audio/Visual	Hardware Failure	🥑 Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Comple
	5/20/2015 1:06 PM	27254	Phone - new phone request set in football I NEW	Phone System	Hardware Failure	Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Comple
	5/20/2015 12:57 PM	27253	Phone - cutting out, errors on SS4 NEW	Phone System	Connectivity Issue	Tad Humphrey	Lonnie Boyd	Solved	(1) Low	5/18/2015		Comple
	5/20/2015 12:05 PM	27252	Phone - Call Forward how to ! NEW	Phone System	How-To Issue	Tad Humphrey	Pam Olney	Solved	(1) Low	5/19/2015		Comple
	5/20/2015 12:02 PM	27251	PS Phone - test uMobility app I NEW	Phone System	MAC	💌 Tad Humphrey	Arthur Smith	UnSolved	(1) Low			Comple
	5/20/2015 11:54 AM	27250	Trained new staff person on laptop applications NEW	Laptop	How-To Issue	─ Marilyn Clements	Stephen Ferguson	Solved	(1) Low	5/19/2015	stephen.ferguson@sckans.e	Comple

Figure 1: Tracking screen

🞁 Campus Tech	nology Center						All Sites		~		🔎 Adva	nced Search
Campus Technology Ce	nter BUG PCI										Sit	e Actions *
10	Campus Technology Issue Listin		Issue Listing									
View All Site Content	Tracking issues submitt	ed to IT										
Documents	New Actions	Setting	S •								View: All Issues	•
IT Document Library	Created	Issue ID	Title	Category	Problem Type	Assigned To	Requested by	Issue Status 🖓	Priority	Completed Date	Contact Number	FillIDField
APUG Documents	5/20/2015 2:15 PM	27260	Phone - 6299 says invalid ! NEW	Phone System	Connectivity Issue	🥑 Tad Humphrey	Shelley Isham	UnSolved	(1) Low			Completed
Lists Issue Listing	5/20/2015 1:11 PM	27255	Projector - Stewart FH classroom needs replaced EOL I NEW	Audio/Visual	Hardware Failure	Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Completed
Project Listing IT Events Calendar Resource Check-Out PowerCampus Upgrade Calendar	5/20/2015 1:06 PM	27254	Phone - new phone request set in football NEW	Phone System	Hardware Failure	Tad Humphrey	Jeanice Lowry	UnSolved	(1) Low			Completed
	5/20/2015 12:02 PM	27251	PS Phone - test uMobility app ! NEW	Phone System	MAC	Tad Humphrey	Arthur Smith	UnSolved	(1) Low			Completed
	5/20/2015 11:17 AM	27248	CCTV - Cole camera 1 needs checked I NEW	Audio/Visual	Troubleshooting	Tad Humphrey	Teresa Nichols	UnSolved	(1) Low			Completed
	5/19/2015 11:03 AM	27231	Hardwire in Laels office	Laptop	Connectivity	Tad Humphrey	SC Helpdesk	UnSolved	(1) Low			Completed
 Employee Transitions 	5/18/2015 4:48 PM	27220	testbb is Down	Blackboard	Issue Troubleshooting	Amy Yan	Amv Yan	UnSolved	(1) Low			Completed
Discussions	4/1/2015 9:43 AM	27116	Phone - DPB's phone isn't working in Sutton	Phone System	Troubleshooting	 Tad Humphrey 	SC Helpdesk	UnSolved	(1) Low			Completed
General Discussion Board Password Team	1/27/2015 10:11 AM	27022	SC Email address needed	Exchange	Create Account	SC Helpdesk	Dave Yang	UnSolved	(1) Low			Completed
APUG Discussion	12/22/2014 11:40 AM	26974	Phone - Jim Helmer, Sutton 311 needs phone	Phone System	MAC	 Johnson Tad Humphrey 	Jim Helmer	UnSolved	(1) Low			
Sites	11/11/2014 8:24 AM	26904	projector - Beech 103 will not display	Audio/Visual	Troubleshooting	Tad Humphrey	Shelley Isham	UnSolved	(2)			
People and Groups									Medium			
BUG	7/2/2014 8:36 AM	26175	Network - Ben's office. add faceplate, network & CATV NW corner.	Network Device	MAC	Tad Humphrey	Tad Humphrey	UnSolved	(1) Low			
PCI	7/2/2014 8:32 AM	26174	Power - Ben's Office replace ext. cord / UL approved	Other	MAC	Tad Humphrey	🖲 Ben Lim	UnSolved	(1) Low			
Recycle Bin			power tap. 10'									
	3/28/2014 8:11 AM	25642	Phone Jack Repair	Phone System	Hardware Failure	Tad Humphrey	SC Helpdesk	UnSolved	(1) Low			
	2/28/2014 3:53 PM	25417	RDP Issue	Blackboard	Troubleshooting	🥏 Amy Yan	Amy Yan	UnSolved	(1) Low			
	12/9/2013 5:21 PM	24654	user name	Other	Account Issue	🥏 Ben Lim	SC Helpdesk	UnSolved	(1) Low			
	10/2/2013 9:12 AM	23698	db1	SQL Server	Account Issue	Bobby Smith	Jessica Dibble	UnSolved	(1) Low			
	8/28/2013 2:31 PM	23188	broken self service	Self-Service	Error Message	Bobby Smith	SC Helpdesk	UnSolved	(1) Low			
	8/19/2013 11:59 AM	22997	POWER CAMPUS	PowerCAMPUS	Troubleshooting	Bobby Smith	Cordell Black	UnSolved	(1) Low		202	
	8/19/2013 11:07 AM	22982	blackboard	Blackboard	Software Issue	🥏 Amy Yan	SC Helpdesk	UnSolved	(1) Low		3169908996	
	8/15/2013 11:28 AM	22875	Slow access	PowerCAMPUS	Connectivity	Bobby Smith	Chris Smith	UnSolved	(1) Low			

Figure 2: Example report for unsolved issues

🍯 Campus Tech	nology Center						[All Sites	~	1	PA	dvanced Search
Campus Technology Ce	nter BUG PCI						L					Site Actions
10	Campus Technology C Issue Listing		ue Listing									
View All Site Content	Tracking issues submittee	d to IT										
Documents	New Actions	Settings •								4 251 - 300	View: All Issu	ies .
IT Document Library	Created	Issue ID	Title	 Category V 	Problem Type 🍸	Assigned To	Requested by	Issue Status	Priority	Completed Date	Contact Number	FilIIDField
APUG Documents	4/8/2014 8:34 AM	25745	e6520-jj3gfv1	Laptop	Hardware Failure	SC Helpdesk	Marilyn Clements	Solved	(1) Low	4/8/2014		
ists	4/7/2014 11:13 AM	25732	e6530 - 34rvlx1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	9/8/2014		
Issue Listing	4/7/2014 9:18 AM	25729	R850 - 6B120337H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/28/2014		
Project Listing	4/4/2014 1:14 PM	25722	E6520 - D34GFV1	Laptop	Hardware Failure	SC Helpdesk	Megan Walentynowicz	Solved	(1) Low	4/4/2014		
IT Events Calendar	4/3/2014 3:22 PM	25709	e6530-c2rvlx1	Laptop	Hardware Failure	SC Helpdesk	Alyx Ellsaesser	Solved	(1) Low	4/15/2014	620-453-1907	
Resource Check-Out	4/3/2014 10:39 AM	25701	e6530-5s3wlx1	Laptop	Hardware Failure	SC Helpdesk	Saeed Yazdani	Solved	(1) Low	4/3/2014		
PowerCampus Upgrade Calendar	4/3/2014 9:42 AM	25697	r850-6B146893H	Laptop	Hardware Failure	SC Helpdesk	Brad Sexson	Solved	(1) Low	5/21/2014	316-304-4321	
Employee Transitions	4/2/2014 11:18 AM	25692	E6520-HS1GFV1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/10/2014		
iscussions	4/2/2014 10:52 AM	25691	E6520-434GFV1	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	4/8/2014		
General Discussion	4/1/2014 8:49 AM	25665	r850-6B121801H	Laptop	Hardware Failure	SC Helpdesk	Donna Davis	Solved	(1) Low	4/15/2014		
Board	4/1/2014 8:16 AM	25664	E6520 - 3Y3GFV1	Laptop	Hardware Failure	SC Helpdesk	Morgan Constantine	Solved	(1) Low	4/4/2014		
Password Team	3/26/2014 3:23 PM	25631	E6520 - 2H3GFV1	Laptop	Hardware Failure	SC Helpdesk	Marissa Stadler	Solved	(1) Low	3/31/2014	3082932943	
APUG Discussion	3/26/2014 9:23 AM	25624	R850 - 6B120302H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/27/2014		
ites	3/26/2014 9:03 AM	25623	R850 - 6B165281H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	5/12/2014		
eople and Groups	3/26/2014 8:29 AM	25621	r850 - 6B162369H	Laptop	Hardware Failure	SC Helpdesk	Margot Kelman	Solved	(1) Low	3/26/2014		
UG	3/25/2014 3:51 PM	25617	E6530 - 7d3wbr1	Laptop	Hardware Failure	SC Helpdesk	Edward Loeb	Solved	(1) Low	3/28/2014		
CI	3/25/2014 1:43 PM	25614	E6530 - CXPVLX1	Laptop	Hardware Failure	SC Helpdesk	Elijah Rodda	Solved	(1) Low	3/27/2014	620*262*1631	
Recycle Bin	3/24/2014 2:58 PM	25607	E6520 - 5rpvlx1	Laptop	Hardware Failure	SC Helpdesk	Cierra Ross	Solved	(1) Low	3/27/2014	316-871-7550	
	3/24/2014 1:28 PM	25602	E6520-2t5gfv1	Laptop	Hardware Failure	SC Helpdesk	Hunter Bohannan	Solved	(1) Low	3/26/2014	4059195074	
	3/24/2014 11:24 AM	25597	E6520-746GFV1	Laptop	Hardware Failure	SC Helpdesk	Lena Williams	Solved	(1) Low	3/24/2014	316-712-2676	
	3/24/2014 11:20 AM	25596	E6530-8m3wlx1	Laptop	Hardware Failure	SC Helpdesk	Katharina Frank	Solved	(1) Low	3/24/2014		
	3/24/2014 9:10 AM	25591	r850 - 6B147330H	Laptop	Hardware Failure	SC Helpdesk	Tim Miser	Solved	(1) Low	3/31/2014	913*461*3737	
	3/17/2014 3:12 PM	25559	R850 - 6B147320H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/21/2014		
	3/17/2014 2:06 PM	25557	R850 - 6B121793H	Laptop	Hardware Failure	SC Helpdesk	SC Helpdesk	Solved	(1) Low	3/21/2014		
	3/14/2014 11:50 AM	25549	E6530 - cwpvlx1	Laptop	Hardware Failure	SC Helpdesk	Matthew Custard	Solved	(1) Low	3/17/2014	405-639-9877	
	2/14/2014 10-01 AM	35546	D050 6D116050U	Lanton	Harduara Estivo	CC Holedack	Townil Endd	Column	(1) Low	2/14/2014	210 2046	

Figure 3: Example analysis of laptop model failure

Campus Technology Co	mology Center		All Sites	~		Advanced Search			
10	Campus Technology C Issue Listing								
View All Site Content	Tracking issues submittee	d to IT							
Documents	New Actions	Settings •				View: Pe	rformance by Perio		
IT Document Library	Issue ID	Created	Title	Assigned To	Category	Problem Type	Issue Status	Requested by	Created By
APUG Documents	Count = 5607				Count = 5607		Count = 5607		
Lists	∃ Issue Status : In Pro	paress (1)							
Issue Listing Project Listing	Count = 1	JJI C SS (1)			Count = 1		Count = 1		
 IT Events Calendar 	Gategory : Blackboar	rd (1)							
Resource Check-Out	17395	8/15/2012 2:27 PM	EDUC343 Content	Amy Yan	Blackboard	Troubleshooting	In Progress	Cheryl Germann	Amy Yan
PowerCampus Upgrade Calendar	∃ Issue Status : Solve	d (5606)							
 Employee Transitions 									
Discussions									
 General Discussion Board 									
 Password Team 									
 APUG Discussion 									
Sites									
People and Groups									
BUG									
PCI									
Recycle Bin									

Figure 4: Example of performance by period

My SC > Campus Technology										elcome Ben Lim • My Links	
							All Sites	~		Advanced	
Campus Technology Ce										Site A	Actions *
10	Campus Technology Ce Issue Listing										
View All Site Content	Tracking issues submitted	to IT									
Documents	New Actions	Settings •								View: Review	•
 IT Document Library 	Issue ID	Created	Created By	Title	Category	Problem Type	Assigned To	Description	Priority	Requested by	
 APUG Documents 	Count = 10667										
Lists	(1)										
 Issue Listing 	Category : Access (1))									
 Project Listing 	Category : Active Dire	ectory (1358)									
 IT Events Calendar 	∃ Category : Audio/Visi	ual (250)									
Resource Check-Out	a category . Autio/ visi	uai (250)									
 PowerCampus Upgrade Calendar 	Category : Blackboar	r d (1540)									
Employee Transitions	🗄 Category : Blackboar	rd Collaborate (33)									
Discussions	∃ Category : Blackboar	10 ((1)									
 General Discussion Board 	B Category : Biackboar	d Server (01)									
Password Team	Category : Business F	Portal (1)									
APUG Discussion	Category : Cable TV ((31)									
Sites	Category : CashNET (3)	2)									
People and Groups	s category : cusiner (-1									
BUG	Category : Collaborat	te (3)									
PCI	Category : Connect-E	ED (1)									
Recycle Bin											_
	Category : Exchange	(219)									
	Category : File Server	r (46)									
	∃ Category : Gaming De	evice (1)									
	∃ Category : General S	erver (84)									
	🗄 Category : Great Plai	ins (6)									
	and the second sec	mal Tech Apps (16)									

Figure 5: Review by Category

🞁 Campus Tech	nology Center							All Sites	~		P Adv	anced Search
Campus Technology Ce	nter BUG PCI							-			s	ite Actions *
10	Campus Technology C Issue Listing		ue Listing									
View All Site Content	Tracking issues submittee	i to IT										
Documents	New Actions	Settings •								1 - 50 🕨	View: All Issue	s •
IT Document Library	Created	Issue ID	Title	Category	Problem Type	Assigned To	Requested by [†]	Issue Status	Priority	Completed Date	Contact Number	FillIDField
APUG Documents	4/11/2011 11:11 AM	10453	E6510 - 1ZJ6TM1	Laptop	Hardware Failure	SC Helpdesk	Aaron Burney	Solved	(1) Low	4/11/2011		
ists	3/31/2011 12:07 PM	10352	E6510 - 1ZJ6TM1	Laptop	Software Install	SC Helpdesk	Aaron Burney	Solved	(1) Low	3/31/2011		
 Issue Listing 	2/22/2011 9:20 AM	9896	E6510 - 1ZJ6TM1	Laptop	Hardware Failure	SC Helpdesk	Aaron Burney	Solved	(1) Low	2/22/2011		
 Project Listing 	10/5/2010 3:16 PM	8315	E6510 - 1ZJ6TM1	Laptop	Software Install	SC Helpdesk	Aaron Burney	Solved	(1) Low	10/5/2010		
IT Events Calendar	9/20/2010 9:02 AM	7991	Update BB Email Address	Blackboard	Other	Amy Yan	Aaron Burney	Solved	(1) Low	9/17/2010		
Resource Check-Out PowerCampus Upgrade Calendar	8/24/2010 2:05 PM	7119	E6510 - 1ZJ6TM1	Laptop	Software Install	SC Helpdesk	Aaron Burney	Solved	(1) Low	8/24/2010		
	2/10/2011 1:37 PM	9742	S1555 - CPV97K1	Laptop	Software Issue	SC Helpdesk	Aaron Duell	Solved	(1) Low	2/10/2011		
Employee Transitions	9/17/2010 9:34 AM	7973	S1555 - CPV97K1	Laptop	Troubleshooting	SC Helpdesk	Aaron Duell	Solved	(1) Low	9/17/2010		
Discussions	8/30/2010 9:51 AM	7398	s1555-CPV97K1	Laptop	Troubleshooting	SC Helpdesk	Aaron Duell	Solved	(1) Low	8/30/2010		
General Discussion	7/20/2010 12:44 PM	6564	S1555 - CPV97K1	Laptop	Software Issue	SC Helpdesk	Aaron Duell	Solved	(1) Low	7/20/2010		
Board	5/5/2010 9:49 AM	6040	S1555 - CPV97K1	Laptop	Hardware Failure	SC Helpdesk	Aaron Duell	Solved	(1) Low	5/5/2010	(785) 643-0541	
Password Team	4/19/2010 8:41 AM	5908	S1555 - CPV97K1	Laptop	Connectivity Issue	SC Helpdesk	Aaron Duell	Solved	(1) Low			
APUG Discussion	3/23/2010 9:28 AM	5614	s1555-CPV97K1	Laptop	Hardware Failure	SC Helpdesk	Aaron Duell	Solved	(1) Low	3/26/2010	785-643-0541	
lites	3/22/2010 1:42 PM	5604	S1555-CPV97K1	Laptop	Software Issue	SC Helpdesk	Aaron Duell	Solved	(1) Low	3/22/2010		
eople and Groups	11/11/2009 10:11 AM	4417	S1555 - CPV97K1 (2)	Laptop	Hardware Failure	SC Helpdesk	Aaron Duell	Solved	(1) Low			
BUG	11/11/2009 10:10 AM	4416	S1555 - CPV97K1	Laptop	Hardware Failure	SC Helpdesk	Aaron Duell	Solved	(1) Low	11/11/2009	785-643-0541	
PCI	10/1/2009 4:14 PM	3973	S1555 - CPV97K1	Laptop	Process Broken	SC Helpdesk	Aaron Duell	Solved	(1) Low	10/1/2009		
Recycle Bin	9/23/2009 1:30 PM	3845	S1555-CPV97K1	Laptop	Troubleshooting	SC Helpdesk	Aaron Duell	Solved	(1) Low		785 643 0541	
	9/11/2009 2:11 PM	3676	S1555	Laptop	Software Install	SC Helpdesk	Aaron Duell	Solved	(1) Low			
	7/23/2009 11:10 AM	2923	Laptop D520-83KXBD1	Laptop	Software Issue	SC Helpdesk	Aaron Duell	Solved	(1) Low	7/27/2009	785-643-0541	
	4/2/2009 4:07 PM	2136	D520 - 83KXBD1	Laptop	Software Install	SC Helpdesk	Aaron Duell	Solved	(1) Low	4/2/2009		
	10/22/2008 11:56 AM	660	D520-83KXBD1	Laptop	Software Issue	SC Helpdesk	Aaron Duell	Solved	(1) Low			
	10/8/2008 12:03 PM	592	computer lagging	Laptop	Troubleshooting	SC Helpdesk	Aaron Duell	Solved	(2) Medium			
	9/16/2008 2:02 PM	336	Laptop	Laptop	Troubleshooting	SC Helpdesk	Aaron Duell	Solved	(1) Low	8/22/2008		
	12/14/2011 11:16 AM	13609	S1555 - 2LV97K1	Laptop	Hardware Failure	SC Helpdesk	Aaron Kaub	Solved	(1) Low	1/6/2012		
	0/14/2011 11:46 AM	10402	01555 01107/1	Lanton	Coffuero Ionuo	CC Holodock	Aaron Kaub	Column	(1)1000	0/14/2011		

Figure 6: Example of Report by requestor

17	No seats available	Joni Rankin	Tracking only	Erinn Miller	
18	No seats available	Joni Rankin	Tracking only	Marla Drinnen	Enrollment problems
22	Learner is showing on FA report with incorrect p/d/c	Joni Rankin	Tracking only	Crystal RogersFA	Data entry error
23	No Seats Available	Marilyn Clements	Tracking only	Angela Merchant 111-20-0643	Enrollment problems
24	Inability to transfer calls to Registrar office	Crystal Roach	Pending		Phone
25	Transfer long distance call	Trenton Williams	Tracking only		Phone
26	Coach phone failure	Karen Wright	Resolved		Phone
27	Voicemail problem at the base	Lisa Booth	Resolved		Phone
28	Phone Tree Issue	Shirley Baker	Active	Rick Kanester 405-202-0814	Phone
29	Business Portal	Trenton Williams	Active		Data entry error
30	Powercampus non fucntional-Scanning very slow	Trenton Williams	Tracking only		Response time
31	Learner Complained about the new technology fee	Augusto OrtizDeVillate	Resolved	111-19-6992	Learner Complaint
32	Has Questionsno response	Susan Backofen	Resolved	Adam Brockett	Response time
33	Has Issues, no response	Stephen Ferguson	Resolved	Bradlee Brown	Response time
34	Needs assistance with class recommendation	Stephen Ferguson	Resolved	John Locke	Response time
35	Learner has questions, but has yet to receive a reply	Stephen Ferguson	Resolved	Israel Alvarado	Response time
36	no response from inquiry	Susan Backofen	Resolved		Response time
37	VA not billed	Susan Backofen	Resolved	Stephanie Anderson	Response time
38	Blackboard Not Working for Students	Eloy Mendoza	Resolved	11178780	Black Board
39	Graduate book not available	Susan Backofen	Resolved		Lack of information
40	LEAD515 not listed in Spring 2	Susan Backofen	Resolved		Response time
41	Customer Service	Susan Backofen	Resolved		customer service
42	students not loaded in Bb	Susan Backofen	Tracking only		Response time
43	Password reset inconsistently working	Susan Backofen	Resolved		Email
44	students not logging in to email	Susan Backofen	Tracking only		Email
45	Learner claimed to not have known about SCKANS. EDU account	Amy Lash Esau	Tracking only	Douglas Barrett	Lack of information
46	CJ inquiry to MC	Amy Lash Esau	Tracking only		Misdirected Inquiry
47	Misinformation regarding financial aid	Susan Backofen	Resolved		Inconsistent information
	and the second				

Figure 7: Example of PS Issue tracking