

Student Tech Support

Steve Broadbent

Director, Information Technology Services

COCC Board of Directors

November 10, 2021

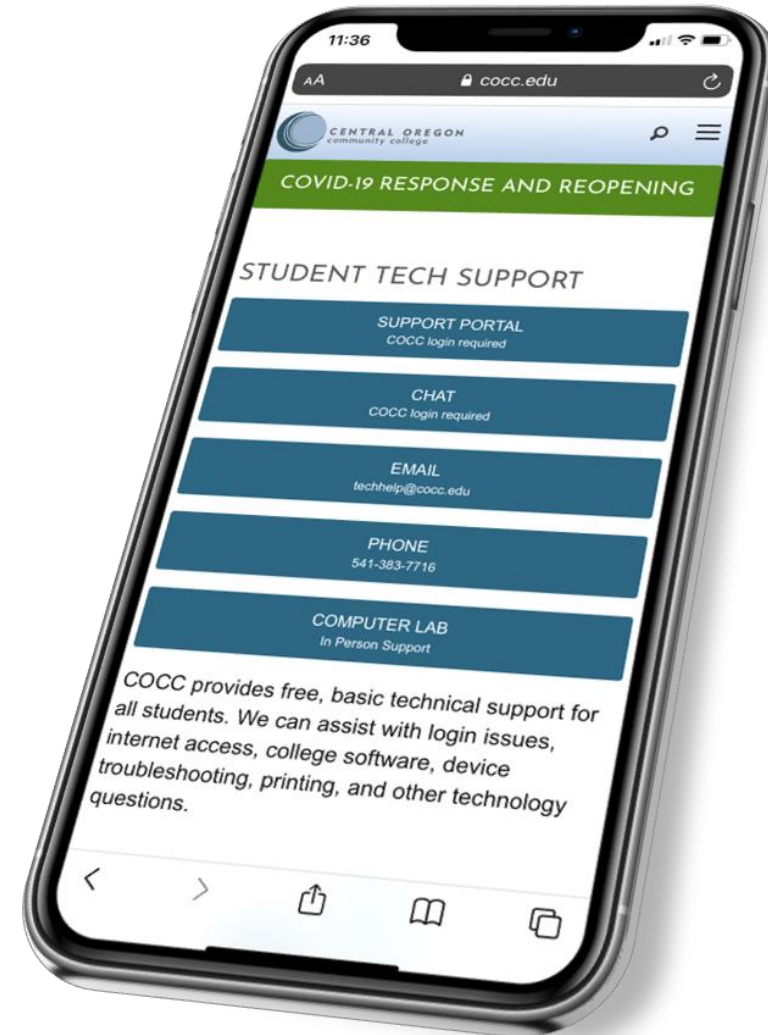


CENTRAL OREGON
community college

Student Technology Services

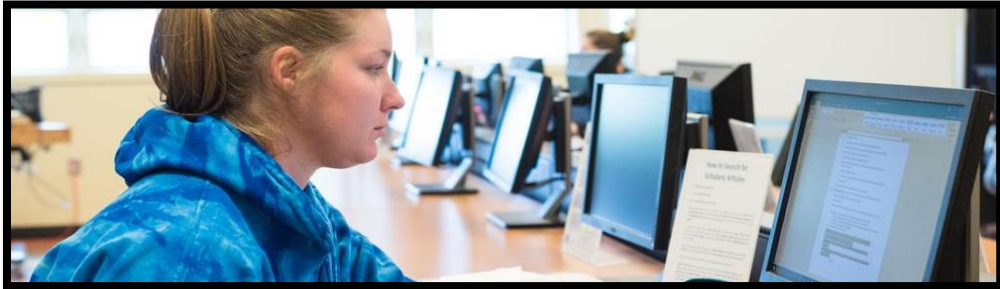
Objectives

- Highlight **technology at COCC**
- Introduce **Student Tech Support**
- Share early **performance metrics**



Technology is pervasive at COCC

Drop-in Computer Labs at 4 Campuses



COCC Website

STUDENT LOGIN

Account access for Current Students

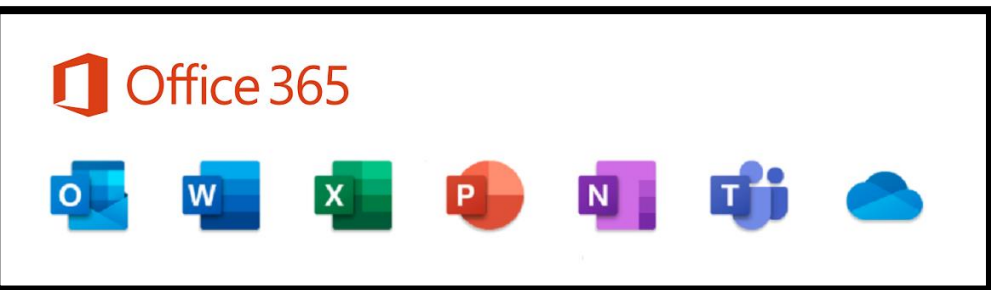


Click the student login icons above to access online services available to students. [Login help.](#)

Technology Lending



Computer Applications



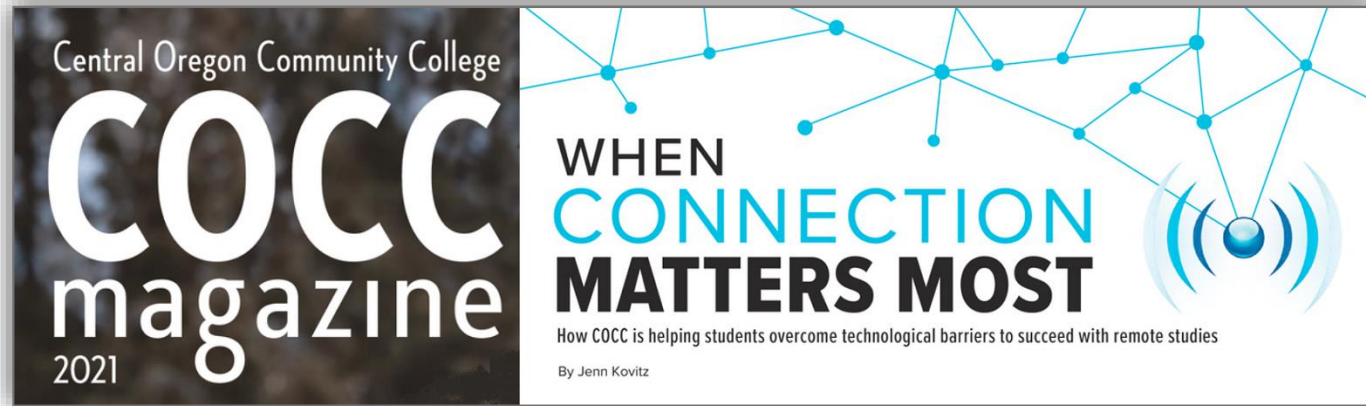
Learning Management System



Residence Hall Network



Pandemic exposed additional needs



Students' non-academic struggles

- Some degree-seekers live in areas where they cannot access **reliable internet**
- Many students lack **hardware needed** to log in to Zoom-based virtual classrooms
- Others have **no prior experience** with remote learning technologies

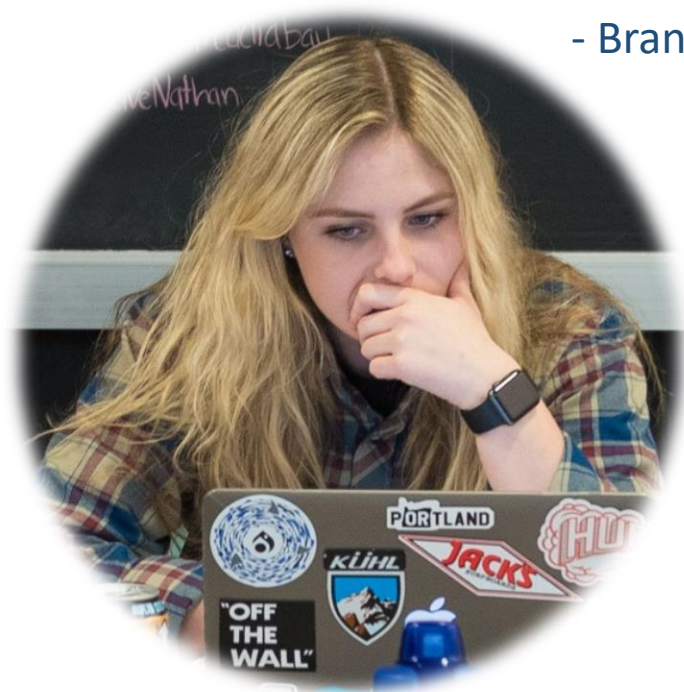
Collaboration across COCC

- Departments' funding of **technology purchases**
- **Library lending** of computers and hotspots
- **Computer labs** open at four campuses (Bend, Redmond, Madras, Prineville)
- Expanded **Wi-Fi in campus parking lots**
- eLearning and Human Development class on **technology skills**

How do students get help?

“I can’t access my COCC account to take my placement test.”

- Brandon M.



“Blackboard is saying I'm not enrolled in any courses.”

- Lauren H.

“How do I install Word for my writing class?”

- Ethan H.



“I need help installing AutoCAD for my CIS 120 class.”

- Starla F.



“My hotspot is stuck in airplane mode.”

- Chantel H.

Collaboration on Tech Support

Helping students overcome technological barriers to succeed

Core Team

Enablement

Steve Broadbent

Drew Fegette

Laura Boehme
Jeff Floyd
Darren McCrea
Aaron-James Perry
Cindy Jeffreys
Brian Allison
David Jordan
Aaron-Boone
Barry Rogers
Wade DeBraal
Bruce Thompson
Elizabeth Allison
Heidi Weaver (HR)

Yasuko Jackson

Kristine Roshau
Sarah Moore
Scott Dove

Tina Hovekamp

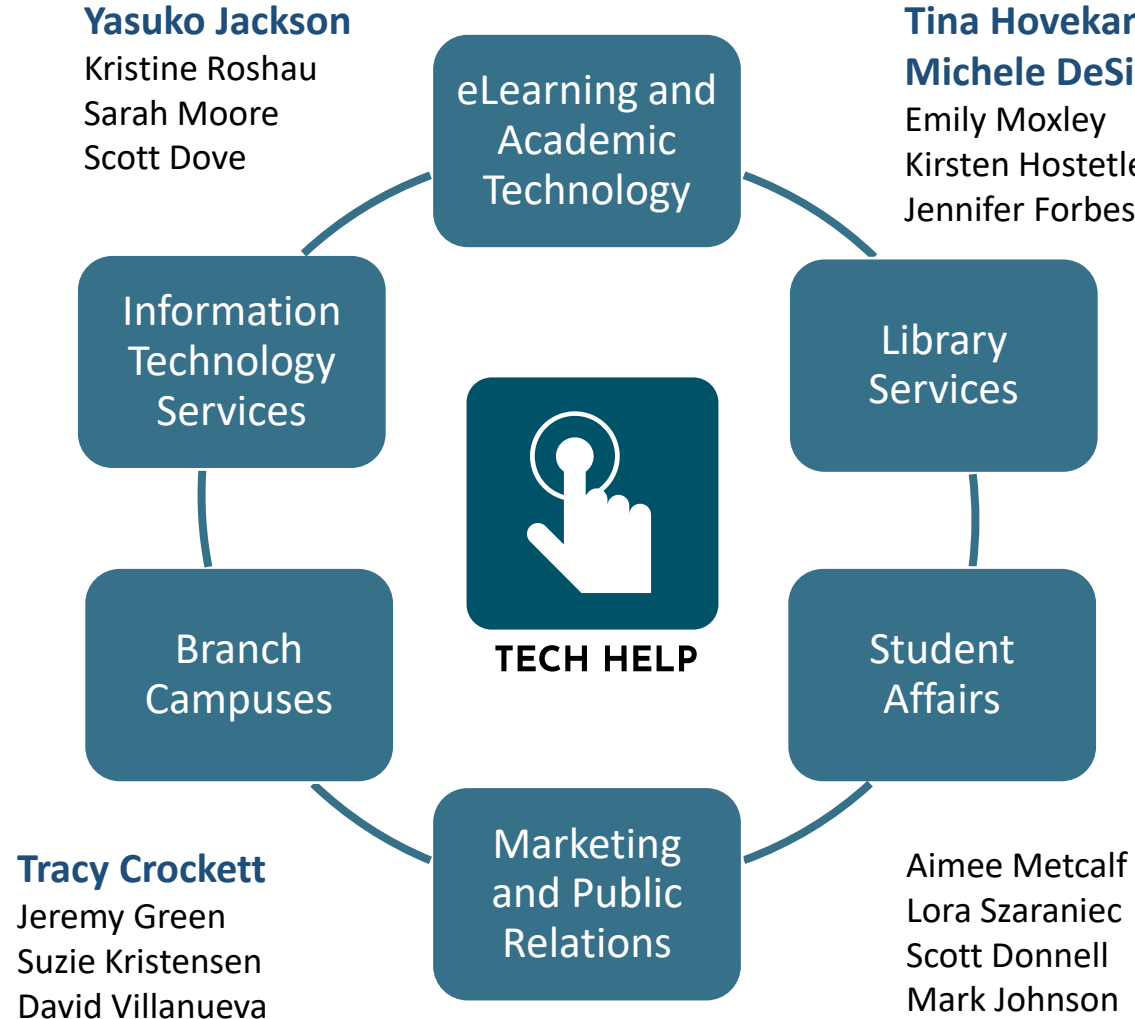
Michele DeSilva

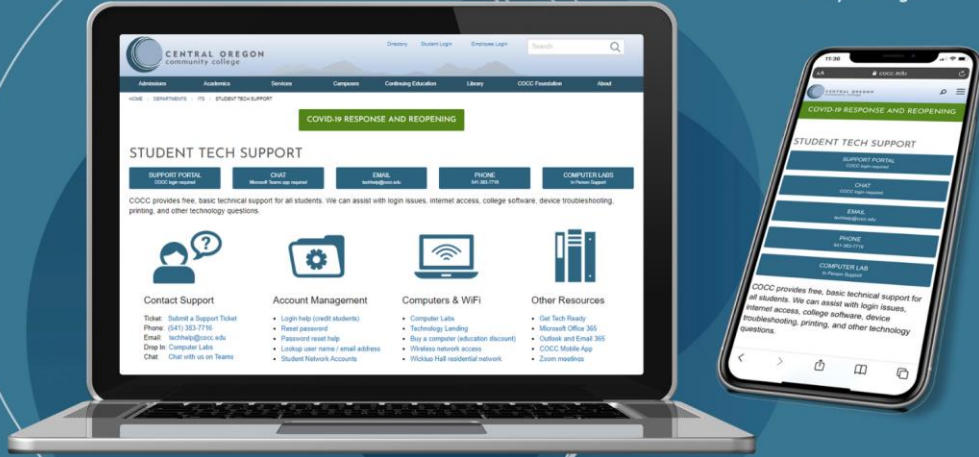
Emily Moxley
Kirsten Hostetler
Jennifer Forbes

Sharon Bellusci

Chris Mills

Andrew Davis
Dustin Hunt
David Wolfe
Kate Donahue
Deborah Lehto
Diane Pritchard
Buffy Stoll Turton
Mindalay Perez
Chris Egertson





STUDENT TECH SUPPORT



Scan QR code

cocc.edu/tech-help

techhelp@cocc.edu

541.383.7716



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community college
STUDENT TECHNOLOGY

C OCC provides free, basic technical support for all students. Get help with login issues, internet access, college software, device troubleshooting, printing, and other technology questions.

Student-Ready

Fall term 2021



TECH HELP

SUPPORT PORTAL
C OCC login required

CHAT
Microsoft Teams app required

EMAIL
techhelp@cocc.edu

PHONE
541-383-7716

COMPUTER LABS
In-Person Support

✓ Student Tech Support website

✓ New IT Service Desk system

✓ Chat using Teams

✓ techhelp@cocc.edu

✓ “One Stop” live support

✓ In-person services

STUDENT LOGIN

Account access for Current Students



Website

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COMPUTER LABS
In Person Support

Cocc provides free, basic technical support for all students. We can assist with login issues, internet access, college software, device troubleshooting, printing, and other technology questions.



Contact Support

Ticket: [Submit a Support Ticket](#)
Phone: (541) 383-7716
Email: techhelp@cocc.edu
Drop-In: [Computer Labs](#)
Chat: [Chat with us on Teams](#)
Survey: [Rate our service](#)

Hours: M-TH 8:00 a.m. to 8:00 p.m.
F 8:00 a.m. to 6:00 p.m.



Account Management

- [Login help \(credit students\)](#)
- [Reset password](#)
- [Password reset help](#)
- [Lookup user name / email address](#)
- [Student Network Accounts](#)
- [Library Accounts](#)
- [Continuing Education students](#)
- [Acceptable Use Policy](#)
- [Account Security](#)



Computers & WiFi

- [Drop-in Computer Labs](#)
- [Technology lending](#)
- [Buy a computer \(education discount\)](#)
- [Wireless network access](#)
- [Wickiup Hall internet](#)
- [Internet service financial assistance](#)
- [Troubleshoot home internet](#)



Other Resources

- [Get Tech Ready](#)
- [Microsoft Office 365](#)
- [Outlook and Email 365](#)
- [Cocc Mobile App](#)
- [Zoom meetings](#)
- [Printing on campus](#)
- [Disability Services](#)
- [SSO FAQ's](#)

Phone Support

541-383-7716

From: Recorded Phone Tree

- 1 Email Accounts, Office 365, or Mobile**
→ x7722 – Computer Lab
- 2 Bobcat Web account or A&R**
→ x2240 - Admissions and Registration
- 3 Blackboard and Online Orientation**
→ x7785 - eLearning and Academic Technology
- 4 CAP Services**
→ x2260 – CAP Services
- 5 Operator**
→ x7700 – Info Booth
- 6 Repeat menu options**

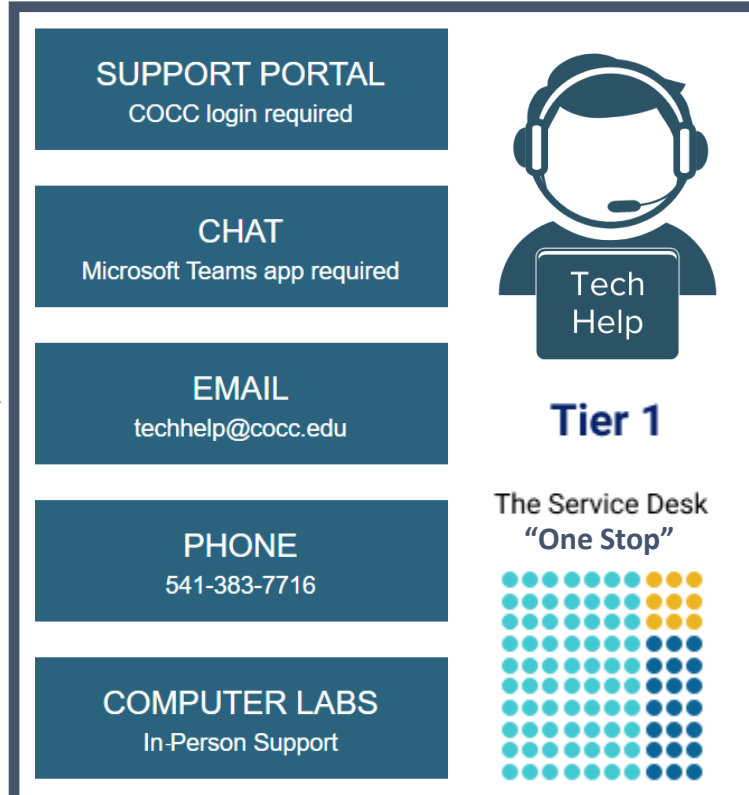


To: “One Stop” Live Help

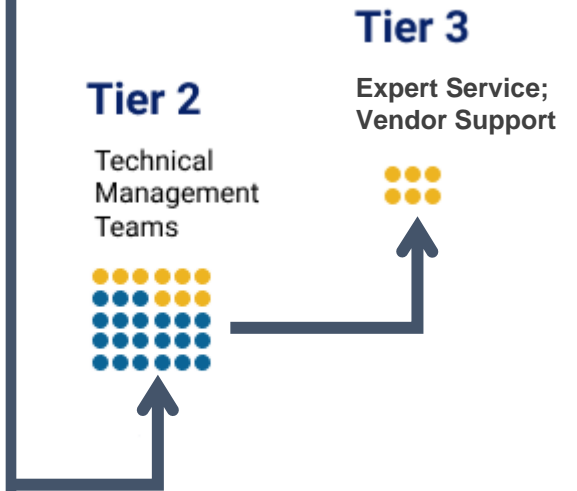


- Live person answers phone
- Tier 1 technical support
- One-call resolution (goal)
- Warm transfer to Tier 2

“One Stop” Student Service Desk



Student Technicians	
Drew Fegette, Coordinator	
Tanner Root	Ryan Blizard
Prit Patel	Jesse May
Peter Fortenberry	Stacy Shaw
Luke Reynolds	Cinthia Alvarez-Calvillo
Daniel Hebron	



IT Service Desk Platform (SysAid)



Student View



Service Catalog >

Submit a Ticket

Get help with technology at COCC. Submit a support ticket and get a response within 24 hours.

Chat

Get live help during business hours. Chat with us on Microsoft Teams.

Email

Send us an email with your question or issue. Someone from Student Tech Support will reply within 24 hours.

Password Reset

Change or reset your COCC password.

Computer Labs

Drop-in computer labs provide access to computers, Wi-Fi, printers, and technical support. View locations and hours.

Tech Support Web

See other ways to contact us. View resources for borrowing computers, troubleshooting tips, and more.

FAQ

- Password reset instructions 61 >
- Google Chromebooks for course work 21 >
- Microsoft Office 365 account does not allow ... 17 >

My Tickets 5 Recently Closed 89

#38574: Legal name change and email us... Request time: 10/28/2021 10:12:51 AM

Status: Assigned Urgency: Routine (4-7 days)

#38546: Trouble activating account Request time: 10/26/2021 06:00:55 PM

Status: Assigned Urgency: Routine (4-7 days)



Technician View

Help Desk > Incidents

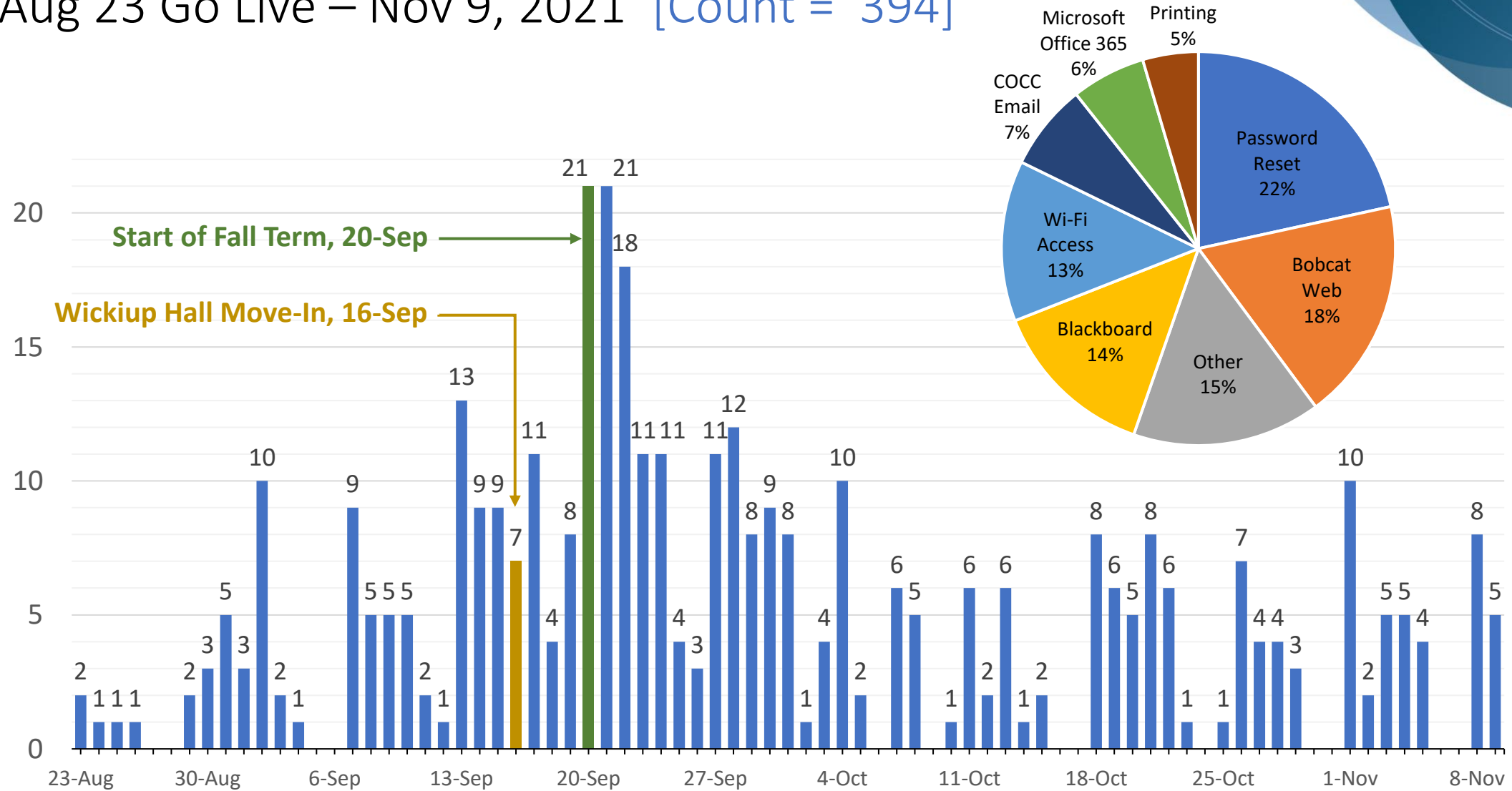
View: **Student Tech Support** + New

Advanced Search 🔍 🕒 🌿 ⋮ Showing 1-100 of 265

<input type="checkbox"/>	#	Sub-Category	Subject	Status	Assigned to	Request user
<input type="checkbox"/>	38605	Bobcat Web	Error on account lookup / password	Closed	Steve Broadbent	Max A
<input type="checkbox"/>	38599	COCC Email	Cannot login with COCC	Assigned	Student Technician1	Benjamin W
<input type="checkbox"/>	38585	Bobcat Web	Invalid User Name - Student ID	Closed	Cindy Jeffreys	Max H
<input type="checkbox"/>	38555	Password Reset	Password Reset	Closed	Student Technician1	Cameron C
<input type="checkbox"/>	38545	Wi-Fi Access	Wifi problem	Closed	Wade DeBraal	Matthew W
<input type="checkbox"/>	38544	Wi-Fi Access	Student Tech Support	Assigned	Wade DeBraal	Aidan M
<input type="checkbox"/>	38537	Other	Personal PC speaker problems	Closed	Student Technician1	Violet P
<input type="checkbox"/>	38533	Other	Trouble Logging in to jobs.cocc.edu	Closed	Student Technician1	Tami P
<input type="checkbox"/>	38531	Printing	Can students pay to print using a credit	Closed	Steve Broadbent	Jared S
<input type="checkbox"/>	38518	Password Reset	Student receives error while trying to	Closed	Student Technician1	Joshua S
<input type="checkbox"/>	38475	Wi-Fi Access	Help with PS4 connectivity issue/NAT	Closed	Wade DeBraal	Samiakin A

Student Service Desk Tickets

Aug 23 Go Live – Nov 9, 2021 [Count = 394]



Survey Results

Qualtrics survey sent to 213 students,
October 26, 2021. Responses = 16 (8%).

Q1 - Overall, how **satisfied** are you with the service you received from Student Tech Support?



Q2 - How likely are you to **contact** Student Tech Support again if you need help with technology?



Q3 - Would you **recommend** Student Tech Support to other students at COCC?



Q4 - Comments about your **experience** with Student Tech Support:

- “So thankful they call you back even on the weekends and evenings.”
- “Nice people. Helpful. They figured it out and got me back in the classroom. Thank you.”
- “I’m so happy that tech support is available! Will definitely use again!”
- “Your services are invaluable.”
- “Go beyond what they have to!”

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