This is the entry page for clients; they can submit service requests from the various workgroups by clicking on the appropriate links.

New Orientation to Online Learning
If you are teaching online courses at KapCC, you can add this Orientation to your course website to give students valuable information on technical requirements, mental/technical readiness, expectations, and instructor availability. Click here for the full article and link to the online orientation.

Kapiʻolani Community College

The Center for Excellence in Learning, Teaching, and Technology

Services

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⊞ Audio Visual
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⊞ Customer Care Center / Help Desk
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Professional Development

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search...

Need Help? Submit an online request form.

Need a Request Form?

Instructions:

Help us provide you with the best service possible by using our online service request form system!
Click on one of the links below based on the nature of your support needs.

🔧 Customer Care Center Service Request Form For:

○ Assistance resolving problems with telephone, networks, computers and printers or
○ Short-term loan of Audio-visual equipment

📹 Instructional Multimedia and Distance Learning Service Request Form For:

○ Distance Learning Support: review, modify, and develop course content; create a website for courses; and deliver content via distance learning technologies.
○ Video/Multimedia Support: assist with effective user interface design, visual design, and selection of appropriate media such as text, graphics, audio files, video files, slideshows with animation and narration, and other media.
○ Laulima Support

🖨 Graphics and Digital Printing Request Form, CELTT (PDF Form)

📄 KCC Website Update/New Website Request

○ Update Course information on KCC web & Quill
○ Request a NEW website consultation

Please be sure to include the following information to avoid delays in resolving your request
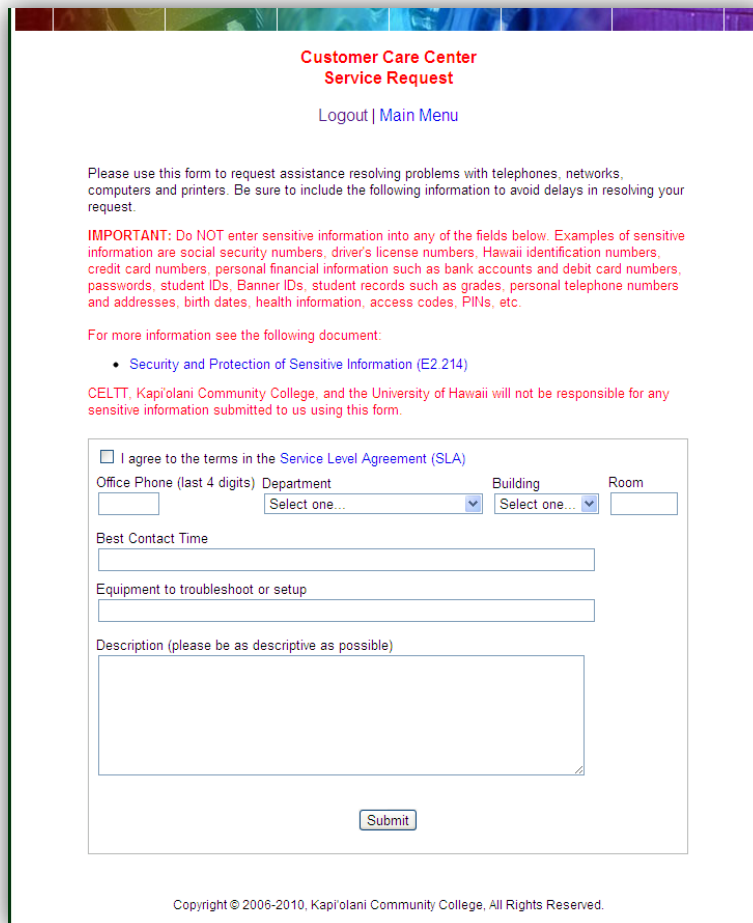
○ Office Location
○ Contact Number

This page allows users to refine their request for our Help Desk (Customer Care Center). Based on their selection, they are presented with a form that collects data specific to their need. The next two screen shots show intake forms for two different types of service.

Customer Care Center
Consulting Service Request

Logout | Main Menu

Please use this form to request consultation services. Be sure to include the following information to avoid delays in resolving your request.

IMPORTANT: Do NOT enter sensitive information into any of the fields below. Examples of sensitive information are social security numbers, driver's license numbers, Hawaii identification numbers, credit card numbers, personal financial information such as bank accounts and debit card numbers, passwords, student IDs, Banner IDs, student records such as grades, personal telephone numbers and addresses, birth dates, health information, access codes, PINs, etc.

For more information see the following document:

- Security and Protection of Sensitive Information (E2.214)

CELTT, Kapi'olani Community College, and the University of Hawaii will not be responsible for any sensitive information submitted to us using this form.

☐ I agree to the terms in the Service Level Agreement (SLA)

Office Phone (last 4 digits)   Department   Building   Room
[   ]   [Select one...   ▼]   [Select one... ▼] [   ]

Date Needed   Best Contact Time
[   ] 🖩   [   ]

Description of consulting services required (be as descriptive as possible)
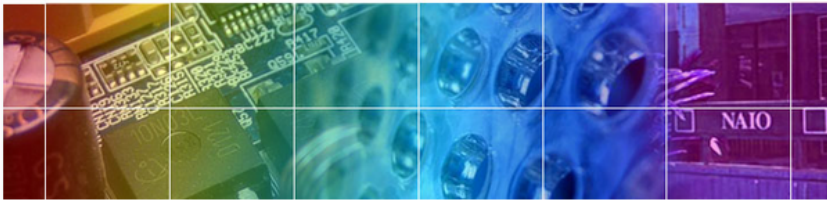[   ]

[Submit]

Disclaimer

This page is the intake form for our Instructional Services work group.

CELTT

Center for Excellence in Learning, Teaching, and Technology

NAIO

**Instructional Development, Multimedia, and Distance Learning Unit
Service Request**

Logout

Welcome **Mary T P Hattori**!

To submit a service request to the CELTT Instructional Multimedia & Distance Learning Unit, fill-in the fields shown below. When you are done, click once on the Submit button to complete the transaction. Note: All fields must be filled-in.

IMPORTANT: Do NOT enter sensitive information into any of the fields below. Examples of sensitive information are social security numbers, driver's license numbers, Hawaii identification numbers, credit card numbers, personal financial information such as bank accounts and debit card numbers, passwords, student IDs, Banner IDs, student records such as grades, personal telephone numbers and addresses, birth dates, health information, access codes, PINs, etc.

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☐ I agree to the terms in the Service Level Agreement (SLA) *

Department
Select one...

Office Phone (last 4 digits)

Affiliation
Select one...

Date Needed (mm-dd-yyyy)
[   ] [...]

Type of Request
○ ADA Support
○ E-Portfolio
○ Faculty Lab
○ HITS/ITV
○ Instructional Training
○ Laulima
○ Software Support
○ Video Conferencing
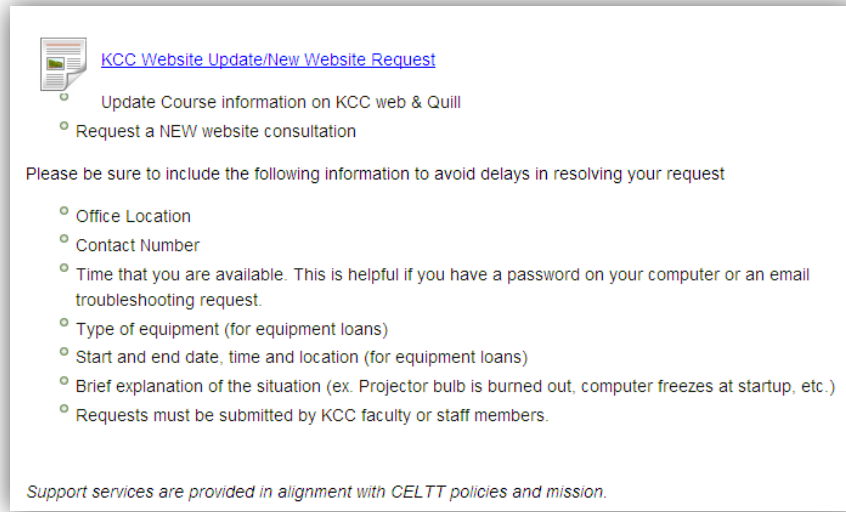
Please explain in detail what you need help with. Be as specific as possible.
[   ]

Submit

Disclaimer

The web services team was moved into CELTT in spring 2009 as part of the campus reorganization. During the transition into the unit the campus webmaster retired so an online request system for these services was delayed. In 2011 an online system will be tested and launched. The current intake form for this unit is a simpe web form shown below.