

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

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**CELTT**  
The Center for Excellence in Learning, Teaching, and Technology

Kapi'olani Community College

**Services**

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- Get Help
- Application Support
- Audio Visual
- Campus Networks
- Distance Learning
- Customer Care Center / Help Desk
- Indicators

**Professional Development**

- Technology Topics
- Teaching Topics
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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

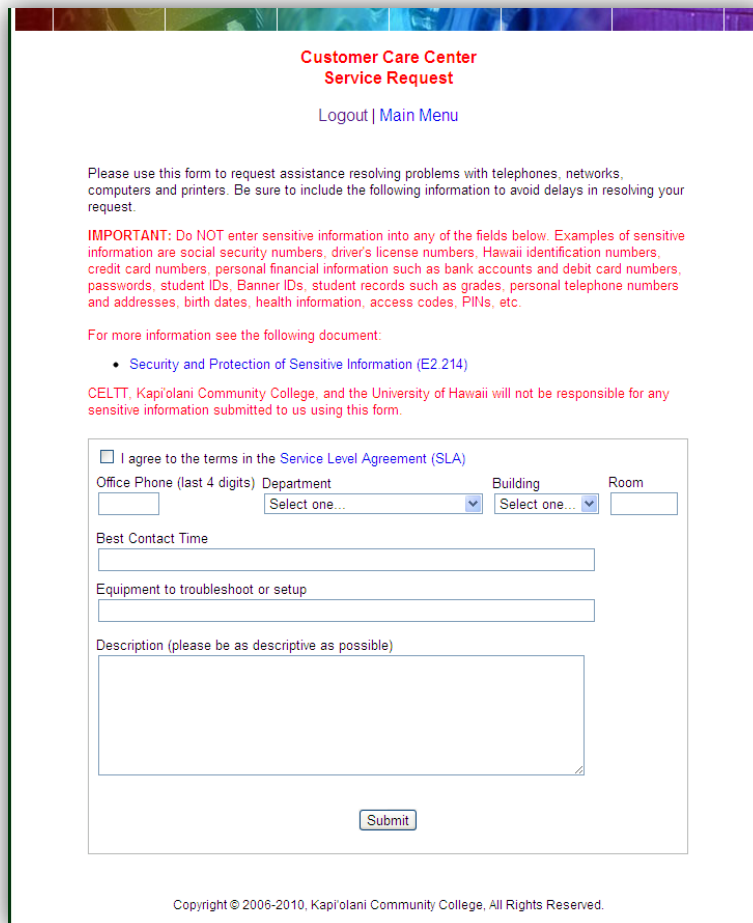
- Office Location
- Contact Number

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.



The screenshot shows the 'Customer Care Center Main Menu' page. At the top, there is a logo for CELTT (Center for Excellence in Learning, Teaching, and Technology) and the text 'Kapi'olani Community College'. Below the logo is a decorative banner with images of technology. The main content area includes a 'Logout' link, a welcome message 'Welcome Center Technology!', and a prompt to 'Click once on the item that best describes your situation'. A list of service options is provided with red arrow icons:

- ▶ I want to borrow equipment for a class or KCC event
- ▶ I need to have a computer(s) and/or printer(s) setup
- ▶ I need to have software installed on a computer
- ▶ I have a computer, printer, or telephone problem
- ▶ I have an audio/visual equipment problem
- ▶ I need advice on a software, computer, or audio-visual equipment purchase



The screenshot shows the 'Customer Care Center Service Request' form. At the top, there is a logo for CELTT and the text 'Kapi'olani Community College'. Below the logo is a decorative banner with images of technology. The main content area includes a 'Logout | Main Menu' link, a paragraph explaining the form's purpose, an 'IMPORTANT' notice about sensitive information, a link to a document for more information, and a disclaimer. The form fields include:

- I agree to the terms in the [Service Level Agreement \(SLA\)](#)
- Office Phone (last 4 digits):
- Department:
- Building:
- Room:
- Best Contact Time:
- Equipment to troubleshoot or setup:
- Description (please be as descriptive as possible):
- 

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## 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

Date Needed   Best Contact Time


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

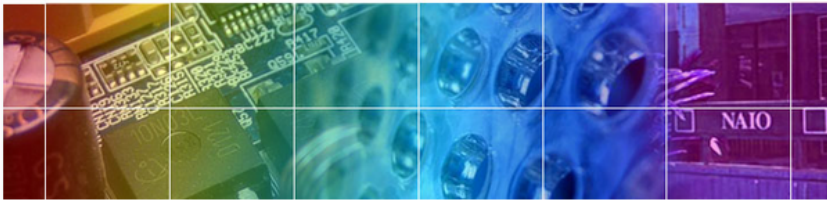
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[Disclaimer](#)

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

Kap'olani Community College

 **Center for Excellence in Learning, Teaching, and Technology**



**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.

For more information see the following document:

- [Security and Protection of Sensitive Information \(E2.214\)](#)

CELTT, Kap'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 \(SLA\)](#) \*

Department  Office Phone (last 4 digits)  Affiliation

Date Needed (mm-dd-yyyy)

Type of Request

ADA Support

E-Portfolio

Faculty Lab

HTS/ITV

Instructional Training

Laulima

Software Support

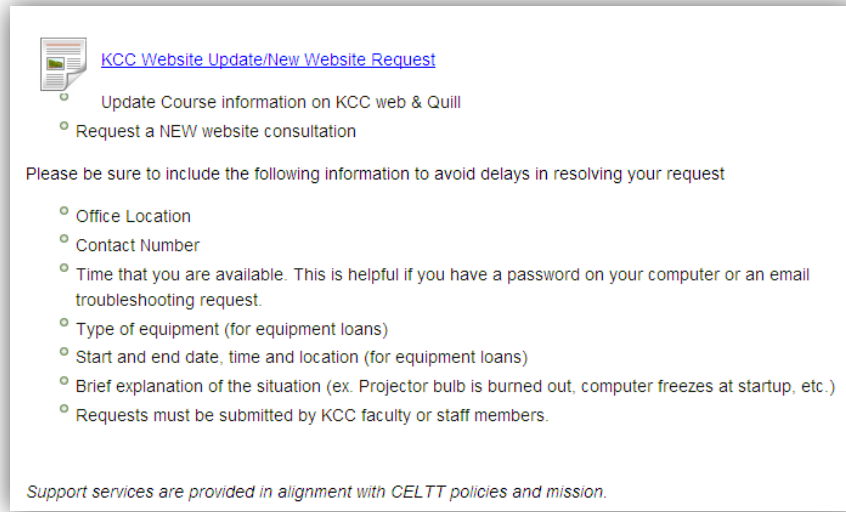
Video Conferencing


Please explain in detail what you need help with. Be as specific as possible.

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[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 simple web form shown below.



 [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
- Time that you are available. This is helpful if you have a password on your computer or an email troubleshooting request.
- Type of equipment (for equipment loans)
- Start and end date, time and location (for equipment loans)
- Brief explanation of the situation (ex. Projector bulb is burned out, computer freezes at startup, etc.)
- Requests must be submitted by KCC faculty or staff members.

*Support services are provided in alignment with CELTT policies and mission.*



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**RENOVATION ALERT!**  
In Spring 2011, the Nalo building will undergo renovation. CELTT will remain operational, but some staff will be relocated within the building and to the Library, in the Lerna building. Renovation is expected to begin in spring and end in August 2011. Given disruptions associated with the renovation, the best way to seek assistance is through the online contact form and by calling our Customer Care Center at 734-9711. This article will be modified as updates are available.

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**Webmaster**

4303 Diamond Head Road  
Nalo Building  
Honolulu, Hawaii 96816

808.734.9711  
808.734.9287

Enter your Name:

E-mail address:

Message Subject:

Enter your Message:

E-mail a copy of this message to your own address.

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