



How to Reach OIT

8/23/10

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The Office of Information Technology offers a variety of valuable services to the college community. While some services can be ordered with a simple phone call, other services may require approval, budgeting, or advanced planning. This information will help you understand the best and fastest way to contact OIT for various services.

How to reach OIT for *HELP & SUPPORT*

The Faculty/Staff Helpdesk is your first call for *most OIT services*, including:

- A technology device or service that has stopped working
- Requesting a change or addition to an existing technology device or service
- Staff training or help with your using your technology

There are several ways to contact the Faculty/Staff Helpdesk:

- Submit your request or incident online at <http://www.muskegoncc.edu/service-now>
- Email your request or incident to helpdesk@muskegoncc.edu
- Call 231.777.0351 (or extension 351). All high-priority incidents should be called in for fastest service.
- Visit the Faculty/Staff Helpdesk in room 140 during our regular hours:
 - Monday-Thursday 7:30am-9:00pm, Friday 7:30am-4:30pm
 - Note: Offices close at 4:30pm during semester breaks when classes are not in session.

When the Faculty/Staff Helpdesk is closed, faculty can contact the Student Helpdesk for any major *classroom* issues or outages that happen *after hours* that *involve students*. The Student Helpdesk will notify an OIT manager of any issues deemed urgent.

- Student Helpdesk 866.718.5170 (or extension 347)
- Available 24/7/365

The LIFT Institute provides *Faculty Development* on classroom technology and distance education.

- LIFT Institute 231.777.0264 (or extension 264)
- Visit room 1109 during their regular hours 9:00AM to 4:00PM.

How to reach OIT for *EQUIPMENT AND DELIVERIES*

Typically, equipment is requested through the normal annual budget cycle. To order new computers, telephones, or other technology, a *form may be required* to obtain funding and approval. Visit the OIT website for a listing of downloadable forms to meet your needs.

- www.muskegoncc.edu/oit
- Select *Help & Resources, Faculty/Staff Help & Resources, Forms*
- If you do not find a form here that meets your needs, contact the OIT Helpdesk for further assistance.

To order portable projectors, speakers, TVs, computer, or other technology for your classroom or meeting room, contact Conference & Catering Services to create a reservation at least 24 hours in advance. While OIT will always provide their best effort to fulfill media delivery requests, reservations made with less than 24 hours notice cannot be guaranteed.

- Conference & Catering Services 231.777.0319 ([or](#) extension 319)
- Email events@muskegoncc.edu

Other Useful Information

To report an issue with the temperature, lighting, noise level, or other physical aspects of your classroom, contact the Physical Plant.

- Physical Plant 231.777.0318 ([or](#) extension 318)
- If no answer, call the college operator: 231.773.9131 ([or](#) extension 0)

All MCC students should call the Student Helpdesk for all technology-related issues. The technicians at the Student Helpdesk are specially trained to work with students' technology needs. The Faculty/Staff Helpdesk supports faculty and staff exclusively, and will direct students to call the Student Helpdesk.

- Student Helpdesk 866.718.5170 ([or extension 347](#))
- Available 24/7/365