



How to Request Services from Institutional Effectiveness (I.E.)

1. Go to lssc.edu → [LSSC Support Hub](#) (TeamDynamix)



2. Select sign in → [Services](#)

- a. Please note: If you do not sign in first with your SSO, you will not see the services offered by Institutional Effectiveness



3. The [Service Catalog](#) will show all the available services offered to you.

- a. Select Institutional Effectiveness

The Service Catalog page displays a grid of service categories. The 'Institutional Effectiveness' category, which includes 'Data and Analysis, Surveys, State Reporting, HelloCampus/AEFS', is highlighted with a red box. Other categories shown include Campus Safety and Security, Creative Marketing and Video Production, Cybersecurity, eLearning, Employee Transactions, Enterprise Systems (Banner), Facilities, Faculty/Staff Technology Help Desk, Media & Classroom Technology Support, and more.



4. I.E. services include: Data and Analysis, Assessment/Assignment Linking, Course Evaluations, IRB Assistance, State Reporting/Compliance, Survey Creation, and General I.E. Request.

Institutional Effectiveness

Categories (1)

Data and Analysis

Services (6)

Assessment or Assignment Linking

Course Evaluations

IRB Assistance

State Reporting/Compliance

Survey Creation

General IE Request

5. Select a service you would like to utilize → request service

Home Projects Services Knowledge Base Questions

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Service Catalog Institutional Effectiveness General IE Request

General IE Request

Feed (0)

All Communications

Edits Comments Search...

No feed entries were found.

Request Service

Share

Edit Service

Add to Favorites

Details

Service ID: 7458
Public: No

6. A new screen will appear where you will be able to write in your request.

 - a. **Required Fields for the request include:** Requestor, Department, Ticket Subject, Description, and urgency/priority of the ticket request.

Submit a general inquiry to the LSSC IE team.

Requestor *

This is an individual that is listed as the person asking for service detailed within the ticket. If used as a filter in a report, the filter allows for a lookup search.

Department *

Begin typing to search for your department or click the magnifying glass to view all department options.

Institutional Effectiveness

Ticket Subject *

A short description to explain the nature of a ticket.

Description *

The full details of a ticket, including any appropriate circumstances or supplementary information that may aid in resolving it.

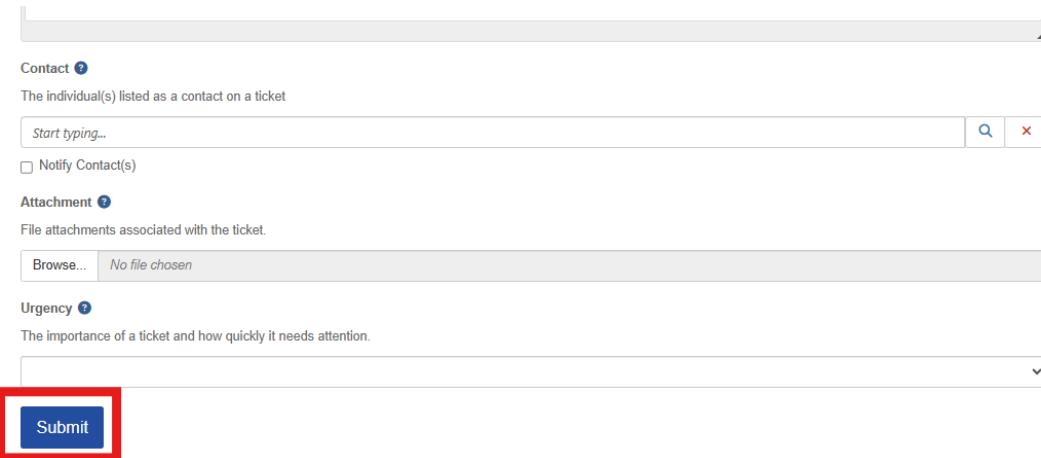
Format

Urgency

The importance of a ticket and how quickly it needs attention.



7. Select “Submit” once your ticket is completed, and a staff member from I.E. will reach out to you for more information.



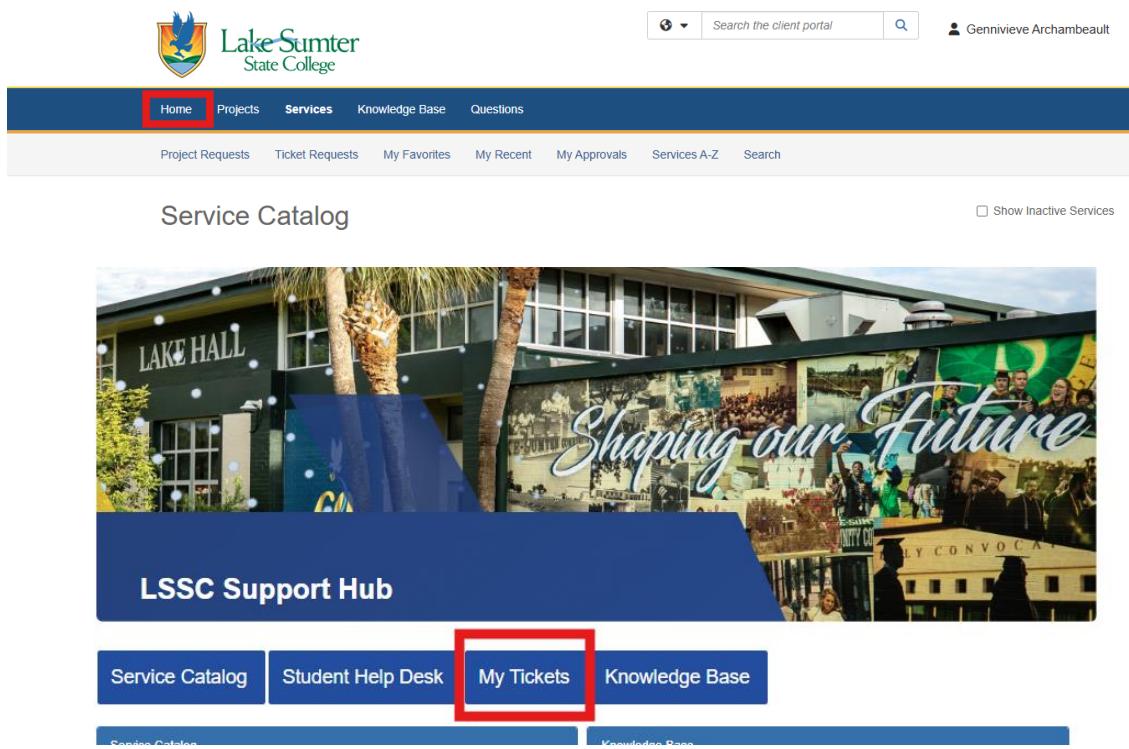
Contact ?
The individual(s) listed as a contact on a ticket

Notify Contact(s)

Attachment ?
File attachments associated with the ticket.

Urgency ?
The importance of a ticket and how quickly it needs attention.

8. You can view the status of your ticket by clicking Home → [My Tickets](#)



Lake Sumter State College

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Service Catalog Show Inactive Services

LSSC Support Hub

Service Catalog Student Help Desk **My Tickets** Knowledge Base