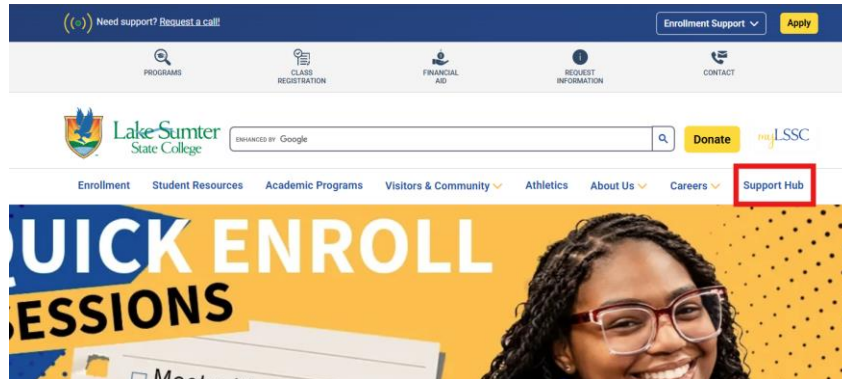


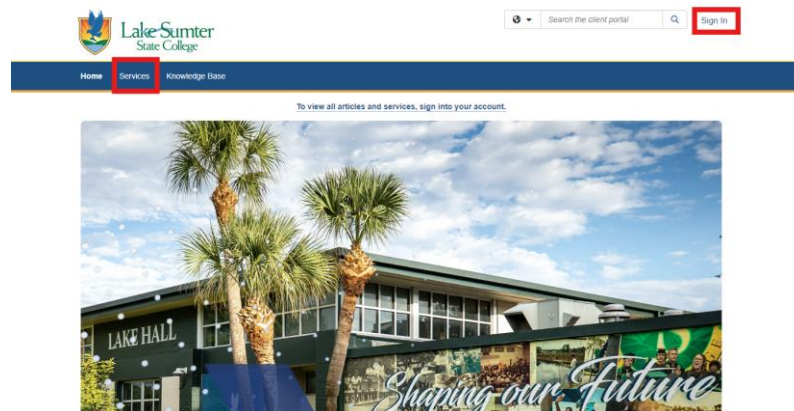


How to Request Services from Institutional Effectiveness (I.E.)

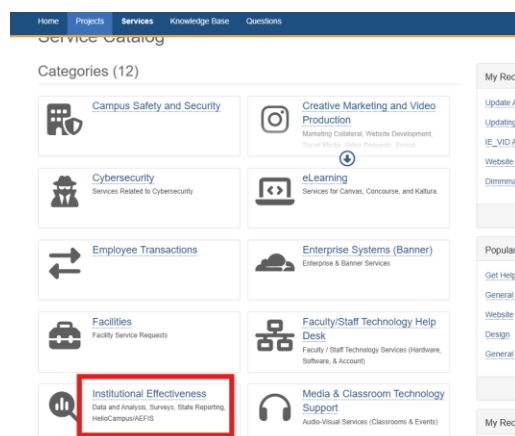
1. Go to lssc.edu → [LSSC Support Hub](#) (TeamDynamix)



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





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.

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

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.



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

Form fields for ticket submission:

- Contact (help icon): The individual(s) listed as a contact on a ticket. Input field with placeholder "Start typing...", search icon, and clear icon.
- ☐ Notify Contact(s)
- Attachment (help icon): File attachments associated with the ticket. "Browse..." button, "No file chosen" text.
- Urgency (help icon): The importance of a ticket and how quickly it needs attention. Dropdown menu.
- Submit** button (highlighted with a red box).

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

Lake Sumter State College client portal interface:

- Header: Lake Sumter State College logo, search bar (placeholder: "Search the client portal"), user profile (Gennivieve Archambeault).
- Navigation Bar: Home (highlighted with a red box), Projects, Services, Knowledge Base, Questions.
- Sub-navigation: Project Requests, Ticket Requests, My Favorites, My Recent, My Approvals, Services A-Z, Search.
- Section: Service Catalog (with "Show Inactive Services" checkbox).
- Image: "Shaping our Future" banner featuring Lake Hall and a collage of students.
- Section: LSSC Support Hub.
- Buttons: Service Catalog, Student Help Desk, **My Tickets** (highlighted with a red box), Knowledge Base.