

# How to Submit Requests for IRAA Information and Service

## Creating a Ticket

- Log in to: <https://5000.coastal.edu> with your **CCU username** and **password** and select **4-Institutional Research, Assessment, and Analysis** in the **Organization** field.
- To create a new ticket:
  1. Select the **Need help? Report it** button and then choose an appropriate queue to start your ticket. Available queues:
    - Accreditation
    - Anthology
    - Data Visualizations
    - General
    - Institutional Research (Data)
    - Program Proposal or Modification
    - Records Management
    - Survey

If you are unsure of which queue to select, please choose **General** and your request will be routed to the proper person.

- Enter the details of your online service request. Details requested may vary depending on the queue selected. Below is an example of the **Institutional Research (Data)** queue. Select **New Ticket...**
  1. **Title** (**required**): A brief subject for the request.
  2. **Summary**: A more detailed description of the request.
  3. **Submitter**: The default submitter will be the user submitting the ticket. If you are creating a ticket on behalf of someone else, the submitter can be changed by typing their name in the drop-down list.
  4. **Deadline**: Requested completion date for the request. This field may be left blank.
  5. **Attachment**:
    - Select **Choose File** to add an attachment if needed. It is helpful to include a copy of a previous or similar data request.
    - Select **Add Another Attachment** to add additional attachments.
  6. **Screenshot**:
    - Paste a Screenshot if needed.

Click **Save** to save the ticket and return to the ticket list. Click **Apply Changes** to save the ticket and continue editing it. Click **Cancel** to discard the ticket.

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## **KACE Email Follow-up**

- Once you have submitted a new ticket and it has been assigned, you will begin receiving email correspondences through the KACE system. Following a link, you may log in to the system to see your ticket details or answer the email to communicate to the IRAA staff member working on your ticket.

## **Viewing Tickets**

- The ticket number referenced in the emails received after KACE tickets are submitted provides a link to the ticket in the system. Users must log in using their CCU Username and password to open the ticket.

OR

- Log into <https://5000.coastal.edu>
- In the left column select **IRAA Service Center**.
- On the right side of the screen the following options are available:
  1. **Queue:** Use the drop-down list to select all tickets or those from a specific queue. Change this selection back to **ALL Queues** when complete.
  2. **View By:** Further filtering of ticket view.
  3. **Search List:** Enter key text words or a ticket number to search for a specific ticket.
  4. **Advanced Search:** Filter for advanced searches.
  5. **Custom View:** Design a view screen including specific fields.

## **Viewing Ticket Details**

- Select the link in the **Number** or **Title** column to display the Ticket Detail page.
- Use the **Comments** box to submit additional information for your ticket.
- Another option is to reply by email to any of your emailed ticket updates.

## **User Satisfaction Survey**

- After your job is complete and ticket closed, you will receive an email with a link to a very brief user satisfaction survey (Rate service 1-5 and Comments). Please take the time to complete the survey so the IRAA Office may continue to provide all customers the best service possible.

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