


## OIRE REQUEST DESK QUICK GUIDE

### Purpose and Scope

The purpose of this document is to serve as an instructions guide for internal and external users how to submit electronic data request to the Florida Polytechnic University (the University) Office of Institutional Research and Effectiveness (OIRE) electronic data request form, also known as Request Desk.

 For more information and additional instructions on OIRE Request Desk, please review Request Desk User's Guide

### Points of Contact

If a user were to encounter any difficulty and/or needs technical support with Request Desk, OIRE should be contacted via phone or email. OIRE will respond to any user's technical support within a business day of OIRE being notified by the requester. OIRE staff contact information is as follows:


Name	Role	Email	Phone
Kevin Calkins	Director of OIRE	<a href="mailto:kcalkins@flpoly.org">kcalkins@flpoly.org</a>	863.874.8545
Jhojana Infante	Data Analyst	<a href="mailto:jinfante@flpoly.org">jinfante@flpoly.org</a>	863.874.8543

Florida Polytechnic IT Helpdesk should not be contact for technical support unless difficulty is related to software installations or computer hardware.

### ACCESSING REQUEST DESK

Request Desk can be accessed from any internet browser (Internet Explorer, Google Chrome, Safari, or Firefox Mozilla). It is accessed the following URL:

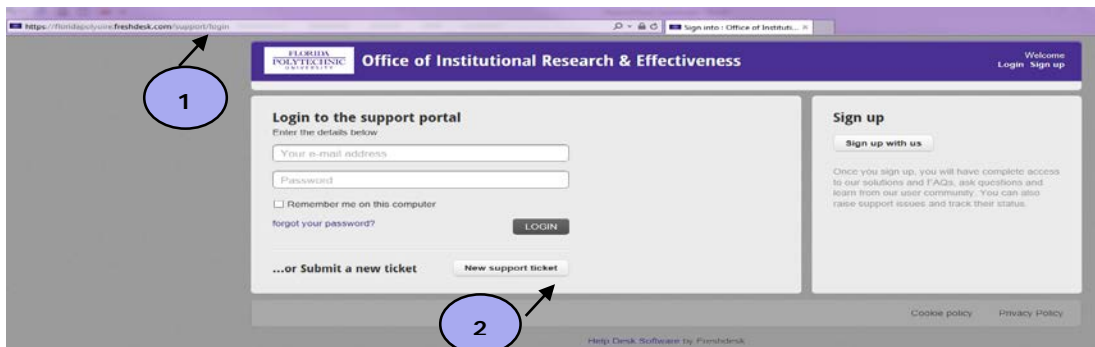
<https://floridapolyoire.freshdesk.com/support/login>

 *All communications and requests will be saved and archived by Request Desk system. Those will be available for both parties and can be used for future reference.*

### SUBMITTING A REQUEST


Steps to submit a data request using the "New support ticket" button are:


- 1) Access Request Desk via URL address <https://floridapolyoire.freshdesk.com/support/login>
- 2) Click "New support ticket" button located in the lower mid-section of the website



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- 3) Type requester/user's email. For first time requesters, once email address is entered at text box automatically appears to type requester's name
- 4) Type requester/user's department and/or Institution
- 5) Enter requester/user's phone number
- 6) Enter Subject of data/information request. Similar to an email subject line field
- 7) Type date when request is needed by in m/dd/year format (i.e. 8/7/2014)
- 8) Requester **MUST** provide a purpose of why the data/information is being requested. Memo letter and/or additional document(s) can be attached to the request in this area by clicking on "Attach a file" (Mozilla & Chrome) or "Browse" button (Internet Explorer) located below the "Purpose of Data Request" text box.
- 9) Requester **MUST** provide details on what metrics or information is being inquired (i.e. enrollment, retention rates, student to faculty ratio)
- 10) Enter data time period requested. For example, Fall 2014, Academic Year 2014-2015, etc.
- 11) Specify how data must be sorted and/or displayed for request (i.e. student level, residency status, gender, etc.)
- 12) Once request form is completed, click "Submit" button on the lower side of the screen

 Steps 1,2,4,6 and 7 are required to submit a request otherwise requester/user will receive an error and request will not be submitted. Figures 10 and 11 shows steps listed above and required fields captions have a \*.

 Request Desk will save any attachment submitted with a request or sent by an OIRE agent when request/ticket gets resolved. Such documents will be available for the user and OIRE agents in future searches. Contact OIRE staff when submitting documents containing confidential or law-protected information.