

LSI Intake Process (JIRA)

The LSI could request the creation of a JIRA ticket system for project management. This could include multiple different JIRA forms to address the specific information needed for one technology versus another. (Example: One form for ThingLink and a different one for Engage.) After creation, we propose including a button on the LSI webpage that redirects to the appropriate JIRA form; this will make it easier for faculty to access the form.

UWF Service Desks

Schedule Changes - Registrar's Office

These forms can be used to request schedule changes from the UWF Registrar's office.

What do you need help with?

Search



Create Variable Credit Hour Section

Request the creation of a Variable Credit Hour course section.



Departmental Spreadsheet Submission

Upload a departmental spreadsheet of course sections for a term.



Add a Course Section

Request the creation of a course section. (**Note:** If the section is to be a Variable Hour section, please use the form above.)



Change a Course Section

Request a change to an existing course section.



Cancel a Course Section

Request the removal of a course section.

1. This JIRA form would replace the current Google Form being emailed to interested faculty members. The form fields can be customized with short answer, dropdown menus, and multi-select or radio buttons. Important fields can also be designated as required to ensure that adequate information is provided. The form will even allow faculty members to attach documents, such as screenshots, syllabi, etc. This will allow the LSI to easily create and manage a form that meets their current and growing needs. This will also allow interested faculty to enter the required information more fully and completely.



Change a Course Section

Please complete this form to request a change to an existing course section.

Raise this request on behalf of



Jeremy Cottingham



Course Number

For example: COP 2334 or EDE 4200

Course Reference Number

What is the CRN of the section that needs to be changed?

Is this section crosslisted? If so, what are the CRNs? *(optional)*

Term

Select...



Select...



What term is this course in?

Changes Needed

- ☐ Time Change
- ☐ Capacity Change
- ☐ Instructor Change
- ☐ Campus Change
- ☐ Other

What types of changes are you are requesting?

2. Once an interested faculty member submits the form, the LSI designee(s) will receive an email notification with a link to the form. The internal view for LSI members will display the information entered in the form, and the LSI can use this screen to track the workflow of projects, change the status, assign to specific users, and communicate with the submitter or other stakeholders as needed. When used properly, this ensures that every detail associated with project planning, design, and implementation is viewable right there on the ticket.

Registrar Schedule Changes / SCH-48335

Change a current section

Edit Add comment Assign More **Waiting for Registrar** Export

Details

Type: Change Section
Priority: Medium
Component/s: None
Labels: sch-change-request
Course Number: EDG 8980
CRN: 17721
Term: 2025 - Spring
Agreement: I agree
Section Change Types: Other
Continuing Education: No

Resolution: Unresolved

SLAs
13h 22m Time to resolution within 16h

People
Assignee: [Avatar] Assign to me
Reporter: [Avatar]
Request participants: None
Organizations: None
Votes: 0 Vote for this issue
Watchers: 0 Start watching this issue

Description
Update enrollment restriction to (D-CUR-EDD-23)

Attachments
Drop files to attach, or browse.

Service project request
Request type: Change a Course Section
Customer status: Waiting for Registrar
Channel: Portal
View customer request

Activity
All **Comments** **Work Log** History Activity Transitions
There are no comments yet on this issue.

Dates
Created: 2 hours ago
Updated: 1 hour ago

3. The LSI can even use JIRA to track the status of multiple projects and see where each is currently located in the workflow. This tracking system offers multiple views, each with its own benefits. For example, the “reports” view shown in the screenshot below displays employees who have current tasks and the number of tasks in their queue. You can even click to view all projects in each person’s queue. You can also switch to a “queues” view to see all in-progress projects.

Registrar Schedule Cha...

Queues Customers **Reports**

Raise a request Customer channels Welcome guide

TEAM

Workload

SLA goals

Satisfaction

CUSTOM

Created vs Resolved

Time to resolution

SLA met vs breached

Resolved Totals by Ticket...

Workload

Find agents by name or email

Agents with workload

Agent	Issues in progress
E	6
K	2

1-2 of 2 agents

4. Process recap (proposed):

- Faculty member submits a form (accessible from the LSI webpage)
- Dr. Walker receives a notification email and communicates with faculty in the ticket to either request additional information or set expectations for the next steps (comments on the form also trigger email notifications, so she will get an email anytime someone responds)
- Once enough information is available in the ticket, assign it to the designer for project creation (designer will also communicate via the ticket)

- d. Once the project is created and implemented, the designer can/will reassign the ticket to the appropriate LSI contact for project feedback, follow up, additional training, etc.