

Consolidated Support Services Desk -- x6535

AVC Community,

IMC and ITS are pleased to announce the consolidation of Help Desk services. This partnership is undertaken to reduce confusion and to better administer support issues. By consolidating to a single reporting source, we anticipate improved response times, as well as a reduction in duplicate reporting of faculty and staff requests. This consolidation of documentation will enable greater data collection, analysis, and an opportunity to leverage our knowledge of needs to enhance services,

Effective immediately, all faculty and staff support requests are handled through the same phone and email box - x6535 or help@avc.edu. Phone services are available from 8a - 8p Monday through Thursday and 8a -4:30p Fridays.

Continue to route all calls for student needs regarding MyAVC through x6605.

Thank you for your continued support as we work to improve services.

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