# Planning, Research, and Institutional Effectiveness (PRIE)
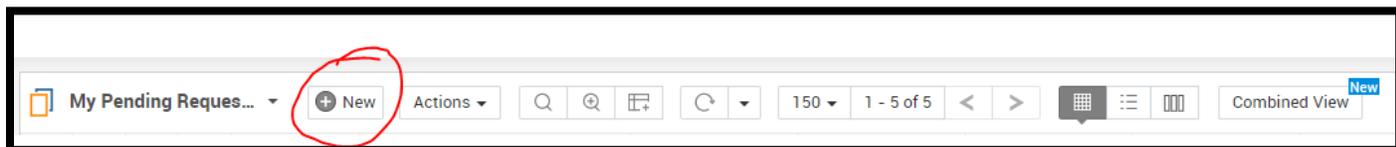## Research Request Process

The Planning, Research, and Institutional Effectiveness (PRIE) department will be processing research requests through the IT ServiceDesk Plus ticket system. PRIE requests are those which involve <u>analysis or reporting</u> of data. To submit a research request to PRIE, please follow the steps below.

To submit request from an on-campus computer (see page 3 for off-campus instructions):

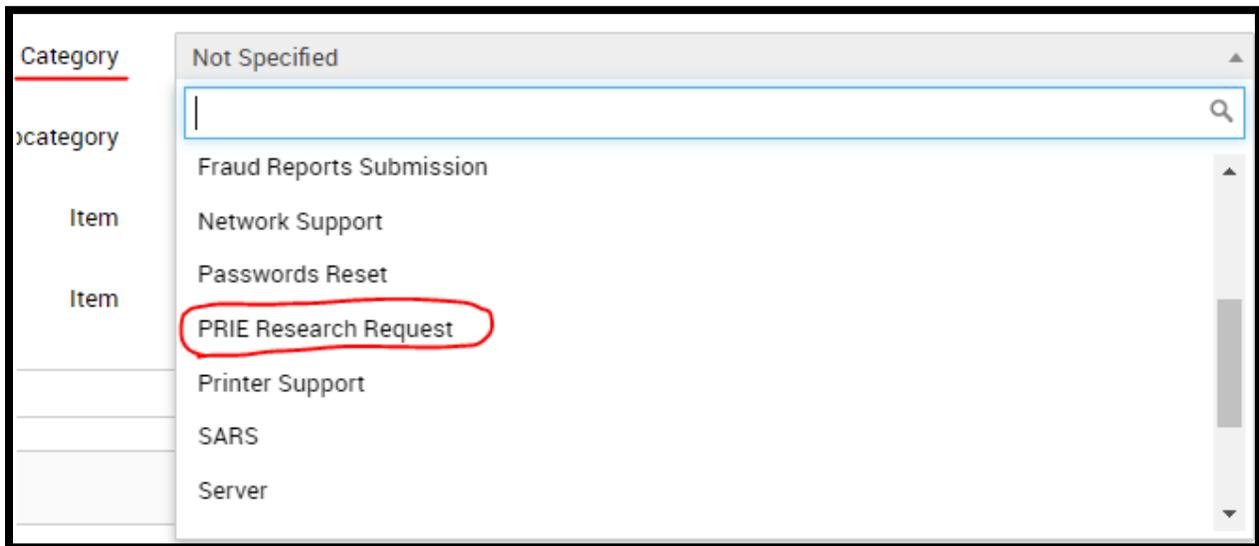1. Login to the IT ServiceDesk Plus ticket system: Click the "Helpdesk" icon on the computer or via browser link: https://utility1.cmccd.edu/
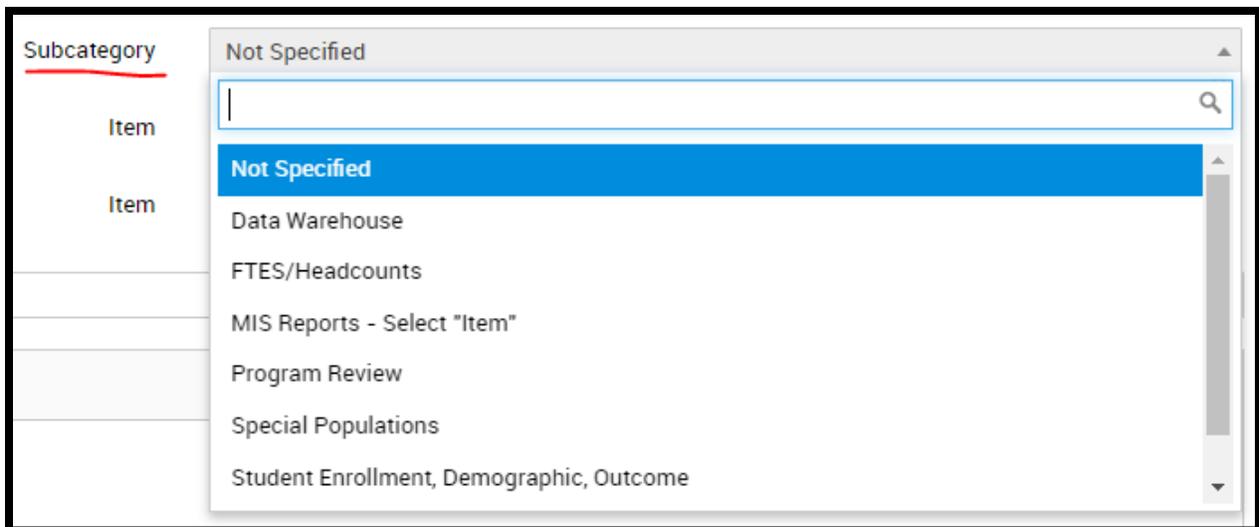2. Click "Requests" in the ribbon at the top of the page.
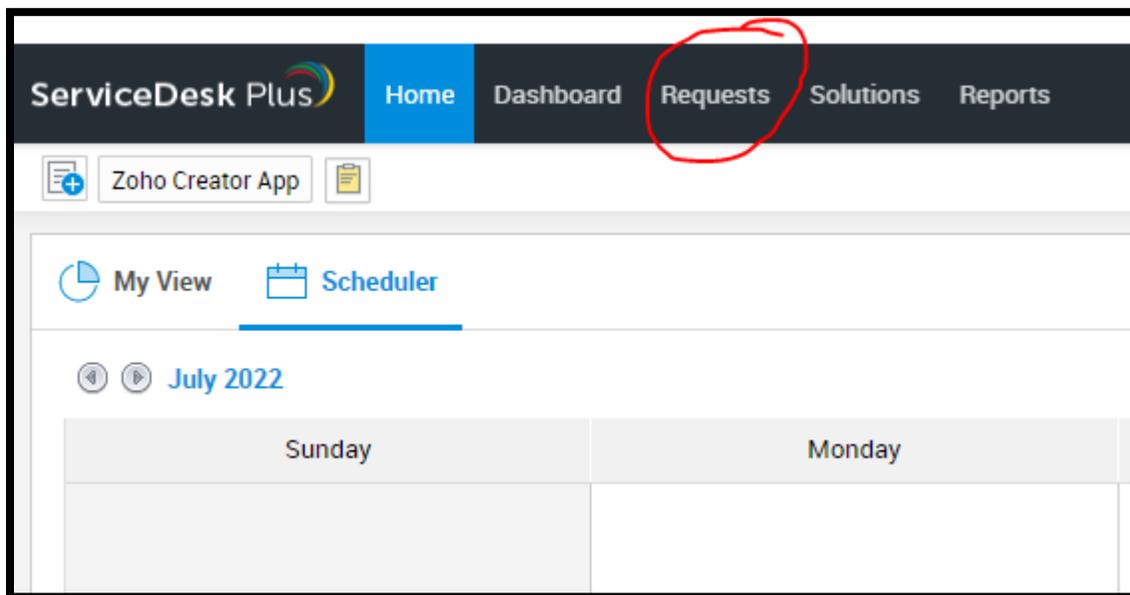
3. Click the "+ New" button at the top of the Requests page.

4. To direct a request to PRIE, select "PRIE Research Request" in the Category drop-down menu.

Category	Not Specified	▲
		🔍
category	Fraud Reports Submission	▲
Item	Network Support	
	Passwords Reset	
Item	~~PRIE Research Request~~	
	Printer Support	
	SARS	
	Server	▼

5. In the Subcategory drop-down menu, select the option that most closely aligns to the request. If a subcategory for the request is not listed, select "Not Specified" and provide additional details in the description of the request.

Subcategory	Not Specified	▲
		🔍
Item	**Not Specified**	▲
	Data Warehouse	
Item	FTES/Headcounts	
	MIS Reports - Select "Item"	
	Program Review	
	Special Populations	
	Student Enrollment, Demographic, Outcome	▼

6. Please also provide a specific due date, so that your request may be properly scheduled. A minimum of two weeks is needed for each request; however, the amount of time needed to complete your request may vary according to level of research requested, department work load and/or priorities.

To submit request from an off-campus computer:

1. Email: servicedesk@cmccd.edu and cc: PRIE@cmccd.edu
2. In the email, please provide a detailed description of the request including:
   a. Purpose of the request;
   b. Available background information;
   c. Parameters to narrow the focus of the request (i.e. timeframe/semesters, population of interest (i.e. credit students, military students, etc.);
   d. Report format (Word report, Excel charts, etc.)
3. Please also provide a specific due date, so your request may be properly scheduled. A minimum of two weeks is needed for each request; however, the amount of time needed to complete your request may vary according to level of research requested, department work load, and/or priorities.