Reporting Process for ASISTS Issues/Questions

ASISTS Users –

To help ASISTS staff understand an issue or question you have with ASISTS, it is important that they can reproduce the conditions that contribute to your issue or question. In other words, they want to make sure they are comparing apples to apples. Please use the following guidelines when reporting your concern to ASISTS staff and feel free to *cc* AEPP staff with your reporting if you like:
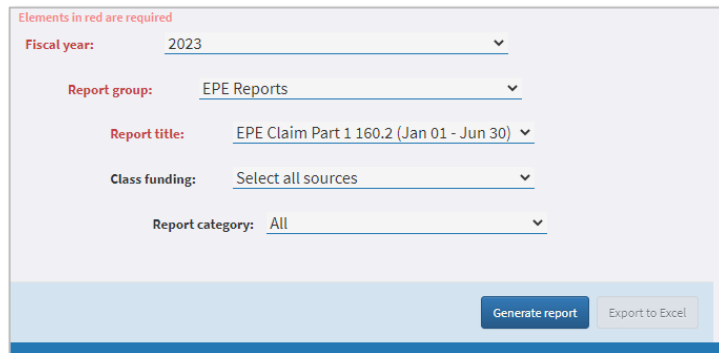
Screen Capture
Using an app on your PC like the Snipping Tool is an easy way to concisely illustrate the conditions behind what you are reporting.

1. To open the Snipping Tool, select **Start**, enter **snipping tool**, then select it from the results.
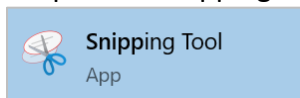
2. Select **New** to take a screenshot.
3. Rectangular mode is selected by default. Use your mouse to left-click and drag a box the area of your screen you want to capture then release left-click.
4. The screenshot is automatically copied to your clipboard. Paste the screenshot into your email/document.

Use Precise Language
Letting them know which report or screen you are referring to. For example, if you have a question regarding Contact Hours – this is vague as there are 6 different reports that can be generated based on Contact Hours. Letting us know by sending us directions like this is very helpful:

Management Report → 2023 → Contact Hours → Student Contact Hours Report → Instructional Offering
or
Management Report / 2023 /Contact Hours /Student Contact Hours Report / Instructional Offering

This gives everyone a clear picture of exactly what you are looking at and we can compare apples to apples, reduce the number of emails back and forth asking for clarification and help you get answers quickly.

– Your AEPP Team