**Task Categories used by SHS in Winter 2022**

* MyAccount Issues
* Academic Advising
* Microsoft 365 Issues
* Blackboard Issues
* CNA/Login Issues
* Others
* Enrollment Service
* Printing
* Zoom Help
* Library and Learning Centre
* Citrix
* Kaltura
* Lockdown Browser
* WiFi Connectivity
* Career Centre
* Douglas College International
* Bookstore
* UPass

**Task Categories on the MS Form named "Daily Stats Entry Form Updated"**

* Advising Services
* Blackboard - General (Course content etc)
* Blackboard - Technical Assistance (audio/video)
* Citrix
* CNA Questions
* Douglas College International
* Enrollment Service
* Library and Learning Centre
* Lockdown Browser
* Microsoft 365 Issues
* MyAccount - Missing CNA Email
* MyAccount - Directed student to SSPR
* Password Portal
* Printing
* Registration
* Zoom Help
* Other

**Task Categories on the Excel Report Document used by previous SHS**

* MyAccount Issues
* Blackboard Issues
* CNA/Login Issues
* Microsoft 365 Issues
* Academic Advising
* Enrollment Service
* Kaltura
* BlueJeans account creation
* Bookstore
* Career Centre
* Citrix
* Douglas College International
* Library and Learning Centre
* Lockdown Browser
* Others

**List of task categories used in the following documents by former SHS:**

* **Daily Stats Entry Form.xlsx**
* **Daily Stats Entry Form 1.xlsx**

['Academic Advising',

'Blackboard Issues',

'MyAccount Issues',

'Zoom Troubleshooting',

'Bookstore',

'CNA/Login Issues',

'Laptop Recommendation',

'Enrollment Service',

'Textbook Recommendation',

'Microsoft 365 Issues',

'File Extension Question',

'Coursebook material access',

'Computer Lab Availability',

'Coursepack issue',

'Citrix',

'Lockdown download',

'Kaltura',

'Adobe Coursepack',

'Douglas College International',

'Lockdown Browser',

'microphone problem',

'OneNote Collab',

'black screen',

'Word to PDF conversion',

'Android Studio',

'Consent Form Issue',

'Uploading video to laptop',

'File association/unable to open',

'Zoom and Lockdown Browser issue',

'Printing',

'Zoom Issue',

'Zoom and Lockdown browser Session issue',

'Microsoft Office issues',

'Microsoft Excel Issue',

'Assignment Submission Issue',

'Library and Learning Centre',

'microphone',

'Azure Issue',

'Microsoft Azure account restricted',

'Having trouble adding a pdf to a report',

'DS App',

'Douglas College Mobile apps',

'Looking for Windows license key',

'Microsoft Azure',

'Rotating a photo in a pdf',

'Graduation Details',

'tax forms',

'Google Docs',

'Microsoft Word issue',

'Need help in making a powerpoint YouTube video',

'Having trouble completing the AIE module',

'Chrome PDF plugin issue',

'Chrome PDF Plugin issue through Zoom',

'Laptop decision ',

'Douglas Website',

'Word Issue',

'Unofficial Transcript',

'Digitalizing written documents',

'Windows Language Settings',

'Summer semester dates',

'Troubleshoot zoom',

'registering personal email in myaccount',

'MyPath Login Issue',

'Working as an international student',

'Website',

'Learn Blackboard',

'Graduation Application Issue',

'Orientation',

'student whatsapp group advise ',

'Basic Technical Assistance',

'basic technical assistance',

'Hardware recommendation for online classes',

'Blackboard - General (Course content etc)',

'hardware/software advice seeking',

'Regarding Medical Insurance',

'Advising Services',

'First Class Instruction',

'First Class Instructions',

'First Class issue',

'mypath issue',

'CNA Questions',

'Password Portal',

'carson.schumann8@gmail.com',

'Issue with Adobe Acrobat Reader',

'First class issue',

"Can't reach college website",

'college website access',

'Kaltura issue',

'Kaltura Issue',

'access to courses',

'PDF issue',

'Blackboard - Technical Assistance (audio/video)',

'Zoom Help',

'Mypath issue,Basic technical assistance',

"can't load college website",

'Douglas website issue',

"can't load videos on blackboard",

'Registration',

'Issue with Microsoft Powerpoint',

'Issue with Powerpoint',

'Sage 50',

'Verification Of Enrollment Issue',

'Verification of Enrollment Issue',

'Basic Technical assistance',

'website not loading/issue solved itself',

'Kaltura Media Upload',

'logs out instantly after login to MyAccount',

'MyAccount - Missing CNA Email',

'MyAccount - Directed student to SSPR']

**List of task categories used in the following document by former & current SHS:**

* **Daily Stats Entry Form Updated 2021.xlsx**

['Password Portal',

'Blackboard - General (Course content etc)',

'MyAccount - Directed student to SSPR',

"Can't log into MyAccount",

'Microsoft 365 Issues',

'Registration',

'Blackboard App Issue',

'Blackboard App issue',

'Career Hub Issue',

'MyAccount Locked',

'Kaltura',

'Kaltura Upload',

'Zoom Help',

'Fee Payment',

'Advising Services',

'CNA Questions',

'PowerPoint Issue',

'PowerPoint Help',

'Douglas College International',

'Citrix',

'MyAccount Disabled',

'Student lost CNA Credentials',

'Blackboard - Technical Assistance (audio/video)',

'Hardware Issue',

'Academic Advising',

'No',

'Not Specified',

'Scanner Question',

'PC Recommendation',

'Enrollment',

'MyAccount Questions',

'College Wifi Issues',

'Blackboard - error',

'WiFi Connectivity',

'MyAccount Issues',

'Upass and change of course',

'Course Software Technical Assistance',

'Microsoft Windows Issues',

'Enrolment Service',

'Bookstore',

'MyAccount - Missing CNA Email',

'Computer Hardware Issues',

'Other',

'Blackboard-Mail ',

'Admissions',

'Learning centre',

'Computer Software Issues',

'Help with assisgnments ',

'Myaccount issue',

'Enrollment Service']