

# Service Planner

List a service provided by your office on the Web.

Please submit your completed form to [setonhall.mojohelpdesk.com](http://setonhall.mojohelpdesk.com).

**Your Name and E-mail:**

**Summary:** a one sentence description

**Keywords/Tags:**

**Department or Office:**

## Seton Hall University

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**Service Name:**

**Full Description:**

**Prerequisites:** i.e., what does the user need to do before engaging your office in the service?

**Availability:**

**Processing Time:**

 bus. days

**Procedure:** i.e., what steps does your go through to produce the service?

**Lead Time:**

 bus. days

**Cost:**

\$

**Rich Text Formatting:**  
You can use some rich text formatting in the **Description**, **Prerequisites** and **Procedure** fields.

**Bold:**  
Ctrl + B (Windows)  
Cmd + B (Mac)

**Italics:**  
Ctrl + I (Windows)  
Cmd + I (Mac)

Alternatively you can draft text in Microsoft Word and paste it into this form. Most formatting will be preserved.

**See Page 2 for Additional Instructions**

## Notes or Special Instructions:

## Instructions

1. Required fields have **red** labels.
2. Complete all required fields. The request will be returned to you otherwise.
3. Submit the completed form to <http://setonhall.mojohelpdesk.com> along with any artwork or photography. Do not e-mail the files separately.

## Limitations

1. The vast majority of services are posted within 1 business day. Allow up to 3 business days for the request to be processed.
2. All services will be listed on your department or office's home page and the University's Offices & Services page. You do not need to make a special request for your service to appear on these pages.
3. Listings other than those specified above will be honored on a best-effort basis given the priority of the page owner and availability of the space.

## Required Field Descriptions

- **Service Name:** the full name of the service, e.g., Request a Transcript.
- **Summary:** a one sentence description of the service. The summary appears on the Offices & Services page.
- **Keywords/Tags:** terms used by search engines to match a service with a user's search.
- **Full Description:** as the label implies, a full description of the service.

## Optional Field Descriptions

- **Prerequisites:** qualifications that the user must meet before engaging the service. For example, only guests may request a visitor parking pass. Students, faculty and staff are not eligible for visitor passes.
- **Procedure:** the process by which the service is produced. For example, to request a guest parking pass, a visitor should drive to either the Farinella or Ward Place security gates and request a pass from the officer on duty.
- **Availability:** when the service is available, e.g., drop/add is only available in the first two weeks after the start of classes.
- **Processing Time:** how much time is needed to produce the service, e.g., e-mail accounts are generated within 1 business day after verifying the requester's status.
- **Lead Time:** how much time is needed to schedule the service, e.g., please submit your request 5 days in advance of when you need it.
- **Cost:** if applicable, specify the cost of the service in U.S. dollars.

**Additional Listings:** List additional locations — e.g., your Division's Web site — where you want the service listed. Subject to approval.

## Frequently Asked Questions and Common Scenarios

### How do I put links in the Full Description, Prerequisites or Procedure fields of my service?

To include a hyperlink, quote the text you want linked and type or paste in a URL after it. Example:

'Seton Hall University' <http://www.shu.edu> is 14 miles from New York City.

This statement would appear in final form as: "[Seton Hall University](http://www.shu.edu) is only 14 miles from New York City." Note that only the **Full Description, Prerequisites** and **Procedure** field can display links.

### How long will you list my service?

Listings are permanent and are only changed or removed at the request of the originating office.

### How do I make changes or corrections to a service that I've previously submitted?

If the changes are few in number, e.g., typos, print out the page, mark your changes and send it to the Web team through campus mail. Otherwise, please make the changes in a new service form and resubmit.

### How do I get my service listed on another office's Web site?

To clarify, consider the case of the Registrar needing to list the Transcript Request service on the Alumni Web site.

In the **Additional Listings** field, type the name or URL of the page on which you would like the service listed. Listings on pages other than your department or office page must be approved by the page owner and may be constrained by availability of the requested space.

### How do I handle a special request you haven't covered?

Type the request in the **Special Instructions** field. If we have questions or can't accommodate you, we will contact you.

**Please submit your completed form to**  
[setonhall.mojohelpdesk.com](http://setonhall.mojohelpdesk.com).