

Administrative Computing

Updated August 2014, August 2019

Administrative Computing is a department within the Information Services & Support (ISS) Division charged with supporting the administrative needs of the Mount while striving towards responsiveness, dependability and quality in pursuit of the Mount's mission and goals.

Administrative Computing is responsible for managing all aspects of the Mount's administrative system (CX/CARS). The Jenzabar CX system supports the financial, admission, student affairs, institutional development, registrar, and financial aid areas of the Mount. Administrative Computing is also responsible for overseeing the Process Reengineering Program, through which key business processes are analyzed and redesigned, using technology to improve the processes or making them more cost-effective. Finally, administrative computing is responsible for extending the functionality of some of the Mount's web sites, particularly www.mymount.msje.edu and www.msje.edu.

All requests for service and /or assistance should be directed to the ISS Help Desk at 244-4357. The ISS Help Desk will attempt to resolve any immediate issues over the phone or refer the situation to the Administrative Computing staff.

Departments requesting items such as labels, lists, reports, or data files that involve the use of data maintained by another department are responsible for obtaining advance permission from the appropriate department. Permission is not needed if the data requested is not covered under FERPA guidelines. In many instances a signed confidentiality agreement may be required if the data is send to an agency outside the Mount. Once the labels, lists, reports, or data files are finished, they can be picked up in Administrative Computing. A work request form can be submitted by contacting Administrative Computing. Requests should be received by Administrative Computing at least 10 working days prior to the date the information is needed to allow time to complete the request. The requester may be responsible for supplies used to generate the labels, lists or reports.