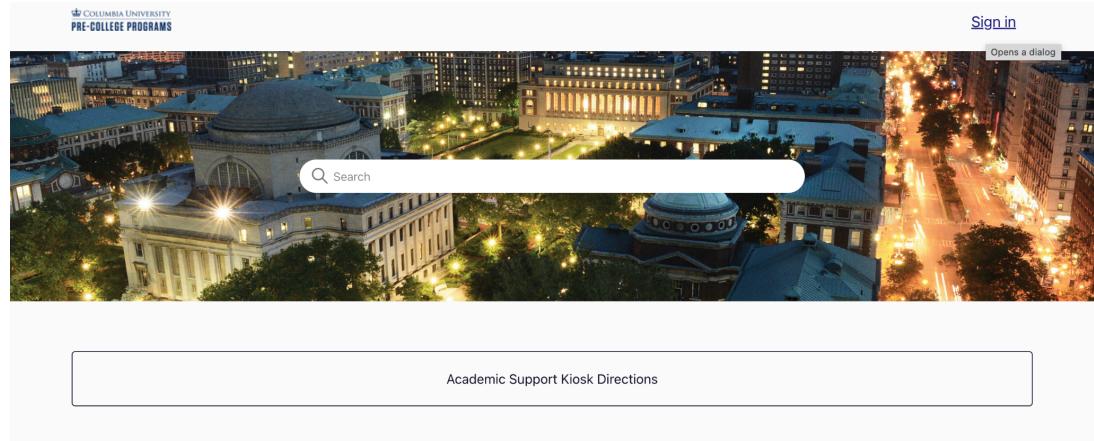


Academic Support Kiosk (ZenDesk)
Submission Directions
2025 Update

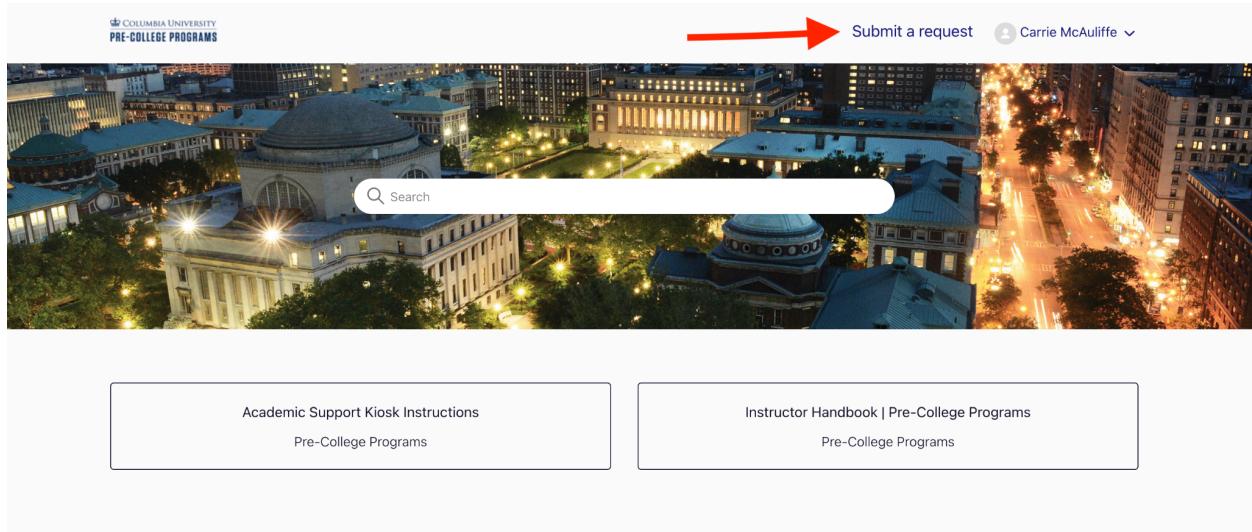
1. [Syllabus Submission](#)
2. [Guest Speaker Request Submission](#)
3. [Field Trip Proposal Submission](#)

SYLLABUS

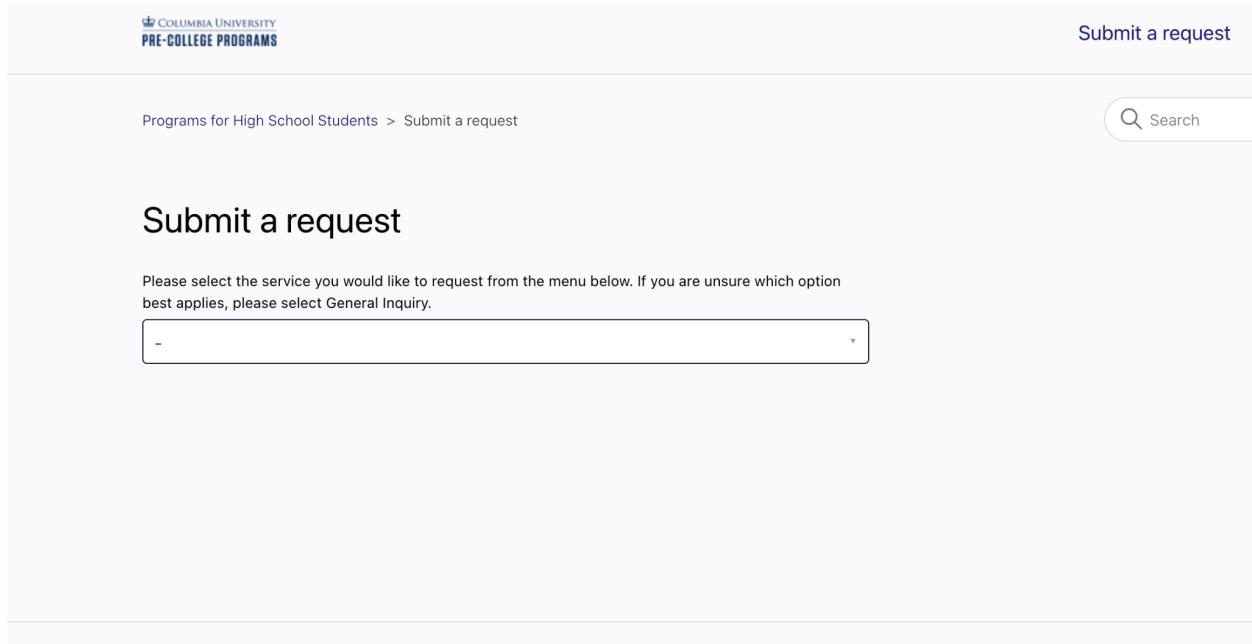
1. Log-in to <https://hsp-support.zendesk.com/hc/en-us>
2. Click “Sign in” at the top right corner of the window
 - a. Use your UNI, Gmail or another email account



3. After signing in, you will be back at the home screen, in the top right corner, click “Submit a Request”



4. Here you will see a drop down menu with options (i.e. Print request, Guest Speaker, etc.). Select “Syllabus Submission”



5. The screen will then populate a series of questions for you to answer. These create “tags” in our submission system so that we know more about your syllabus. Answer the

questions to the best of your ability.

Submit a request

Please select the service you would like to request from the menu below. If you are unsure which option best applies, please select General Inquiry.

Syllabus Submission

Subject Line

Please use this space to provide a subject title for your request. This is the language that will appear in the subject line of your email notifications. Examples include, 'Print Request', 'United Nations Trip', 'Cold Classroom', 'Student Evaluation Submission', etc.

Did you use the COI-approved syllabi template for your submission?

-

Before moving forward, please confirm that you've used the appropriate template before submitting. If you did not use the correct template, please refrain from submitting. We will not review syllabi that are non-compliant.

Course Title

6. Scroll all the way down after answer the questions and at the end of the page there is an option to "Add or Drop Files Here". Here is where you will upload your syllabus document either as a PDF or WordDoc. Choose the document from your computer, ensure it is attached and click "Submit".

Please use this space to provide additional information or special requests not captured above.

Attachments (optional)

Add file or drop files here

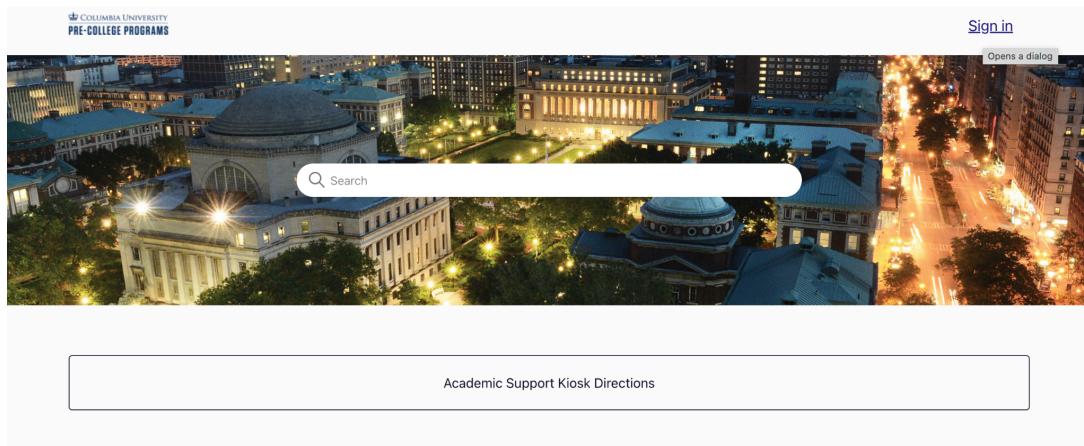
No file chosen

Submit

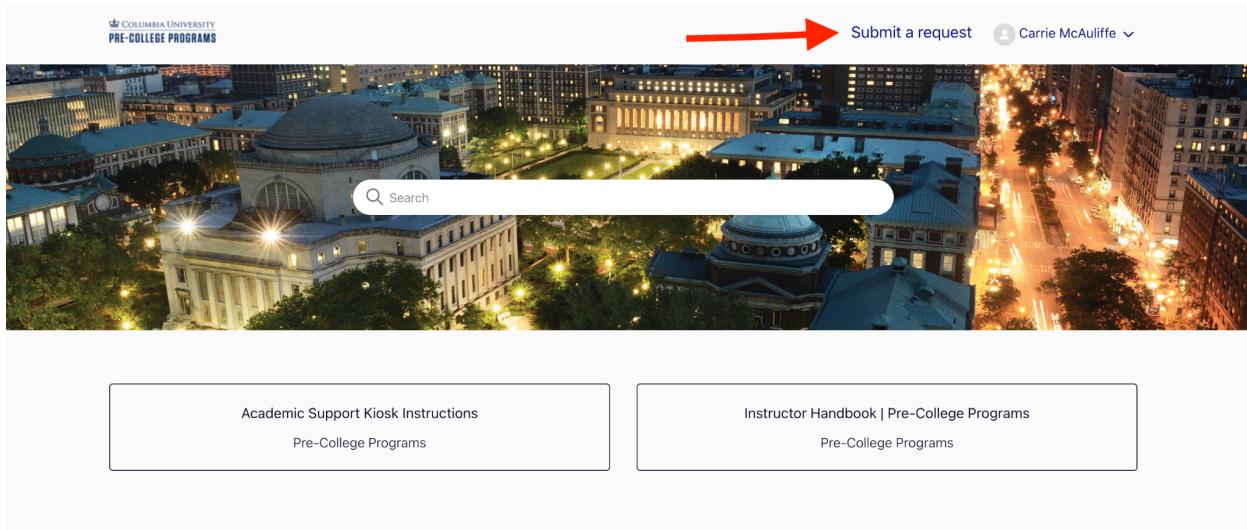
7. From here, we receive your syllabus submission, review your syllabus, and communicate about any revisions and/or approvals in our response back to you via ASK.

GUEST SPEAKER

8. Log-in to <https://hsp-support.zendesk.com/hc/en-us>
9. Click “Sign in” at the top right corner of the window
 - a. Use your UNI, Gmail or another email account



10. After signing in, you will be back at the home screen, in the top right corner, click “Submit a Request”



11. Here you will see a drop down menu with options (i.e. Print request, Syllabus Submission, etc.). Select “Guest Speaker”
 - a. *****NOTE: You only need to submit a Guest Speaker request ticket if you are TEACHING ON-CAMPUS/IN-PERSON.**
 - b. All virtual/online classes do not need to submit a ticket. However, your course syllabus should include details about the: 1) date, 2) guest speaker name and 3) topic of when they will visit the class virtually.

12. Fill out the coordinating information (i.e. course info, your contact information, the name of speaker, topic, speaker contact info, etc.) about the guest speaker session for your class.

Submit a request

Please select the service you would like to request from the menu below. If you are unsure which option best applies, please select General Inquiry.

Guest Speaker Request (campus courses only)

Subject Line

Please use this space to provide a subject title for your request. This is the language that will appear in the subject line of your email notifications. Examples include, 'Print Request', 'United Nations Trip', 'Cold Classroom', 'Student Evaluation Submission', etc.

First Name

Last Name

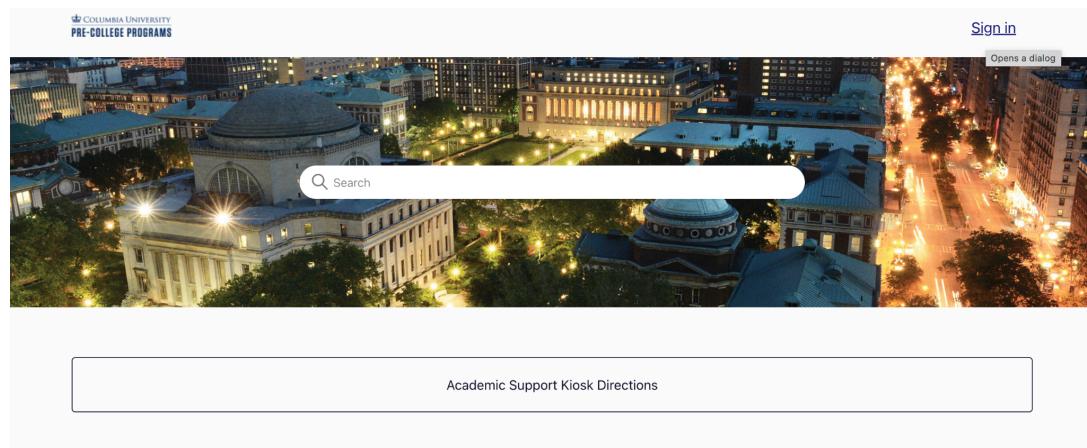
13. Please be sure to submit a guest speaker request for **EACH** speaker you plan to have on campus (as each will need their own individual campus access code/pass).
14. Once you have finished, click "Submit" at the bottom of the screen

FIELD TRIP PROPOSAL

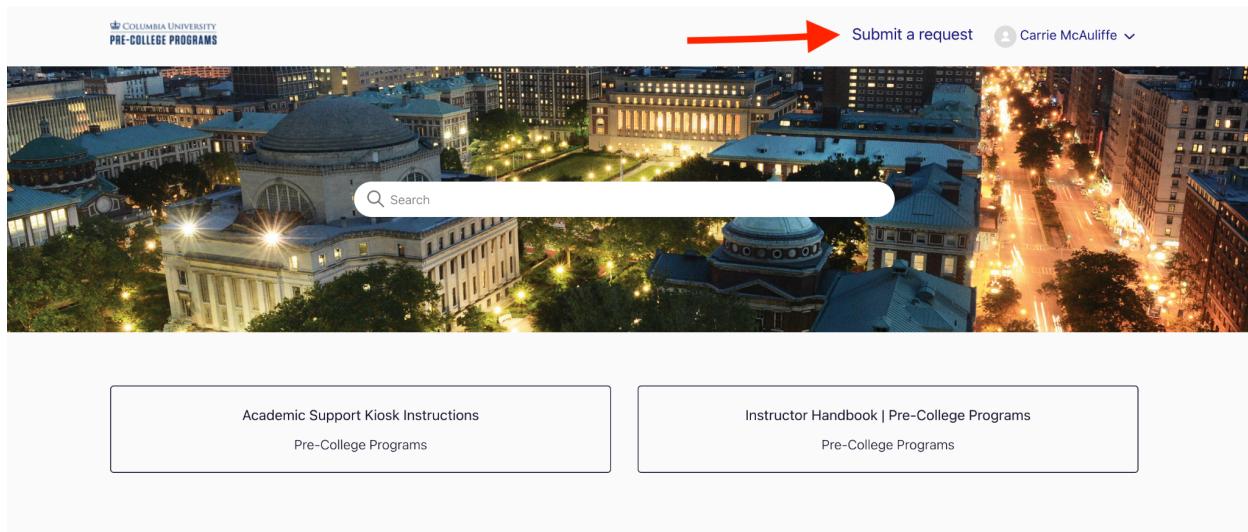
15. Log-in to <https://hsp-support.zendesk.com/hc/en-us>

16. Click “Sign in” at the top right corner of the window

- a. Use your UNI, Gmail or another email account



17. After signing in, you will be back at the home screen, in the top right corner, click “Submit a Request”



- 18. Here you will see a drop down menu with options (i.e. Print request, Syllabus Submission, etc.). Select “Field Trip Proposal”
- 19. Fill out the coordinating information (i.e. course info, your contact information, the date choices of your trip, if you need the program to purchase tickets, etc) about the details of the Field Trip.

Submit a request

Please select the service you would like to request from the menu below. If you are unsure which option best applies, please select General Inquiry.

Field Trip Proposal

Subject Line

Please use this space to provide a subject title for your request. This is the language that will appear in the subject line of your email notifications. Examples include, 'Print Request', 'United Nations Trip', 'Cold Classroom', 'Student Evaluation Submission', etc.

Instructor Name

Class Name

Please select which tickets you would like us to purchase on your behalf (if applicable). Please do not purchase tickets on your own as reimbursements are not guaranteed.

First Choice Date of Trip

We will try to accomodate your first choice but it is dependent on staffing availability.

Second Choice Date of Trip

Third Choice Date of Trip

Departure Time (from campus)

What time would you like your chaperones to meet you in the classroom?

20. Please note the following **Reminders about Field Trips**:

- a. Please note, field trips may not take place the first two days of Session A or B, or the first day of Session C.
- b. All trips must run during normal class hours.
- c. Public transportation is the default mode of transit for all field trips. If your destination is inaccessible via public transit, you may request a charter bus by emailing hsp-fieldtrips@columbia.edu
- d. Please do not purchase tickets or group tours on your own as we cannot guarantee they will be reimbursed.

21. Be sure to read and accept the following attestations

I understand I will have to attend a field trip training and sign an attestation form saying I understand the requirements of field trips

I understand that I must meet my students on campus and return to campus with my students. Commuter students are permitted to leave from the destination if there is no more instructional time left in the class.

The field trip has been included in my syllabus.

I understand that a Campus Assistant will attend my classroom 5-10 minutes prior to departure to conduct a field trip safety briefing.

Attachments (optional)

[Add file](#) or drop files here

Submit

22. Once you have finished, click “Submit” at the bottom of the screen.

23. As a follow up, someone in our office will get back to you confirming your field trip proposal and any other operational logistics needed for your trip to run smoothly.