

Mott Community College
Cognos Business Intelligence System
Frequently Asked Questions

What is Cognos?

Cognos is a powerful Business Intelligence System that is designed to support reporting institutional data. It works together with Datatel and allows for standardized and ad hoc reports to be created.

How is Cognos different from Datatel?

Datatel is the college's transaction system. All processes such as admitting or registering a student, receiving tuition, producing vendor and payroll checks etc. are done within Datatel. However, Datatel is designed with limited reporting and does not allow an end user to combine or summarize data easily.

Cognos reports are divided into two types. The Datatel reports read directly from the live Datatel Colleague system and provide real time data. The Warehouse reports read from the institutional Data Warehouse which is composed of extracted files that are "frozen" thus providing consistent data over time. The Warehouse data is extracted at set times during the semester to allow for longitudinal comparisons.

How do I access Cognos?

Cognos is available from an internet browser within the college network. Internet Explorer and Mozilla Firefox are fully compatible and are recommended. Google Chrome may be used but because it is not fully compatible, some features may not work as expected. For users of Mozilla Firefox, contact the Information Technology Services (ITS) Help Desk (2-4357) for set up instructions to enable single sign-on.

Enter the following url in your internet browser: <http://cognos.mcc.edu>

How do I log on to Cognos?

Cognos authenticates using the network id of the host computer and, therefore, no id and password are required. If you have been granted access to Cognos, you will be automatically logged in. If a log on page appears, contact the ITS Help Desk for further assistance.

Can I access Cognos from home?

No. Cognos is on our internal college network, not the world-wide-web, so you need to use a computer that is connected to the college network.

Do I have to use my own office computer?

You may use any workstation as long as you are logged on to the college network on the computer you are using to access Cognos. Cognos authenticates using the network id and will assume the permissions of that particular user.

I've never used Cognos – how do I get started?

The Cognos instruction guide is one of the college's job aid documents, which can be accessed at the following web page: http://www.mcc.edu/job_aids/ja_cognos.shtml

Am I supposed to have access to Cognos?

If you do not have a Cognos account and you think you need access to institutional reports, speak to your supervisor. He/She will need to enter a service request at <http://2help.mcc.edu> or can contact the ITS Help Desk (2-4357).

I can't find the report I want.

Use the search feature in Cognos. Type in one or more key words and Cognos will return a list of reports that relate. If you know the Datatel report mnemonic, type that into the search box and then click on the link provided in the search results. Refer to the job aid http://www.mcc.edu/job_aids/ja_cognos.shtml for instructions.

A Cognos report is inaccurate, needs other editing or I need a new report created.

Contact your area Cognos Power User. The Power Users are:

Student Services and Administration

Mike Cieslinski	x28696
Chris Engle	x20242
Jennifer McDonald	x20533
Emily Varney	x22850

Academic Affairs

Dolores Sharpe	x25698
Michele Traver	x25641

Accounting/Finance

Renee Kirby	x20563
Jody Michael	x20048
Darilyn Milostan	x20521

Human Resources

Kristi Dawley	x20275
Brenda Phillips	x25621

Information Technology Services

Krishna Govada	x20239
Teresa Raubinger	x20240

Institutional Research

Cherie Brown	x20430
Lori Hancock	x20312
Gail Ives	x20230
Linda Uren	x20945