

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 check 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?**

<http://cognos.mcc.edu>

## **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?**

No. Because Cognos is a web-based application, you can login from any MCC network-connected computer.

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

The initial login guide is one of the college Job Aid documents, which can be accessed at the following web page: [http://www.mcc.edu/job\\_aids/ja\\_cognos.shtml](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 contact the Management Information Systems Help Desk (2-4357). They will contact the Data Warehouse Specialist, Wendy LaCroix, and a user account will be created for you. You will need to follow the steps in the Job Aid to complete the initial login steps to set up your account.

## **I don't have a Cognos password.**

You will be prompted to create your own password upon your initial login to the system. REMEMBER your password! No one else can look it up, so if you forget your password you will have to be re-set and go through the initial login steps again.

## **I forgot my Cognos password.**

You will need to contact the MIS Help Desk (2-4357) and request that your password be re-set to the default setting. You will then need to go through the initial login process (refer to the Job Aid) to set your own password.

## **Will my Cognos password have to be re-set periodically?**

No. Your Cognos password will remain the same.

## **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.

## **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

Jennifer McDonald	x28225
Chris Engle	x20242
Mike Cieslinski	x28696

### Academic Affairs

Dolores Sharpe	x25698
Linda Uren	x25641

### Accounting/Finance

Renee Kirby	x20563
Darilyn Milostan	x20521

### Human Resources

Brenda Phillips	x25621
Ken Arthur	x20295

### Management Information Systems

Wendy LaCroix	x20240
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### Institutional Research

Gail Ives	x20230
Marty Goldstein	x20945
Cherie Brown	x20430
Bobbie Foust	x20312
Michele Traver	x23162