



Information Technology Services

Information for Faculty Dashboard/ Lighthouse

Purpose: Points of contact (POC) for questions regarding use cases and information within the modules or issues related to data functionality. Support points of contact provide module and system assistance for operational or security-related issues with these ERP systems.

Data Custodian

Student Module –	Merissa Hudson:	mhudson@gulfcoast.edu
Finance Module –	Kimberly Phillips:	kphilli19@gulfcoast.edu
Financial Aid Module	Kris Hatcher:	khatcher1@gulfcoast.edu
Human Resources Module	Elizabeth Russell:	erussell1@gulfcoast.edu
Payroll Module	Melissa Banks:	mbanks@gulfcoast.edu
Faculty Module –	Lloyd Harris	lharris@gulfcoast.edu

Support

NOTE: *The best method of contact is the GCSC Ticketing System located through MyGCSC portal*

Technical Support Staff	technicalsupport@gulfcoast.edu & helpdesk@gulfcoast.edu helpdesk@gulfcoast.edu
Operation Teams	
Database Administrator	
ERP Application Analyst	Trendon Ellis: tellis2@gulfcoast.edu
Enterprise Systems Manager	Kim Harrison: kharrison@gulfcoast.edu

Frequently Asked Questions

Who do I call when my account is locked in Student Dashboard (Previously Lighthouse Self Service Banner)?

Call the Gulf Coast State College Technical Support at extension 3303 or create a work order (ticket) using the GCSC ticketing system.

Who do I call when my Employee or Faculty Dashboard account show a login error (Previously Lighthouse Self Service Banner)?

Call the Gulf Coast State College Technical Support at extension 3303 or create a work order (ticket) using the GCSC ticketing system.

Who do I call if Banner 9 Admin Forms is locked or visible error (Previously INB)?

Call the Gulf Coast State College Technical Support at extension 3303 or create a work order (ticket) using the GCSC ticketing system.

Where can a faculty member go to get instructions for entering grades and locating a class roster?

These instructions are emailed to all faculty every semester. Perform a search of your employee email for these instructions. Secondly, attempt to contact the Divisions' Administrative Assistant or Chair. Finally, you can reach out by email to Lloyd Harris for assistance.