



# Student Help Desk Incident Report by Categories

## Summary: 01/01/2011 to 06/30/2011



**Grand Total # of Incidents:** 3543



**Calls in Spanish:** 102 3%

*by Eduardo Alvear*

<i>Incident Category: Blackboard Access problem -&gt;E</i>	<i>Total # of Incidents by Category:</i> 100	<i>Percent:</i> 3%
<i>Incident Category: Blackboard Respondus -&gt;E</i>	<i>Total # of Incidents by Category:</i> 22	<i>Percent:</i> 1%
<i>Incident Category: Blackboard, other -&gt;E</i>	<i>Total # of Incidents by Category:</i> 68	<i>Percent:</i> 2%
<i>Incident Category: Datatel - Request to create username</i>	<i>Total # of Incidents by Category:</i> 13	<i>Percent:</i> 0%
<i>Incident Category: Datatel - wrong birth date</i>	<i>Total # of Incidents by Category:</i> 9	<i>Percent:</i> 0%
<i>Incident Category: Datatel - wrong username</i>	<i>Total # of Incidents by Category:</i> 8	<i>Percent:</i> 0%
<i>Incident Category: General Information Request</i>	<i>Total # of Incidents by Category:</i> 146	<i>Percent:</i> 4%
<i>Incident Category: Live.com Email setup</i>	<i>Total # of Incidents by Category:</i> 100	<i>Percent:</i> 3%
<i>Incident Category: Live.com Password Reset</i>	<i>Total # of Incidents by Category:</i> 8	<i>Percent:</i> 0%
<i>Incident Category: MC4ME Access Problem</i>	<i>Total # of Incidents by Category:</i> 9	<i>Percent:</i> 0%
<i>Incident Category: MC4ME Access Problem (blank page)</i>	<i>Total # of Incidents by Category:</i> 37	<i>Percent:</i> 1%
<i>Incident Category: MC4ME add Student and or Staff page</i>	<i>Total # of Incidents by Category:</i> 6	<i>Percent:</i> 0%
<i>Incident Category: MC4ME challenge questions</i>	<i>Total # of Incidents by Category:</i> 1	<i>Percent:</i> 0%

<i>Incident Category: MC4ME forgot challenge questions/answers</i>	<i>Total # of Incidents by Category: 139</i>	<i>Percent: 4%</i>
<i>Incident Category: MC4ME How to Access</i>	<i>Total # of Incidents by Category: 386</i>	<i>Percent: 11%</i>
<i>Incident Category: MC4ME password reset e-mail-&gt;S</i>	<i>Total # of Incidents by Category: 1</i>	<i>Percent: 0%</i>
<i>Incident Category: MC4ME password reset PERSON-&gt;S</i>	<i>Total # of Incidents by Category: 1772</i>	<i>Percent: 50%</i>
<i>Incident Category: MC4ME password reset TRANSFERRED -&gt;S</i>	<i>Total # of Incidents by Category: 308</i>	<i>Percent: 9%</i>
<i>Incident Category: MC4ME password reset unresolved-&gt;S</i>	<i>Total # of Incidents by Category: 175</i>	<i>Percent: 5%</i>
<i>Incident Category: Other</i>	<i>Total # of Incidents by Category: 94</i>	<i>Percent: 3%</i>
<i>Incident Category: Team Class Sites (apple) issue on MC4ME portal</i>	<i>Total # of Incidents by Category: 9</i>	<i>Percent: 0%</i>
<i>Incident Category: WA Fincancial Aid</i>	<i>Total # of Incidents by Category: 2</i>	<i>Percent: 0%</i>
<i>Incident Category: WA search, register, drop classes</i>	<i>Total # of Incidents by Category: 50</i>	<i>Percent: 1%</i>
<i>Incident Category: WA transcript</i>	<i>Total # of Incidents by Category: 8</i>	<i>Percent: 0%</i>
<i>Incident Category: Wireless Access</i>	<i>Total # of Incidents by Category: 72</i>	<i>Percent: 2%</i>