



Student Help Desk Incident Report by Source

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



Grand Total # of Incidents: 3543



by Eduardo Alvear

Calls in Spanish: 102 3%

Incident Source: Email

Total # of Incidents by Source: 432 Percent: 12%

Incident Source: Person

Total # of Incidents by Source: 1010 Percent: 29%

Incident Source: Phone

Total # of Incidents by Source: 2101 Percent: 59%