



Student Help Desk Incident Report by Categories

Summary: 07/01/2010 to 12/31/2010



Grand Total # of Incidents: 1435



Calls in Spanish: 48 3%

by Eduardo Alvear

Incident Category: Blackboard Access problem	Total # of Incidents by Category: 213	Percent: 15%
Incident Category: Blackboard, other	Total # of Incidents by Category: 62	Percent: 4%
Incident Category: General Information Request	Total # of Incidents by Category: 104	Percent: 7%
Incident Category: Instructor	Total # of Incidents by Category: 27	Percent: 2%
Incident Category: Live.com Email	Total # of Incidents by Category: 52	Percent: 4%
Incident Category: Other	Total # of Incidents by Category: 130	Percent: 9%
Incident Category: Sakashita	Total # of Incidents by Category: 1	Percent: 0%
Incident Category: WebAdvisor Access Problem	Total # of Incidents by Category: 4	Percent: 0%
Incident Category: WebAdvisor Access Request	Total # of Incidents by Category: 23	Percent: 2%
Incident Category: WebAdvisor, How to Access	Total # of Incidents by Category: 511	Percent: 36%
Incident Category: WebAdvisor, missing birth date or Social	Total # of Incidents by Category: 4	Percent: 0%
Incident Category: WebAdvisor, Other	Total # of Incidents by Category: 27	Percent: 2%
Incident Category: WebAdvisor, password reset	Total # of Incidents by Category: 18	Percent: 1%

Incident Category: WebAdvisor, request for grades
Incident Category: WebAdvisor, request to drop a class
Incident Category: WebAdvisor, request to register for class
Incident Category: Wireless Access

Total # of Incidents by Category: 13 Percent: 1%
Total # of Incidents by Category: 16 Percent: 1%
Total # of Incidents by Category: 157 Percent: 11%
Total # of Incidents by Category: 73 Percent: 5%