



## *Student Help Desk Incident Report by Source*

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



*Grand Total # of Incidents: 1435*



*by Eduardo Alvear*

*Calls in Spanish: 48 3%*

*Incident Source: Email*

*Total # of Incidents by Source: 184 Percent: 13%*

*Incident Source: Person*

*Total # of Incidents by Source: 264 Percent: 18%*

*Incident Source: Phone*

*Total # of Incidents by Source: 987 Percent: 69%*