

| Call Type | Phone | Email | In-person | Totals |
|-------------------------|--------------------|-------------------|--------------------|--------------------|
| Password Reset | 1236 | 222 | 1238 | <u>2696</u> |
| Blackboard | 128 | 67 | 71 | <u>266</u> |
| WebAdvisor/Registration | 233 | 49 | 76 | <u>358</u> |
| Portal/includes email | 264 | 51 | 142 | <u>457</u> |
| Canvas | 15 | 9 | 14 | <u>38</u> |
| Faculty Training | 1 | 0 | 0 | <u>1</u> |
| Faculty Help | 19 | 5 | 41 | <u>65</u> |
| Wireless | 14 | 3 | 70 | <u>87</u> |
| Other | 76 | 13 | 910 | <u>999</u> |
| Totals | <u>1986</u> | <u>419</u> | <u>2562</u> | <u>4967</u> |

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|----------------|----|---|----|----|
| Weekly Average | 38 | 8 | 49 | 96 |
|----------------|----|---|----|----|