

| Call Type | Phone | Email | In-person | Totals |
|-------------------------|--------------------|-------------------|--------------------|--------------------|
| Password Reset | 1559 | 292 | 956 | <u>2807</u> |
| Blackboard | 96 | 45 | 77 | <u>218</u> |
| WebAdvisor/Registration | 152 | 34 | 85 | <u>271</u> |
| Portal/includes email | 120 | 56 | 109 | <u>285</u> |
| Canvas | 20 | 9 | 25 | <u>54</u> |
| Faculty Training | 0 | 0 | 4 | <u>4</u> |
| Faculty Help | 13 | 6 | 42 | <u>61</u> |
| Wireless | 3 | 3 | 27 | <u>33</u> |
| Other | 61 | 23 | 794 | <u>878</u> |
| Totals | <u>2024</u> | <u>468</u> | <u>2119</u> | <u>4611</u> |

| | | | | |
|----------------|----|---|----|----|
| Weekly Average | 39 | 9 | 41 | 89 |
|----------------|----|---|----|----|