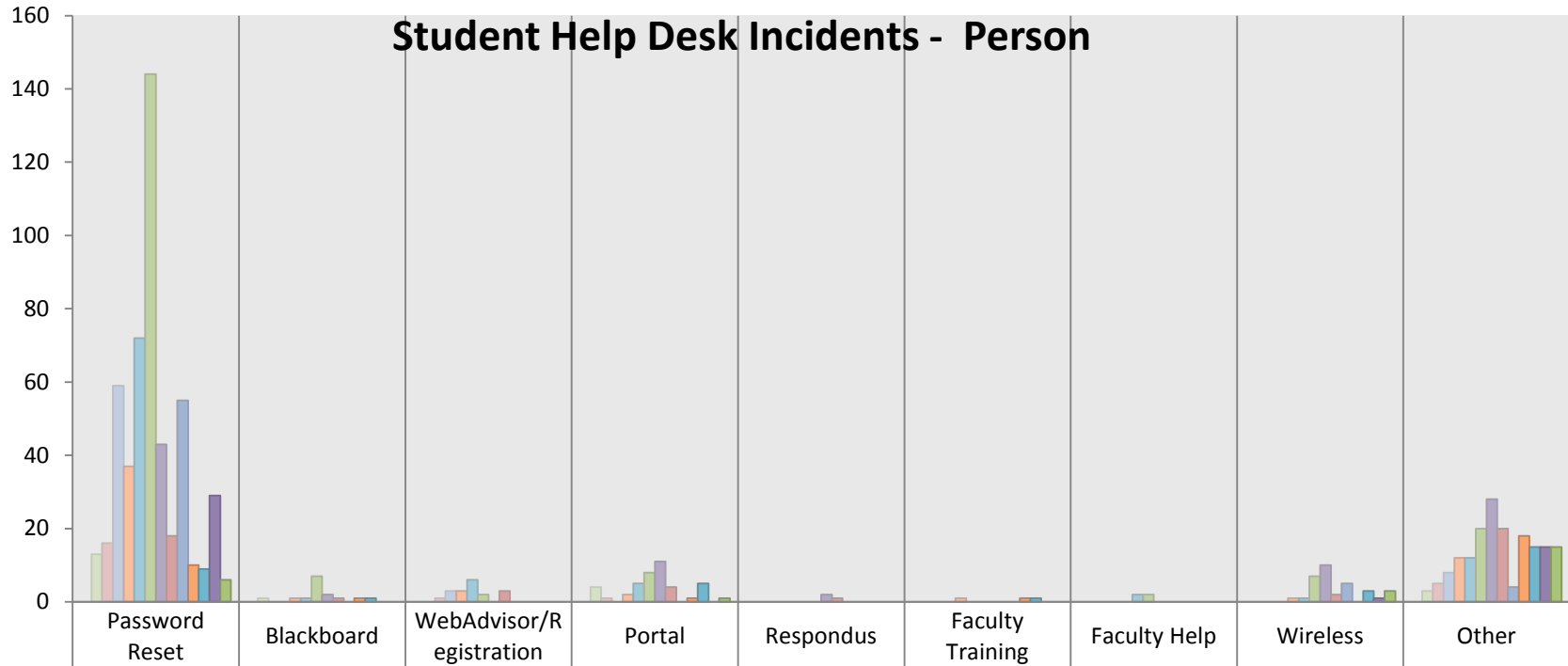
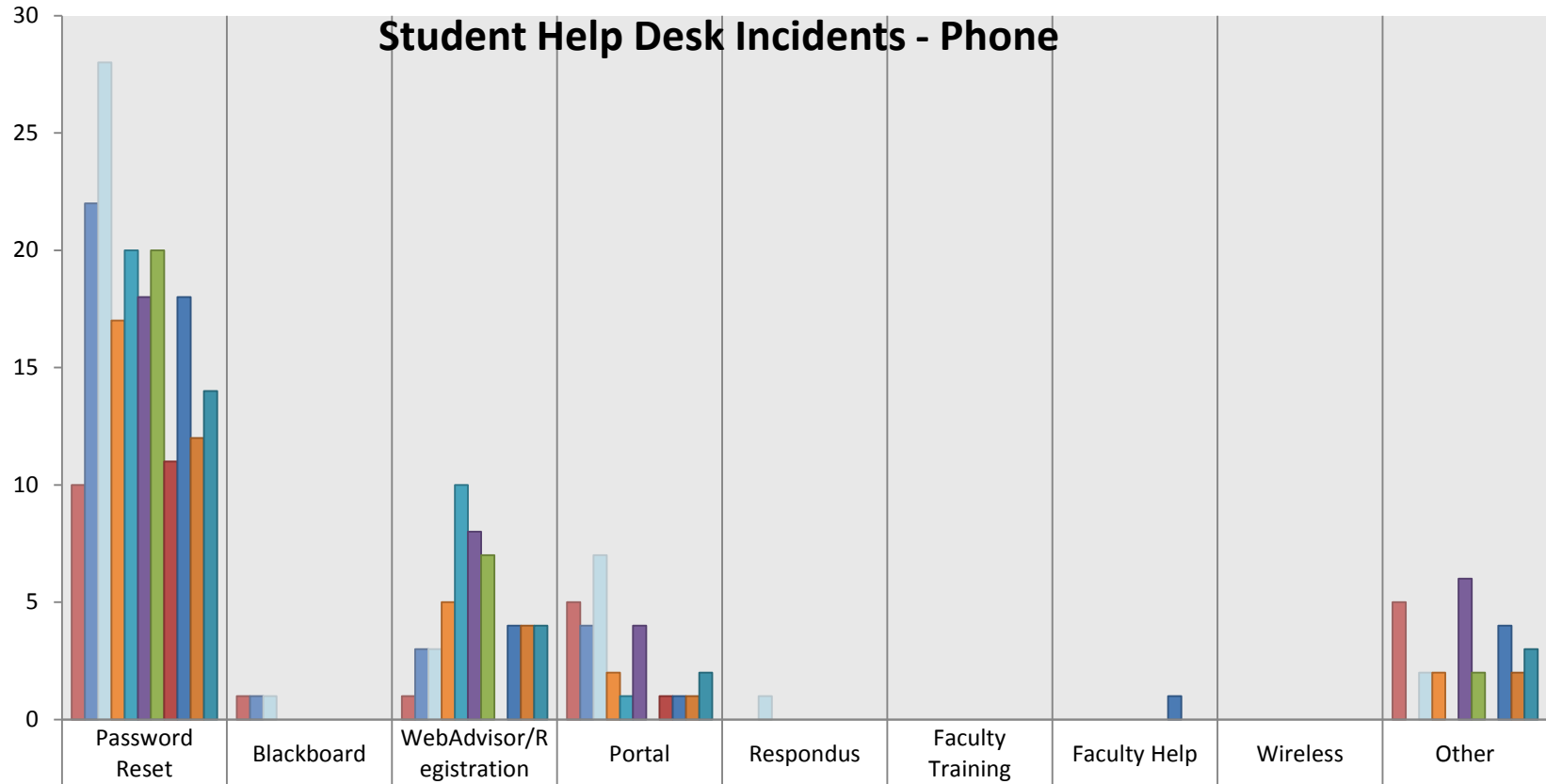


Student Help Desk Incidents - Person



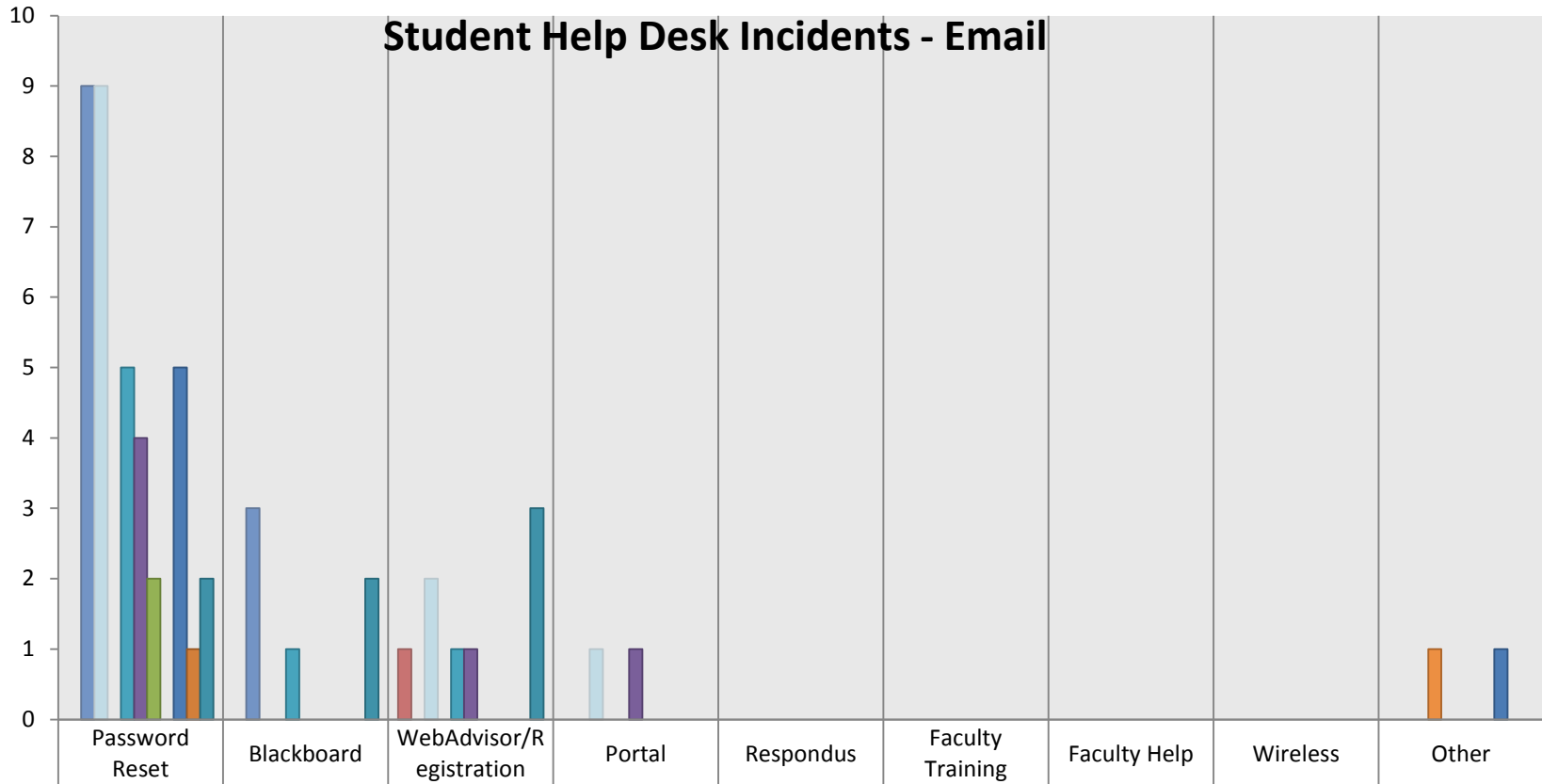
	Password Reset	Blackboard	WebAdvisor/Registration	Portal	Respondus	Faculty Training	Faculty Help	Wireless	Other
7/1/2014									
7/7/2014	13	1		4					3
7/14/2014	16		1	1					5
7/21/2014	59		3						8
7/28/2014	37	1	3	2		1		1	12
8/4/2014	72	1	6	5			2	1	12
8/11/2014	144	7	2	8			2	7	20
8/18/2014	43	2		11	2			10	28
8/25/2014	18	1	3	4	1			2	20
9/2/2014	55							5	4
9/8/2014	10	1		1		1			18
9/15/2014	9	1		5		1		3	15
9/22/2014	29							1	15
9/29/2014	6			1				3	15

Student Help Desk Incidents - Phone



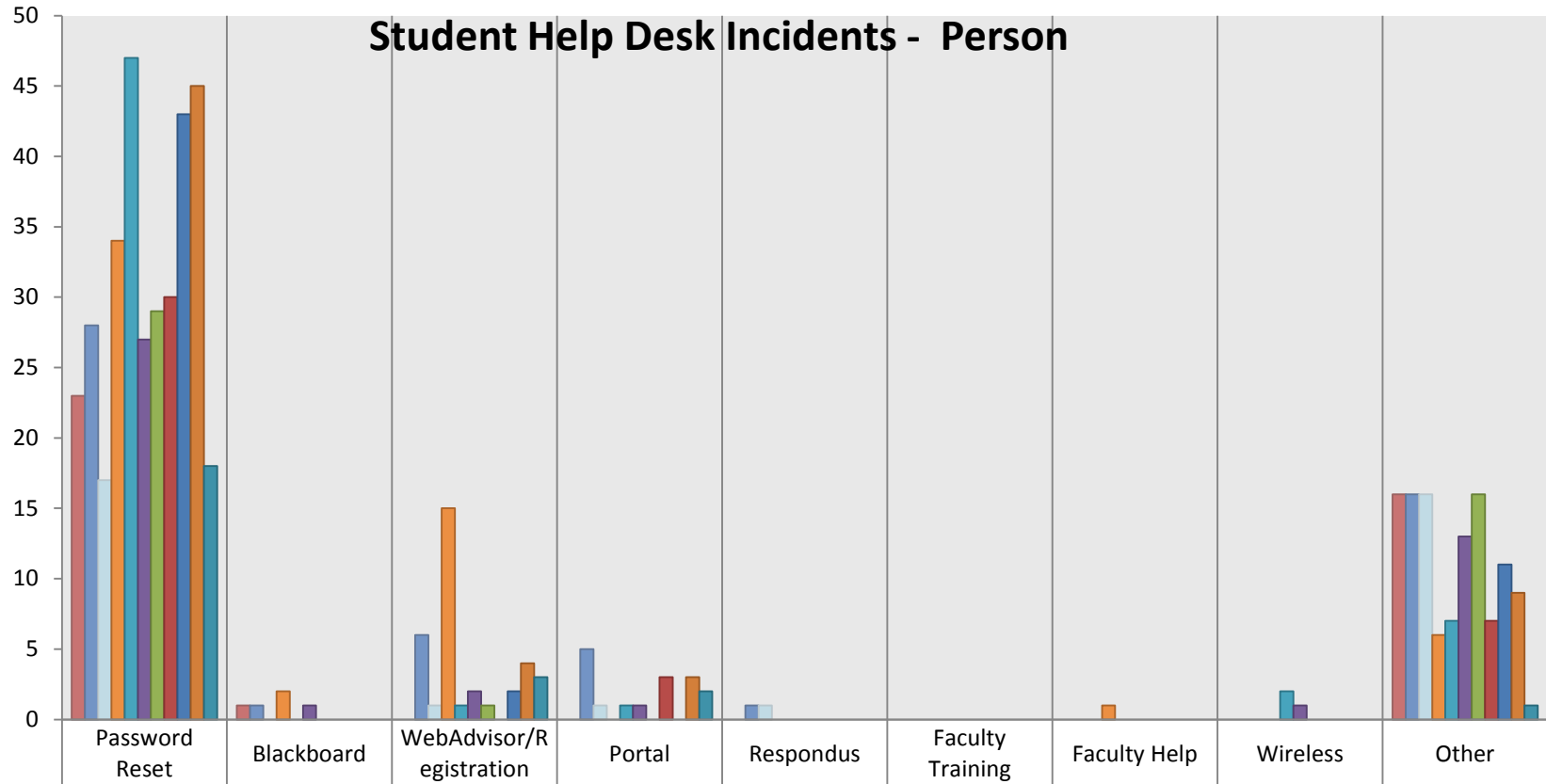
	Password Reset	Blackboard	WebAdvisor/R registration	Portal	Respondus	Faculty Training	Faculty Help	Wireless	Other
10/6/2014	10	1	1	5					5
10/13/2014	22	1	3	4					
10/20/2014	28	1	3	7	1				2
10/27/2014	17		5	2					2
11/3/2014	20		10	1					
11/10/2014	18		8	4					6
11/17/2014	20		7						2
11/24/2014	11			1					
12/1/2014	18		4	1			1		4
12/8/2014	12		4	1					2
12/15/2014	14		4	2					3

Student Help Desk Incidents - Email



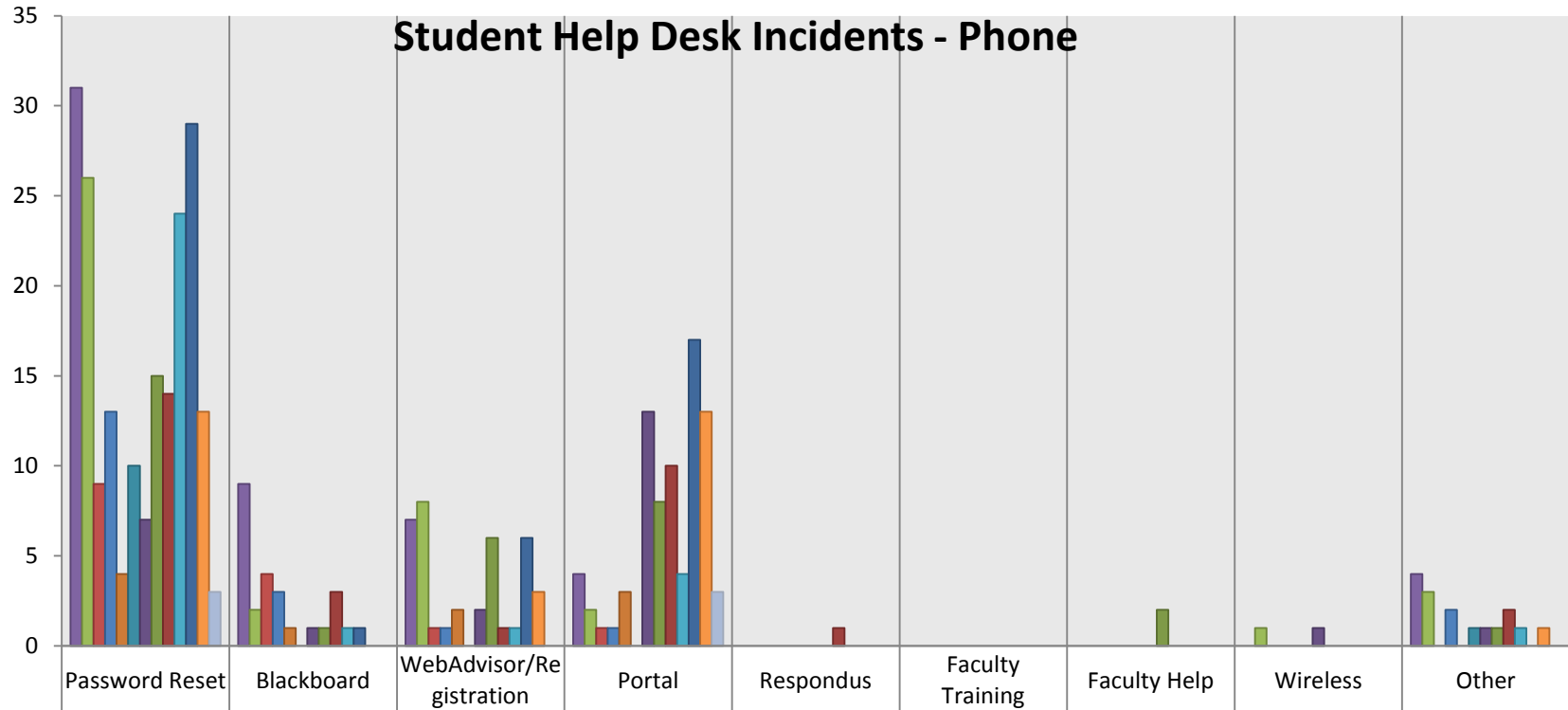
10/6/2014			1						
10/13/2014	9	3							
10/20/2014	9		2	1					
10/27/2014									1
11/3/2014	5	1	1						
11/10/2014	4		1	1					
11/17/2014	2								
11/24/2014									
12/1/2014	5								1
12/8/2014	1								
12/15/2014	2	2	3						

Student Help Desk Incidents - Person



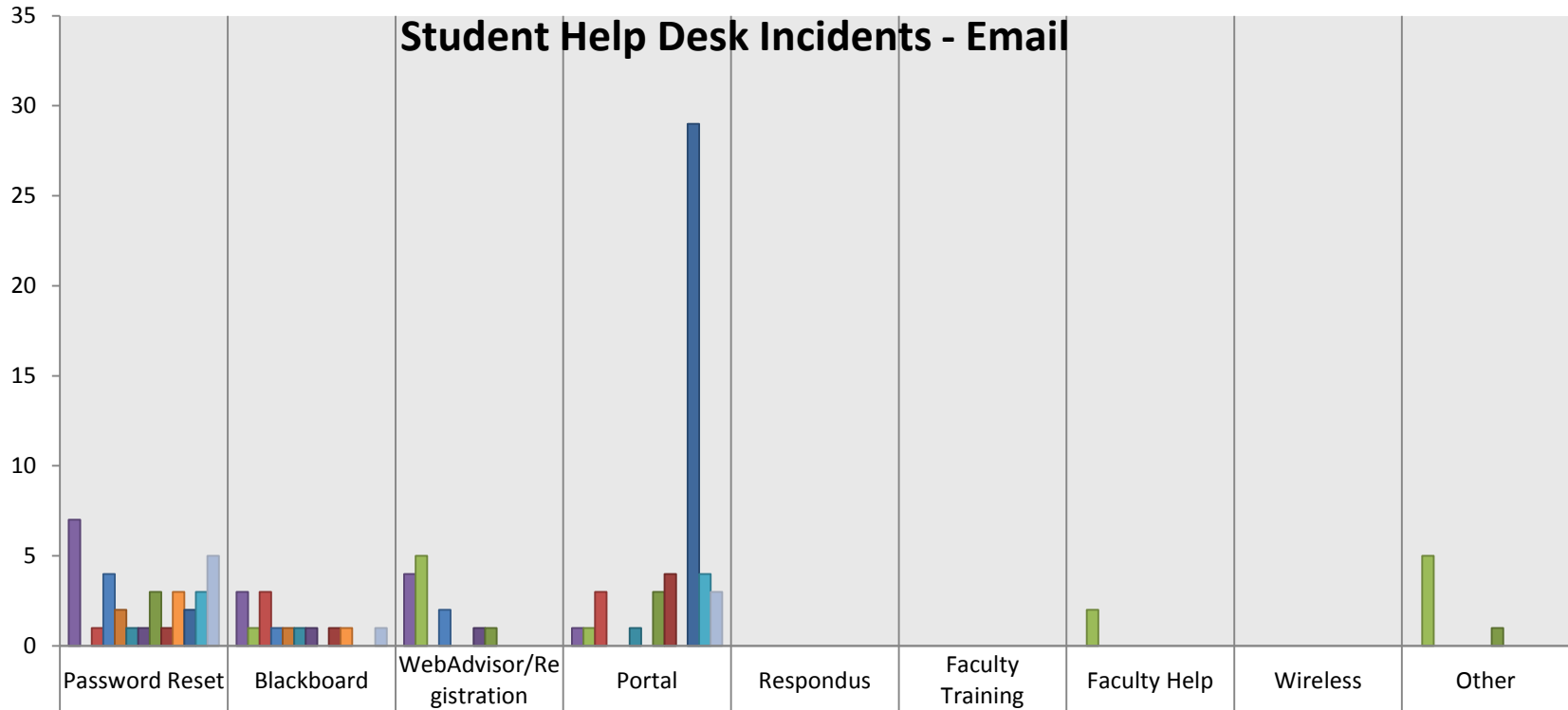
Date	Password Reset	Blackboard	WebAdvisor/R registration	Portal	Respondus	Faculty Training	Faculty Help	Wireless	Other
10/6/2014	23	1							16
10/13/2014	28	1	6	5	1				16
10/20/2014	17		1	1	1				16
10/27/2014	34	2	15				1		6
11/3/2014	47		1	1				2	7
11/10/2014	27	1	2	1				1	13
11/17/2014	29		1						16
11/24/2014	30			3					7
12/1/2014	43		2						11
12/8/2014	45		4	3					9
12/15/2014	18		3	2					1

Student Help Desk Incidents - Phone



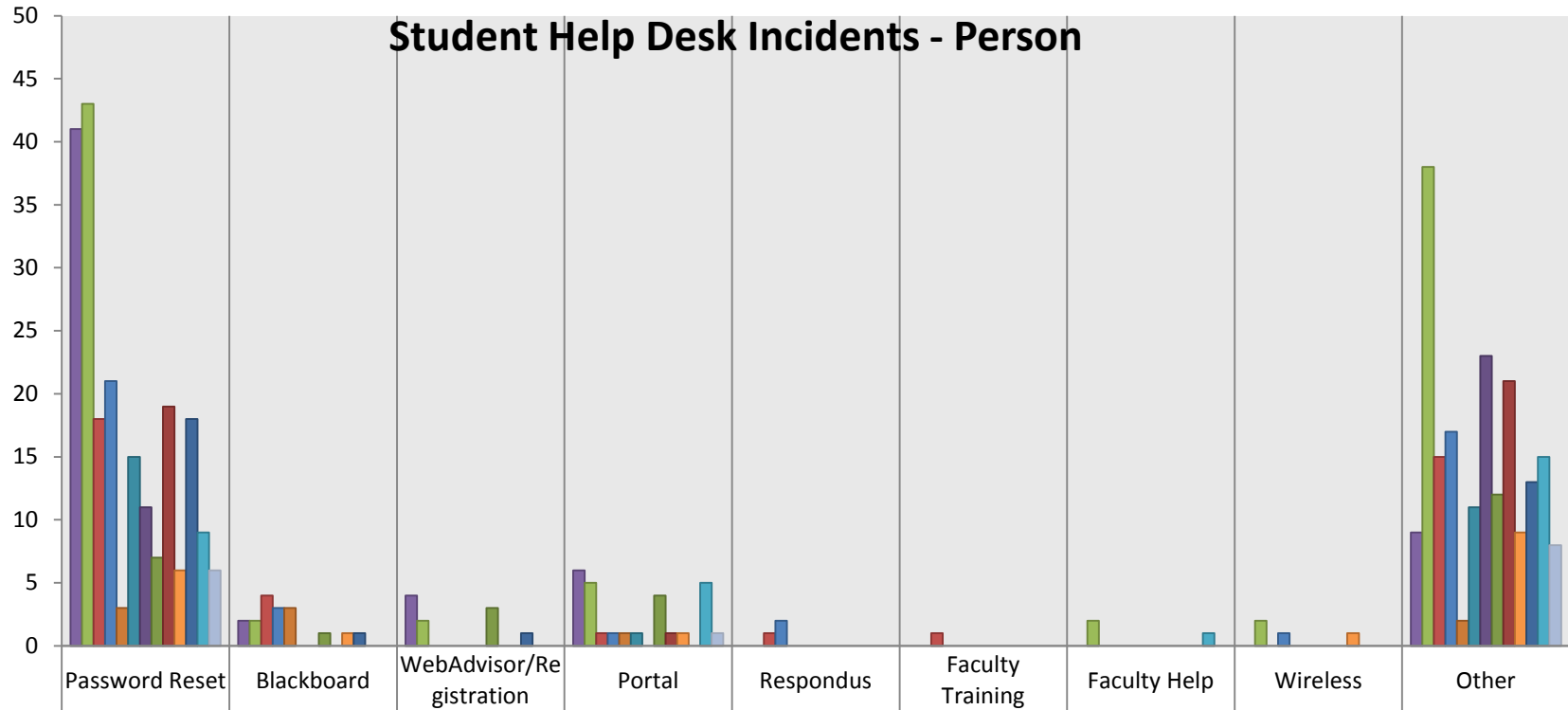
Date	Password Reset	Blackboard	WebAdvisor/Registration	Portal	Respondus	Faculty Training	Faculty Help	Wireless	Other
1/5/2015	31	9	7	4					4
1/12/2015	26	2	8	2				1	3
1/19/2015	9	4	1	1					
1/26/2015	13	3	1	1					2
2/2/2015	4	1	2	3					
2/9/2015	10								1
2/16/2015	7	1	2	13				1	1
2/23/2015	15	1	6	8			2		1
3/2/2015	14	3	1	10	1				2
3/9/2015	24	1	1	4					1
3/16/2015	29	1	6	17					0
3/23/2015	13		3	13					1
3/30/2015	3			3					

Student Help Desk Incidents - Email



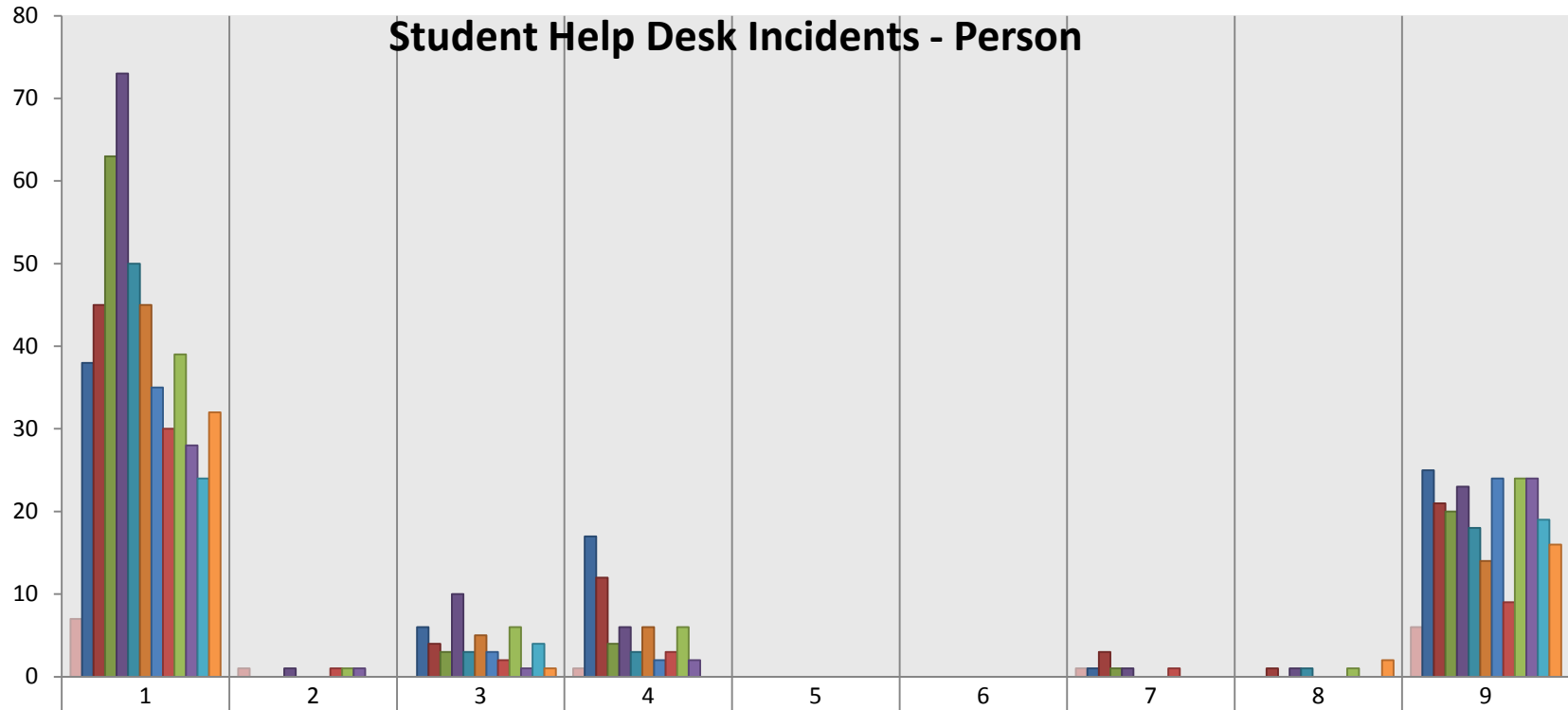
	Password Reset	Blackboard	WebAdvisor/Registration	Portal	Respondus	Faculty Training	Faculty Help	Wireless	Other
1/5/2015	7	3	4	1					
1/12/2015		1	5	1			2		5
1/19/2015	1	3		3					
1/26/2015	4	1	2						
2/2/2015	2	1							
2/9/2015	1	1		1					
2/16/2015	1	1	1						
2/23/2015	3		1	3					1
3/2/2015	1	1		4					
3/9/2015	3	1							
3/16/2015	2			29					
3/23/2015	3			4					
3/30/2015	5	1		3					

Student Help Desk Incidents - Person



Date	Password Reset	Blackboard	WebAdvisor/Registration	Portal	Respondus	Faculty Training	Faculty Help	Wireless	Other
1/5/2015	41	2	4	6					9
1/12/2015	43	2	2	5			2	2	38
1/19/2015	18	4		1	1	1			15
1/26/2015	21	3		1	2			1	17
2/2/2015	3	3		1					2
2/9/2015	15			1					11
2/16/2015	11								23
2/23/2015	7	1	3	4					12
3/2/2015	19			1					21
3/9/2015	6	1		1				1	9
3/16/2015	18	1	1						13
3/23/2015	9			5			1		15
3/30/2015	6			1					8

Student Help Desk Incidents - Person



4/6/2015	7	1		1			1		6
4/13/2015	38		6	17			1		25
4/20/2015	45		4	12			3	1	21
4/27/2015	63		3	4			1		20
5/4/2015	73	1	10	6			1	1	23
5/11/2015	50		3	3				1	18
5/18/2015	45		5	6					14
5/25/2015	35		3	2					24
6/1/2015	30	1	2	3			1		9
6/8/2015	39	1	6	6				1	24
6/15/2015	28	1	1	2					24
6/22/2015	24		4						19
6/29/2015	32		1					2	16

Name: Eduardo Alvear

Totals Student Help Desk July 2014 to June 2015

Call Type	Phone	Email	In-person	Totals
Password Reset	1079	146	1608	<u>2833</u>
Blackboard	109	37	42	<u>188</u>
WebAdvisor/Registrar	296	55	111	<u>462</u>
Portal	248	66	147	<u>461</u>
Respondus	23	7	8	<u>38</u>
Faculty Training	0	0	4	<u>4</u>
Faculty Help	12	2	16	<u>30</u>
Wireless	10	0	46	<u>56</u>
Other	103	18	735	<u>856</u>
Totals	<u>1880</u>	<u>331</u>	<u>2717</u>	<u>4928</u>