

Help Desk Service Reports for Academic Year 2007-08

| Issues Opened by Help Desk – June 2009 | Faculty/Staff | |
|---|---------------|--------|
| Resolved by Help Desk During Initial Contact | 212 | 49.2% |
| Resolved by Help Desk After Initial Contact | 62 | 14.4% |
| Resolved by Other IT Personnel On the Day Issued | 35 | 8.1% |
| Resolved by Other IT Personnel After the Day Issued | 98 | 22.7% |
| Issues Awaiting Action | 24 | 5.6% |
| Total Support Issues for the Reporting Period | 431 | 100.0% |

The Help Desk received 431 support issues from faculty and staff during the month of June. Of those calls, 274 (63.6%)* were resolved by Help Desk personnel.

* Faculty and staff issues tend to be requests for services that often require input from multiple Information Technology departments.

| Issues Opened by Help Desk – June 2009 | Student | |
|---|---------|--------|
| Resolved by Help Desk During Initial Contact | 498 | 90.7% |
| Resolved by Help Desk After Initial Contact | 39 | 7.1% |
| Resolved by Other IT Personnel On the Day Issued | 1 | 0.2% |
| Resolved by Other IT Personnel After the Day Issued | 7 | 1.3% |
| Issues Awaiting Action | 4 | 0.7% |
| Total Support Issues for the Reporting Period | 549 | 100.0% |

The Help Desk received 549 support issues from students during the month of June. Of those calls, 537 (97.8%)* were resolved by Help Desk personnel.

* Student issues tend to be more routine, repetitive responses help increase the close rate for these issues.

| Issues Opened by Help Desk - 2008/2009 Academic Year | June Totals | | Year-to-Date | |
|--|-------------|--------|--------------|--------|
| Resolved by Help Desk During Initial Contact | 710 | 72.4% | 5627 | 62.2% |
| Resolved by Help Desk After Initial Contact | 101 | 10.3% | 1364 | 15.1% |
| Resolved by Other IT Personnel On the Day Issued | 36 | 3.7% | 613 | 6.8% |
| Resolved by Other IT Personnel After the Day Issued | 105 | 10.7% | 1404 | 15.5% |
| Issues Awaiting Action | 28 | 2.9% | 42 | 0.5% |
| Total Support Issues for the Reporting Period | 980 | 100.0% | 9050 | 100.0% |

For the month of June, the Help Desk received 980 support issues, and was able to resolve 811 (82.7%). The year-to-date average is 77.3%.

Of all issues reported through the Help Desk, Information Technology was able to resolve 81.4% within 48 hours.

For Help Desk Services reporting purposes the academic year started August 01, 2008.

Additional Help Desk Services for the Academic Year

- Test Scoring Services – 1020 visits, 1861 tests scored
- Loaner Equipment Utilization
 - Laptops – 84 loans for 515 days
 - Projectors – 111 loans for 490 days
- Email Requests – 849 students, 314 faculty/staff
- LiveChat services – 455 sessions for 2845 minutes

- Additional Test Scoring Services are available.
- Loaner equipment is in high demand, please reserve early.
- Email questions and requests for service are popular among students.
- LiveChat services are growing in popularity.