

## Help Desk Service Reports for Academic Year 2007-08

Issues Opened by Help Desk – July 2009	Faculty/Staff	
Resolved by Help Desk During Initial Contact	262	53.3%
Resolved by Help Desk After Initial Contact	59	12.0%
Resolved by Other IT Personnel On the Day Issued	29	5.9%
Resolved by Other IT Personnel After the Day Issued	86	17.5%
Issues Awaiting Action	56	11.4%
Total Support Issues for the Reporting Period	492	100.0%

The Help Desk received 492 support issues from faculty and staff during the month of July. Of those calls, 321 (65.3%)\* 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 – July 2009	Student	
Resolved by Help Desk During Initial Contact	505	96.2%
Resolved by Help Desk After Initial Contact	11	2.1%
Resolved by Other IT Personnel On the Day Issued	1	0.2%
Resolved by Other IT Personnel After the Day Issued	2	0.4%
Issues Awaiting Action	6	1.1%
Total Support Issues for the Reporting Period	525	100.0%

The Help Desk received 525 support issues from students during the month of July. Of those calls, 516 (98.3%)\* 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	July Totals		Year-to-Date	
Resolved by Help Desk During Initial Contact	767	75.4%	6781	63.8%
Resolved by Help Desk After Initial Contact	70	6.9%	1496	14.1%
Resolved by Other IT Personnel On the Day Issued	30	2.9%	671	6.3%
Resolved by Other IT Personnel After the Day Issued	88	8.7%	1593	15.0%
Issues Awaiting Action	62	6.1%	89	0.8%
Total Support Issues for the Reporting Period	1017	100.0%	10630	100.0%

For the month of July, the Help Desk received 1017 support issues, and was able to resolve 837 (82.3%). The year-to-date average is 77.9%.

Of all issues reported through the Help Desk, Information Technology was able to resolve 81.7% 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 – 1042 visits, 1884 tests scored
- Loaner Equipment Utilization
  - Laptops – 92 loans for 540 days
  - Projectors – 111 loans for 490 days
- Email Requests – 891 students, 330 faculty/staff
- LiveChat services – 492 sessions for 3067 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.