

Help Desk Service Reports for Academic Year 2007-08

Issues Opened by Help Desk – May 2009	Faculty/Staff	
Resolved by Help Desk During Initial Contact	135	47.0%
Resolved by Help Desk After Initial Contact	41	14.3%
Resolved by Other IT Personnel On the Day Issued	28	9.8%
Resolved by Other IT Personnel After the Day Issued	74	25.8%
Issues Awaiting Action	9	3.1%
Total Support Issues for the Reporting Period	287	100.0%

The Help Desk received 287 support issues from faculty and staff during the month of May. Of those calls, 176 (61.3%)* 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 – May 2009	Student	
Resolved by Help Desk During Initial Contact	359	91.6%
Resolved by Help Desk After Initial Contact	28	7.1%
Resolved by Other IT Personnel On the Day Issued	1	0.3%
Resolved by Other IT Personnel After the Day Issued	4	1.0%
Issues Awaiting Action	0	0.0%
Total Support Issues for the Reporting Period	392	100.0%

The Help Desk received 392 support issues from students during the month of May. Of those calls, 387 (98.7%)* 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	May Totals		Year-to-Date	
Resolved by Help Desk During Initial Contact	494	72.8%	4917	60.9%
Resolved by Help Desk After Initial Contact	69	10.2%	1262	15.6%
Resolved by Other IT Personnel On the Day Issued	29	4.3%	577	7.1%
Resolved by Other IT Personnel After the Day Issued	78	11.5%	1293	16.0%
Issues Awaiting Action	9	1.3%	21	0.3%
Total Support Issues for the Reporting Period	679	100.0%	8070	100.0%

For the month of May, the Help Desk received 679 support issues, and was able to resolve 563 (73.0%). The year-to-date average is 76.5%.

Of all issues reported through the Help Desk, Information Technology was able to resolve 81.0% 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 – 994 visits, 1807 tests scored
- Loaner Equipment Utilization
 - Laptops – 76 loans for 455 days
 - Projectors – 109 loans for 476 days
- Email Requests – 740 students, 287 faculty/staff
- LiveChat services – 418 sessions for 2759 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.