Campus operator calls received: 1,541
Average Call Time: 35.18 seconds

Support requests: 709 total

UITs Call Ctr. @ IUS

<table>
<thead>
<tr>
<th>Solved</th>
<th>Referred to IUS</th>
<th>General</th>
<th>AV</th>
<th>STCs</th>
</tr>
</thead>
<tbody>
<tr>
<td>278</td>
<td>41</td>
<td>247</td>
<td>148</td>
<td>36</td>
</tr>
</tbody>
</table>

Call Ctr. Satisfaction: ★★★★☆ (6)
Avg. time to close Tier 2 tickets: 4.5 hours

Student Printing: 196,642 Total Impressions

- B&W: 190,734
- Color: 4,564
- Copies: 1,344
- Deleted: 19,883

Desktop/AV Projects:
- Equipment moves for Chancellor’s office.
- Set up computers for Graduation Fair.
- Set up computers for Advising Week.

Network:

Web/Programming:
- **Web**: Began prep for rebranded website for end of April launch.
- **Web**: Launched Homecoming social media page.
- **Prog**: Nursing Online App and Budget Web App were launched and closed.
- **Prog**: Fee Appeal and Academic Suspension Appeal applications.
- **Web**: Sent 35 email campaigns.
- **Graphics**: Open House, Sanders Series, Computer Sale.

Video:
- **Video**: Broadening Leadership with Barb Bichelmeyer.
- **Video**: Shoot for Medallion winners, “It’s On Us.”