Campus operator calls received: 899  
Average Call Time: 39.8 seconds

Support requests: 709 total

Call Ctr. Satisfaction: ★★★★☆ (3)  
Avg. time to close Tier 2 tickets: 6.3 hours

Student Printing: 196,132 Total Impressions

B&W: 189,395  
Color: 4,910  
Copies: 1,827  
Deleted: 20,847

Network:
- **Rewiring**: Completed in Crestview. Began Activities, Children’s Center & Hausfeldt Building.
- **Servers**: State-net routers installed and tested for fail-over backup.

IUS Homepage Views

Top 5 Pages (excl. homepage):
1. Email  
2. Library  
3. Schedule of Classes – Summer 2015  
4. Schedule of Classes  
5. Schedule of Classes – Fall 2015

Web/Programming:
- **Web**: Continued website rebranding project for end of April launch.  
- **Web**: Launched Student Development Center, Adult Student Center, Children’s Center, Greek Life, Student Leadership.  
- **Web**: Updated Orientation application.  
- **Prog**: Set up ChildCare Sage software for Children’s Center.  
- **Prog**: Created a script that emails list of offline UCard readers.  
- **Web**: Sent 25 email campaigns.  
- **Graphics**: Open House, Sanders Series, Computer Sale.

Desktop/AV Projects:
- 13 employee computer replacements.  
- Upgraded audio system in LF 146.

Video:
- **Video**: Medallion Dinner – Event shoot, 4 recipient videos, ‘VOG’ audio recordings.  
- **Video**: Sanders Series event shoot.