UIT Update | IU Southeast | April 2015

Campus operator calls received: 528
Average Call Time: 36.5 seconds

Support requests: 799 total

UIT Call Ctr. @ IUS

- 270 solved
- 26 referred to IUS
- 335 general
- 161 AV
- 33 STCs

Call Ctr. Satisfaction: ★★★ (3)
Avg. time to close Tier 2 tickets: 3.9 hours

Student Printing: 238,376 Total Impressions

- B&W: 226,493
- Color: 8,797
- Copies: 3,086
- Deleted: 24,716

Network:
- **Rewiring:** Cut over to new service in the Children’s Center & Hausfeldt Building. Started in Activities Building.
- Card access installed in Crestview.
- Assisted Police & ECT service in camera troubleshooting; added network monitoring to the camera VLAN.

IUS Homepage Views

April 2015: 788,275 homepage views

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

Web/Programming:
- **Web:** Launched redesigned ius.edu website. Includes design, programming, homepage video, and moving content.
- **Web:** Completed updates to Housing Checkout form.
- **Prog:** Multiple IUIE reports created – IUS Service Area, Natural Sciences Degrees, Units Taken for Summer, Honors Date Research & Modification.

Video:
- **Video:** Homepage video & shoots, UCard, Broadening Leadership, Career Development Internship Reception, Student Conference Luncheon, Blackmagic presentation for IUB & IUPUI.

Desktop/AV Projects:
- 3 employee computer replacements.

IT Communications:
- Homepages retirement messaging.
- One.IU ad in Horizon
- Completed IT Annual Report & had printed.