**Campus operator calls received:** 1,709 total  
**Average Call Time:** 30.8 Seconds

**Support requests:** 788 total

<table>
<thead>
<tr>
<th>UITS Call Ctr.</th>
<th>@ IUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solved</td>
<td>303</td>
</tr>
<tr>
<td>Referred to IUS</td>
<td>28</td>
</tr>
<tr>
<td>General</td>
<td>251</td>
</tr>
<tr>
<td>AV</td>
<td>206</td>
</tr>
<tr>
<td>STCs</td>
<td>51</td>
</tr>
</tbody>
</table>

**Call Ctr. Satisfaction:** ⭐⭐⭐⭐⭐ (5)  
**Avg. time to close Tier 2 tickets:** 9.07 hours

**Student Printing:** 102,012 Total Impressions

<table>
<thead>
<tr>
<th></th>
<th>B&amp;W: 97,257</th>
<th>Color: 3,641</th>
<th>Copies: 1,114</th>
<th>Deleted: 16,117</th>
</tr>
</thead>
</table>

**Telephone updates:**  
- Retired old PBX (phone switch)
- Began Lync 2013 rollout

**IU-wide project participation:**  
- SCCM remote management testing

**Network:**  
- **Knobview Rewire:** completely cut over with a few cleanup items left
- **Commencement:** Set up networking for video streaming of ceremonies
- **Repair:** Brought Childcare building back online after fiber was cut by contractor

**Web/Programming:**  
- **Web:** IUSGrad Social Media webpage and updated Student Affairs Homepage
- **Web:** Event Registration (MESS) Form
- **Prog.:** Finalized student records import for go live of Career Development jobs software enterprise version

**Video:**  
- **Video:** Cups Music Video and Commencement Live Stream
- **Video:** Completed DVD changes requested by South Chaleunphonh
- **Video:** Created a documented process for future live stream events

**Student Orientations:**  
- 5/14 & 5/17 – Presented to new students

**Faculty/Staff training:**  
- Windows 8.1 — 2 sessions, 35 participants
- One.IU.edu — 2 sessions, 18 participants

**Signage:** Refreshed poster and sign designs in all STCs for summer

**Resources:** Updating Lync manual for 2013

**Horizon ad:** NewtoIT@IU (Orientation issue)