Campus operator calls received: 454
   Average Call Time: 34.5 seconds

Support requests: 737 total

UITS Call Ctr. @ IUS

- Solved: 269
- Referred to IUS: 19
- General: 332
- AV: 108
- STCs: 5

Call Ctr. Satisfaction: ★★★☆☆ (3)
   Avg. time to close Tier 2 tickets: 1.82 hours

Student Printing: 77,427 Total Impressions

- B&W: 73,159
- Color: 2,681
- Copies: 1,587
- Deleted: 9,056

Network:
- Rewiring: Completed Activities Building, began removal of old wiring in Hillside Hall.
- Upgraded Library to 10GB speed.

IUS Homepage Views

June 2015: 518,034 homepage views

Top 5 Pages (excl. homepage):
1. Email
2. Search
3. Students
4. Academics
5. Schedule of Classes

Web/Programming:
- Web: Launched new 21st Century Scholars site.
- Web: Sent multiple email campaigns.
- Web: Requests completed: 125 web maintenance, 11 digital media, and 58 database/app development.
- Prog: Began the switch from WhatCounts to ExactTarget and received training in ExactTarget.
- Prog: Updated Crestron RoomView to a new version called Fusion.
- Graphics: New animations for VBB on submitting an event and One.IU; photos taken for new UITS.IU.edu website.

Video:
- Updates to “It’s On Us” sexual assault video.
- NTSPY Award Video.
- Shoots for athletics and homepage.

Desktop/AV Projects:
- 18 employee computer replacements.
- Software upgraded on 49 classroom computers.
- Updated Digital Signage/VBB players.

IT Communications:
- Copier replacement and Alertus desktop alert messaging.