Campus operator calls received: 446
Average Call Time: 34.7 seconds

Support requests: 873 total

Call Ctr. Satisfaction: ⭐⭐⭐⭐⭐ (5)
Avg. time to close Tier 2 tickets: 2.83 hours

Student Printing: 73,916 Total Impressions

Copier Replacement Project:
- Delivered & installed 46 Ricoh MFDs.
- Set up new drivers & queues.
- Removed old copiers.

Network:
- **Rewiring**: Continued network rewiring & upgrades in Hillside Hall.

IUS Homepage Views

July 2015: 479,132 homepage views

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

Web/Programming:
- **Web**: Apps for UCard photo submission, lost & found, and School of Business assessment.
- **Web**: Sent multiple email campaigns.
- **Web**: Requests completed: 177 web maintenance, 13 digital media, and 61 database/app development.
- **Prog**: Reports for Education minors, Program Review, Summary of GPA, and Units Taken fields for Data Working Group.
- **Graphics**: New animation for VBB on ‘Death of OneStart.’

Video:
- 4 Champions Dinner videos.
- Video shoots for Honors Program, IUS homepage, and Broadening Leadership.

Desktop/AV Projects:
- 15 employee computers replaced.
- Software updated on 49 classroom PCs.
- Renovated KV 236 classroom.
- Moved offices back in to Athletics.
- Began renovation of US 154.
- Design & spec US 188 conference room and US 010 collaboration table.