Service Type

- Report an issue with classroom equipment: 68%
- Classroom training: 16%
- Equipment install: 7%
- Set up a classroom event: 7%
- Other: 2%

Completion Time

- 0 days: 350 tickets
- 1 day: 300 tickets
- 2 days: 225 tickets
- 3 days: 200 tickets
- 4 days: 175 tickets
- 5 days: 150 tickets
- 6+ days: 125 tickets

Tickets by Building

- AGYM: 50 tickets
- AJH: 40 tickets
- ARTS: 30 tickets
- BMU: 30 tickets
- BUTE: 30 tickets
- CLSA: 30 tickets
- FARM: 30 tickets
- GLNN: 30 tickets
- HOLT: 30 tickets
- KNDL: 30 tickets
- LANG: 30 tickets
- LAXS: 30 tickets
- MLIB: 30 tickets
- MODC: 30 tickets
- OCNL: 30 tickets
- PAC: 30 tickets
- PHSC: 30 tickets
- PLMS: 30 tickets
- PSO2: 30 tickets
- SGYM: 30 tickets
- SLVS: 30 tickets
- SSC: 30 tickets
- SSKU: 30 tickets
- THMA: 30 tickets
- WREC: 30 tickets
- YOLO: 30 tickets
- Various: 30 tickets

"Extremely fast services!"

—Customer Satisfaction Survey
Number of people trained in Cascade: 206

New Admissions launches new, mobile-friendly website.

Service Type
- Cascade Training & Support
- Website Updates
- Broken Links & Suggestions
- Other
- New Websites

Fun Facts
- Siteimprove accessibility, quality assurance, and analytics reports have been rolled out to Campus Web 3.0 site owners.
- The Campus Web 3.0 framework is 96% accessible. As we migrate sites, the campus will see dramatic progress in meeting CSU Accessible Technology Initiative (ATI) goals.

Official Launch!
Campus Web 3.0, our updated responsive framework for campus websites, is here! It lives on a brand-new server with a completely updated version of Cascade. While sites can now be built 94% faster, migrating all 376 campus sites will be a huge undertaking. Each site will get revamped with fresh photos and new content based on analytics—and inaccessible content will be remediated.

343 sites to migrate

1050 tickets submitted

19.27M unique page views
Of Note

- 360° video demonstrations of four locations
- Procurement & Contract Services environmental design project
- College of Agriculture Benefit Golf Tournament Graphics
- 60-page Arts+Ideas brochure

Completed Project Types

- 140 Design projects completed.
- 31 Video shoots and live streaming events completed.
- 660 Images taken and 35 assignments requested.

Data Source: Jul 2016–June 2017