Service Type

- Report an issue with classroom equipment: 69%
- Classroom training: 11%
- Equipment install: 10%
- Set up a classroom event: 7%
- Other: 11%

Completion Time

- 0 days: 100
- 1 day: 75
- 2 days: 50
- 3 days: 25
- 4 days: 0
- 5 days: 0
- 6+ days: 0

Tickets by Building

- Tickets per building
- Rooms in building

Data Source: Jul–Sep 2016

“Extremely fast services!”

—Customer Satisfaction Survey
**WEB CONTENT FOR ALL**

Web Services has collaborated with the Office of Accessible Technology and Services to offer a new Accessible Content category of services through TeamDynamix. Services include a website accessibility report, video captioning, PDF accessibility remediation, and consultation on other issues.

**Lightening fast!**

Creating Cascade websites used to take 1 hour and 2 minutes of staff time. In our new 3.0 framework, it now takes 6 minutes, 50 seconds. We can now make 9 sites in the time it used to take to make 1. This will be extremely important as we start the campuswide migration process.

**94% increase in efficiency.**

**Fun Facts**

- 1 person translated our Latin placeholder text for us at a client meeting.
- We have 34 followers on our Instagram feed and have posted 48 pictures of CMT staff and students, giving a behind-the-scenes look at our work days.

Follow us @chicostatecmt on Instagram!
Of Note

• CELT Conference poster, flyer, and program.
• Academic Senate wall design.
• President’s Reception graphics.
• Photography for Inside Chico State publication.
• President Hutchinson’s Reception “Can’t Stop the Feeling” flash mob video has over 217,000 views on Facebook.

Completed Project Types

55 Design projects completed.

42 Video shoots and 6 live streamed events completed.

3347 Images taken and 92 assignments requested.

44 Colleges, departments, & organizations served on campus.

* served in common

Data Source: Jul–Sep 2016

CMT DASHBOARD DESIGN, PHOTO, MEDIA, DISPLAYS

Brochures Publications Flyers Postcards Ads Signage Presentations Posters

Promotional Videos Institutional Videos Educational/Training Videos Foundation Videos

Group Facilities Story/Feature Event Portrait Head Shot

AA ADMS* AG* ALUM AO ASPR ATHL BF BSS* CAVE CELT CIMT COB* CRCN* CWCT ESLC FA FD FMS GSCI HFA HR IRES* ITCS MATH MBAP MMEM MOA NSC NSS OLLI PA PRES* PSYC RCE SEN SHS SLL* SUMO UA* UH* UP UPE* WREC