Data Source: July 2018–July 2019

CMT DASHBOARD CLASSROOM TECHNOLOGIES

June Services, Total Tickets and Problem

Service Type

- Report an issue with equipment
- Classroom Training
- Set up a classroom event
- Other

Completion Time

45% of service requests were completed on the same day in June 2019

Service Percentages vs. Problems Percentages

Problems vs. Services | June 2018 thru June 2019

June Tickets

<table>
<thead>
<tr>
<th>Building</th>
<th>Rooms</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUTE</td>
<td>29</td>
<td>8</td>
</tr>
<tr>
<td>SSC</td>
<td>25</td>
<td>2</td>
</tr>
<tr>
<td>GRNN</td>
<td>21</td>
<td>3</td>
</tr>
<tr>
<td>HOLT</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>ARTS</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>YOLO</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>THMA</td>
<td>16</td>
<td>5</td>
</tr>
<tr>
<td>MLIB</td>
<td>11</td>
<td>2</td>
</tr>
<tr>
<td>MODC</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>PLMS</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>LANG</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>PAC</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>OCNL</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>CLSA</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>KNDL</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

“Extremely fast services!”
—Customer Satisfaction Survey
Focused on Accessibility

- Campus Web 3.0 sites are 98.6% accessible as of July 22, 2019.
- Sites in the www.csuchico.edu domain contain 13,512 pages; 14,558 documents; and 19,194 media files—all of which must be analyzed, remediated, and migrated.

3.0 Migration Nearly Complete

The migration into the 3.0 campus framework is nearly complete! All that remains is a few straggler sites and server maintenance. Web Services will look to summarize project takeaways and explore what’s next for the Campus Web.

Only 3 sites left to migrate

17 sites launched in June 2019

Top Service Types | 116 tickets

<table>
<thead>
<tr>
<th>Broken Links</th>
<th>Other</th>
<th>Updates</th>
<th>CMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>28%</td>
<td>34%</td>
<td>15%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Project Stats

Campus Maps Sessions
8,982
Jun 1 - June 30, 2019

YourWeb Accounts
334 cumulative

Data Source: July 2018–June 2019
Of Note

- BCCER Tour
- Kendall Hall Roof Repair
- Summer Orientation
- AG Golf Tournament
- Butterfly count
- SSKU Update

Summer Orientation leaders showing off t-shirts.

Completed Project Types

- Powerpoint slides (91)
- Pages designed (72)
- Images color corrected (46)
- Banners (7)
- Tradeshow materials (3)

Completed Tasks in June 2019

219

1533

Completed Design tasks completed.

1145 images added to server - 37 assignments requested in June

27 video shoots & 2 live streams in April

Video team status: busy filming...

85

Colleges, departments, & organizations served on campus.

*served in common

Data Source: July 2018–July 2019

CMT DASHBOARD DESIGN, PHOTOGRAPHY, MEDIA PRODUCTIONS

Assignment distribution
Rapid Graphic Copy Center

Customers Served by month: **Cumulative 28,668**

- **AUG**: 1,389
- **SEP**: 5,183
- **OCT**: 5,986
- **NOV**: 2,645
- **DEC**: 4,452
- **JAN**: 1,858
- **FEB**: 4,979
- **MAR**: 3,971
- **APR**: 5,691
- **MAY**: 4,211

**Notable Customers:**
- IRES
- CLIC
- Up. Bound
- SHS

Print Services

<table>
<thead>
<tr>
<th></th>
<th>Total Impressions</th>
<th>Bulk Mail pieces sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>194,776</td>
<td>717</td>
</tr>
<tr>
<td>Aug</td>
<td>1,109,140</td>
<td>27,392</td>
</tr>
<tr>
<td>Sept</td>
<td>318,654</td>
<td>11,435</td>
</tr>
<tr>
<td>Oct</td>
<td>320,344</td>
<td>4,508</td>
</tr>
<tr>
<td>Nov</td>
<td>198,600</td>
<td>7,465</td>
</tr>
<tr>
<td>Dec</td>
<td>157,088</td>
<td>22,044</td>
</tr>
<tr>
<td>Jan</td>
<td>956,857</td>
<td>18,803</td>
</tr>
<tr>
<td>Feb</td>
<td>223,980</td>
<td>7,053</td>
</tr>
<tr>
<td>Mar</td>
<td>332,001</td>
<td>20,027</td>
</tr>
<tr>
<td>Apr</td>
<td>293,187</td>
<td>50,828</td>
</tr>
<tr>
<td>May</td>
<td>522,992</td>
<td>18,980</td>
</tr>
<tr>
<td>Jun</td>
<td>77,078</td>
<td>9,171</td>
</tr>
<tr>
<td><strong>YTD</strong></td>
<td>4,776,697</td>
<td>200,147</td>
</tr>
</tbody>
</table>

**472 customers on May 7!**

**Color Impressions by Month**
Cumulative 31,388

- **JAN**: 1,586
- **FEB**: 4,686
- **MAR**: 6,684
- **APR**: 5,939
- **MAY**: 279

**B&W Impressions by Month**
Cumulative 192,762

- **JAN**: 19,009
- **FEB**: 21,291
- **MAR**: 34,945
- **APR**: 26,908
- **MAY**: 2,196

**Working hard...**
Over 40,000 programs printed for commencement ceremonies!