Data Source: Jul 2018–Mar 2019

**March Services, Total Tickets & Problem**

| Service Percentages vs. Problems Percentages |
| Building | Rooms | Tickets |
| BUTE     | 29    | 18      |
| SSC      | 25    | 3       |
| GLNN     | 21    | 4       |
| HOLT     | 20    | 11      |
| ARTS     | 17    | 5       |
| YOLO     | 17    | 3       |
| THMA     | 16    | 10      |
| MLIB     | 11    | 8       |
| MODC     | 11    | 7       |
| PLMS     | 9     | 5       |
| LANG     | 7     | 7       |
| PAC      | 7     | 2       |
| OCNL     | 7     | 2       |
| FARM     | 6     | 1       |
| KNDL     | 5     | 5       |

Completion Time 46% of service requests were completed on the same day in March 2019

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

- Campus Web 3.0 sites are 98.9% accessible as of April 11th, 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.

Counting Down

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 392 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.

Only 44 sites left to migrate

20 sites launched in March 2019
Completed Project Types

- Image Color Correction (67) - 40%
- Print Pages (58) - 35%
- Powerpoint Pages (28) - 17%
- Logos (8) - 5%
- Posters (5) - 3%
- Postcards (2) - 1%

Completed Tasks in Mar 2019
- 168 tasks completed.

Of Note

- Cesar Chavez Day
- President’s WASC Message
- Book in Common Live Stream
- VR Class
- Outstanding Faculty Awards
- MLIB Outreach Video

CUMULATIVE

Completed/ Delivered

- Book In Common Tim Hendrix – 1 shoot
- Cesar Chavez 2019 – 5 shoots, 1 edit
- Moment with the President – 1 shoot
- MLIB Outreach Video – 6 shoots
- Faculty Outreach video (Josh Trout) – 1 shoot
- Dennis Murphy Interview – 1 Setup

Shoots

- Foundation Board B-Roll – 1 Shoot
- Women of Wisdom – 1 Multicam Shoot
- VR Class – 1 Shoot
- Biztalks – 1 Multicam Shoot
- Organic Dairy Shoot – 1 Multicam
- Baja B-Roll – 1 Shoot
- President WASC message & edit

Shoots Completed/Delivered

- 168 shoots completed.
- 22 video shoots & 21 spots delivered in March

Completed Tasks in Mar 2019

- 1095 tasks completed.

Data Source: Jul 2018–Mar 2019

CMT DASHBOARD
DESIGN, PHOTOGRAPHY, MEDIA PRODUCTIONS

Book In Common Tim Hendrix – 1 shoot
Cesar Chavez 2019 – 5 shoots, 1 edit
Moment with the President – 1 shoot
MLIB Outreach Video – 6 shoots
Faculty Outreach video (Josh Trout) – 1 shoot
Dennis Murphy Interview – 1 Setup

22 video shoots & 21 spots delivered in March

Sharinjit Kaur during chemistry VR Class.

85 Colleges, departments, & organizations served on campus.

* served in common

AA
ADMS
AG
ALUM
ANTH
AO
ASPR
ATHL
BF
BIOL
BSS
CAVE
CDEV
CED
CELT
CFE
CHEM
CIMT
CIVL
CME
CMT
COB
CORH
CRCN
CSCU
CSE
CWCT
DIVR
ECC
EHS
EOP
ERFS
ESLC
FA
FD
FMS
FRAS
FYE
G5
GSCI
HFA
HIST
HR
HNS
HR
IP
IRES
ITCS
KINE
KTD
MDAT
MATH
MBAP
MLIB
MMEM
MOA
MNC
NSS
SS
STAC
NSC
SUMO
SUST
TLP
UA
UX
UAB
UB
UP
UPD
UPE
UFS
VETS
VSMI
WREC

Edits for Musical Theater – 3 Edits & Custom Animation (Randy)

2392 images added to server - 71 assignments requested in March

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CWCT
DIVR
ECC
EHS
EOP
ERFS
ESLC
FA
FD
FMS
FRAS
FYE
G5
GSCI
HFA
HIST
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HNS
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85 Colleges, departments, & organizations served on campus.

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85 Colleges, departments, & organizations served on campus.
Rapid Graphic Copy Center

Customers Served by month
Cumulative 18,766

- Jul: 379
- Aug: 1,389
- Sep: 5,183
- Oct: 5,986
- Nov: 2,645
- Dec: 4,452
- Jan: 1,858
- Feb: 4,979
- Mar: 3,971

Color Impressions by Month
Cumulative 18,432

- Nov: 5,498
- Dec: 4,686
- Jan: 4,289
- Feb: 2,373
- Mar: 1,586

B&W Impressions by Month
Cumulative 128,713

- Nov: 19,009
- Dec: 19,338
- Jan: 19,009
- Feb: 21,291
- Mar: 32,956

Print Services

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<th>Total Impressions</th>
<th>Bulk Mail pieces sent</th>
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<tr>
<td>Aug</td>
<td>1,109,140</td>
<td>27,392</td>
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<tr>
<td>Sept</td>
<td>318,654</td>
<td>11,439</td>
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<tr>
<td>Oct</td>
<td>320,344</td>
<td>4,508</td>
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<tr>
<td>Nov</td>
<td>198,600</td>
<td>7,465</td>
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<td>Dec</td>
<td>157,088</td>
<td>22,044</td>
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<td>Jan</td>
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<td>7,853</td>
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<tr>
<td>Jun</td>
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<tr>
<td><strong>YTD</strong></td>
<td><strong>3,551,439</strong></td>
<td><strong>100,221</strong></td>
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Of Note

Over 6,000 course packs and manuals printed for Spring semester startup!