CMT DASHBOARD  CLASSROOM TECHNOLOGIES

Data Source: Jul 2018–Apr 2019

**April Services, Total Tickets & Problem**

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

- **Completion Time**
  - 42% of service requests were completed on the same day in April 2019

**April Tickets**

<table>
<thead>
<tr>
<th>Building</th>
<th>Rooms</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUTE</td>
<td>29</td>
<td>4</td>
</tr>
<tr>
<td>SSC</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>GLNN</td>
<td>21</td>
<td>4</td>
</tr>
<tr>
<td>HOLT</td>
<td>20</td>
<td>6</td>
</tr>
<tr>
<td>ARTS</td>
<td>17</td>
<td>7</td>
</tr>
<tr>
<td>YOLO</td>
<td>17</td>
<td>5</td>
</tr>
<tr>
<td>THMA</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>MLIB</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>MODC</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>PLMS</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>LANG</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>PAC</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>OCNL</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>CLSA</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>KNDL</td>
<td>5</td>
<td>4</td>
</tr>
</tbody>
</table>

**Service Percentages vs. Problems Percentages**

- **Service %**
  - Building
  - BUTE: 69.3%
  - SSC: 29.4%
  - GLNN: 25.0%
  - HOLT: 17.0%
  - ARTS: 16.6%
  - YOLO: 16.5%
  - THMA: 18.4%
  - MLIB: 10.4%
  - MODC: 10.0%
  - PLMS: 9.0%
  - LANG: 7.0%
  - PAC: 7.0%
  - OCNL: 7.0%
  - CLSA: 7.0%
  - KNDL: 4.0%

- **Problem %**
  - Building
  - BUTE: 71.6%
  - SSC: 47.5%
  - GLNN: 21.4%
  - HOLT: 21.7%
  - ARTS: 20.4%
  - YOLO: 26.5%
  - THMA: 22.4%
  - MLIB: 11.6%
  - MODC: 10.6%
  - PLMS: 10.0%
  - LANG: 14.0%
  - PAC: 14.0%
  - OCNL: 14.0%
  - CLSA: 14.0%
  - KNDL: 4.0%

---

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

- Campus Web 3.0 sites are 98.7% accessible as of May 10th, 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 30 sites left to migrate

14 sites launched in April 2019
**Completed Project Types**

*Design team status: busy designing...*

- **1095** Design tasks completed.
- **3102** images added to server - 93 assignments requested in April.

**New Clients:**
- Choose Chico
- Provost Office – Grading Cycle
- Wildcat Birthday

**Shots**
- **27** shoots

**Edits**
- **10**

**Live Streams**
- **2** – Choose Chico & Transform Tomorrow

**Of Note**

- Choose Chico Live Stream
- Inaugural Photo Walk
- Transform Tomorrow
- Time Capsule Photos

**Kendall Hall**

**CUMULATIVE**

<table>
<thead>
<tr>
<th>Shoots</th>
<th>Edits</th>
<th>Live Streams</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>10</td>
<td>2</td>
</tr>
</tbody>
</table>

**New Clients:**
- Choose Chico
- Provost Office – Grading Cycle
- Wildcat Birthday

**85** Colleges, departments, & organizations served on campus.

*“served in common”

Data Source: Jul 2018 – Apr 2019

*AA ADMS*  
*AG*  
*ALUM*  
*ANTH*  
*AQ ASPR*  
*ATHL*  
*BF BIL*  
*BSS*  
*CAVE*  
*CDEV*  
*CELT CFE*  
*CHEM*  
*CMT CIVL*  
*CM*  
*CME*  
*CMT*  
*CIR*  
*CORH*  
*CRCN*  
*CSS*  
*CSC*  
*DIVR*  
*ECC*  
*EHS*  
*EOP*  
*ERFS*  
*ESLC*  
*FA*  
*FD FMS*  
*FRAS*  
*FFE*  
*FYE*  
*GS*  
*GSCI*  
*GFA*  
*HFA*  
*HIST*  
*HR*  
*HNDRS*  
*ITCS*  
*KINE*  
*MADT*  
*MATH*  
*MEM*  
*MHB*  
*MBAP*  
*MLID*  
*MMEM*  
*MEM*  
*MOA MOA*  
*SPA*  
*STAC*  
*SUST*  
*SUMO*  
*SUS*  
*TLF*  
*UA*  
*UAB*  
*UDDE*  
*UH*  
*UP*  
*UIC*  
*UPE*  
*VETS*  
*VSM*  
*VSM*  
*WREC*
Rapid Graphic Copy Center

Customers Served by month
Cumulative 24,457

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
APR  5,691

Averaging 31 happy customers per hour!

Color Impressions by Month
Cumulative 25,116

B&W Impressions by Month
Cumulative 163,658

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>11,439</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>7,853</td>
</tr>
<tr>
<td>Mar</td>
<td>332,001</td>
<td>20,027</td>
</tr>
<tr>
<td>Apr</td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td>More stats next month!</td>
</tr>
<tr>
<td>Jun</td>
<td></td>
<td></td>
</tr>
<tr>
<td>YTD</td>
<td>3,551,439</td>
<td>100,221</td>
</tr>
</tbody>
</table>

374 customers on Apr. 23!

Working hard...
Print team is accomplishing countless commencement and finals projects!