Data Source: July 1 - September 30, 2019

### Sept. Services, Total Tickets and Problem

#### Completion Time

<table>
<thead>
<tr>
<th>Building</th>
<th>Rooms</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUTE</td>
<td>29</td>
<td>19</td>
</tr>
<tr>
<td>SSC</td>
<td>25</td>
<td>2</td>
</tr>
<tr>
<td>GLNN</td>
<td>21</td>
<td>16</td>
</tr>
<tr>
<td>HOLT</td>
<td>20</td>
<td>13</td>
</tr>
<tr>
<td>ARTS</td>
<td>17</td>
<td>13</td>
</tr>
<tr>
<td>YOLO</td>
<td>17</td>
<td>9</td>
</tr>
<tr>
<td>THMA</td>
<td>16</td>
<td>12</td>
</tr>
<tr>
<td>MLIB</td>
<td>11</td>
<td>15</td>
</tr>
<tr>
<td>MODC</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>PLMS</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>LANG</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>PAC</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>OCNL</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>AYRS</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>KNDL</td>
<td>5</td>
<td>1</td>
</tr>
</tbody>
</table>

### Service Type

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

Completion Time: 51% of service requests were completed on the same day in September 2019

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

- Campus Web 3.0 sites are 87.6% accessible as of October 11, 2019.
- Web Services is partnered with OATS in a joint effort to build an inclusive web environment.
- In July 2019, a project charter was drafted for Ally for Web to help ensure PDF accessibility.

Automated accessibility scores dipped in Sept. 2019 as a result of Web services discovering they had improperly been creating accessibility exceptions within Siteimprove.

Captured October 11th, 2019

Accessibility

87.6 /100
- 9.9

25
Number of people trained in Cascade

103
tickets submitted

278k
unique visitors

Service Types Percentages | 103 tickets

<table>
<thead>
<tr>
<th>Broken Links</th>
<th>Other</th>
<th>Updates</th>
<th>CMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>12%</td>
<td>21%</td>
<td>38%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Project Stats

Campus Maps Sessions
9,840
Sept. 1 - Sept. 30, 2019

YourWeb Accounts
391 cumulative

Number of YourWeb Accounts

AUG 2018
36

OCT 2019
391
Completed Project Types

- Images color corrected (110) - 71%
- Pages designed (32) - 21%
- Post Cards (4) - 3%
- Large Posters (3) - 2%
- Posters (2), Logo (1), Flyer (1), Brochure (1) - 3%

Completed Tasks in FY 2019-2020

- 291 completed tasks
- Colleges, departments, & organizations served on campus:
  - AA
  - ADMS*
  - AG*
  - ALUM*
  - ANTH*
  - AO
  - ASPR
  - ATHL*
  - BF
  - BIOL
  - BSS*
  - CAVE*
  - CDEV
  - CELT
  - CFE
  - CHEM
  - CIMT
  - CIVL
  - CME
  - CMT*
  - COB*
  - CORH
  - CRCN*
  - CSC2
  - CSU*
  - CWCT
  - DIVR*
  - EHS*
  - EOP
  - ERFS
  - ESC
  - ETL
  - FAF
  - FAU
  - FME
  - FRAS
  - FYE
  - GSC
  - GSCI
  - HFA*
  - HIST
  - HR
  - HNRS*
  - IRES*
  - ITCS
  - KINE
  - MADT
  - MATH
  - MBAP
  - MLIB
  - MME
  - MOA
  - NCS
  - NSC
  - NSS
  - NURS*
  - OLLI
  - PA
  - PATH
  - PDC
  - PRES*
  - PSYC
  - PURC
  - RCE
  - SDJ
  - SDJ
  - SFA
  - SHEL
  - SME
  - SNS
  - STAC
  - SUMO
  - SUS
  - TLP
  - UA*
  - UAB
  - UDEV
  - UPE*
  - VETS*
  - VSMA*
  - WREC

Data Source: July 1 - September 30, 2019

Of Note

- Diversity Welcome Receptions
- Golden Grad
- Taylor Ford Introduction to Plant Science class
- President’s Fall Reception

Tanner Olsen conducts a Rilem absorption test in the CIM Langdon Lab.

Completed Tasks in September 2019

- 291 completed tasks
- 13 shoots
- 5 deliverables

Clients

- STEM
- College of Business
- Big C Event
- Thursday Night Market
- Sunset Social
- HR Service Center
- Rock the Block
- Campus Move-in
- Convocation Fall 2019
- EdX Chico

Aggregate

- Athletics 1%
- Creative 4%
- Event 11%
- Facilities 3%
- Group 8%
- Headshot 27%
- Opportunity 10%
- Philanthropy 3%
- Portrait 14%
- Story/Feature 15%
- Staff BTS 4%

Completed Tasks in September 2019

- 1,259 images added to server - 80 assignments requested in September 2019

Colleges, departments, & organizations served on campus.

* served in common

85
Rapid Graphic Copy Center

Black/white prints by month | Cumulative 53,070

<table>
<thead>
<tr>
<th>Month</th>
<th>Prints</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>3,247</td>
</tr>
<tr>
<td>Aug</td>
<td>13,977</td>
</tr>
<tr>
<td>Sep</td>
<td>35,846</td>
</tr>
</tbody>
</table>

Color prints by month | Cumulative 7,734

<table>
<thead>
<tr>
<th>Month</th>
<th>Prints</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>186</td>
</tr>
<tr>
<td>Aug</td>
<td>995</td>
</tr>
<tr>
<td>Sep</td>
<td>6,553</td>
</tr>
</tbody>
</table>

Customers served by month | Cumulative 6,571

<table>
<thead>
<tr>
<th>Month</th>
<th>Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>302</td>
</tr>
<tr>
<td>Aug</td>
<td>1,248</td>
</tr>
<tr>
<td>Sep</td>
<td>5,021</td>
</tr>
</tbody>
</table>

Print Services

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Impressions</th>
<th>Bulk Mail pieces sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>226,278</td>
<td>2,835</td>
</tr>
<tr>
<td>Aug</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sept</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Oct</td>
<td>0</td>
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<tr>
<td>Nov</td>
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<tr>
<td>Dec</td>
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<tr>
<td>Jan</td>
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<tr>
<td>Feb</td>
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<td>Mar</td>
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<td>Apr</td>
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<td>May</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Jun</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>YTD</td>
<td>226,278</td>
<td>2,835</td>
</tr>
</tbody>
</table>

Customer Feedback

“Chico State’s Print Services team is exceptional at meeting my deadlines, as well as providing solution orientated friendly customer service. I especially value the environmentally sustainable options, such as FSC Chain of Custody Certified!!”

Tricia Daniels, RCE