Data Source: July 1 - November 30, 2019

**Nov. Services, Total Tickets and Problems**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>November 15</th>
<th>November 16</th>
<th>November 17</th>
<th>November 18</th>
<th>November 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report an issue with equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set up a classroom event</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**November Tickets**

<table>
<thead>
<tr>
<th>Building</th>
<th>Rooms</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUTE</td>
<td>29</td>
<td>0</td>
</tr>
<tr>
<td>SSC</td>
<td>25</td>
<td>2</td>
</tr>
<tr>
<td>GLNN</td>
<td>21</td>
<td>6</td>
</tr>
<tr>
<td>HOLT</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>ARTS</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>YOLO</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>THMA</td>
<td>16</td>
<td>1</td>
</tr>
<tr>
<td>MLIB</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td>MODC</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>PLMS</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>LANG</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>PAC</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>OCNL</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>AYRS</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>KNDL</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

**Service Percentages vs. Problems Percentages**

- Service %
- Problem %

“Extremely fast services!”
—Customer Satisfaction Survey

Completion Time 54% of service requests were completed on the same day in November 2019
Focused on Accessibility

- Campus Web 3.0 sites are 95% accessible as of December 9, 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.

Data Source: July 1 - November 30, 2019

Service Types Percentages | 147 tickets
---
| Links | Other: Mostly Removing Tilde Sites | Updates | CMS |
| 7% | 47% | 13% | 25% |

Project Stats

- Most Searched: university village
- Campus Maps Sessions: 8,736 (Nov. 1 - Nov. 30, 2019)
- YourWeb Accounts: 437 cumulative
- Number of YourWeb Accounts: August 2018: 36, December 2019: 437
Completed Project Types

Completed tasks in FY 2019-2020

- Multicam Shoots
  - Butte hall forum
  - Transfer Student Orientation Live Stream
- Delivered Videos
  - Open Forum
  - College of Business Class Presentations

Of Note

- Camp Fire Anniversary
- Chico Preview Day
- Rawlins Portraits
- Photo Walk
- Tipping Point
- Open Forum (Directed)
- Fall Season

Aerial view of Kendall during fall 2019.

Assignment distribution

- Athletics
- Event
- Group
- Head shot
- Opportunity
- Other
- Portrait
- Story

Data Source: July 1 - November 30, 2019

CUMULATIVE

- 291
  - Completed tasks in FY 2019-2020
- 40
  - video shoots and edits in November 2019
- 1,035
  - images added to server - 35 assignments requested in November 2019

85

Colleges, departments, & organizations served on campus.

* served in common

- AA
- ADMS*
- AG*
- ALUM*
- ANTH*
- AO
- ASPR
- ATHL*
- BF
- BIOL
- BSS*
- CAVE*
- CDEV
- CELT
- CFE
- CHEM
- CIMT
- CIVL
- CMU*
- CME
- CMT*
- COB
- CORH
- CRCN*
- CSU*
- CWCT
- DIVR
- ECC*
- EHS*
- EOP
- ERFS
- ESLC
- FA
- FD
- FMS
- FRAS
- FYE
- GS*
- GSCI
- HFA*
- HIST
- HNRS*
- HR
- IRES*
- ITCS
- KINE
- MADT
- MATH
- MBAP
- MLIB
- MMEM*
- MOA
- NSC
- NSS
- NURS*
- OLLI
- PA
- PATH
- PDC
- PRES*
- PSYC
- PURC
- RCE
- SDJ
- SEN
- SHS
- SME
- SLL*
- SOTA
- SPA
- STAC
- SUMO
- SUST
- TLP
- UA*
- UAB
- UDEV
- UH*
- UP
- UPD
- UPE*
- VETS*
- VSMA*
- WREC
CMT DASHBOARD
RAPID GRAPHICS COPY CENTER, PRINT SERVICES

Data Source: July 1 - November 30, 2019

Rapid Graphic Copy Center

Black/white transactions by month | Cumulative 123,910

<table>
<thead>
<tr>
<th>Month</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2019</td>
<td>13,977</td>
</tr>
<tr>
<td>September 2019</td>
<td>35,846</td>
</tr>
<tr>
<td>October 2019</td>
<td>35,932</td>
</tr>
<tr>
<td>November 2019</td>
<td>34,908</td>
</tr>
</tbody>
</table>

Color transactions by month | Cumulative 16,080

<table>
<thead>
<tr>
<th>Month</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2019</td>
<td>995</td>
</tr>
<tr>
<td>September 2019</td>
<td>6,553</td>
</tr>
<tr>
<td>October 2019</td>
<td>4,939</td>
</tr>
<tr>
<td>November 2019</td>
<td>3,407</td>
</tr>
</tbody>
</table>

Customers served by month | Cumulative 16,535

<table>
<thead>
<tr>
<th>Month</th>
<th>Customers Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2019</td>
<td>1,248</td>
</tr>
<tr>
<td>September 2019</td>
<td>5,021</td>
</tr>
<tr>
<td>October 2019</td>
<td>5,975</td>
</tr>
<tr>
<td>November 2019</td>
<td>3,989</td>
</tr>
</tbody>
</table>

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>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>
<td>0</td>
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<tr>
<td>Nov</td>
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<td>0</td>
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<tr>
<td>Dec</td>
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<td>0</td>
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<tr>
<td>Jan</td>
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<td>Feb</td>
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<td>Mar</td>
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<td>Apr</td>
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<td>May</td>
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</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

Customers of Note: Study Abroad • Student Life & Leadership