Data Source: Jul 2018–Jan 2019

CMT DASHBOARD CLASSROOM TECHNOLOGIES

Service Percentages

- Services
- Total Tickets
- Problem

January Ticket

<table>
<thead>
<tr>
<th>Building</th>
<th>Rooms</th>
<th>Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUTE</td>
<td>29</td>
<td>13</td>
</tr>
<tr>
<td>SSC</td>
<td>25</td>
<td>6</td>
</tr>
<tr>
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<td>21</td>
<td>9</td>
</tr>
<tr>
<td>HOLT</td>
<td>20</td>
<td>7</td>
</tr>
<tr>
<td>ARTS</td>
<td>17</td>
<td>11</td>
</tr>
<tr>
<td>YOLO</td>
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</tr>
<tr>
<td>MODC</td>
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<tr>
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<td>9</td>
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<tr>
<td>LANG</td>
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</tr>
<tr>
<td>KNDL</td>
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</tr>
</tbody>
</table>

Service Percentages vs. Problems Percentages

- Service %
- Problem %

Completion Time 33% of service requests were completed on the same day in January 2019

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

- Campus Web 3.0 sites are 94.4% accessible as of February 8th, 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 82 sites left to migrate

Data Source: Jul 2018–Jan 2019
Completed Project Types

- Photos search (215) - 58%
- Pages Designed (115) - 31%
- Image Color Correction (20) - 5%
- Banner (8) - 2%
- Posters (6) - 2%
- Logo (2) & Postcards (2) - 2%

Completed Tasks in Jan 2019

- 799 Design tasks completed.
- 368 Completed Tasks
- 33 video shoots & 8 spots delivered in January

Of Note

- Photos Tipping Point Student Success Summit
- Women Like You Conference group photo
- Videos for upcoming Tipping Point Summit
- Construction Timelapse for Presidential Address

882 images added to server - 35 assignments requested in January

Data Source: Jul 2018–Jan 2019

Colleges, departments, & organizations served on campus.

* served in common
Note: This dashboard began tracking color and b&w impressions starting Nov. 2018 instead of transactions to more accurately represent activity in the RGC center.