

Information technology Services (ITS) Dashboard Data

Technology Integration and Resource Center	2008-09	2009-10	2010-11	2011-12	2012-13
Number of workshops offered		113	84	51	45
Number of workshop attendees		147	163	129	66
Number of one-on-one appointments		149	186	225	233
Classroom Visits		55	53	29	33
Blackboard	2008-09	2009-10	2010-11	2011-12	2012-13
Number of Active Blackboard courses	1,185	1,709	1,598	2,197	2,158
Number of Active Blackboard organizations	55	99	88	106	104
Number of active Blackboard users	4,912	4,649	4,526	4,567	3,998
Average Page Views per Day	14,667	14,573	61,895	50,504	66,052
Most Active Day based on Page Views	64,033	116,560	171,010	135,648	121,615
Number of fully online courses	25	30	45	48	54
Number of hybrid courses	82	127	178	191	178
Help Desk	2008-09	2009-10	2010-11	2011-12	2012-13
Number of Calls to the Help Desk	1,614	1,079	801	1,788	2,445
Number of Help Desk tickets received	3,324	4,685	5,861	4,020	4,961
Number and percentage of smart classrooms	84/85%	84/85%	87/85%	92/86%	93/87%
Number of computer labs/computer classrooms	31	34	34	35	35
Number of buildings where academic technologies are supported	16	17	18	19	18
Total computers on campus	1,648	1,689	1,797	1,848	1,870
Total employee computers	1,040	1,057	1,129	1,115	1,018
Total student computers	608	671	668	733	733
Number of Macintosh Computers	187	225	237	261	266
Number of Windows Computers	1,461	1,503	1,572	1,587	1,604
Computers in the Library	47	47	47	88	88
Computers Donated	95	116	83	135	90
Media Services	2009	2010	2011	2012	2013
Number of Calls to Media Services	703	603	545	551	617
Number of set-ups for events	678	700	776	729	733
Number of Classroom setups	1,001	827	186	186	42* Moved away from Classroom setups
One on One Appointments	159	125	128	70	27
Faculty Equipment Loans			181	227	303
Student Equipment Loans			35	86	68
Number of MediaSite recordings	152	176	203	108	140

Interactive Whiteboards (Smart Boards) on Campus	11	16	21	24	24
Interactive Displays (Smart Podiums) on Campus	21	21	24	28	28
Infrastructure	2008-09	2009-10	2010-11	2011-12	2012-13
Physical Network					
Number of Client Data Ports	6,250	6,390	6,696	7,224	7,244
Number of Wireless Access Points	250	275	300	334	338
Internet Bandwidth	190 MB	190 MB	400 MB	500 MB	500 MB
Network Operations Center (NOC) Power Usage	29KW	20 KW	18KW	16 KW	16 KW
Usable Network Storage Capacity	50 TB	55 TB	62 TB	76.6 TB	77.1 TB
Devices Registered (Laptops, smart phones, tablets, gaming devices)	2,540	3,100	3,720	4,560	4,819
Virtual Systems					
Number of Virtual Servers	80	100	120	143	145
Average CPU Utilization	33 GHz	35 GHz	38 GHz	40 GHz	45 GHZ
Average Memory Utilization	375 GB	398 GB	422 GB	440 GB	528 GB
Finances					
Technology Expenditures	5,334,829	6,274,898	6,949,061	5,307,462	4,518,995
Expenses % Of Annual Operating Expense	5.6%	6.2%	6.7%	5.5%	4.26%
Academic Technology Fee Revenue	1,599,613	1,690,748	1,759,002	1,773,462	1,735,660