

Information Technology Services (ITS) Dashboard Data					
Online Learning Services	2011-12	2012-13	2013-14	2014-15	2015-16
Number of workshops offered	51	45	27	39	18
Number of workshop attendees	129	66	62	32	163
Number of one-on-one appointments	225	233	245	221	275
Classroom Visits	29	33	23	34	16
Blackboard	2011-12	2012-13	2013-14	2014-15	2015-16
Number of Active Blackboard courses	2,197	2,158	1,818	2,039	2,011
Number of Active Blackboard organizations	106	104	100	89	104
Number of active Blackboard users	4,567	3,998	3,882	3,789	3,712
Average Page Views per Day	50,504	66,052	63,727	63,727	48,479
Most Active Day based on Page Views	135,648	121,615	125,796	144,835	90,049
Number of fully online courses	48	54	152	131	132
Number of hybrid courses	191	178	504	246	245
Chalk & Wire	2011-12	2012-13	2013-14	2014-15	2015-16
Number of student accounts				2,249	3,847
Number of assessor accounts				212	365
Completed assessments in year				7,668	10,737
Blackboard course integrations setup				124	495
Help Desk	2011-12	2012-13	2013-14	2014-15	2015-16
Number of Calls to the Help Desk	1,788	2,445	4,652	4,351	4,421
Change from previous year	123%	37%	90%	-6%	2%
Number of Help Desk tickets received	4,020	4,961	4,937	4,911	4,103
Change from previous year	-31%	23%	0%	-1%	-16%
Number and percentage of smart classrooms	92/86%	93/87%	95/89%	95/89%	95/89%
Number of computer labs/computer	35	35	37	38	38
Number of buildings where academic technologies are supported	19	18	18	18	19
Total computers on campus	1,848	1,870	1,908	1,920	1,923
Change from previous year	3%	1%	2%	1%	0%
Total employee computers	1,115	1,018	1,026	1,148	1,148
Total student computers	733	733	763	775	775
Number of Macintosh Computers	261	266	304	306	307
Number of Windows Computers	1,587	1,604	1,604	1,616	1,618
Computers in the Library	88	88	88	88	88
Computers Donated	135	90	120	50	0
Media Services	2011-12	2012-13	2013-14	2014-15	2015-16
Number of Calls to Media Services	551	617	336	N/A	N/A
Number of set-ups for events	729	733	694	775	507
Number of Classroom setups	186	42	5	N/A	N/A
One on One Appointments	70	27	35	25	29
Faculty Equipment Loans	227	303	254	205	226
Student Equipment Loans	86	68	44	51	42
Number of MediaSite recordings	108	140	66	59	29
Interactive Whiteboards (Smart Boards) on	24	24	25	25	25
Interactive Displays (Smart Podiums) on	28	28	28	20	20
Infrastructure	2011-12	2012-13	2013-14	2014-15	2015-16
Physical Network					
Number of Client Data Ports	7,224	7,244	7,288	7,310	7,358
Number of Wireless Access Points	334	338	366	335	346
Internet Bandwidth (Mbps)	500	500	600	600 Mbps	1,300 Mbps
Network Operations Center (NOC) Power	16	16	16 KW	16 KW	16 KW
Usable Network Storage Capacity	76.6 TB	77.1 TB	77.1 TB	77.1 TB	77.1 TB
Devices Registered (Laptops, smart phones, tablets, gaming devices)	4,560	4,819	7,672	9,292	7,482
Virtual Systems					
Number of Virtual Servers	143	145	146	162	162
Average CPU Utilization (GHZ)	40	45	45 GHZ	40 GHZ	40 GHZ
Average Memory Utilization (GB)	440	528	640 GB	682 GB	682 GB
Finances	2011-12	2012-13	2013-14	2014-15	2015-16
Technology Expenditures	\$ 5,307,462	\$ 4,518,995	\$ 3,643,358	\$ 3,673,000	\$ 3,435,858
Expenses % Of Annual Operating Expense	5.50%	4.26%	3.41%	3.51%	3.26%
Academic Technology Fee Revenue	\$ 1,773,462	\$ 1,735,660	\$ 1,730,475	\$ 1,707,000	\$ 1,710,740