IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

DATE:	2/19/2014	
DEPARTMENT/PROGRAM:	Online, Copy/Print and Mail Services	
PREPARED BY:	Omar E. Ramos Name	Omar Ramos Signature
AREA DEAN/DIRECTOR:	Omar E. Ramos Name	Omar Ramos Signature
AREA VICE PRESIDENT:	Todd Finnell Name	 Signature

IMPERIAL VALLEY COLLEGE
MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals
Educational Master Plan 2012-15
Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

IMPERIAL VALLEY COLLEGE

SERVICE AREA PROGRAM REVIEW

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-Functions; Funding Sources Statement)

Online Services: Helps connect students with important and timely information about the college online, and provides support for multiple commercial, open source and custom web applications that help students connect with college staff, faculty and course work.

Copy/Print Services: Helps provide cost effective copying and print services for faculty, staff and students as well as design services for important campus documents.

Mail Services: Helps ensure timely mailing of important business and student communications for the campus.

II. **SERVICE AREA OUTCOMES** (use the attached form to identify outcomes, methods, assessment process, results, decisions & recommendations)

Outcome #1: Promote Better Communication with Students via Additional Online Services
Estimated Completion Date: Ongoing
Way(s) to assess: Add additional communication options, such as online calendars and mobile applications and measure student usage and engagement via reporting or analytics software and student surveys.

Outcome #2: Increase Printer and Copier Access for Students around Campus
Estimated Completion Date: Ongoing
Way(s) to assess: Compare student PaperCut usage to previous semesters, measure usage where free student printing has been added (Counseling/Admissions and Records).

Outcome #3: Improve Security for Faculty and Campus Mail
Estimated Completion Date: 2014-10-01
Way(s) to assess: Faculty and Staff Feedback Survey

Outcome #4: Increase Faculty/Staff Usage of Reprographics Services via the Service Desk (Improves Faculty Effectiveness and Leads to Better Quality Documents for Students)
Estimated Completion Date: Ongoing
Way(s) to assess: Measure number of tickets coming into Reprographics via the Service Desk over time.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

Below are the 2014 Data and Reference Links:

- executive_summary_employees_2013_1st_half.pdf
- executive_summary_employees_2013_2nd_half.pdf
- executive_summary_students_2013_1st_half.pdf
- executive_summary_students_2013_2nd_half.pdf
- infosheet_MBM_1500_air_feed_folder.pdf
- infosheet_MBM_business_card_cutter_12.pdf
- infosheet_MBM_triumph_4850EP_paper_cutter.pdf
- ivc_analytics_2013_vs_2011.pdf
- ivc_analytics_2013_vs_2011_content.pdf
- ivc_analytics_2013_vs_2012.pdf
- ivc_analytics_2013_vs_2012_content.pdf
- printer_support_all_time_imagesource_until_2014-02-20.pdf
- quote_MBM_1500_air_feed_folder.doc
- quote_MBM_business_card_cutter_12.doc
- quote_MBM_triumph_4850EP_paper_cutter.doc
- reprographics_tickets_all_time_until_2014-02-20.pdf

Digital copies of this document and all of the supporting documents above can be found at: http://spaces.imperial.edu/omar.ramos/program-review/2014/

Below are the 2013 Data and Reference Links:

- executive_summary_employees_2012_1st_half.pdf
- executive_summary_employees_2012_2nd_half.pdf
- executive_summary_students_2012_1st_half.pdf
- executive_summary_students_2012_2nd_half.pdf
- ivc_analytics_2012_vs_2009.pdf
- ivc_analytics_2012_vs_2010.pdf
- ivc_analytics_2012_vs_2011.pdf
- printer_support_all_time_imagesource.pdf
- reprographics_print_copies_survey_responses.pdf
- reprographics_tickets_all_time_until_2013-02-06.pdf
- admissions_xerox_p3250_printing_usage_90_days.docx
- counseling_colorqube_printing_usage_60_days.docx
- reprographics_print_copies_survey_results.docx

Digital copies of this document and all of the supporting documents above can be found at: http://spaces.imperial.edu/omar.ramos/program-review/2013/

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department; provide thorough interpretation of data; use the attached form to list previous objectives/goals and associated Institutional Goals; state if met, partially met, or not met for each one; give detail on any improvements/effectiveness and detail on status on those not fully met.)

Below is the 2014 Program Review Analysis:

For Online Services in 2014 I think the biggest challenge that has finally arrived is the limitation of one person handling all of Online Services, in addition to the newer Copy/Print and Mail Services responsibilities for the college. So this year in my Program Review I will be making the recommendation that an additional staff member be added to assist with the regular maintenance of all of our existing web properties in addition to the new projects that come up each year.

Our 2013 Google Analytics data shows a good uptick in the number of Visits and Unique Visitors compared to 2012. After some further analysis of 2012's relatively high number of Page Views (8.2 million versus 3.2 for 2013) it seems like the majority of the views were to the homepage and there might have be another reason to explain the jump (such as a search engine crawling our website), but it seems the 2013 numbers have grown at a more normal clip, especially when compared against the 2011 data.

For Copy/Print Services we have continued to increase usage and usability of the campus machines available for students. For example, one improvement that was made was to improve the signage instructions on the card readers that students use and that seems to have improved the user experience. Additionally, more of the labs are using PaperCut now that they've been upgraded to new computers so our usage of PaperCut tracked jobs for Students has increased by about 55% year over year (52,054 jobs in the second half of 2013 versus 33,601 jobs for the second half of 2012). For employees, the numbers show a slight increase in overall usage while our number of Service Desk tickets for Copy/Print Jobs have jumped by a few percentage points year over year (2012 was the first year we really started utilizing the Service Desk and encouraging faculty members to place tickets versus dropping off jobs in person).

Staffing Comments for Copy/Print Services: Recently, we've learned that so long as the hours for our student workers are properly scheduled, it allows the center to operate with fairly little interruption with only two staff members. However, there is still the need for a third staff member (particularly with a background in Graphic Design and experience with Photography/Video). This may be required if we start to bring even more of our design and communications work on campus (our Publications Design Coordinator is in a similar position to myself in that he's really the only person that does his type of work on campus so eventually the role will grow to a point that might exceed his available time).

For Mail Services, things have been operating very smoothly throughout January/February of 2014 which is the first time that I haven't been located directly with my staff anymore. Usually by this time there might have been a few days where a staff member would be unavailable and I'd have to assist with the mail for the day. Our new location has the possibility of improving our speed/services this year, once we coordinate with the Operations staff on getting keycards for

all of the faculty so we can move the Faculty Mailroom into our new location and centralize the mail delivery/pickup for staff to one location on campus.

Our "You Have Mail" notifications program has so far sent out nearly 16,000 notifications across 236 days since it was first implemented in early November 2012. This by itself has improved the user friendliness of Mail Services on campus since people are notified when mail is avialable for pickup. No complaints have been brought up for the entire 2013 year related to Mail Services and part of that is due to the new processes that were put into place at the end of 2012.

Staff Comments for Mail Services: There is still the concern that when the primary mail services staff member is unavailable the supervisor (myself) then is required to make sure that mail goes out for the day. Currently, with just 3 staff members in the department, each with semi-specialized roles, it would be difficult to request the 3rd staff member to be responsible also for mail duties should their coworker be out, so I feel that I will continue to serve as the backup for the foreseeable future.

Below is the 2013 Program Review Analysis:

On the Online Services side, my initial goal for my first few years was simply to bring up the capabilities of our online presences with modern capabilities so that our sizable amount of information could be organized more effectively and be more accessible to students. This was finally accomplished for the college's main website when the new open source powered site was released in August 2011.

Comparing our 2012 Google Analytics data with our 2011 data you can clearly see a few metrics that have gone up considerably and I believe this is largely due to the new site, which makes our information more easily accessible. The main metrics where I see improvements directly due to the new site are Pageviews (8.2 million vs. 2.6 million), Pages per Visit (7.23 vs. 2.16), Increased Avg. Visit Duration (4:03 minutes vs. 3:01 minutes), and a Reduced Bounce Rate (29.39 vs. 62.63%). (Reference: ivc_analytics_2012_vs_2011.pdf)

Staffing Comments for Online Services: Since Online Services has expanded greatly since I first arrived (initially, the role was only intended to serve in managing the college's main website), there are definitely things I'm not able to tackle as quickly now simply due to other responsibilities/projects that now take up more of my time. While I have been able to maintain Online Services on my own, there may come a time in the next few years where it becomes too much for a single person to manage adequately and the need for a junior support person well versed in web technologies may arise.

For Copy/Print Services one of our goals has been to increase the usage of the services available in our Reprographics Center by Faculty/Staff around campus and this can be largely attributed to the more regular communications that have been sent out ahead of the start of the semester encouraging faculty members to send their jobs in to be processed with plenty of time to spare. This has been possible due to the use of the Service Desk tool that Reprographics began using in October 2011, which allows users to attach their files directly to their service ticket, which allows us to process the jobs much more quickly. Year over Year comparing 2012 data vs. 2011

data we've increased the number of tickets received via the Service Desk considerably and hope to continue this trend in 2013. (Reference: reprographics_tickets_all_time_until_2013_02-06.pdf)

Related to this, we also streamlined printing functions on campus this past year in an effort to decrease the number of color print jobs on campus and to increase the number of duplex (double-sided) pages being printed. We were able to succeed on both these metrics for the latter half of 2012: Color Print Jobs were reduced from 35.3% of the total to 7.76% and Duplex Jobs were increased from 19.82% of the total to 53.47% of the total. (References: executive_summary_employees_2012_1st_half.pdf and executive_summary_employees_2012_2nd_half.pdf)

For Students, we wanted to increase the options they had available for printing/copying on campus and with PaperCut we are able to see the growth that has occurred from the 1st half of 2012 to the 2nd half of 2012 with an increase in the number of students using our PaperCut systems increasing from 2,150 to 3,925. (References: executive_summary_students_2012_1st_half.pdf and executive_summary_students_2012_2nd_half.pdf)

Staffing Comments for Copy/Print Services: When I moved my desk into the Reprographics Center in July 2012, I learned pretty quickly about the pretty constant visits the center received throughout each day and over the past semester I have noticed how much help our student workers provide for the center, in addition to our Office Assistant, in buffering a large number of the requests from requiring the assistance of myself or our Publications Design Coordinator (which happens if nobody else is available in the office). Since Reprographics provides services to the campus, it's important that it is open during the day and that people are attended to pretty quickly when they do come in to receive assistance and if the student workers or myself weren't in the office it would make it much more difficult for other staff to do their other tasks (Publications Design and Mail Services), take restroom/lunch breaks or attend meetings that they are expected to go to without closing down the center.

With Mail Services, things are a little more challenging to measure, but improvements have been made here as well to streamline our on campus processes with additional improvements set to arrive later this year when our new secure Mail Room will be complete. For departmental mail we transitioned from an on campus mail route to a centralized location which overall has gone very smoothly, partly due to the notification system that was built to make it easier for staff to know when they should come over to pick up departmental mail.

Staffing Comments for Mail Services: I think staffing-wise we're pretty well covered with mail services. The only current issue I see is that if the regular mail services staff member isn't available the only other additional person that is able to handle most regular mail services tasks would be myself. This could potentially impact services negatively if we run into a situation where both that person and myself are out at the same time, though that should mostly be mitigated with proper planning for vacation and other unavailable days.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; address areas of concern; provide recommendations for future goals of your program/department; use the attached form to identify goals for the next year; align future program goals to one or more institutional goals, and address applicable needs by listing budget enhancement requests associated with program goals, and select applicable resource plan, i.e. facilities, staffing, technology, professional development, marketing.)

Future Direction from 2014 Program Review:

For 2014, one of the primary goals is to review all existing sites and make sure they are updated to the newest versions of their underlying software. This review would include the content on the college's main website using a tool called SiteImprove that the college recently contracted to assist in finding site inconsistencies so we can provide the most accurate information to our students.

In addition to this basic site maintenance, work must also be done to modernize internal web applications that have been developed over the past 6 years and make sure they continue to be usable on modern devices.

On the communications front, there has been an increased emphasis on communicating with students directly via our homepage and our in-house web-based screensavers system in 2013 and we want to continue this in 2014.

In the near future we will have the opportunity to upgrade the entire campus printer/copier fleet so it will be necessary to make sure everything that has been learned the past two years using PaperCut to gather analytics on usage is used in that decision making process so that services continue to improve for our staff/students.

Future Direction from 2013 Program Review:

For Online Services, while the new site seems to be much more effective for students browsing our site, plans are already underway for the next revision so that we maintain a modern site that uses the latest web standards and improves the experience students have when interacting with our website.

Additionally, an increased emphasis is going to now be on communicating more information directly to students via the new homepage which has recently been streamlined to include more information useful to students.

We will continue to monitor Copy/Print services and look for additional ways to encourage faculty, staff and students to make use of our services in the Reprographics Center and around campus.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Use the attached "Process Improvement Opportunities" form to identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process. Assess progress in attainment of process improvements identified in previous Program Review.)

Table provided below.

SERVICE AREA PROGRAM REVIEW
PROCESS IMPROVEMENT OPPORTUNITIES

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Online, Copy/Print and Mail Services
Opportunities for:
PROCESS #1: Improve Directory Update Process and Web Application
Work efficiencies: Improved information accuracy for staff and easier directory search from Mobile Devices.
Cost reductions: Improves efficiencies so that staff can concentrate on other tasks
Contributions to student enrollment &/or success: Students can more easily contact their faculty members, counselors, or other staff via phone by looking up the information within the staff directory.
Supports Institutional Goal and Objectives:3.2
PROCESS #2: Consolidate Faculty and Department Mailrooms
Work efficiencies: Mailroom staff will only have to sort and organize mail in one centralized location. Copy/print staff will be able to place completed print jobs waiting for pickup here as well.
Cost reductions: Reduced time to complete daily tasks for mailroom staff, allowing for additional time for assisting students, faculty and other staff with their Copy/Print needs.
Contributions to student enrollment &/or success: While it does not happen often, sometimes faculty members may expect their Copy/Print jobs in their Faculty Mailbox, but may not have specified so in their request so it was held in the Reprographics Center. Since with this move both locations would be one and the same, it would help reduce those confusing situations that could potentially lead to a faculty member not having their copies for their class.
Supports Institutional Goal and Objectives: 2.4
PROCESS #3: Catalog and Schedule Production Processes
Work efficiencies: Follow a strict deadline for updating the Catalog yearly and use programming to automate portions of the schedule creation process.
Cost reductions: Reduced man hours required to produce Catalog and Schedule
Contributions to student enrollment &/or success: Students would have Catalogs and Schedules available to them more quickly, with the updated information they need.
Supports Institutional Goal and Objectives: 1.4

PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	PAST PROGRAM GOAL #1	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: Password Reset Process for Students	☐ 1 ☐ 2 ☒ 3 ☐ 4
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** This goal has been met and was put into production around April 2013. Since then approximately 4100 Password Resets have been made using the new system by on campus staff and an additional 4200 have been made directly by students. Effectiveness has been increased dramatically on the staff side since now staff assisting students can lookup a student quickly and see all of the information they need to perform a password reset in asingle screen. Students also now have additional options to reset their password (via phone/email) in addition to now having an onlne method to unlock their self-service accounts if they accidentally lock themselves out (previously students were required to call into the campus which meant they had to wait until a weekday if they happened to lock themselves out during the weekend).	

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: Improve Student/Faculty Support Availability for Blackboard	☐ 1 ☐ 2 ☒ 3 ☐ 4
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** While we have contracted with Blackboard Support Services to provide this additional support, we still need to gather additional data that will help us to verify the effectiveness of the service. This task will likely need an additional year in order to be considered fully "Met".	

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: Catalog and Schedule Production Processes	☒ 1 ☐ 2 ☐ 3 ☐ 4
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** We had partially implemented a process to automate a part of the schedule creation process, but only recently provided the same automation for our catalog data and this will be completed by March 2014. Unfortunately, this is the only part of the process I really have an opportunity assisting with, since a lot of time spent on generating the catalog and schedules has to do with working with the various stakeholders, but from my department's perspective, with our Publications Design Coordinator, the process is definitely improving and now with our new catalog design in place, less time was required to complete the process in 2013 and should be further improved in 2014.	

Comments:

FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
	Identify Goal: Fund/Hire Part-Time Assistant Web Developer As mentioned within the Analysis section, I think the time is coming where the college will need some additional assistance in the Online Services area to be able to maintain the same pace of improvements and quality that we've built up over the last several years as the department's presence on campus has expanded since there is only so much that one person can accomplish within a given time period. This role would be specifically intended to assist with the actual maintenance and development of existing and new web applications for the college under the direction of the Online Services Architect. I think starting with a part-time position (if possible) would be prudent at this point, but could eventually evolve into a full-time position.	☐ 1 ☒ 2 ☐ 3 ☐ 4
	Objective: 2.3	
	Task(s): Develop requirements for new position. Acquire funding for new position. Hire person for new position.	

Timeline: 6 Months				
EXPENSE TYPE	**FUNDING TYPE**	**RESOURCE PLAN** (Check all that apply.)		**BUDGET REQUEST**
☐ One-Time ☒ Recurring	☐ Categorical Specify: ☒ General Fund	☐ Facilities ☐ Marketing ☒ Planning & Budget ☐ Professional Development ☒ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☐ Student Services ☒ Technology	$30000

2	FUTURE PROGRAM GOAL #2 Budget Priority #2	INSTITUTIONAL GOAL(S)
Identify Goal: Purchase a New Paper Cutter (Triumph 4850 EP) for Copy/Print Center Purchase a Business Card Cutter for Copy/Print Center Due to the move to the new Reprographics Center in Room 904, the situation has arose as to what to do with our existing Paper Cutter, which has been in use for over 25 years. Since it requires lots of power and is so large and heavy it won't fit nicely into the new location. The best option would be to purchase a new one that is more compact and has lower power requirements that still satisfies our needs. In addition, while there have been no accidents using the current machine, continuing to use it poses some risks to the college since it is no longer completely up to the current safety code. Additionally, we'd like to purchase a business card cutter, which will help us cut business cards with greater precision and speed (currently only one staff member is skilled enough with the current cutter to perform all of the cuts required...with this machine it would handle all of the cutting for the staff). Since the 500 Building where the current cutter is still located will be demolished soon, it is important that new equipment is purchased so as not to negatively affect Reprographics services. In the meantime, this may affect facilities since the existing cutter would need to be relocated to a new location on campus and some facility modifications might have to be made (e.g. electrical work) in the new location. Quotes and infosheets for these devices have been attached.		☐ 1 ☐ 2 ☒ 3 ☐ 4
Objective: 3.2		
Task(s): Allocate funds for equipment Purchase equipment Install equipment		

Timeline:				
EXPENSE TYPE	**FUNDING TYPE**	**RESOURCE PLAN** (Check all that apply.)		**BUDGET REQUEST**
☒ One-Time ☐ Recurring	☐ Categorical Specify: ☒ General Fund	☒ Facilities ☐ Marketing ☒ Planning & Budget ☐ Professional Development ☐ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☒ Student Services ☒ Technology	$9000 +$6800

3	FUTURE PROGRAM GOAL #3 Budget Priority #3	INSTITUTIONAL GOAL(S)
Identify Goal: Part-Time Multimedia and Publications Design Assistant A lot more can be done on our design side if we had some additional assistance with the smaller flyer requests that come in frequently. Currently the design work is done on as needed basis, depending on workload, but it isn't a service we typically promote too much. In addition to that though, the college does have an additional need to have more photos taken of faculty, staff and students throughout the year on campus or in the classroom which can be later used in promotional materials. Video skills would be a plus and would allow us to start producing additional content that could be used on the website and other locations.		☐ 1 ☒ 2 ☐ 3 ☐ 4
Objective: 2.3		
Task(s): Develop requirements for new position. Acquire funding for position. Hire new staff member for position.		
Timeline: 1 Year		

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)		BUDGET REQUEST
☐ One-Time ☒ Recurring	☐ Categorical Specify: ☒ General Fund	☐ Facilities ☐ Marketing ☒ Planning & Budget ☐ Professional Development ☒ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☒ Student Services ☒ Technology	$30000

TOTAL BUDGET REQUEST	$75800

1. How will your enhanced budget request improve student success?

TSince the Online Services department manages and is involved in the process of various forms of communication on campus (from our various websites, to our publications and other printed materials) it is important that we maintain our level of service for the campus at an optimum level.

With the proper equipment (e.g. the new paper / business card cutters) staff will be able to take care of some of the more tedious tasks we have in the Reprographics Center more quickly and with less errors, allowing them to have more time to focus on staff and students that are coming in needing assistance (or allow them to work more efficiently on a design project for something that students will eventually be seeing/reading).

For the two staffing requests, each of these will assist student success in various ways.

The part-time web developer position will help to keep our online presences updated and assist with developing new applications (instead of leaving them on the back burner) that will be used by staff and students. This will indirectly improve student success, because if students are having trouble with our websites that may lead to a negative interpretation of the college, whereas if things are kept modern and updated we believe that is something our students will appreciate and lead to them having a more positive image of the college.

The part-time multimedia/publications design specialist could assist us into delving into some areas that we currently do not have anybody to focus in: photos and video, in addition to assisting with designing new publications with the Publications Design Coordinator. Finding all 3 of these skills in one person might take some time, but it would be valuable to have someone on the team who could focus more on photos/video and assist with design work too.

Comments:

INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

SERVICE AREA LEARNING OUTCOMES (SAOs)

SERVICE AREA OUTCOMES (Describe learning outcomes.)	**ISLO(S)** [Link SAO to appropriate ISLO(s).]

SAO 1	**SERVICE AREA OUTCOME #1**	**ISLO(S)**
	Identify Outcome: Promote Better Communication with Students via Additional Online Services	☐ ISLO 1 ☐ ISLO 2 ☒ ISLO 3 ☒ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Add additional communication options, online calendar, and mobile applications and measure student usage and engagement via reporting or analytics software and student surveys.	
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** Some new online areas have been added in the last year and we've experimented with student surveys being pushed out via Blackboard and for the use cases we've had the results have been very positive but	

	can definitely be improved. I think the key hurdle here is figuring out the best ways (in addition to just using website reporting software) to surveying students and getting much needed feedback on the problems they may have with any of our systems and bringing that back and using it to drive further improvements to our strategy.	

SAO 2	SERVICE AREA OUTCOME #2	ISLO(S)
	Identify Outcome: Increase Printer and Copier Access for Students around Campus	☐ ISLO 1 ☐ ISLO 2 ☒ ISLO 3 ☒ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Compare student PaperCut usage to previous semesters and also measure usage where free student printing has been added (Counseling/Admissions and Records).	
	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** Over the last year usage of PaperCut with students has increased considerably (55% year over year) but there is still more for us to do in order to increase the availability of printing options for students around campus.	

SAO 3	SERVICE AREA OUTCOME #3	ISLO(S)
	Identify Outcome: Increase Faculty/Staff Usage of Reprographics Services via the Service Desk (Improves Faculty Effectiveness and Leads to Better Quality Documents for Students)	☐ ISLO 1 ☐ ISLO 2 ☒ ISLO 3 ☐ ISLO 4
	Measurable Outcome Summary: Measure number of tickets coming into Reprographics via the Service Desk over time.	

	☐ Met ☒ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** For the foreseeable future we will continue to find ways increase effective usage of the large copiers on campus via continued messaging to faculty and staff about our location and services. Each academic year causes a "Reset" with new faculty coming in or existing faculty needing reminders so they don't have to go back and refer to old emails to figure out how to do things all over again or how to contact us.	☐ ISLO 5

WHITAKER® Brothers

Office Equipment Specialists Since 1945

Model 4850-EP Automatic Programmable Cutter

Dimensions: 38.25"D x 29.75"W x 48.5"H
Shipping weight: 556 lbs.

Cutting width:	18-7/8"
Cutting height:	3"
Narrow cut:	1-3/8"
Cutting length behind blade:	17-11/16"
Table length in front of blade:	13-5/8"
Motor:	2 HP
Power Supply*:	115V, 60 Hz

*** 20 Amp dedicated line required**

GSA Contract # GS-25F-0006M

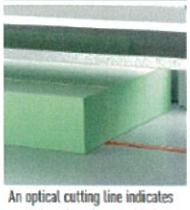
- SCS® (Safety Cutting System) package: hinged, transparent electronically controlled front safety guard; transparent safety cover on rear table; main switch and safety lock with key; electronically controlled, true two-hand operation; 24 volt controls (low voltage); patented IDEAL safety drive; automatic blade return from every position; automatic clamp return from every position; disc brake for instant blade stop; blade and cutting stick can be changed without removing covers; blade changing device covers cutting edge of blade; blade depth adjustment from outside of machine

- High storage capacity, programmable EP back gauge control module with 10 button keypad and LED display stores 99 programs (up to 99 steps each) and frequently used measurements
- Up to 9 repeat cuts can be integrated into a program in a single step
- Digital measurement readout in cm or inches (accurate to 1/10 mm or 1/100 inch)
- Control module features repeat cut and eject functions
- "Set" function key for reference measurement
- Self-diagnostic system with error indication on display
- Eletric blade, clamp, and back gauge drive
- Solingen steel blade
- Solid steel blade carrier and adjustable blade guides
- Automatic clamp is guided on both sides to apply even pressure along entire cutting width (can be lowered or raised independently from blade)
- Dual side guides on front and rear tables
- Spindle-guided back gauge w/narrow separations and plastic gliders
- Electronic hand wheel with variable speed control for manual back gauge setting
- Bright, LED optical cutting line
- All-metal construction
- Stand with storage shelf
- UL and C UL approved

"EP" CONTROL MODULE

The "EP" back gauge control module stores 99 programs and frequently used measurements.

OPTICAL CUTTING LINE



An optical cutting line indicates exact location of cut and helps to perfectly position trim marks.

AUTOMATIC CLAMP CONTROL

The automatic clamp control allows clamp to be moved up or down, independent of blade.

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jbrown@whitakerbrothers.com

Omar Ramos
Imperial Valley College
760.355.6500

PRICE QUOTE

Sales Rep	FOB	Date	Terms
John Brown	**Factory**	**May 23, 2013**	**Net 30**

(1)MBM Triumph 4850-EP 18-1/2" Fully Automatic
Programmable Paper Cutter MBM4850.0413 $7325.00
German made with Solingen Steel

OPTIONS:

(1) Spare Knife	**MBM0653**	**$325.00**
(1) Spare cutting sticks (12)	**MBM0675**	**$89.00**
Shipping with lift gated truck		**$125.00**

Service agreement (unlimited calls) that covers parts, Labor and Travel with local Technicians and including one Knife change and sharpening $989.00 Per Year

NATIONWIDE SERVICE

Warranty One year parts 90 day labor

Specifications:

Cutting Width: 18 7/8"
Cutting Height: 3"
Narrow Cut: 1 ¼"
Cutting Length behind Knife: 17-9/16"
Table Length in front of Knife: 13 3/5"
Motor: 2 hp
Electrical: 115 V, 60 Hz
Size w/stand: 38 ¼"L x 29 ¾"W x 48 ½"H
Ship Wt. w/stand: 556 lbs.
*20 Amp dedicated line required

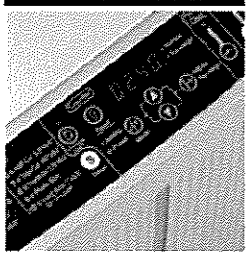
WHITAKER® Brothers

Data Destruction Specialists Since 1945

Model BC 12 Tabletop Card Cutter

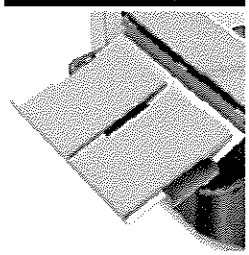
Can be used for a variety of jobs including business cards, post cards, digital photos, checks, etc. Eliminates costly and time consuming business card production - cards can be printed on a laser printer or copier and cut to size in a single pass.

DIGITAL CONTROL PANEL



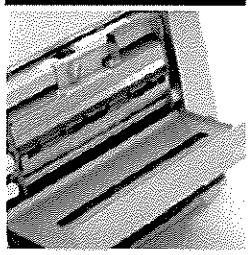
The touch button control panel features a 4 digit LED readout.

CARD COLLECTION TRAY

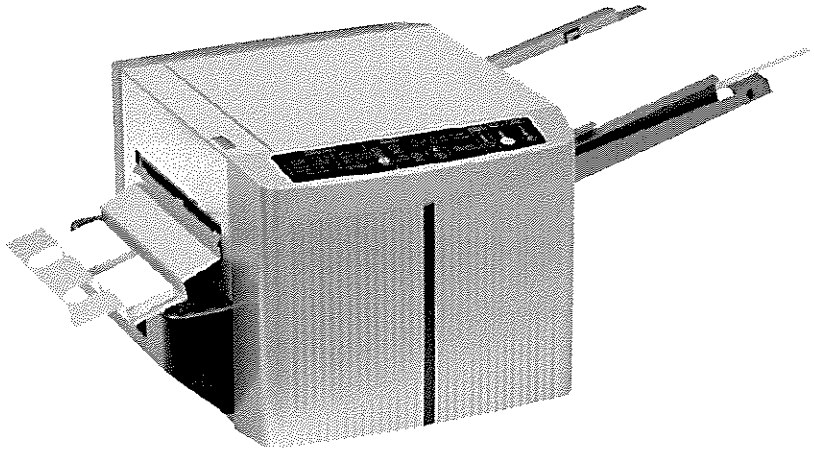


A handy exit tray neatly stacks finished cards.

QUICK-CHANGE CARTRIDGES



Format cartridges can be switched out quickly and easily (no tools required).



Dimensions (D x W x H): 17 x 29 1/4" x 11 1/4"
Shipping weight: 61 lbs.

- Speed: 13 sheets/minute (single cut = 100 cards per minute)
- Sheet Capacity: 50 (may vary due to variations in paper and power supply)
- Paper Size: 8-1/2" x 11" to 8-1/2" x 14"
- Business Card Size: 2" x 3-1/2"
- Power Supply: 115V, 60 Hz
- Can be used for a wide variety of jobs, including business cards, post cards, digital photos, checks, etc.
- Eliminates costly and time consuming business card production—cards can be printed on a laser printer or copier and cut to size in a single pass
- Cuts 12 standard size business cards per page (up to 60 cards per minute)
- Quick and easy set-up and adjustment
- 10 pre-set cutting modes
- Quick-change cartridges can be switched out easily for different cutting formats
- Control panel includes LED 4 digit counter with addition and preset subtraction functions
- Self-sharpening blades
- Compact design and quiet operation make it ideal for corporate environments
- Self-correcting cut mark function ensures accurate cuts every time
- Safety access cover—machine will not operate with cover in open position
- UL and C UL approved
- Optional perforator, and scorer cartridges

*based on half cut (8 1/2" x 11")
**may vary due to variations in paper and power supply

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Omar Ramos
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760.355.6500

PRICE QUOTE

Sales Rep	FOB	Date	Terms
John Brown	**Factory**	May 23, 2013	**Net 30**

(1) MBM BC 12 Business Card Cutter	$4675.00
(1) Post card format cartridge	$709.00
(1) Photo Format Cartridge	$529.00
(1) Perforator Cartridge	$763.00
Shipping Nationwide service	$50.00

Cuts 12 Standard size business cards per page

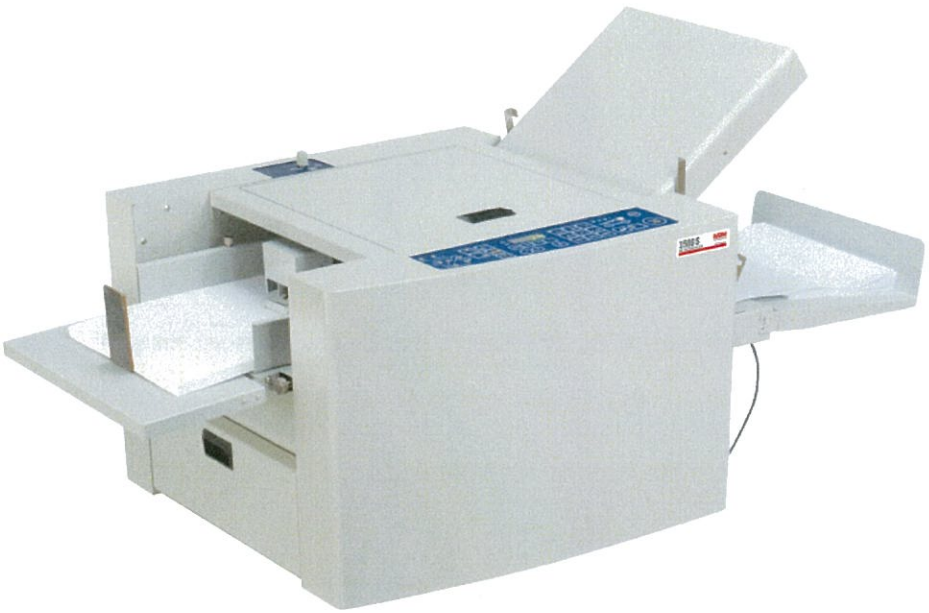
- LED 4 digit counter
- Self sharpening blades
- Quiet operation
- Temp plates included with single and double 8-1/2" X 11"

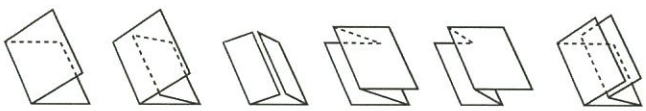
13 sheets per minute
Paper weight 100lb cover
Sheet Capacity 50
Paper size 81/2" X 11" to 8-1/2" x 14"

↦ 1500S AUTOMATIC PROGRAMMABLE AIR SUCTION TABLETOP FOLDER

top feed, adjustable air suction feed system, suitable for digitally printed and coated stocks | pre-programmed with 6 standard folds | stores 30 custom folds in memory | one-touch memory keys for custom folds | non-standard paper sizes can be stored in memory | control panel includes LED 4 digit counter with batch and total functions | test button folds 2 sheets for inspection | automatically senses and displays paper size | extended exit tray for neat stacking of folded sheets | automatic feed table ensures optimum feed pressure | automatic conveyor belt and self-setting exit rollers ensure smooth ejection of folded paper | single sheet feeding automatically maintained for different weights of paper | display alert and audible signal in case of incorrect operation | skew and micro-adjustment dials | all-metal construction | optional micro-perforator, and scorer

Dimensions (D x W x H): 24 x 49 x 23 inches, Shipping weight: 189 lbs.





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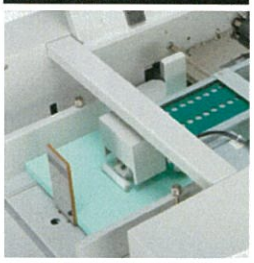
ITE Listed 802 D

MEMORY KEYS

The LED control panel sets up 6 standard folds automatically at the touch of a button.

BELT FEED SYSTEM



A belt fed, air suction system allows problem-free feeding of coated stock.

VARIABLE SUCTION

The air pressure select knob allows adjustment of air suction for different weights of paper.

↦ 1500S	
Speed	15,000 sheets/hr*
Paper size	4 ½" x 8 ¼" to 13" x 19"
Paper weight	16 to 80 lbs.*
Sheet capacity	500*
Power supply	120 V, 60 Hz

* may vary due to variations in paper and power supply

Dealer:

MBM CORPORATION
3134 Industry Drive
North Charleston, South Carolina 29418
800-223-2508, fax: 843-552-2974
www.mbmcorp.com

IDEAL.MBM CORPORATION
1675 Sismet Road, unit 4
Mississauga, Ontario L4W 4K8
800-387-2528, fax: 905-840-1114
www.ideal-mbm.com

All technical data is approximate and subject to change. © MBM Corporation, 2/2010.

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3 TAFT COURT
ROCKVILLE, MD. 20850
800.243.9226

Omar Ramos
Imperial Valley College

Jbrown@whitakerbrothers.com

PRICE QUOTE

Sales Rep	FOB	Date	Terms
John Brown	**Factory**	**May 28, 2013**	**Net 30**

(1) MBM Paper Folder Model 1500 s air suction folder $6797.00
Shipping with lift gated truck $75.00
Service agreement covering Parts, Labor and Travel with next day service $645.00

Warranty 1 year parts

Features:

Programmable

- Continuous reloading from top
- New, heavy duty design for easier installation
- Patented polyurethane-foam rollers make fold roller pressure settings unnecessary
- 2 fold plates and suction feeder are standard
- Capable of standard folds and variations
- Register system, crossfold and extended delivery options are available

Specifications:

Speed: up to 15,000 sheets per hour
Paper Size: 4-1/2" x 8-1/4" to 13" x 19"
Paper Weight: 16lbs to 80 lb
Electrical: 115V, 60 Hz
Size: 24" x 49" x 23"
Ship Wt.: 189 lbs.

PaperCut™

Executive summary

For the period of Jan 1, 2013 to Jun 30, 2013.

User group name = OU:imperial.edu/IVC/Users/Employees

General Statistics	
Days in period:	181
Active Users:	315
Active Printers:	278
Total Pages:	1,005,070
Total Sheets:	776,459
Total Jobs:	145,345
Pages per day:	5,552
Sheets per day:	4,289

Color Composition	Pages	%/Total
Grayscale:	913,957	90.93%
Color:	91,113	9.07%

Duplex Composition	Pages	%/Total
Duplex:	490,399	48.79%
Simplex:	514,671	51.21%

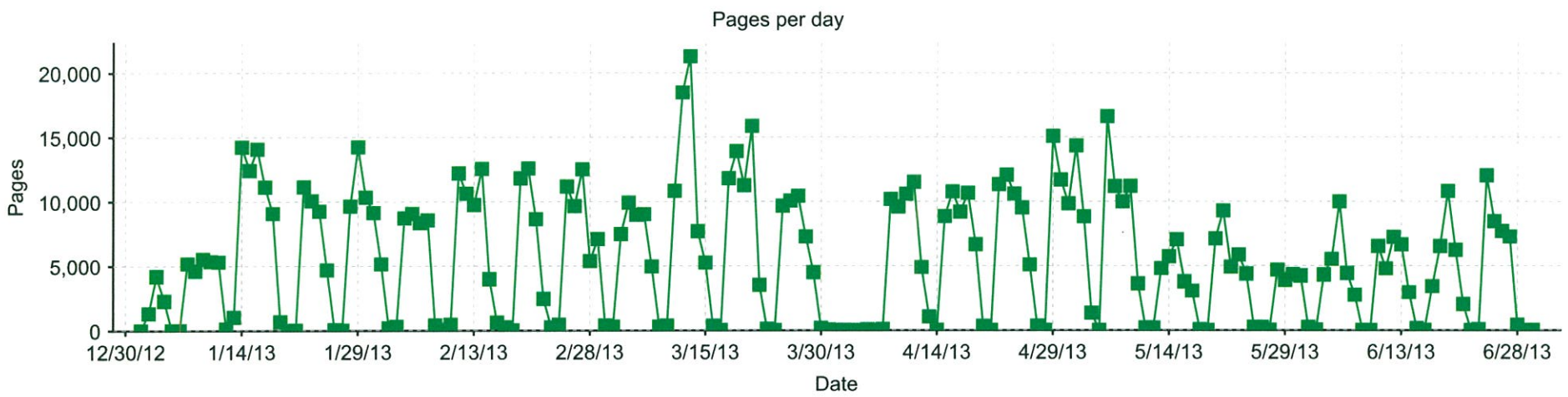
Top Printers	Pages	%/Total
it903s-pserver\RG_4112	156,900	15.61%
device\SME_WC5735	66,120	6.58%
device\RG_4112	65,750	6.54%
device\ENG_WC5735	54,081	5.38%
device\RG_DC252	50,761	5.05%
it903s-pserver\SME_WC5735	48,030	4.78%
it903s-pserver\RG_DC252	39,950	3.97%
it903s-pserver\ENG_WC5735	28,033	2.79%
device\NURS_WC5735	25,522	2.54%
device\BSS_WC7328	20,170	2.01%

Top Users	Pages	%/Total
yethel.alonso (Yethel Alonso)	183,714	18.28%
mike.nicholas (Mike Nicholas)	57,831	5.75%
jill.kitzmiller (Jill Kitzmiller)	26,824	2.67%
omar.ramos (Omar E. Ramos)	24,832	2.47%
becky.green (Becky Green)	12,748	1.27%
alex.voldman (Aleksandr Voldman)	11,081	1.10%
terry.norris (Terry Norris)	10,771	1.07%
hope.davis (Hope Davis)	10,682	1.06%
normay.gonzalez (Norma Y. Gonzalez)	10,600	1.05%
bnilson (Barbara Nilson)	10,562	1.05%

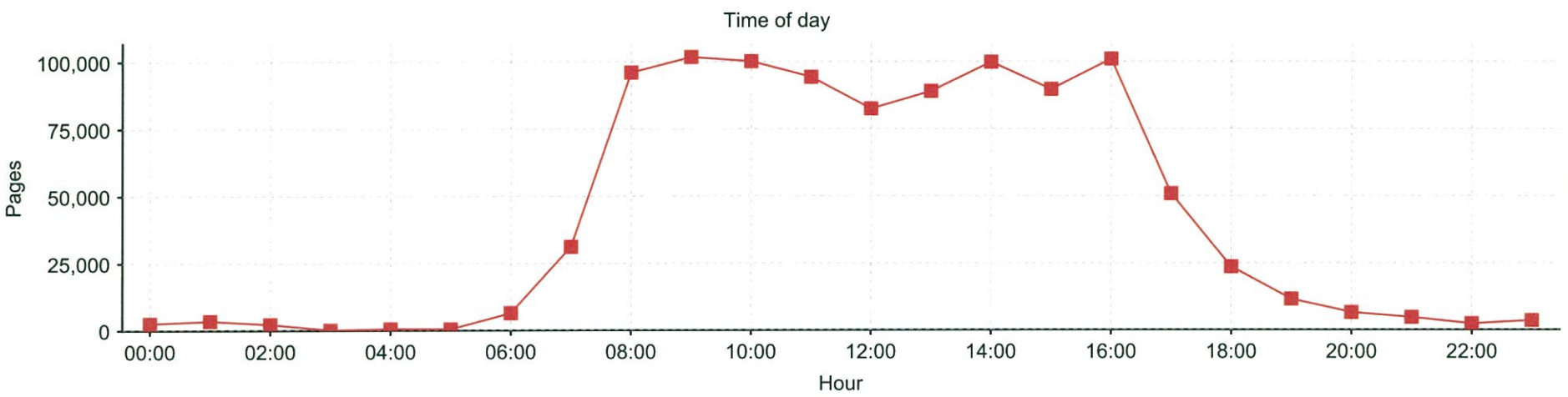
Environmental Impact	
Trees Consumed	9.65 trees
CO2 Produced	3,494.1 kg
Equivalent Bulb Hours	219,996.7 hours

Top Printer Groups	Pages
Department Copiers	222,409
Reprographics Group	196,850
Phaser 3250 Group	160,675
WorkCentre	141,271
Phaser 6280 Group	50,611
HP	34,172
ColorQube Devices	24,724
WC4250	13,929
Phaser 3300 Group	11,630
WC4118	8,860

Daily Page Total - For the period of Jan 1, 2013 to Jun 30, 2013.



Hourly Page Total - For the period of Jan 1, 2013 to Jun 30, 2013.



PaperCut™

Executive summary

For the period of Jul 1, 2013 to Dec 31, 2013.

User group name = OU:imperial.edu/IVC/Users/Employees

General Statistics	
Days in period:	185
Active Users:	333
Active Printers:	289
Total Pages:	1,082,411
Total Sheets:	806,239
Total Jobs:	142,136
Pages per day:	5,850
Sheets per day:	4,358

Color Composition	Pages	%/Total
Grayscale:	984,678	90.97%
Color:	97,733	9.03%

Duplex Composition	Pages	%/Total
Duplex:	546,906	50.53%
Simplex:	535,505	49.47%

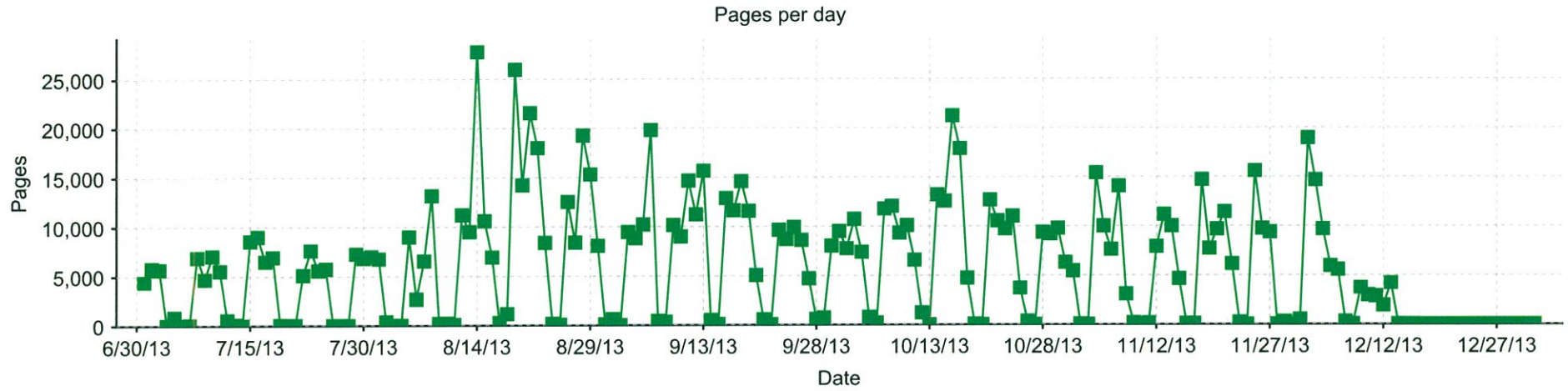
Top Printers	Pages	%/Total
it903s-pserver\RG_4112	205,566	18.99%
device\SME_WC5735	97,361	8.99%
device\RG_4112	69,448	6.42%
device\ENG_WC5735	65,910	6.09%
it903s-pserver\SME_WC5735	40,220	3.72%
device\RG_DC252	39,489	3.65%
it903s-pserver\RG_DC252	35,503	3.28%
device\RG_CQ9201_2_VCC	32,523	3.00%
it903s-pserver\ENG_WC5735	29,002	2.68%
device\NURS_WC5735	27,125	2.51%

Top Users	Pages	%/Total
yethel.alonso (Yethel Alonso)	217,679	20.11%
mike.nicholas (Mike Nicholas)	62,681	5.79%
jill.kitzmiller (Jill Kitzmiller)	29,872	2.76%
omar.ramos (Omar E. Ramos)	25,651	2.37%
jose.plascencia (Jose Plascencia)	23,233	2.15%
rhonda.ruiz (Rhonda Ruiz)	16,351	1.51%
nancy.lay (Nancy Lay)	12,540	1.16%
kevin.marty (Kevin Marty)	11,860	1.10%
allyn.leon (Allyn Leon)	11,629	1.07%
david.zielinski (David Zielinski)	11,370	1.05%

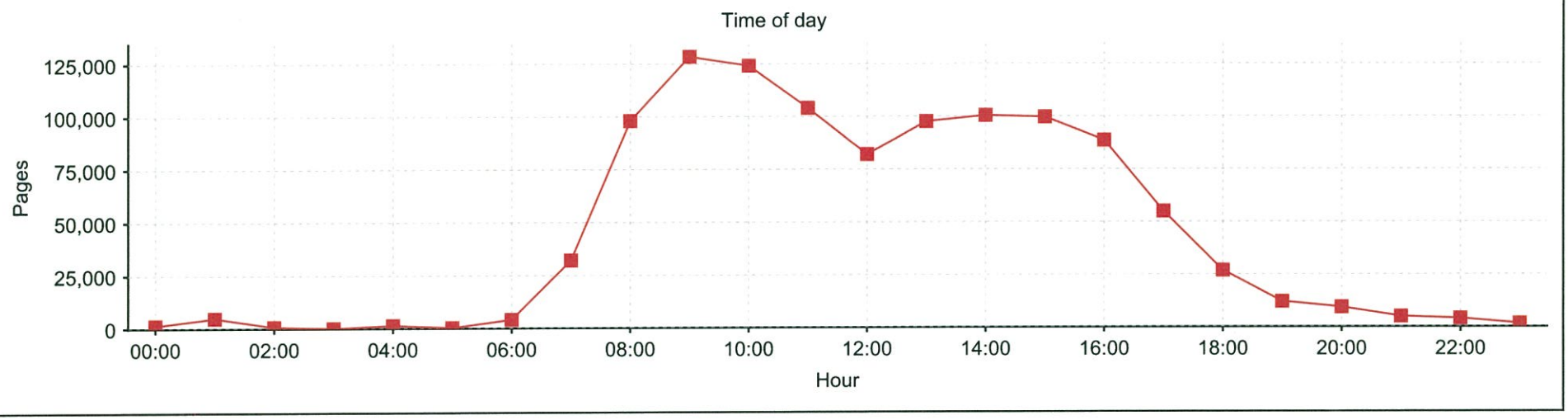
Environmental Impact	
Trees Consumed	10.02 trees
CO2 Produced	3,628.1 kg
Equivalent Bulb Hours	228,434.4 hours

Top Printer Groups	Pages
Department Copiers	243,091
Reprographics Group	241,069
Phaser 3250 Group	180,708
WorkCentre	128,808
Phaser 6280 Group	50,808
ColorQube Devices	41,958
HP	26,497
WC4250	12,436
Phaser 3300 Group	10,582
WC4118	3,578

Daily Page Total - For the period of Jul 1, 2013 to Dec 31, 2013.



Hourly Page Total - For the period of Jul 1, 2013 to Dec 31, 2013.



PaperCut™

Executive summary

For the period of Jan 1, 2013 to Jun 30, 2013.

User group name = PaperCut Students

General Statistics	
Days in period:	181
Active Users:	4,726
Active Printers:	45
Total Pages:	142,258
Total Sheets:	139,288
Total Jobs:	44,334
Pages per day:	785
Sheets per day:	769

Color Composition	Pages	%/Total
Grayscale:	140,623	98.85%
Color:	1,635	1.15%

Duplex Composition	Pages	%/Total
Duplex:	6,323	4.44%
Simplex:	135,935	95.56%

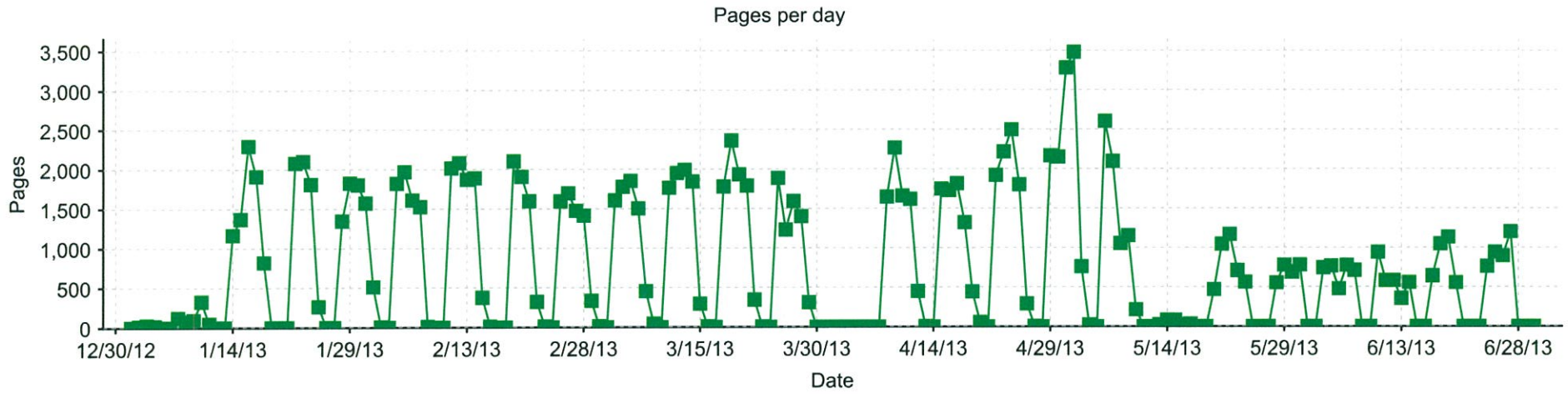
Top Printers	Pages	%/Total
it903s-pserver\Library_A	68,722	48.31%
it903s-pserver\Library_B	15,274	10.74%
it903s-pserver\RWLAB_WC4118	11,749	8.26%
device\Library_B_VCC	7,583	5.33%
device\Library_A_VCC	6,471	4.55%
it903s-pserver\MLAB_P3250_2	5,603	3.94%
it903s-pserver\RWLAB_HP2430	4,934	3.47%
it903s-pserver\NURSLAB_HP2430_3	3,327	2.34%
it903s-pserver\FALAB_WC4118	2,478	1.74%
it903s-pserver\SSS_WC4250	2,385	1.68%

Top Users	Pages	%/Total
smunoz3 (Sarah M. Munoz)	789	0.55%
cgallar2 (Claudia A. Lopez)	680	0.48%
mnunez37 (Marina Nunez)	567	0.40%
lbeltra1 (Laura D. Beltran Cervantes)	527	0.37%
kpavao (Karen L. Pavao)	393	0.28%
svelas10 (Stephany Velasquez)	382	0.27%
ebarboz1 (Enrique A. Barboza)	381	0.27%
cpride (Chandai Ontriemece Pride)	376	0.26%
dbustam3 (Daniel I. Bustamante)	364	0.26%
avega20 (America Vega Elizarraraz)	360	0.25%

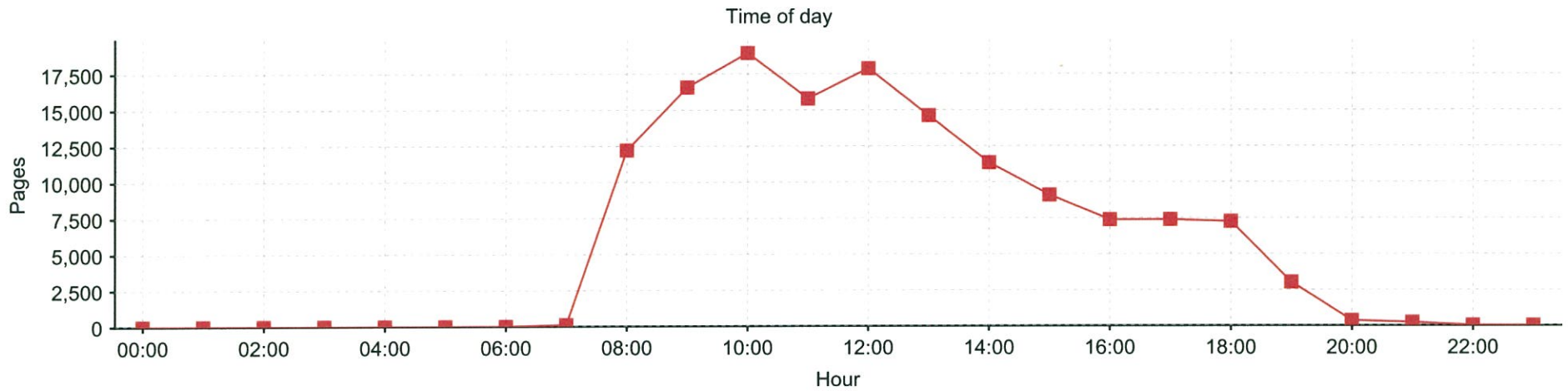
Environmental Impact	
Trees Consumed	1.73 trees
CO2 Produced	626.8 kg
Equivalent Bulb Hours	39,464.9 hours

Top Printer Groups	Pages
WorkCentre	16,639
WC4118	14,227
Phaser 3250 Group	9,479
HP	8,261
ColorQube Devices	3,532
WC4250	2,385
Reprographics Group	1,260
Department Copiers	645
ColorQube Group	330
Phaser 6280 Group	140

Daily Page Total - For the period of Jan 1, 2013 to Jun 30, 2013.



Hourly Page Total - For the period of Jan 1, 2013 to Jun 30, 2013.



PaperCut™

Executive summary

For the period of Jul 1, 2013 to Dec 31, 2013.

User group name = PaperCut Students

General Statistics	
Days in period:	185
Active Users:	5,044
Active Printers:	54
Total Pages:	162,637
Total Sheets:	157,010
Total Jobs:	52,054
Pages per day:	879
Sheets per day:	848

Color Composition	Pages	%/Total
Grayscale:	155,335	95.51%
Color:	7,302	4.49%

Duplex Composition	Pages	%/Total
Duplex:	10,157	6.25%
Simplex:	152,480	93.75%

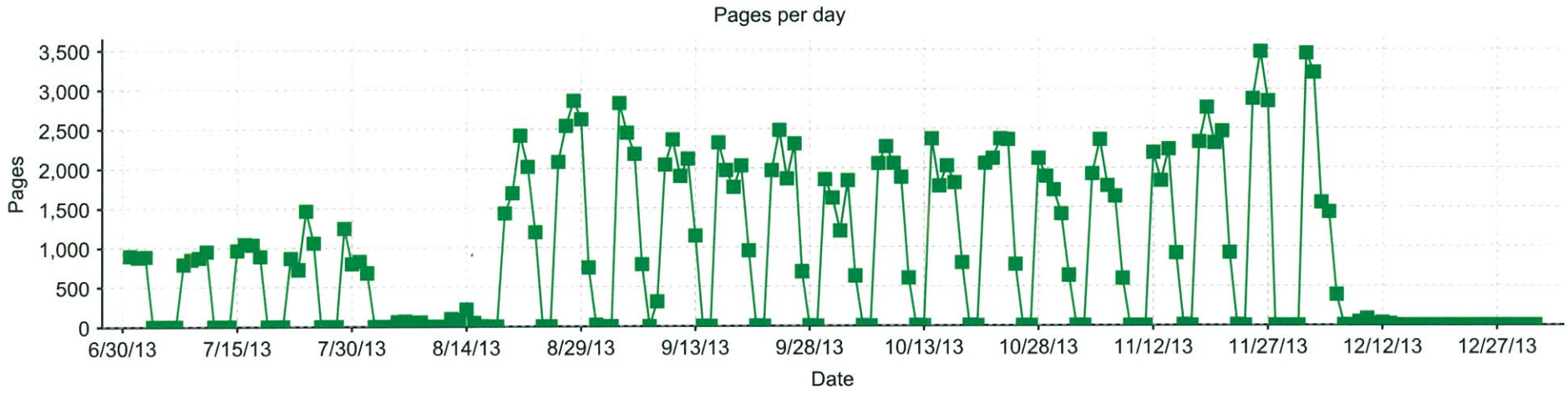
Top Printers	Pages	%/Total
it903s-pserver\Library_A	71,464	43.94%
it903s-pserver\RWLAB_WC4118	15,837	9.74%
it903s-pserver\Library_B	13,527	8.32%
device\Library_B_VCC	8,345	5.13%
device\Library_A_VCC	6,035	3.71%
it903s-pserver\RWLAB_P3250_2	4,334	2.66%
it903s-pserver\NURSLAB_HP2430_3	3,873	2.38%
it903s-pserver\RWLAB_HP2430	3,660	2.25%
it903s-pserver\RM803_B	3,259	2.00%
it903s-pserver\RG_DC252	2,848	1.75%

Top Users	Pages	%/Total
callen (Carol Ann Bowen)	739	0.45%
avega20 (America Vega Elizarraraz)	560	0.34%
cgallar2 (Claudia A. Lopez)	550	0.34%
pmoreno11 (Patricia A. Moreno)	531	0.33%
atapia22 (Alejandra Tapia)	447	0.27%
kpavao (Karen L. Pavao)	439	0.27%
mnunez37 (Marina Nunez)	418	0.26%
gmarti35 (Glenda M. Martinez)	399	0.25%
jgonz186 (Juana A. Gonzalez)	396	0.24%
ldiazramirez (Leonardo Diaz-Ramirez)	364	0.22%

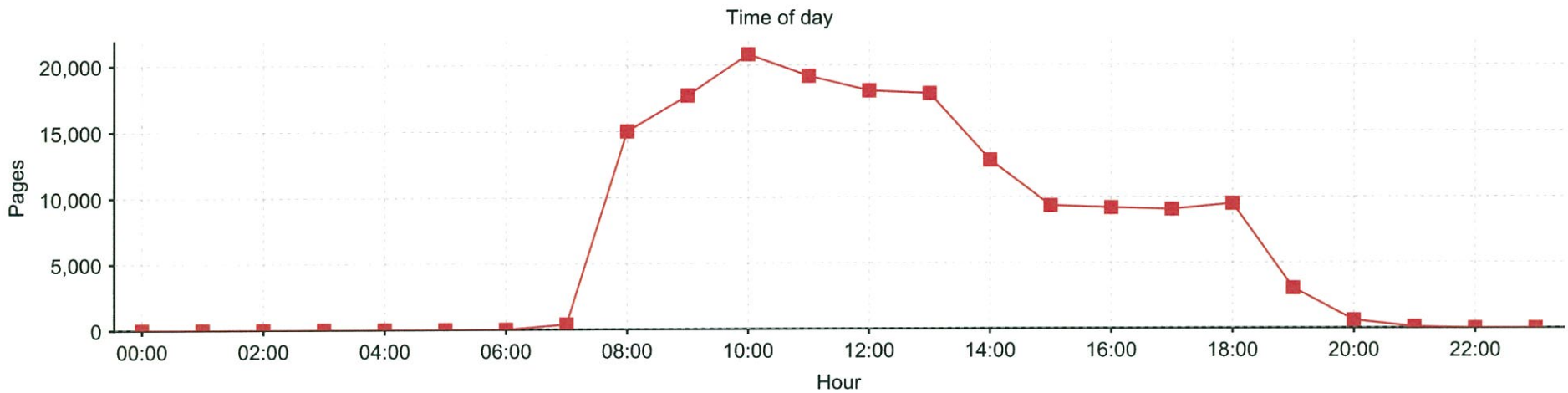
Environmental Impact	
Trees Consumed	1.95 trees
CO2 Produced	706.5 kg
Equivalent Bulb Hours	44,486.2 hours

Top Printer Groups	Pages
WorkCentre	19,404
WC4118	16,924
Phaser 3250 Group	16,839
HP	7,533
ColorQube Devices	5,815
Reprographics Group	4,010
ColorQube Group	2,630
WC4250	2,202
Department Copiers	560
Phaser 6280 Group	238

Daily Page Total - For the period of Jul 1, 2013 to Dec 31, 2013.



Hourly Page Total - For the period of Jul 1, 2013 to Dec 31, 2013.



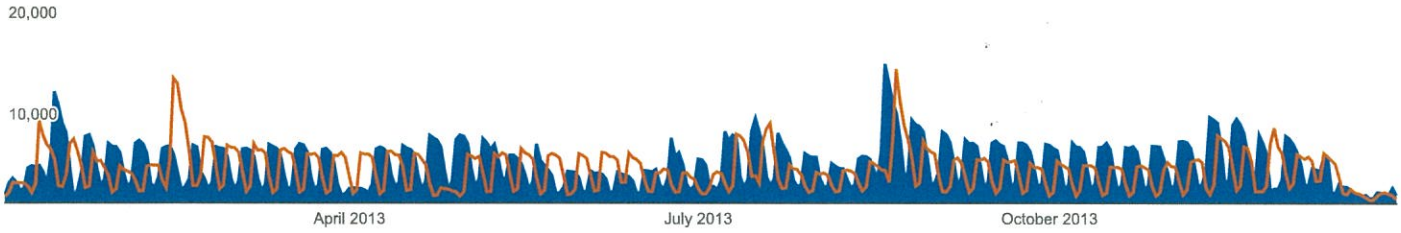
Audience Overview

Jan 1, 2013 - Dec 31, 2013
Compare to: Jan 1, 2011 - Dec 31, 2011

All Visits
+0.00%

Overview

Jan 1, 2013 - Dec 31, 2013: Visits
Jan 1, 2011 - Dec 31, 2011: Visits



Visits
17.50%
1,391,842 vs 1,184,591

Unique Visitors
19.18%
381,731 vs 320,286

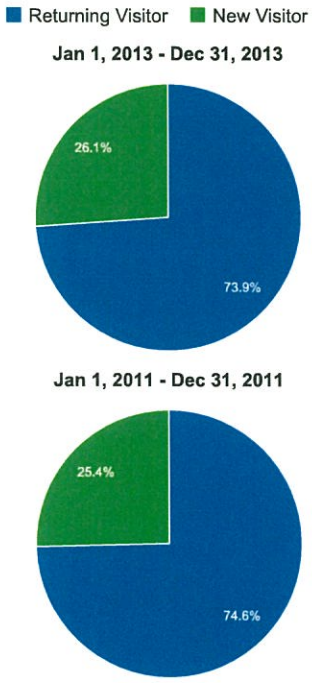
Pageviews
25.01%
3,194,397 vs 2,555,337

Pages / Visit
6.39%
2.30 vs 2.16

Avg. Visit Duration
25.72%
00:03:47 vs 00:03:01

Bounce Rate
-5.10%
59.44% vs 62.63%

% New Visits
2.78%
26.04% vs 25.33%



	Language	Visits	% Visits
1.	en-us		
	Jan 1, 2013 - Dec 31, 2013	1,254,997	90.17%
	Jan 1, 2011 - Dec 31, 2011	1,083,968	91.51%
	% Change	**15.78%**	**-1.46%**
2.	en		
	Jan 1, 2013 - Dec 31, 2013	47,378	3.40%
	Jan 1, 2011 - Dec 31, 2011	33,848	2.86%
	% Change	**39.97%**	**19.13%**
3.	es		
	Jan 1, 2013 - Dec 31, 2013	43,526	3.13%
	Jan 1, 2011 - Dec 31, 2011	33,430	2.82%

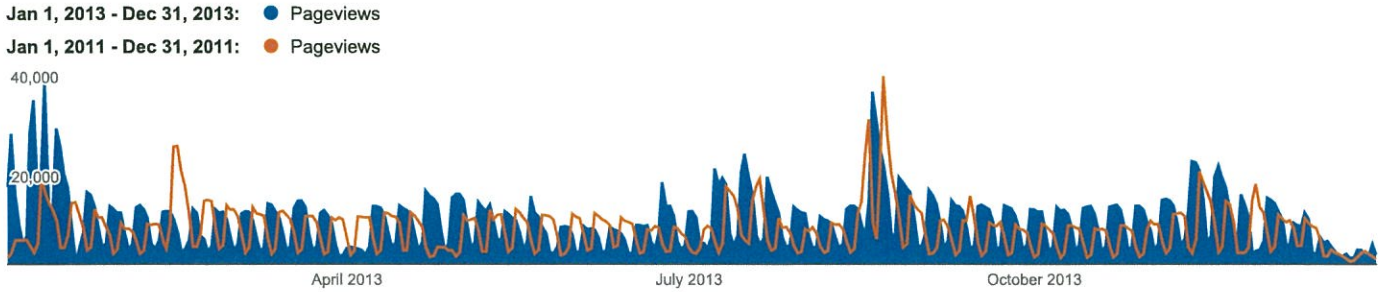
	% Change	**30.20%**	**10.81%**
4.	es-es		
	Jan 1, 2013 - Dec 31, 2013	20,656	1.48%
	Jan 1, 2011 - Dec 31, 2011	15,751	1.33%
	% Change	**31.14%**	**11.61%**
5.	es-419		
	Jan 1, 2013 - Dec 31, 2013	10,433	0.75%
	Jan 1, 2011 - Dec 31, 2011	5,446	0.46%
	% Change	**91.57%**	**63.05%**
6.	es-us		
	Jan 1, 2013 - Dec 31, 2013	4,525	0.33%
	Jan 1, 2011 - Dec 31, 2011	9	0.00%
	% Change	**50,177.78%**	**42,691.21%**
7.	es-mx		
	Jan 1, 2013 - Dec 31, 2013	4,063	0.29%
	Jan 1, 2011 - Dec 31, 2011	3,142	0.27%
	% Change	**29.31%**	**10.06%**
8.	en-gb		
	Jan 1, 2013 - Dec 31, 2013	1,520	0.11%
	Jan 1, 2011 - Dec 31, 2011	1,326	0.11%
	% Change	**14.63%**	**-2.44%**
9.	en_us		
	Jan 1, 2013 - Dec 31, 2013	810	0.06%
	Jan 1, 2011 - Dec 31, 2011	524	0.04%
	% Change	**54.58%**	**31.56%**
10.	ko-kr		
	Jan 1, 2013 - Dec 31, 2013	499	0.04%
	Jan 1, 2011 - Dec 31, 2011	2,956	0.25%
	% Change	**-83.12%**	**-85.63%**

Pages

Jan 1, 2013 - Dec 31, 2013
Compare to: Jan 1, 2011 - Dec 31, 2011

All Visits
+0.00%

Explorer



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	25.01% ▲ 3,194,397 vs 2,555,337	14.38% ▲ 2,044,945 vs 1,787,879	12.33% ▲ 00:02:55 vs 00:02:36	17.50% ▲ 1,391,838 vs 1,184,591	5.10% ▲ 59.44% vs 62.63%	6.01% ▼ 43.57% vs 46.36%	0.00% $0.00 vs $0.0
1. /							
Jan 1, 2013 - Dec 31, 2013	**1,978,025** (61.92%)	1,250,118 (61.13%)	00:03:33	1,229,230 (88.32%)	60.21%	51.53%	$0.00 (0.00%
Jan 1, 2011 - Dec 31, 2011	**1,515,904** (59.32%)	1,043,644 (58.37%)	00:03:37	1,033,405 (87.24%)	62.03%	55.21%	$0.00 (0.00%
% Change	**30.48%**	**19.78%**	**-1.83%**	**18.95%**	**-2.93%**	**-6.66%**	**0.00**
2. /students/							
Jan 1, 2013 - Dec 31, 2013	**173,536** (5.43%)	114,279 (5.59%)	00:02:15	18,432 (1.32%)	61.09%	44.91%	$0.00 (0.00%
Jan 1, 2011 - Dec 31, 2011	**31,259** (1.22%)	20,988 (1.17%)	00:02:11	1,123 (0.09%)	55.21%	37.17%	$0.00 (0.00%
% Change	**455.16%**	**444.50%**	**3.54%**	**1,541.32%**	**10.66%**	**20.84%**	**0.00**
3. /courses-and-programs/divisions/arts-and-letters/library-department/							
Jan 1, 2013 - Dec 31, 2013	**111,511** (3.49%)	58,999 (2.89%)	00:05:07	42,046 (3.02%)	47.65%	35.23%	$0.00 (0.00%
Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00**
4. /courses-and-programs/catalogs-and-schedules/							
Jan 1, 2013 - Dec 31, 2013	**78,416** (2.45%)	43,469 (2.13%)	00:03:15	11,348 (0.82%)	47.39%	32.50%	$0.00 (0.00%
Jan 1, 2011 - Dec 31, 2011	**18,731** (0.73%)	10,772 (0.60%)	00:03:28	597 (0.05%)	47.24%	35.14%	$0.00 (0.00%
% Change	**318.64%**	**303.54%**	**-6.41%**	**1,800.84%**	**0.33%**	**-7.51%**	**0.00**
5. /students/printable-schedules/							
Jan 1, 2013 - Dec 31, 2013	**42,885** (1.34%)	28,571 (1.40%)	00:03:55	2,349 (0.17%)	58.41%	38.67%	$0.00 (0.00%
Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00**

6.	/faculty-and-staff/							
	Jan 1, 2013 - Dec 31, 2013	**36,498** (1.14%)	24,199 (1.18%)	00:01:58	5,849 (0.42%)	54.32%	37.60%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**15,651** (0.61%)	9,904 (0.55%)	00:02:02	293 (0.02%)	49.15%	33.95%	$0.00 (0.00%
	% Change	**133.20%**	**144.34%**	**-3.04%**	**1,896.25%**	**10.52%**	**10.75%**	**0.00%**
7.	/students/financial-aid-and-scholarships/							
	Jan 1, 2013 - Dec 31, 2013	**26,374** (0.83%)	18,254 (0.89%)	00:01:13	1,851 (0.13%)	32.04%	12.68%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**3,850** (0.15%)	2,923 (0.16%)	00:01:32	90 (0.01%)	33.33%	21.69%	$0.00 (0.00%
	% Change	**585.04%**	**524.50%**	**-20.71%**	**1,956.67%**	**-3.89%**	**-41.56%**	**0.00%**
8.	/courses-and-programs/							
	Jan 1, 2013 - Dec 31, 2013	**22,632** (0.71%)	13,994 (0.68%)	00:00:58	1,480 (0.11%)	27.97%	12.11%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**7,820** (0.31%)	5,076 (0.28%)	00:00:53	117 (0.01%)	50.43%	14.94%	$0.00 (0.00%
	% Change	**189.41%**	**175.69%**	**9.33%**	**1,164.96%**	**-44.53%**	**-18.91%**	**0.00%**
9.	/students/bookstore/							
	Jan 1, 2013 - Dec 31, 2013	**22,450** (0.70%)	16,119 (0.79%)	00:03:47	2,859 (0.21%)	68.84%	51.63%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**6,131** (0.24%)	4,504 (0.25%)	00:03:58	210 (0.02%)	75.71%	50.91%	$0.00 (0.00%
	% Change	**266.17%**	**257.88%**	**-4.62%**	**1,261.43%**	**-9.09%**	**1.42%**	**0.00%**
10.	/students/financial-aid-and-scholarships/financial-aid-forms/							
	Jan 1, 2013 - Dec 31, 2013	**20,271** (0.63%)	14,631 (0.72%)	00:04:02	3,091 (0.22%)	66.06%	46.10%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**1,315** (0.05%)	874 (0.05%)	00:03:51	29 (0.00%)	51.72%	41.29%	$0.00 (0.00%
	% Change	**1,441.52%**	**1,574.03%**	**4.66%**	**10,558.62%**	**27.72%**	**11.63%**	**0.00%**
11.	/faculty-and-staff/human-resources/jobs/job-opportunities/							
	Jan 1, 2013 - Dec 31, 2013	**18,901** (0.59%)	12,823 (0.63%)	00:01:34	6,358 (0.46%)	58.76%	42.98%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**6,143** (0.24%)	4,405 (0.25%)	00:01:29	1,656 (0.14%)	49.40%	38.82%	$0.00 (0.00%
	% Change	**207.68%**	**191.10%**	**4.84%**	**283.94%**	**18.96%**	**10.71%**	**0.00%**
12.	/students/admissions-and-records/							
	Jan 1, 2013 - Dec 31, 2013	**18,254** (0.57%)	12,340 (0.60%)	00:03:22	2,312 (0.17%)	53.29%	33.69%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**5,695** (0.22%)	3,449 (0.19%)	00:01:54	107 (0.01%)	50.47%	24.86%	$0.00 (0.00%
	% Change	**220.53%**	**257.78%**	**76.98%**	**2,060.75%**	**5.59%**	**35.48%**	**0.00%**
13.	/students/student-email-lookup/							
	Jan 1, 2013 - Dec 31, 2013	**17,407** (0.54%)	6,702 (0.33%)	00:01:48	1,187 (0.09%)	32.60%	22.66%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
14.	/courses-and-programs/divisions/arts-and-letters/library-department/databases-by-title/							
	Jan 1, 2013 - Dec 31, 2013	**15,381** (0.48%)	11,885 (0.58%)	00:06:14	478 (0.03%)	59.62%	60.74%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
15.	/student-news/spring-2014-printable-schedule-now-available							
	Jan 1, 2013 - Dec 31, 2013	**13,267** (0.42%)	9,634 (0.47%)	00:00:47	318 (0.02%)	35.22%	9.66%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%

	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
16.	/apply-now							
	Jan 1, 2013 - Dec 31, 2013	**13,139** (0.41%)	5,989 (0.29%)	00:03:06	974 (0.07%)	46.00%	26.58%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**9,269** (0.36%)	5,359 (0.30%)	00:04:16	343 (0.03%)	39.94%	33.70%	$0.00 (0.00%
	% Change	**41.75%**	**11.76%**	**-27.37%**	**183.97%**	**15.16%**	**-21.14%**	**0.00%**
17.	/allied-health-department/registered-nurse							
	Jan 1, 2013 - Dec 31, 2013	**12,357** (0.39%)	5,774 (0.28%)	00:02:52	1,836 (0.13%)	53.76%	30.38%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
18.	/faculty-and-staff/active-student-lookup/							
	Jan 1, 2013 - Dec 31, 2013	**11,867** (0.37%)	551 (0.03%)	00:01:28	253 (0.02%)	12.65%	3.37%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
19.	/courses-and-programs/athletics/							
	Jan 1, 2013 - Dec 31, 2013	**11,745** (0.37%)	7,292 (0.36%)	00:00:33	2,265 (0.16%)	19.07%	12.02%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
20.	/about/map-and-locations/							
	Jan 1, 2013 - Dec 31, 2013	**11,022** (0.35%)	7,821 (0.38%)	00:02:23	1,262 (0.09%)	73.06%	46.85%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**1,579** (0.06%)	1,073 (0.06%)	00:01:57	37 (0.00%)	72.97%	42.69%	$0.00 (0.00%
	% Change	**598.04%**	**628.89%**	**22.31%**	**3,310.81%**	**0.12%**	**9.76%**	**0.00%**
21.	/courses-and-programs/academic-calendars/							
	Jan 1, 2013 - Dec 31, 2013	**9,222** (0.29%)	6,644 (0.32%)	00:01:48	976 (0.07%)	69.57%	35.71%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**3,947** (0.15%)	2,723 (0.15%)	00:01:46	75 (0.01%)	58.67%	30.76%	$0.00 (0.00%
	% Change	**133.65%**	**144.00%**	**1.47%**	**1,201.33%**	**18.58%**	**16.10%**	**0.00%**
22.	/courses-and-programs/divisions/arts-and-letters/library-department/databases-by-subject/							
	Jan 1, 2013 - Dec 31, 2013	**9,220** (0.29%)	6,647 (0.33%)	00:04:19	757 (0.05%)	57.33%	47.42%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
23.	/courses-and-programs/programs-of-study/							
	Jan 1, 2013 - Dec 31, 2013	**9,165** (0.29%)	4,880 (0.24%)	00:00:57	225 (0.02%)	37.78%	9.98%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**5,473** (0.21%)	2,177 (0.12%)	00:01:55	69 (0.01%)	36.23%	22.49%	$0.00 (0.00%
	% Change	**67.46%**	**124.16%**	**-50.50%**	**226.09%**	**4.27%**	**-55.61%**	**0.00%**
24.	/about/contact-ivc/							
	Jan 1, 2013 - Dec 31, 2013	**8,812** (0.28%)	7,051 (0.34%)	00:02:13	448 (0.03%)	62.05%	35.63%	$0.00 (0.00%
	Jan 1, 2011 - Dec 31, 2011	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**∞%**	**0.00%**
25.	/category/878-blackboard							
	Jan 1, 2013 - Dec 31, 2013	**8,468** (0.27%)	7,046 (0.34%)	00:02:10	6,737 (0.48%)	70.30%	67.09%	$0.00 (0.00%

Jan 1, 2011 - Dec 31, 2011	0 (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
% Change	∞%	∞%	∞%	∞%	∞%	∞%	0.00%

Rows 1 - 25 of 45102

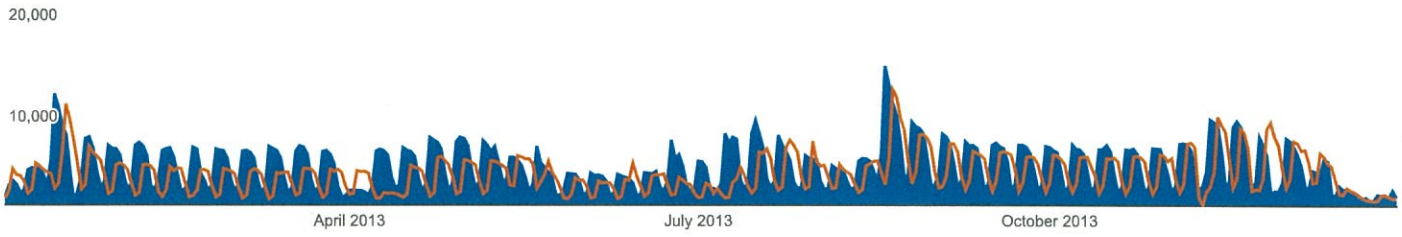
Audience Overview

Jan 1, 2013 - Dec 31, 2013
Compare to: Jan 1, 2012 - Dec 31, 2012

All Visits
+0.00%

Overview

Jan 1, 2013 - Dec 31, 2013: Visits
Jan 1, 2012 - Dec 31, 2012: Visits



Visits
22.20%
1,391,842 vs 1,138,971

Unique Visitors
15.41%
381,731 vs 330,753

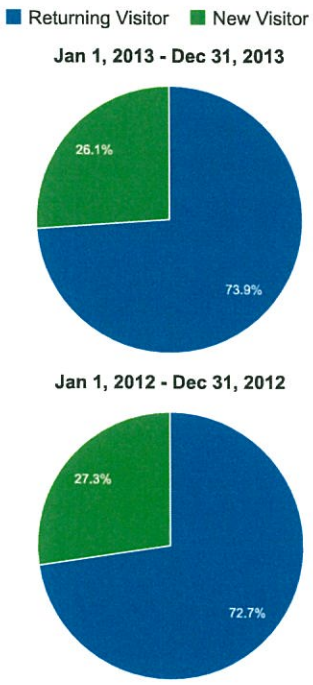
Pageviews
-61.21%
3,194,397 vs 8,235,566

Pages / Visit
-68.26%
2.30 vs 7.23

Avg. Visit Duration
-6.43%
00:03:47 vs 00:04:03

Bounce Rate
102.21%
59.44% vs 29.39%

% New Visits
-4.52%
26.04% vs 27.27%



	Language	Visits	% Visits
1.	en-us		
	Jan 1, 2013 - Dec 31, 2013	1,254,997	90.17%
	Jan 1, 2012 - Dec 31, 2012	1,020,208	89.57%
	% Change	**23.01%**	**0.66%**
2.	en		
	Jan 1, 2013 - Dec 31, 2013	47,378	3.40%
	Jan 1, 2012 - Dec 31, 2012	45,597	4.00%
	% Change	**3.91%**	**-14.97%**
3.	es		
	Jan 1, 2013 - Dec 31, 2013	43,526	3.13%
	Jan 1, 2012 - Dec 31, 2012	40,126	3.52%

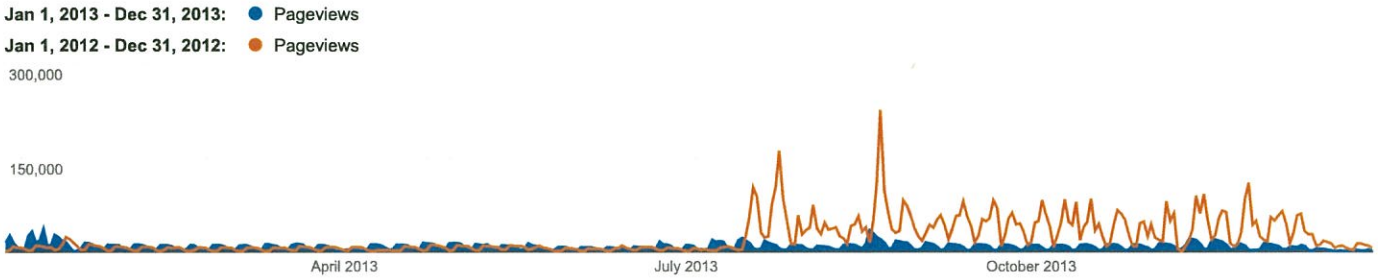
	% Change	**8.47%**	**-11.23%**
4.	es-es		
	Jan 1, 2013 - Dec 31, 2013	20,656	1.48%
	Jan 1, 2012 - Dec 31, 2012	11,576	1.02%
	% Change	**78.44%**	**46.02%**
5.	es-419		
	Jan 1, 2013 - Dec 31, 2013	10,433	0.75%
	Jan 1, 2012 - Dec 31, 2012	9,848	0.86%
	% Change	**5.94%**	**-13.31%**
6.	es-us		
	Jan 1, 2013 - Dec 31, 2013	4,525	0.33%
	Jan 1, 2012 - Dec 31, 2012	410	0.04%
	% Change	**1,003.66%**	**803.14%**
7.	es-mx		
	Jan 1, 2013 - Dec 31, 2013	4,063	0.29%
	Jan 1, 2012 - Dec 31, 2012	4,466	0.39%
	% Change	**-9.02%**	**-25.55%**
8.	en-gb		
	Jan 1, 2013 - Dec 31, 2013	1,520	0.11%
	Jan 1, 2012 - Dec 31, 2012	1,185	0.10%
	% Change	**28.27%**	**4.97%**
9.	en_us		
	Jan 1, 2013 - Dec 31, 2013	810	0.06%
	Jan 1, 2012 - Dec 31, 2012	687	0.06%
	% Change	**17.90%**	**-3.52%**
10.	ko-kr		
	Jan 1, 2013 - Dec 31, 2013	499	0.04%
	Jan 1, 2012 - Dec 31, 2012	1,994	0.18%
	% Change	**-74.97%**	**-79.52%**

Pages

Jan 1, 2013 - Dec 31, 2013
Compare to: Jan 1, 2012 - Dec 31, 2012

All Visits
+0.00%

Explorer



	Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
		61.21% ▼ 3,194,397 vs 8,235,566	23.00% ▲ 2,044,945 vs 1,662,505	350.36% ▲ 00:02:55 vs 00:00:39	22.20% ▲ 1,391,838 vs 1,138,968	102.21% ▼ 59.44% vs 29.39%	215.05% ▲ 43.57% vs 13.83%	0.00% $0.00 vs $0.0
1.	/							
	Jan 1, 2013 - Dec 31, 2013	**1,978,025** (61.92%)	1,250,118 (61.13%)	00:03:33	1,229,230 (88.32%)	60.21%	51.53%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**6,274,761** (76.19%)	1,058,078 (63.64%)	00:00:36	1,045,419 (91.79%)	29.62%	13.79%	$0.00 (0.00%
	% Change	**-68.48%**	**18.15%**	**495.04%**	**17.58%**	**103.27%**	**273.80%**	**0.00**
2.	/students/							
	Jan 1, 2013 - Dec 31, 2013	**173,536** (5.43%)	114,279 (5.59%)	00:02:15	18,432 (1.32%)	61.09%	44.91%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**284,215** (3.45%)	71,002 (4.27%)	00:00:36	8,496 (0.75%)	25.59%	15.47%	$0.00 (0.00%
	% Change	**-38.94%**	**60.95%**	**275.01%**	**116.95%**	**138.76%**	**190.24%**	**0.00**
3.	/courses-and-programs/divisions/arts-and-letters/library-department/							
	Jan 1, 2013 - Dec 31, 2013	**111,511** (3.49%)	58,999 (2.89%)	00:05:07	42,046 (3.02%)	47.65%	35.23%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**104,544** (1.27%)	19,480 (1.17%)	00:01:09	15,506 (1.36%)	4.55%	13.40%	$0.00 (0.00%
	% Change	**6.66%**	**202.87%**	**343.90%**	**171.16%**	**948.03%**	**162.94%**	**0.00**
4.	/courses-and-programs/catalogs-and-schedules/							
	Jan 1, 2013 - Dec 31, 2013	**78,416** (2.45%)	43,469 (2.13%)	00:03:15	11,348 (0.82%)	47.39%	32.50%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**131,322** (1.59%)	32,097 (1.93%)	00:01:08	6,218 (0.55%)	21.37%	14.41%	$0.00 (0.00%
	% Change	**-40.29%**	**35.43%**	**188.52%**	**82.50%**	**121.73%**	**125.63%**	**0.00**
5.	/students/printable-schedules/							
	Jan 1, 2013 - Dec 31, 2013	**42,885** (1.34%)	28,571 (1.40%)	00:03:55	2,349 (0.17%)	58.41%	38.67%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**1,715** (0.02%)	542 (0.03%)	00:01:08	21 (0.00%)	19.05%	11.66%	$0.00 (0.00%
	% Change	**2,400.58%**	**5,171.40%**	**246.32%**	**11,085.71%**	**206.64%**	**231.60%**	**0.00**
6.	/faculty-and-staff/							
	Jan 1, 2013 - Dec 31, 2013	**36,498** (1.14%)	24,199 (1.18%)	00:01:58	5,849 (0.42%)	54.32%	37.60%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**77,748** (0.94%)	23,705 (1.43%)	00:00:42	5,172 (0.45%)	29.81%	17.93%	$0.00 (0.00%

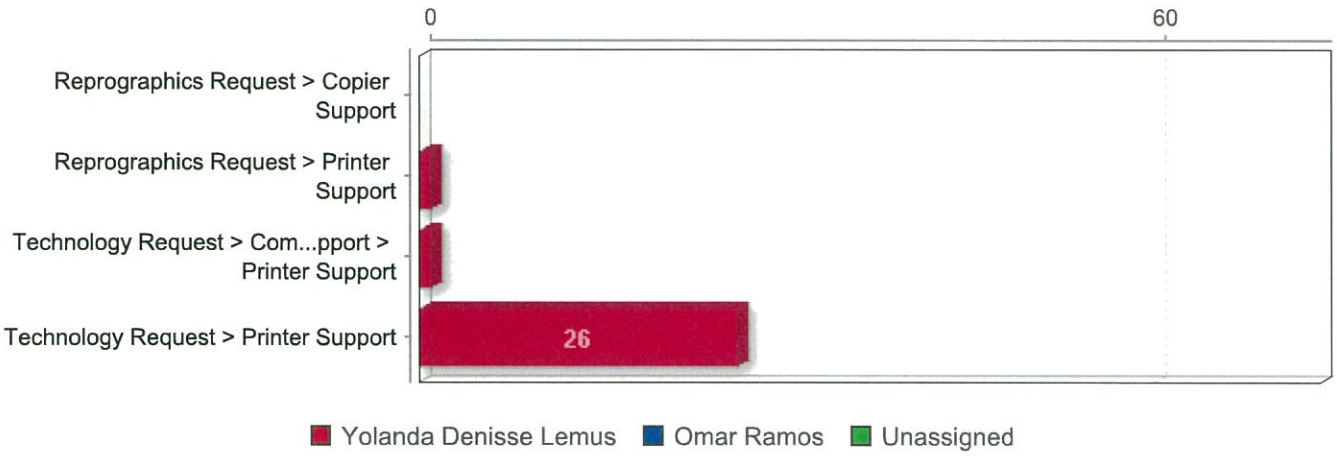
	% Change	-53.06%	2.08%	181.69%	13.09%	82.18%	109.66%	0.00%
7.	/students/financial-aid-and-scholarships/							
	Jan 1, 2013 - Dec 31, 2013	**26,374** (0.83%)	18,254 (0.89%)	00:01:13	1,851 (0.13%)	32.04%	12.68%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**43,705** (0.53%)	14,511 (0.87%)	00:00:35	1,173 (0.10%)	15.09%	8.32%	$0.00 (0.00%
	% Change	-39.65%	25.79%	106.34%	57.80%	112.31%	52.36%	0.00%
8.	/courses-and-programs/							
	Jan 1, 2013 - Dec 31, 2013	**22,632** (0.71%)	13,994 (0.68%)	00:00:58	1,480 (0.11%)	27.97%	12.11%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**40,412** (0.49%)	13,092 (0.79%)	00:00:27	1,007 (0.09%)	14.00%	6.12%	$0.00 (0.00%
	% Change	-44.00%	6.89%	117.14%	46.97%	99.78%	97.83%	0.00%
9.	/students/bookstore/							
	Jan 1, 2013 - Dec 31, 2013	**22,450** (0.70%)	16,119 (0.79%)	00:03:47	2,859 (0.21%)	68.84%	51.63%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**38,641** (0.47%)	12,677 (0.76%)	00:01:12	891 (0.08%)	35.69%	22.56%	$0.00 (0.00%
	% Change	-41.90%	27.15%	213.99%	220.88%	92.87%	128.87%	0.00%
10.	/students/financial-aid-and-scholarships/financial-aid-forms/							
	Jan 1, 2013 - Dec 31, 2013	**20,271** (0.63%)	14,631 (0.72%)	00:04:02	3,091 (0.22%)	66.06%	46.10%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**18,842** (0.23%)	6,054 (0.36%)	00:01:25	499 (0.04%)	43.29%	21.98%	$0.00 (0.00%
	% Change	7.58%	141.67%	182.65%	519.44%	52.62%	109.74%	0.00%
11.	/faculty-and-staff/human-resources/jobs/job-opportunities/							
	Jan 1, 2013 - Dec 31, 2013	**18,901** (0.59%)	12,823 (0.63%)	00:01:34	6,358 (0.46%)	58.76%	42.98%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**22,959** (0.28%)	7,314 (0.44%)	00:00:30	1,876 (0.16%)	21.43%	18.48%	$0.00 (0.00%
	% Change	-17.67%	75.32%	210.73%	238.91%	174.22%	132.58%	0.00%
12.	/students/admissions-and-records/							
	Jan 1, 2013 - Dec 31, 2013	**18,254** (0.57%)	12,340 (0.60%)	00:03:22	2,312 (0.17%)	53.29%	33.69%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**26,858** (0.33%)	9,329 (0.56%)	00:00:56	887 (0.08%)	16.35%	13.69%	$0.00 (0.00%
	% Change	-32.04%	32.28%	261.23%	160.65%	225.97%	146.05%	0.00%
13.	/students/student-email-lookup/							
	Jan 1, 2013 - Dec 31, 2013	**17,407** (0.54%)	6,702 (0.33%)	00:01:48	1,187 (0.09%)	32.60%	22.66%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**45,400** (0.55%)	5,776 (0.35%)	00:00:30	1,835 (0.16%)	13.62%	6.82%	$0.00 (0.00%
	% Change	-61.66%	16.03%	261.02%	-35.31%	139.31%	232.36%	0.00%
14.	/courses-and-programs/divisions/arts-and-letters/library-department/databases-by-title/							
	Jan 1, 2013 - Dec 31, 2013	**15,381** (0.48%)	11,885 (0.58%)	00:06:14	478 (0.03%)	59.62%	60.74%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**9,449** (0.11%)	2,824 (0.17%)	00:01:15	198 (0.02%)	24.24%	23.72%	$0.00 (0.00%
	% Change	62.78%	320.86%	397.85%	141.41%	145.95%	156.12%	0.00%
15.	/student-news/spring-2014-printable-schedule-now-available							
	Jan 1, 2013 - Dec 31, 2013	**13,267** (0.42%)	9,634 (0.47%)	00:00:47	318 (0.02%)	35.22%	9.66%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**0** (0.00%)	0 (0.00%)	00:00:00	0 (0.00%)	0.00%	0.00%	$0.00 (0.00%
	% Change	∞%	∞%	∞%	∞%	∞%	∞%	0.00%
16.	/apply-now							
	Jan 1, 2013 - Dec 31, 2013	**13,139** (0.41%)	5,989 (0.29%)	00:03:06	974 (0.07%)	46.00%	26.58%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**96,169** (1.17%)	24,172 (1.45%)	00:01:36	3,226 (0.28%)	31.43%	15.93%	$0.00 (0.00%

	% Change	-86.34%	-75.22%	94.17%	-69.81%	46.33%	66.86%	0.00%
17.	/allied-health-department/registered-nurse							
	Jan 1, 2013 - Dec 31, 2013	**12,357** (0.39%)	5,774 (0.28%)	00:02:52	1,836 (0.13%)	53.76%	30.38%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**9,710** (0.12%)	1,548 (0.09%)	00:00:46	109 (0.01%)	16.51%	8.92%	$0.00 (0.00%
	% Change	**27.26%**	**273.00%**	**269.31%**	**1,584.40%**	**225.54%**	**240.63%**	**0.00%**
18.	/faculty-and-staff/active-student-lookup/							
	Jan 1, 2013 - Dec 31, 2013	**11,867** (0.37%)	551 (0.03%)	00:01:28	253 (0.02%)	12.65%	3.37%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**390** (0.00%)	20 (0.00%)	00:00:20	3 (0.00%)	0.00%	2.56%	$0.00 (0.00%
	% Change	**2,942.82%**	**2,655.00%**	**348.60%**	**8,333.33%**	**∞%**	**31.46%**	**0.00%**
19.	/courses-and-programs/athletics/							
	Jan 1, 2013 - Dec 31, 2013	**11,745** (0.37%)	7,292 (0.36%)	00:00:33	2,265 (0.16%)	19.07%	12.02%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**14,644** (0.18%)	3,830 (0.23%)	00:00:11	647 (0.06%)	6.96%	4.17%	$0.00 (0.00%
	% Change	**-19.80%**	**90.39%**	**193.73%**	**250.08%**	**174.23%**	**188.61%**	**0.00%**
20.	/about/map-and-locations/							
	Jan 1, 2013 - Dec 31, 2013	**11,022** (0.35%)	7,821 (0.38%)	00:02:23	1,262 (0.09%)	73.06%	46.85%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**16,627** (0.20%)	4,474 (0.27%)	00:00:41	301 (0.03%)	27.24%	16.47%	$0.00 (0.00%
	% Change	**-33.71%**	**74.81%**	**247.71%**	**319.27%**	**168.18%**	**184.41%**	**0.00%**
21.	/courses-and-programs/academic-calendars/							
	Jan 1, 2013 - Dec 31, 2013	**9,222** (0.29%)	6,644 (0.32%)	00:01:48	976 (0.07%)	69.57%	35.71%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**17,316** (0.21%)	7,571 (0.46%)	00:00:57	467 (0.04%)	40.04%	21.75%	$0.00 (0.00%
	% Change	**-46.74%**	**-12.24%**	**89.74%**	**108.99%**	**73.74%**	**64.19%**	**0.00%**
22.	/courses-and-programs/divisions/arts-and-letters/library-department/databases-by-subject/							
	Jan 1, 2013 - Dec 31, 2013	**9,220** (0.29%)	6,647 (0.33%)	00:04:19	757 (0.05%)	57.33%	47.42%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**7,256** (0.09%)	2,137 (0.13%)	00:01:05	285 (0.03%)	15.44%	20.74%	$0.00 (0.00%
	% Change	**27.07%**	**211.04%**	**296.98%**	**165.61%**	**271.35%**	**128.62%**	**0.00%**
23.	/courses-and-programs/programs-of-study/							
	Jan 1, 2013 - Dec 31, 2013	**9,165** (0.29%)	4,880 (0.24%)	00:00:57	225 (0.02%)	37.78%	9.98%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**22,014** (0.27%)	5,390 (0.32%)	00:00:51	243 (0.02%)	35.39%	11.25%	$0.00 (0.00%
	% Change	**-58.37%**	**-9.46%**	**10.70%**	**-7.41%**	**6.74%**	**-11.27%**	**0.00%**
24.	/about/contact-ivc/							
	Jan 1, 2013 - Dec 31, 2013	**8,812** (0.28%)	7,051 (0.34%)	00:02:13	448 (0.03%)	62.05%	35.63%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**2,451** (0.03%)	799 (0.05%)	00:00:36	31 (0.00%)	22.58%	14.24%	$0.00 (0.00%
	% Change	**259.53%**	**782.48%**	**274.03%**	**1,345.16%**	**174.81%**	**150.25%**	**0.00%**
25.	/category/878-blackboard							
	Jan 1, 2013 - Dec 31, 2013	**8,468** (0.27%)	7,046 (0.34%)	00:02:10	6,737 (0.48%)	70.30%	67.09%	$0.00 (0.00%
	Jan 1, 2012 - Dec 31, 2012	**19,311** (0.23%)	5,693 (0.34%)	00:00:24	5,429 (0.48%)	16.50%	23.21%	$0.00 (0.00%
	% Change	**-56.15%**	**23.77%**	**429.58%**	**24.09%**	**325.95%**	**189.05%**	**0.00%**

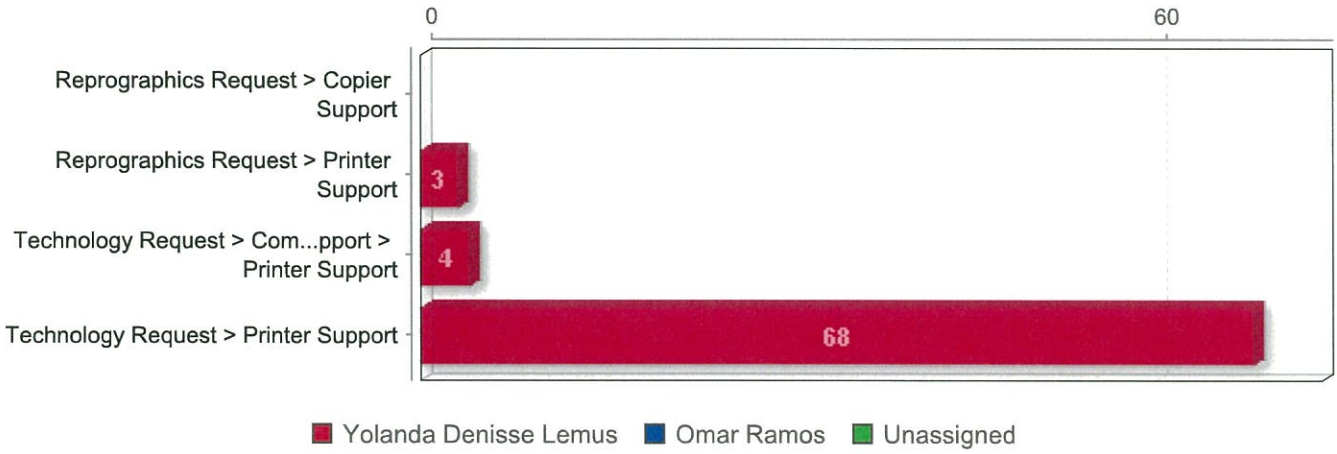
Printer Support - All Time

Tickets closed between 7/1/11 12:00 am and 2/20/14 1:35 pm

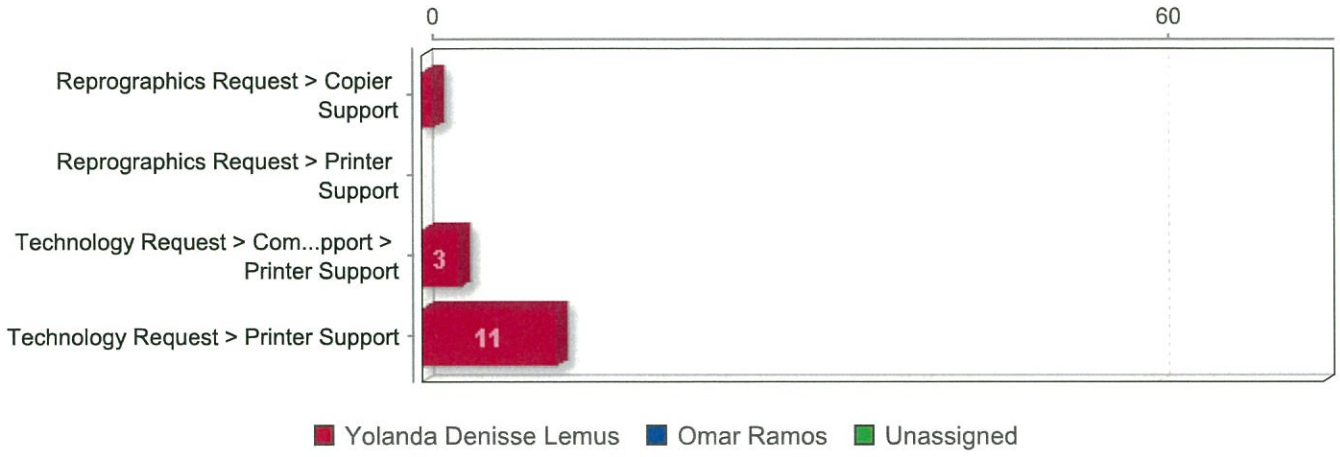
Feb 2014 Tickets by Request Type



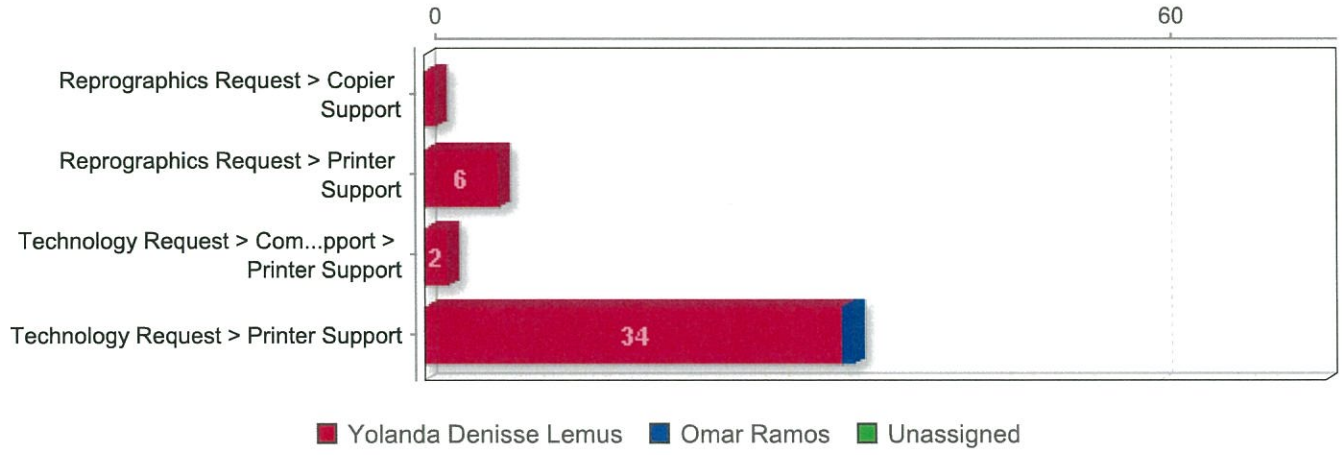
Jan 2014 Tickets by Request Type



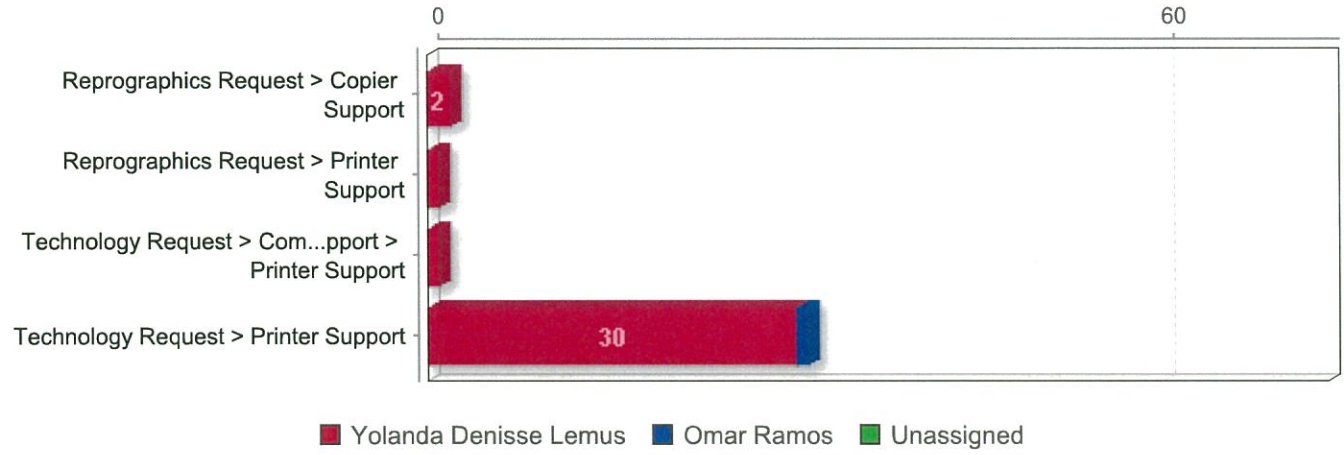
Dec 2013 Tickets by Request Type



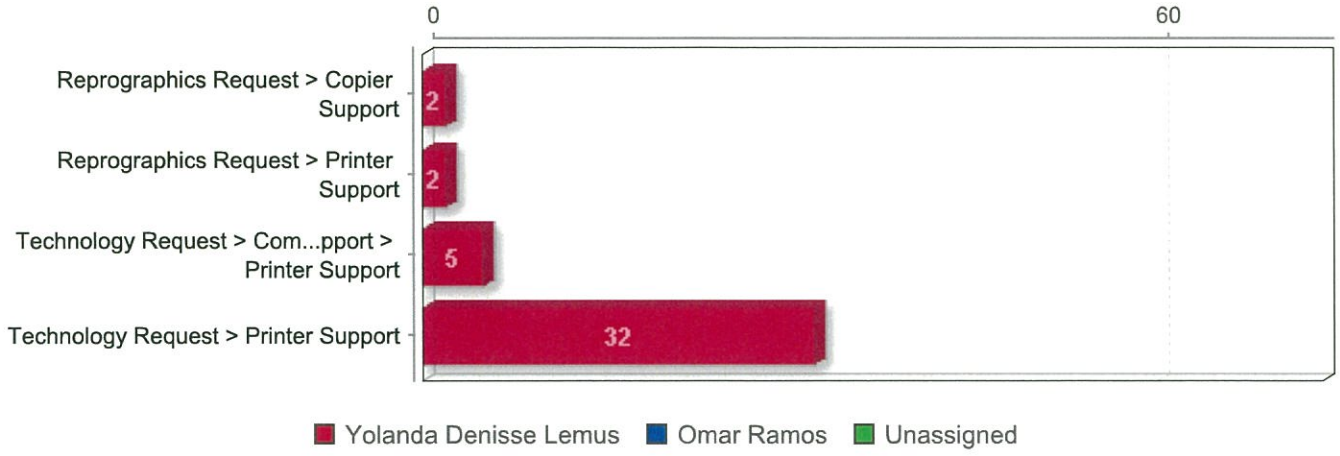
Nov 2013 Tickets by Request Type



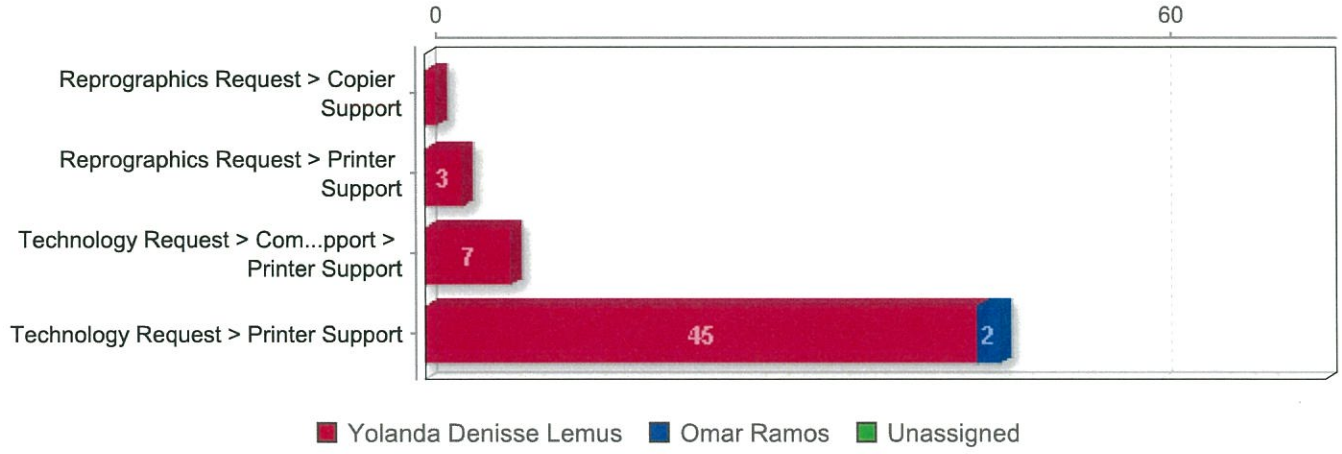
Oct 2013 Tickets by Request Type



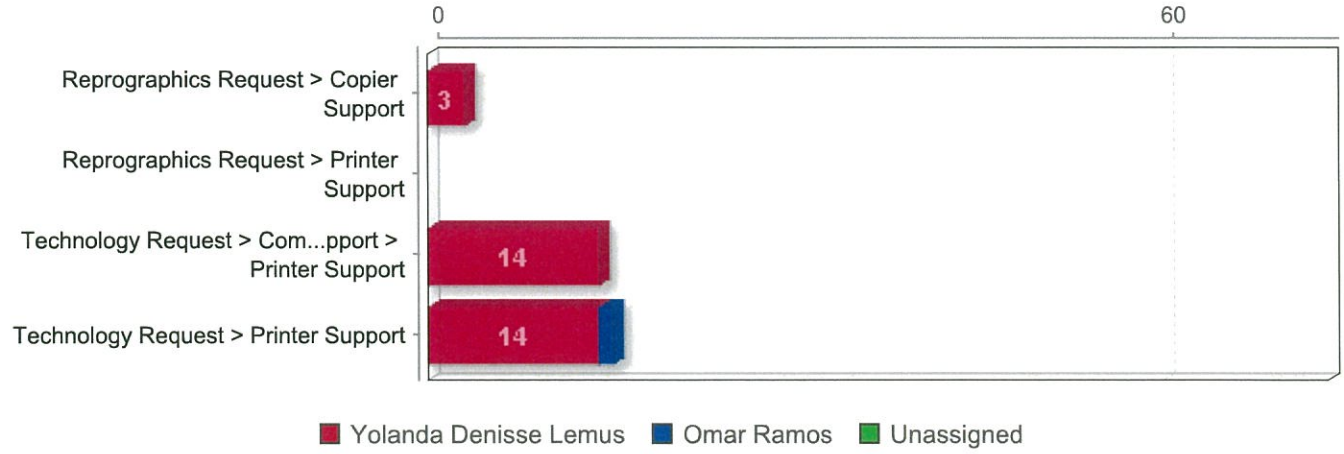
Sep 2013 Tickets by Request Type



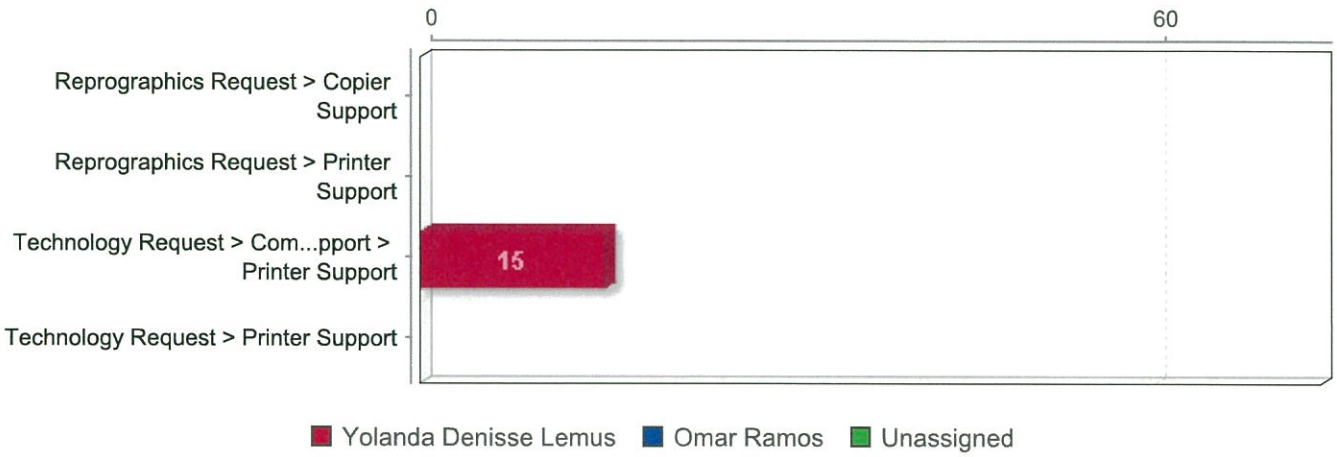
Aug 2013 Tickets by Request Type



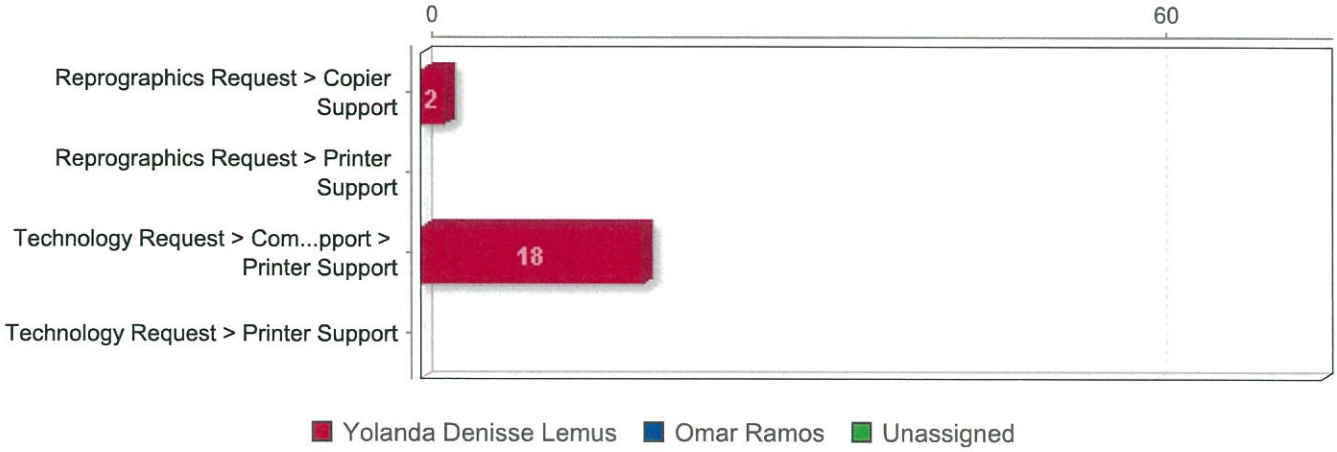
Jul 2013 Tickets by Request Type



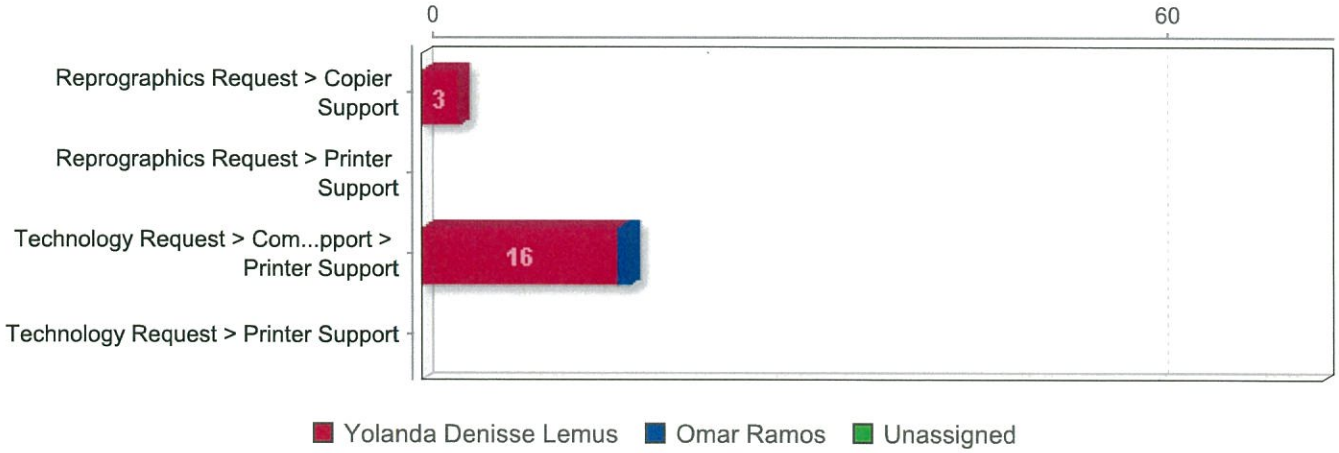
Jun 2013 Tickets by Request Type



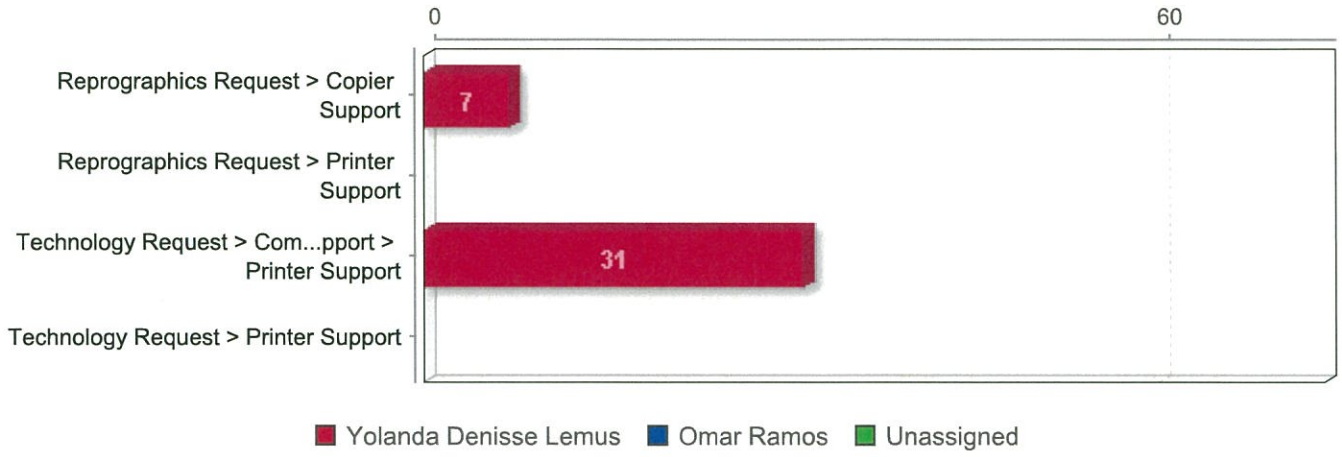
May 2013 Tickets by Request Type



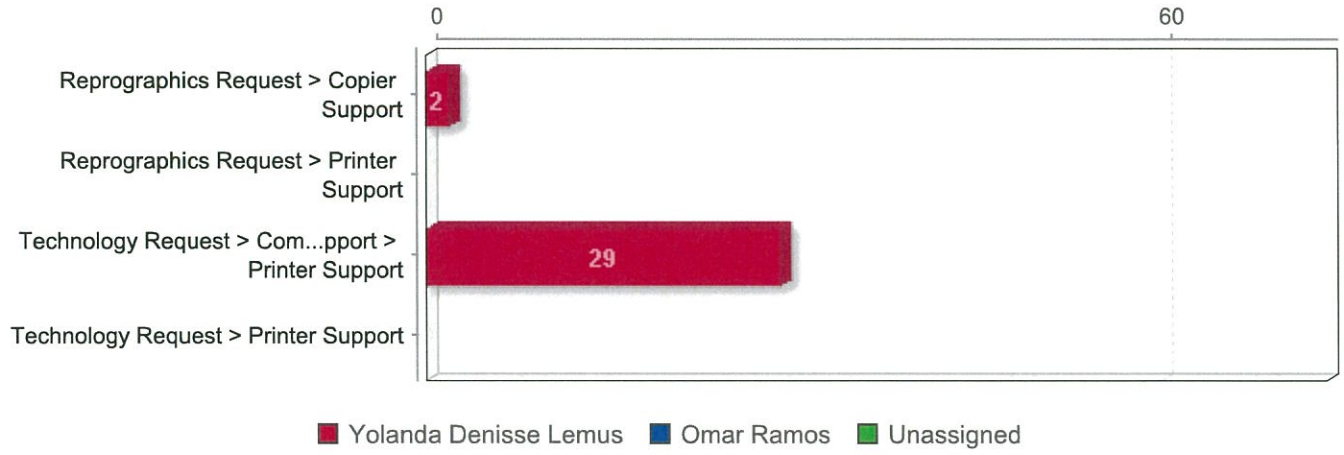
Apr 2013 Tickets by Request Type



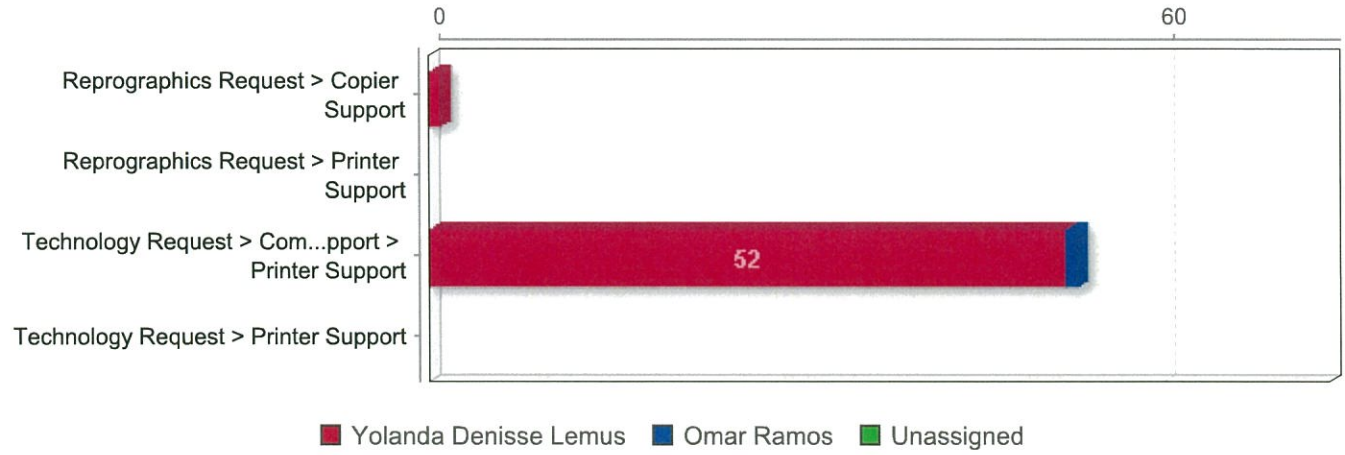
Mar 2013 Tickets by Request Type



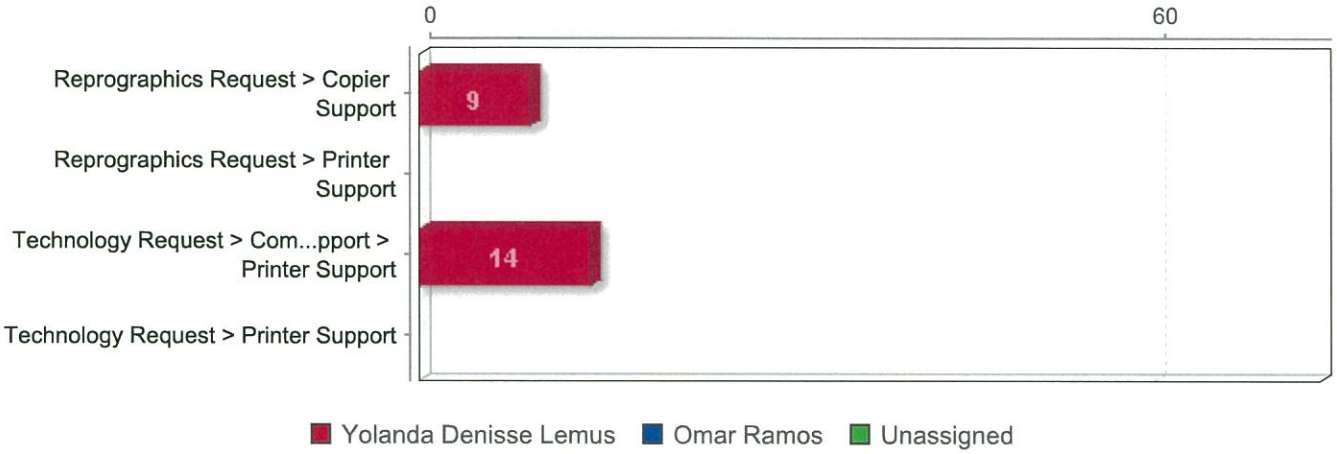
Feb 2013 Tickets by Request Type



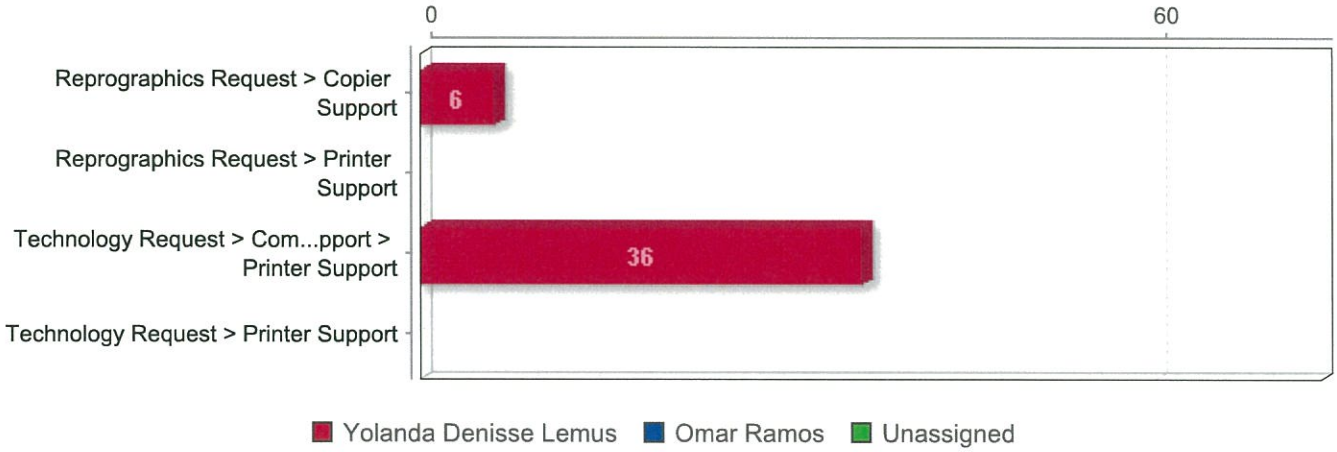
Jan 2013 Tickets by Request Type



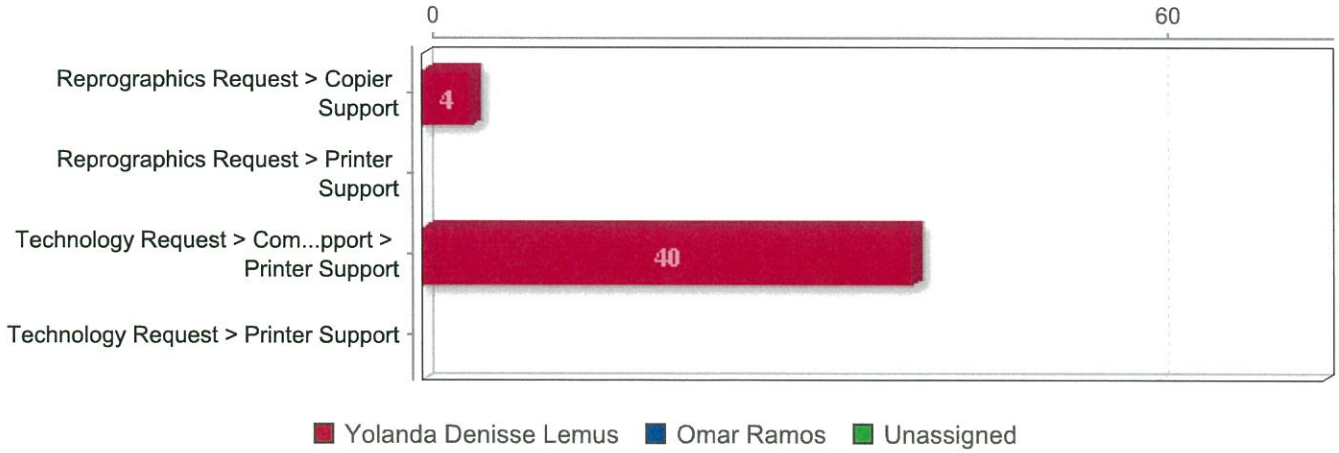
Dec 2012 Tickets by Request Type



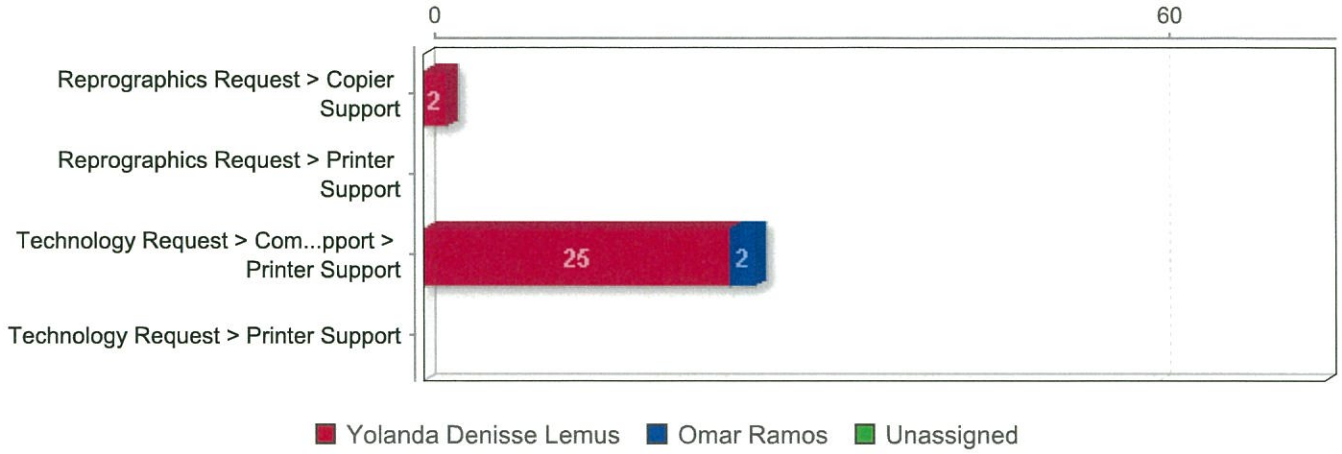
Nov 2012 Tickets by Request Type



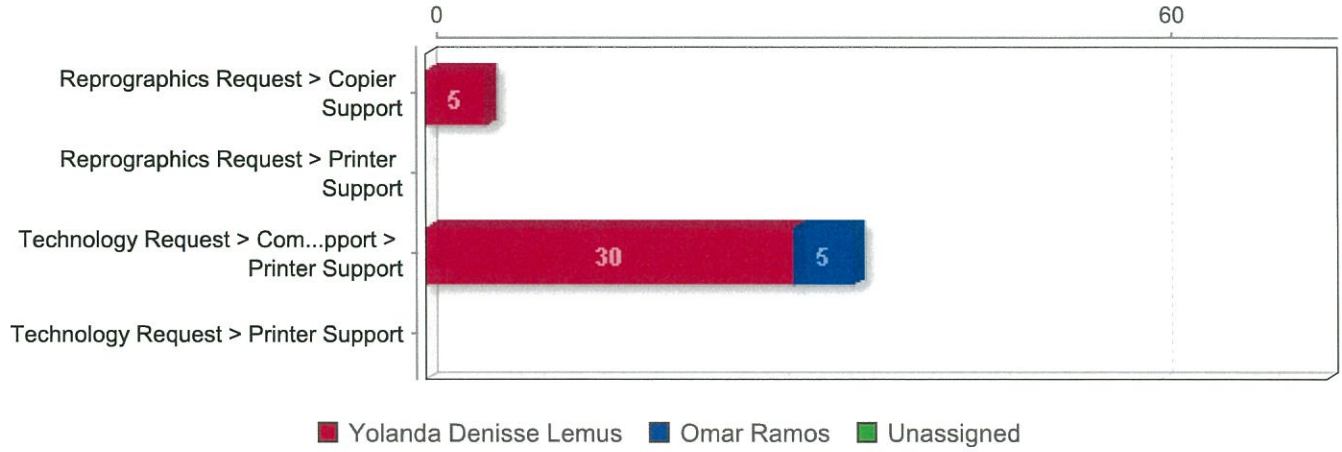
Oct 2012 Tickets by Request Type



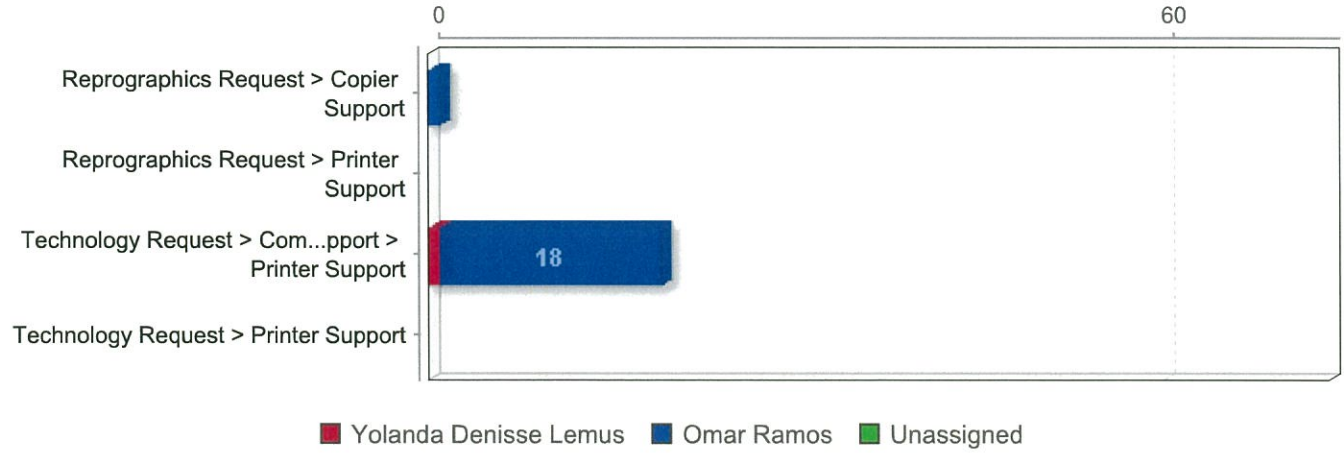
Sep 2012 Tickets by Request Type



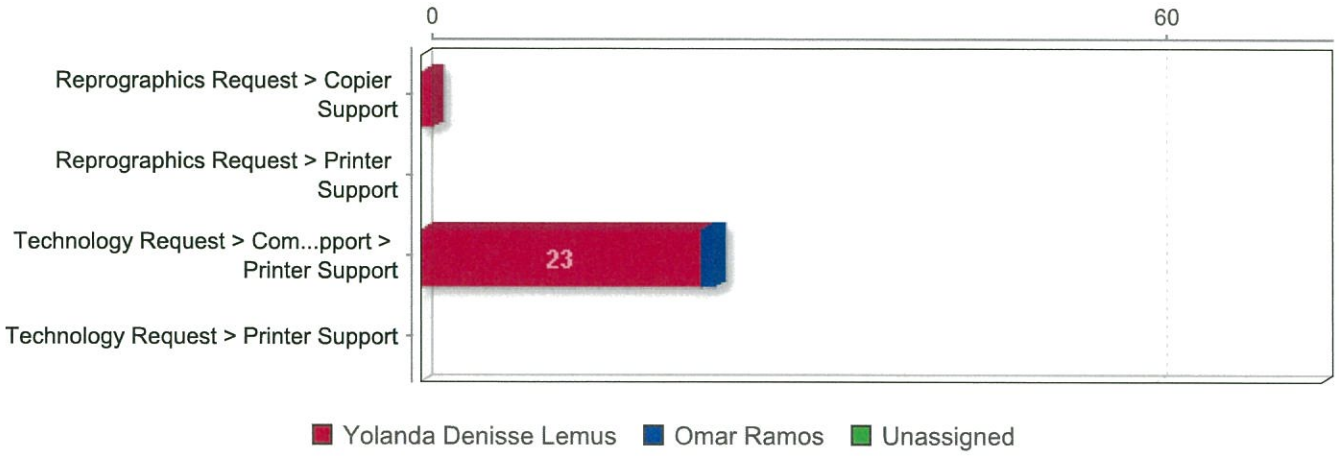
Aug 2012 Tickets by Request Type



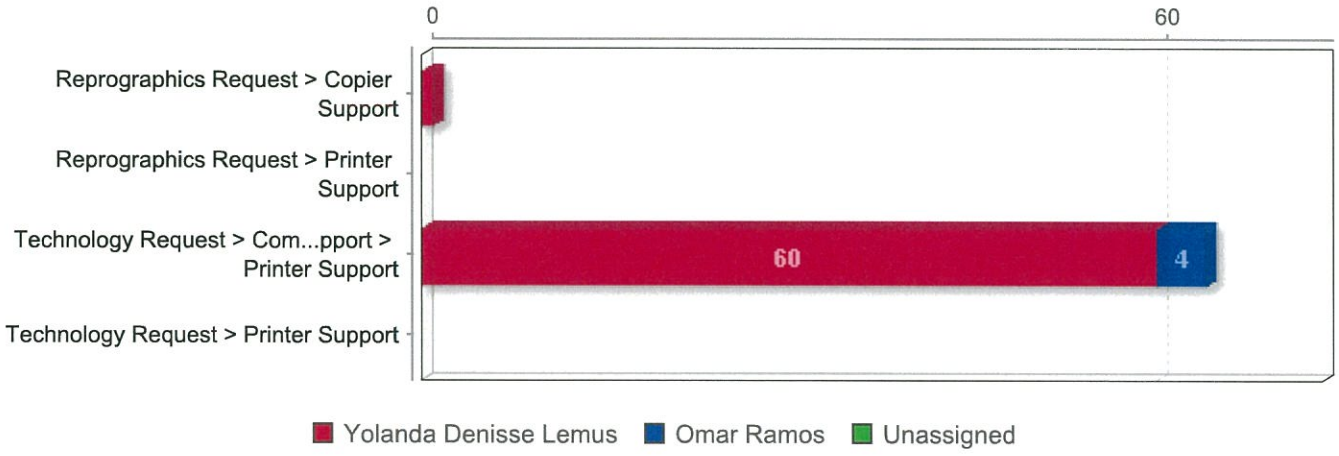
Jul 2012 Tickets by Request Type



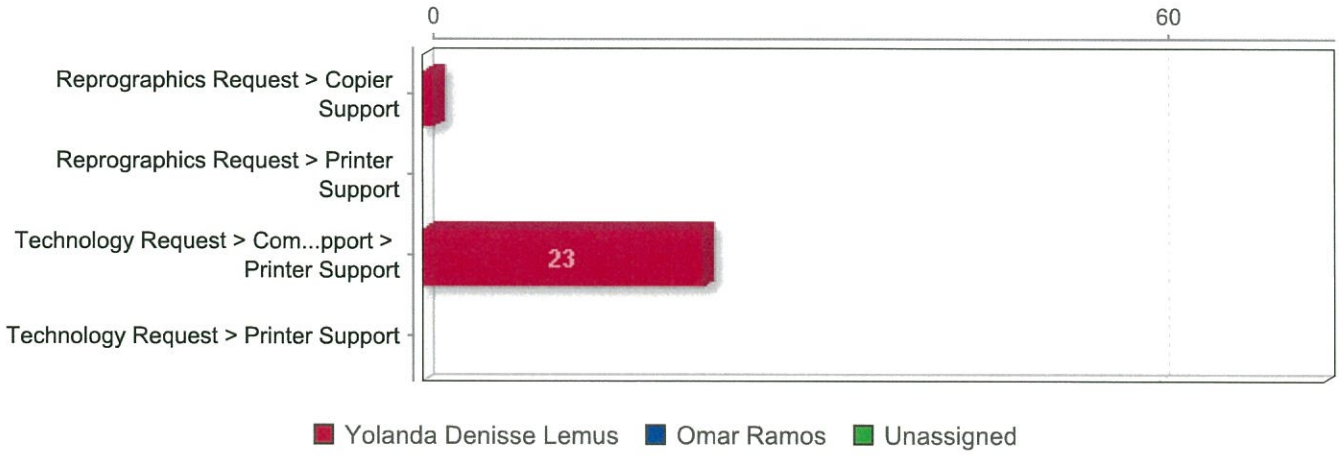
Jun 2012 Tickets by Request Type



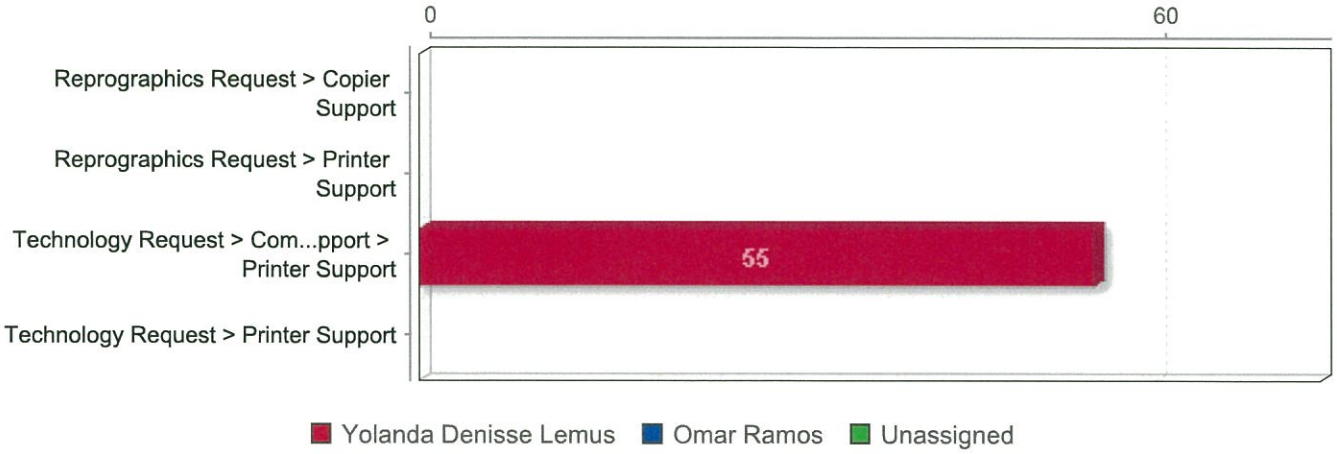
May 2012 Tickets by Request Type



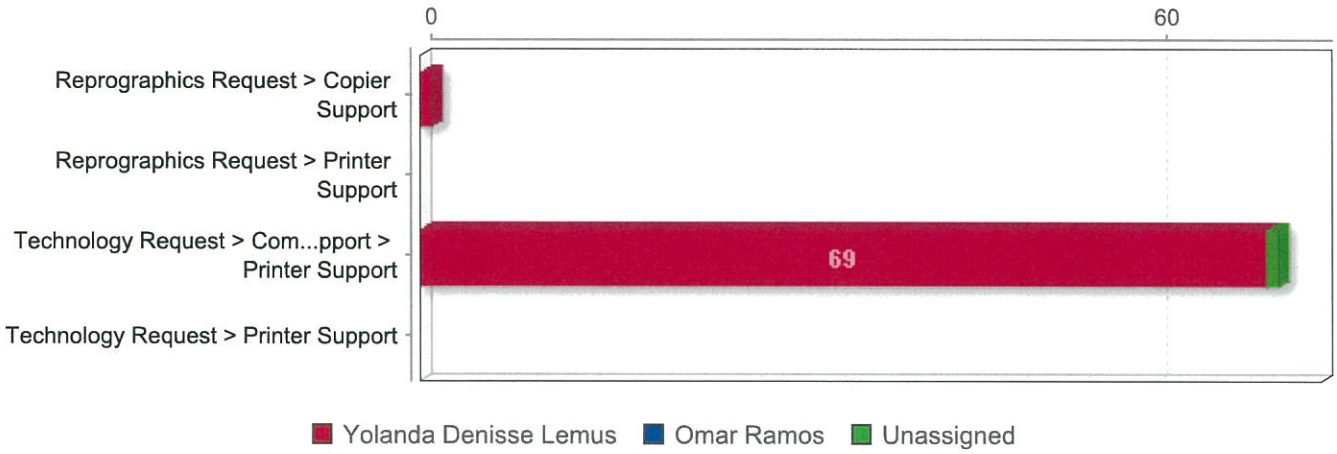
Apr 2012 Tickets by Request Type



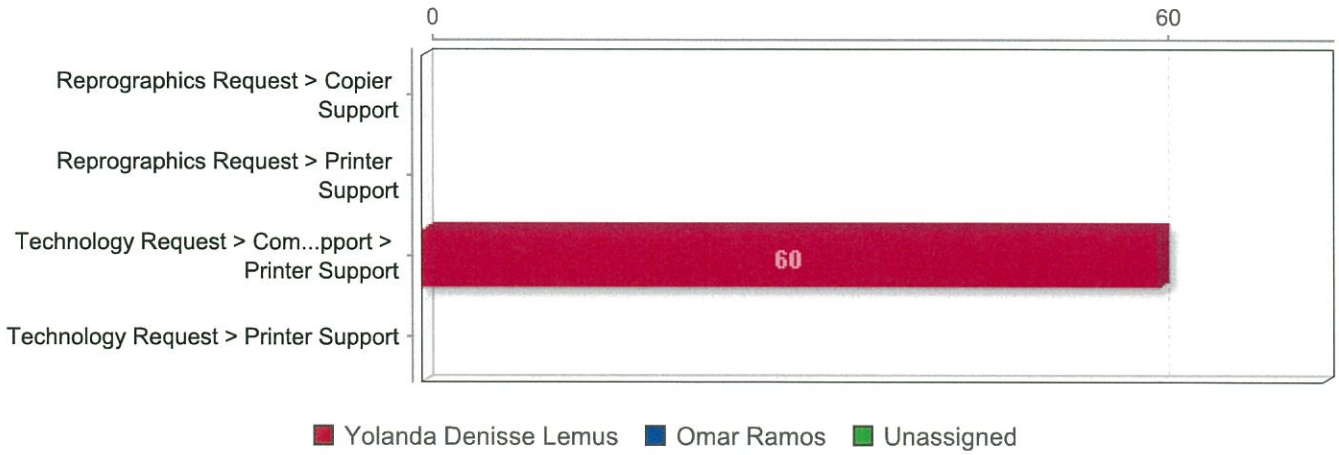
Mar 2012 Tickets by Request Type



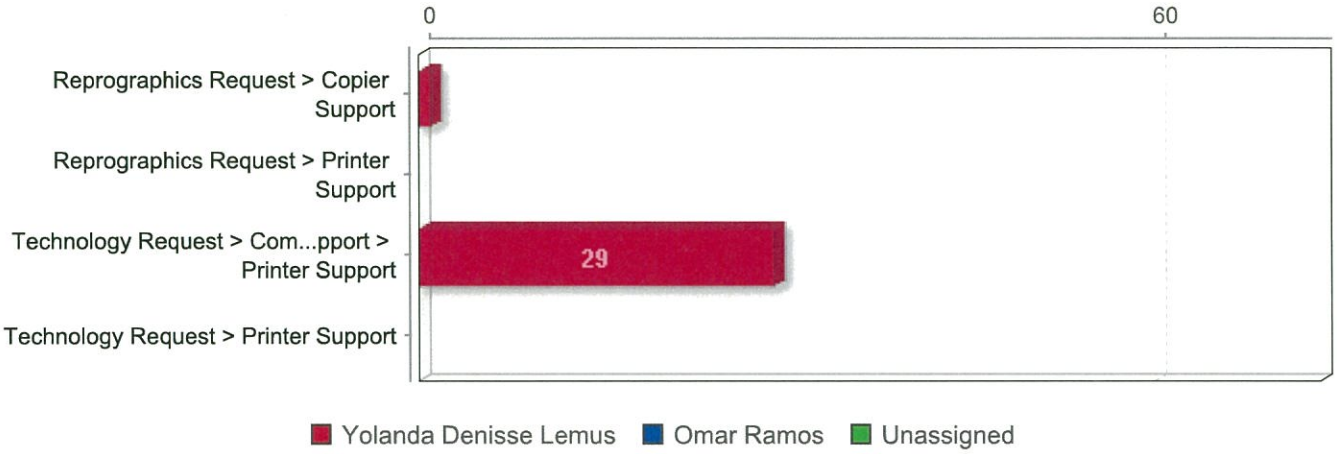
Feb 2012 Tickets by Request Type



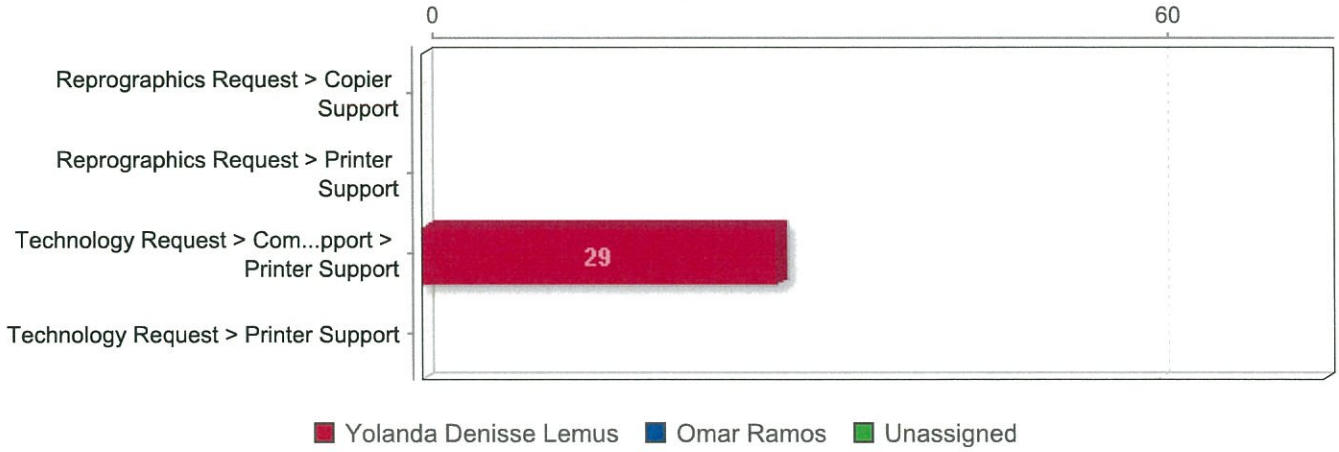
Jan 2012 Tickets by Request Type



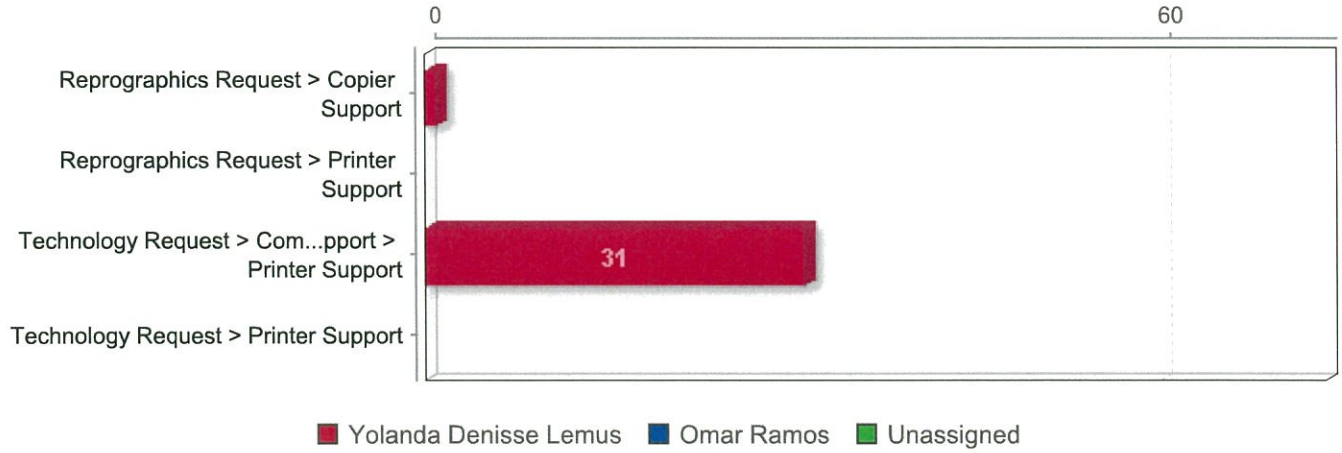
Dec 2011 Tickets by Request Type



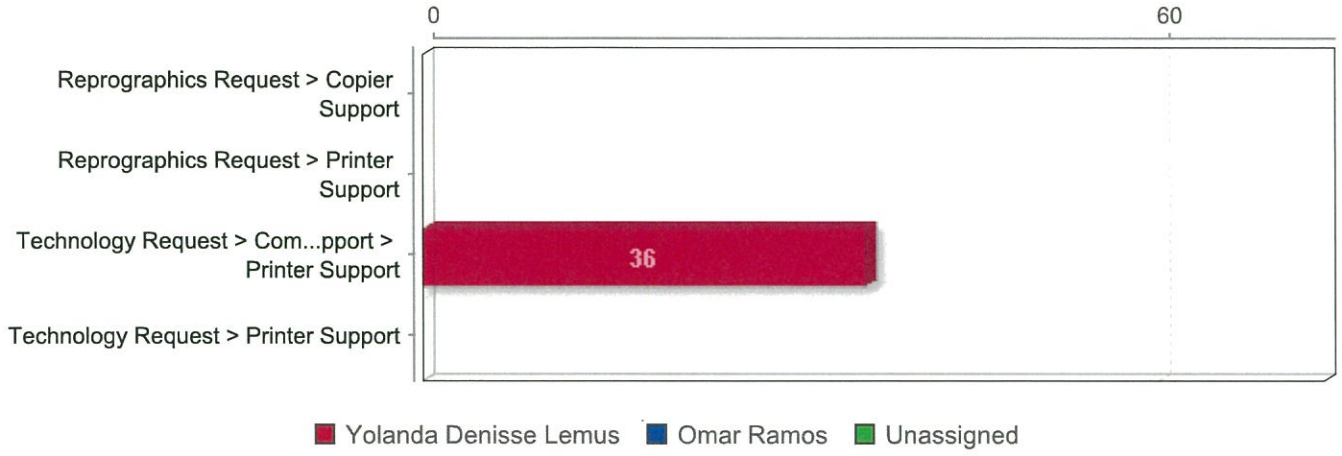
Nov 2011 Tickets by Request Type



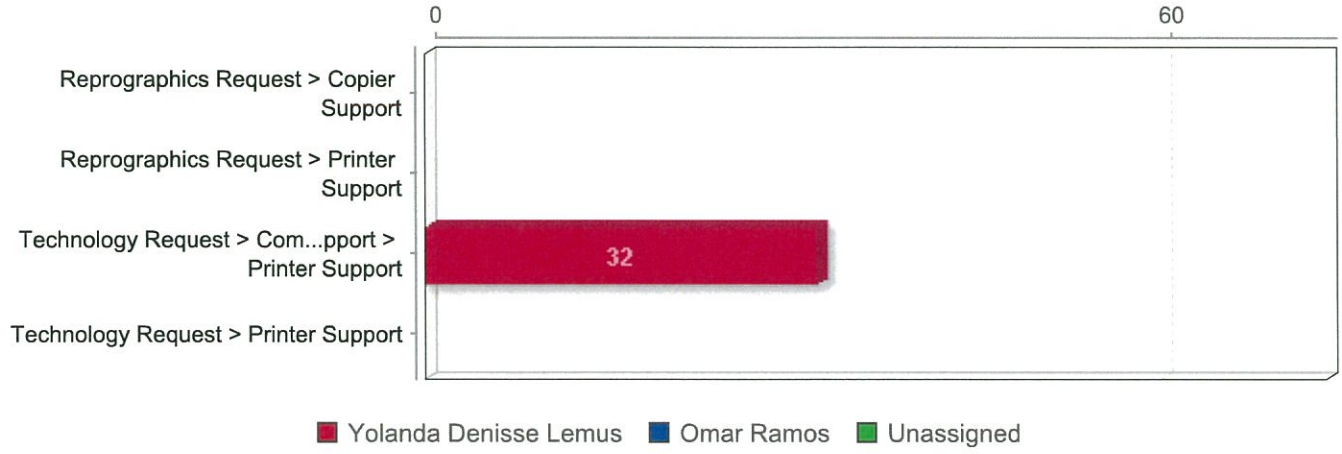
Oct 2011 Tickets by Request Type



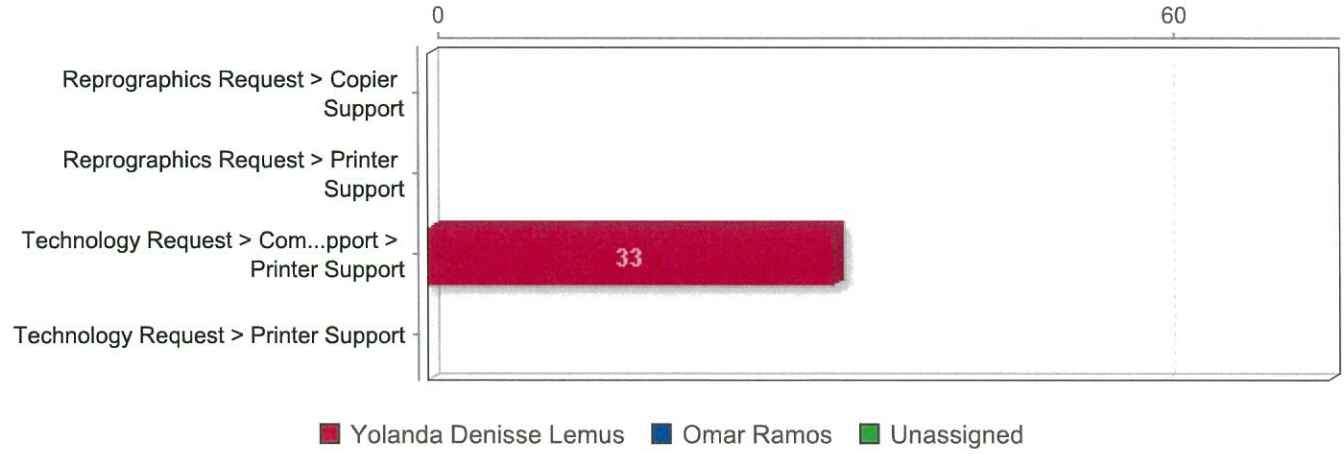
Sep 2011 Tickets by Request Type



Aug 2011 Tickets by Request Type



Jul 2011 Tickets by Request Type



Tickets

		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	1	0	0	1
	Technology Request > Computer Lab Support > Printer Support	0	0	0	0
	Technology Request > Computer Support > Printer Support	1	0	0	1
	Technology Request > Printer Support	26	0	0	26
Feb 2014	Total	28	0	0	28
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	3	0	0	3
	Technology Request > Computer Lab Support > Printer Support	0	0	0	0
	Technology Request > Computer Support > Printer Support	4	0	0	4
	Technology Request > Printer Support	68	0	0	68
Jan 2014	Total	75	0	0	75
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	2	0	0	2
	Technology Request > Computer Support > Printer Support	3	0	0	3
	Technology Request > Printer Support	11	0	0	11
Dec 2013	Total	17	0	0	17
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	6	0	0	6
	Technology Request > Computer Lab Support > Printer Support	1	0	0	1
	Technology Request > Computer Support > Printer Support	2	0	0	2
	Technology Request > Printer Support	34	1	0	35
Nov 2013	Total	44	1	0	45
	Reprographics Request > Copier Support	2	0	0	2
	Reprographics Request > Printer Support	1	0	0	1
	Technology Request > Computer Lab Support > Printer Support	1	0	0	1
Oct 2013					

		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Technology Request > Computer Support > Printer Support	1	0	0	1
	Technology Request > Printer Support	30	1	0	31
	Total	35	1	0	36
	Reprographics Request > Copier Support	2	0	0	2
	Reprographics Request > Printer Support	2	0	0	2
	Technology Request > Computer Lab Support > Printer Support	0	0	0	0
	Technology Request > Computer Support > Printer Support	5	0	0	5
	Technology Request > Printer Support	32	0	0	32
Sep 2013	Total	41	0	0	41
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	3	0	0	3
	Technology Request > Computer Lab Support > Printer Support	2	0	0	2
	Technology Request > Computer Support > Printer Support	7	0	0	7
	Technology Request > Printer Support	45	2	0	47
Aug 2013	Total	58	2	0	60
	Reprographics Request > Copier Support	3	0	0	3
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	1	0	0	1
	Technology Request > Computer Support > Printer Support	14	0	0	14
	Technology Request > Printer Support	14	1	0	15
Jul 2013	Total	32	1	0	33
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	0	0	0	0
	Technology Request > Computer Support > Printer Support	15	0	0	15
	Technology Request > Printer Support	0	0	0	0
Jun 2013	Total	15	0	0	15
May 2013	Reprographics Request > Copier Support	2	0	0	2

		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	3	0	0	3
	Technology Request > Computer Support > Printer Support	18	0	0	18
	Technology Request > Printer Support	0	0	0	0
	Total	23	0	0	23
	Reprographics Request > Copier Support	3	0	0	3
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	2	0	0	2
	Technology Request > Computer Support > Printer Support	16	1	0	17
	Technology Request > Printer Support	0	0	0	0
Apr 2013	Total	21	1	0	22
	Reprographics Request > Copier Support	7	0	0	7
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	1	0	0	1
	Technology Request > Computer Support > Printer Support	31	0	0	31
	Technology Request > Printer Support	0	0	0	0
Mar 2013	Total	39	0	0	39
	Reprographics Request > Copier Support	2	0	0	2
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	4	0	0	4
	Technology Request > Computer Support > Printer Support	29	0	0	29
	Technology Request > Printer Support	0	0	0	0
Feb 2013	Total	35	0	0	35
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	4	0	0	4
	Technology Request > Computer Support > Printer Support	52	1	0	53
Jan 2013					

		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Technology Request > Printer Support	0	0	0	0
	Total	57	1	0	58
	Reprographics Request > Copier Support	9	0	0	9
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	4	0	0	4
	Technology Request > Computer Support > Printer Support	14	0	0	14
	Technology Request > Printer Support	0	0	0	0
Dec 2012	Total	27	0	0	27
	Reprographics Request > Copier Support	6	0	0	6
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	4	0	0	4
	Technology Request > Computer Support > Printer Support	36	0	0	36
	Technology Request > Printer Support	0	0	0	0
Nov 2012	Total	46	0	0	46
	Reprographics Request > Copier Support	4	0	0	4
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	6	0	1	7
	Technology Request > Computer Support > Printer Support	40	0	0	40
	Technology Request > Printer Support	0	0	0	0
Oct 2012	Total	50	0	1	51
	Reprographics Request > Copier Support	2	0	0	2
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	2	1	2	5
	Technology Request > Computer Support > Printer Support	25	2	0	27
	Technology Request > Printer Support	0	0	0	0
Sep 2012	Total	29	3	2	34
	Reprographics Request > Copier Support	5	0	0	5
Aug 2012	Reprographics Request > Printer Support	0	0	0	0

		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Technology Request > Computer Lab Support > Printer Support	4	0	0	4
	Technology Request > Computer Support > Printer Support	30	5	0	35
	Technology Request > Printer Support	0	0	0	0
	Total	39	5	0	44
	Reprographics Request > Copier Support	0	1	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	0	1	0	1
	Technology Request > Computer Support > Printer Support	1	18	0	19
	Technology Request > Printer Support	0	0	0	0
Jul 2012	Total	1	20	0	21
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	0	0	0	0
	Technology Request > Computer Support > Printer Support	23	1	0	24
	Technology Request > Printer Support	0	0	0	0
Jun 2012	Total	24	1	0	25
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	1	0	0	1
	Technology Request > Computer Support > Printer Support	60	4	0	64
	Technology Request > Printer Support	0	0	0	0
May 2012	Total	62	4	0	66
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	0	2	0	2
	Technology Request > Computer Support > Printer Support	23	0	0	23
	Technology Request > Printer Support	0	0	0	0
Apr 2012	Total	24	2	0	26

		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	8	0	0	8
	Technology Request > Computer Support > Printer Support	55	0	0	55
	Technology Request > Printer Support	0	0	0	0
Mar 2012	Total	63	0	0	63
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	0	0	0	0
	Technology Request > Computer Support > Printer Support	69	0	1	70
	Technology Request > Printer Support	0	0	0	0
Feb 2012	Total	70	0	1	71
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	2	0	0	2
	Technology Request > Computer Support > Printer Support	60	0	0	60
	Technology Request > Printer Support	0	0	0	0
Jan 2012	Total	62	0	0	62
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	0	0	0	0
	Technology Request > Computer Support > Printer Support	29	0	0	29
	Technology Request > Printer Support	0	0	0	0
Dec 2011	Total	30	0	0	30
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	3	0	0	3
Nov 2011					

		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Technology Request > Computer Support > Printer Support	29	0	0	29
	Technology Request > Printer Support	0	0	0	0
	Total	32	0	0	32
	Reprographics Request > Copier Support	1	0	0	1
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	5	0	0	5
	Technology Request > Computer Support > Printer Support	31	0	0	31
	Technology Request > Printer Support	0	0	0	0
Oct 2011	Total	37	0	0	37
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	4	0	0	4
	Technology Request > Computer Support > Printer Support	36	0	0	36
	Technology Request > Printer Support	0	0	0	0
Sep 2011	Total	40	0	0	40
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	3	0	0	3
	Technology Request > Computer Support > Printer Support	32	0	0	32
	Technology Request > Printer Support	0	0	0	0
Aug 2011	Total	35	0	0	35
	Reprographics Request > Copier Support	0	0	0	0
	Reprographics Request > Printer Support	0	0	0	0
	Technology Request > Computer Lab Support > Printer Support	2	0	0	2
	Technology Request > Computer Support > Printer Support	33	0	0	33
	Technology Request > Printer Support	0	0	0	0
Jul 2011	Total	35	0	0	35
Total	Reprographics Request > Copier Support	57	1	0	58

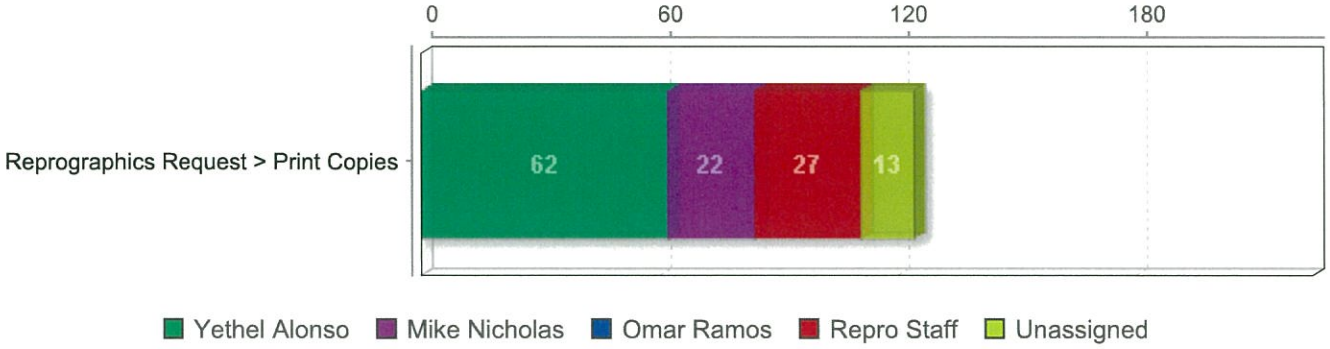
		Yolanda Denisse Lemus	Omar Ramos	Unassigned	Total
	Reprographics Request > Printer Support	16	0	0	16
	Technology Request > Computer Lab Support > Printer Support	69	4	3	76
	Technology Request > Computer Support > Printer Support	824	32	1	857
	Technology Request > Printer Support	260	5	0	265
	Total	1226	42	4	1272

Request Type Filter: Reprographics Request > Copier Support, Reprographics Request > Printer Support, Technology Request > Com...pport > Printer Support, Technology Request > Com...pport > Printer Support, Technology Request > Printer Support
Status Filter: Closed, Resolved
Assigned Tech Filter: Yolanda Denisse Lemus, Omar Ramos, Unassigned

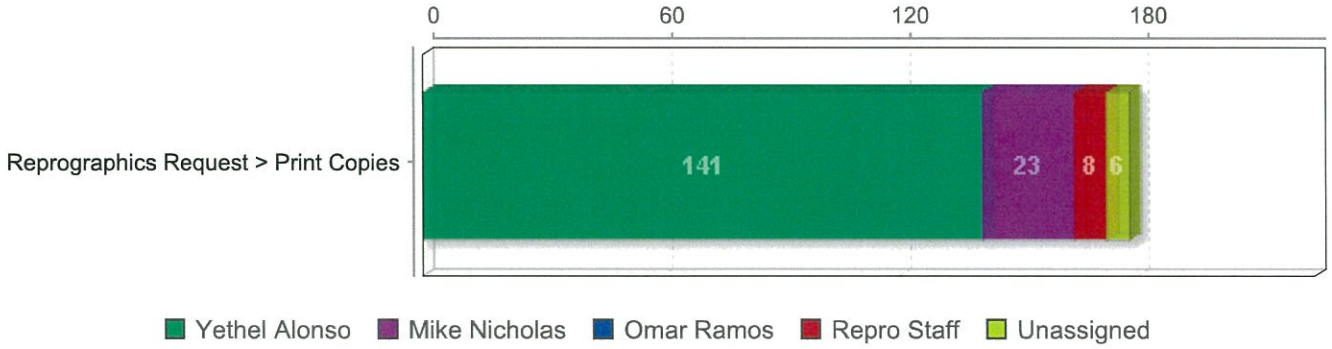
Reprographics Tickets - All Time

Tickets closed between 10/1/11 12:00 am and 2/20/14 1:29 pm

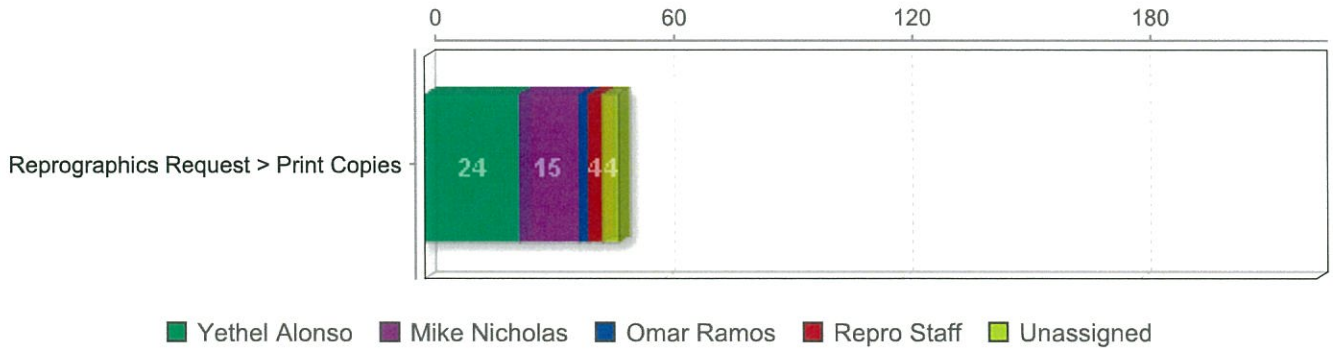
Feb 2014 Tickets by Request Type



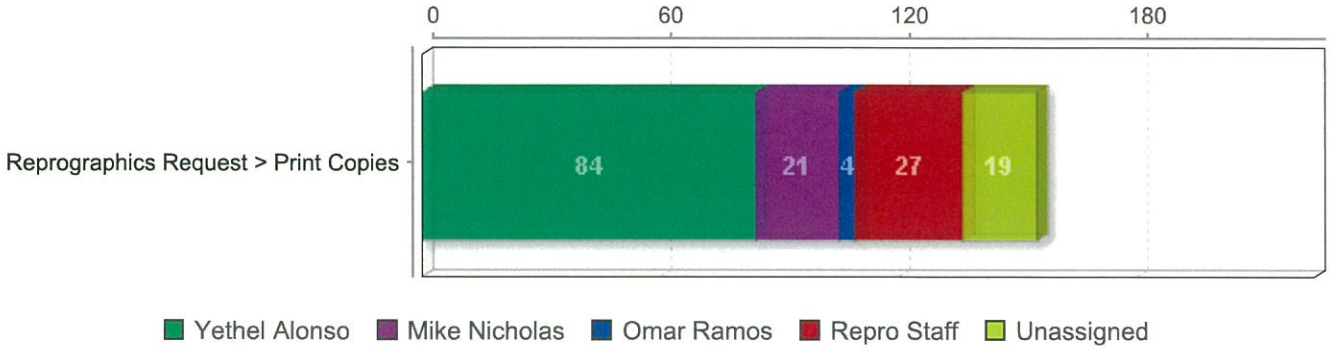
Jan 2014 Tickets by Request Type



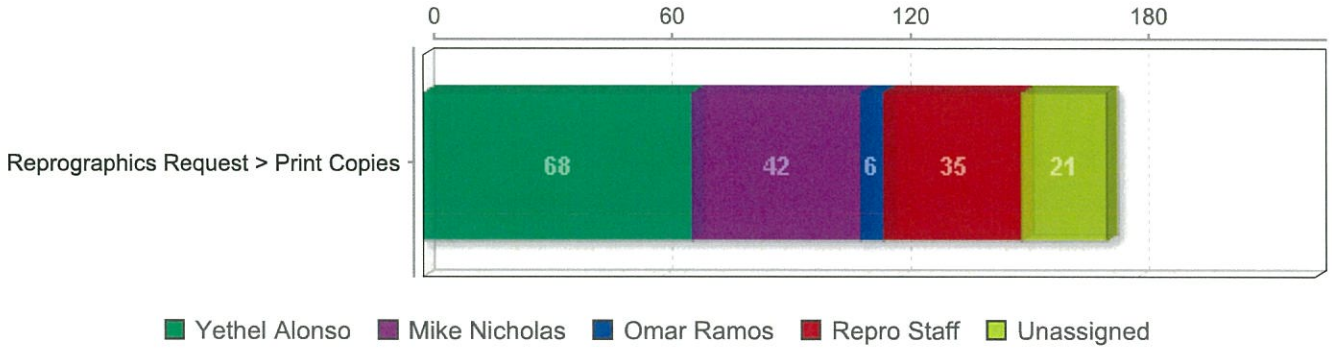
Dec 2013 Tickets by Request Type



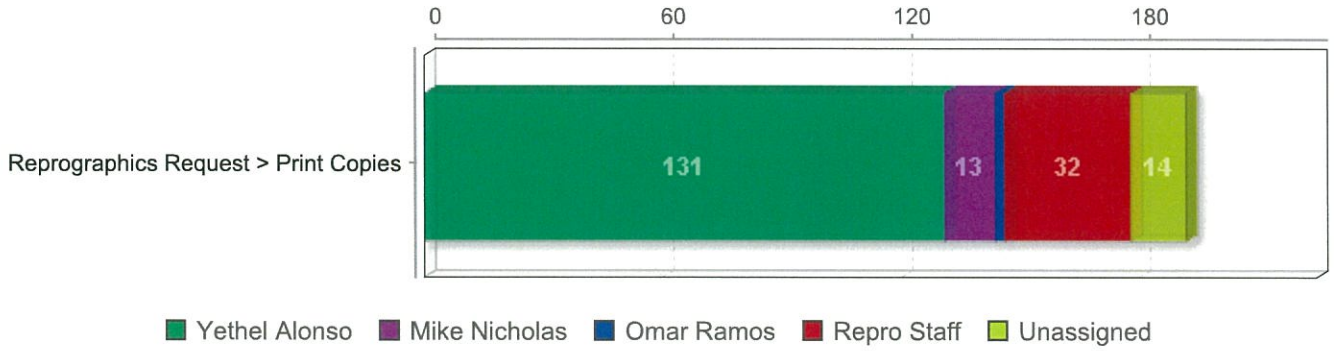
Nov 2013 Tickets by Request Type



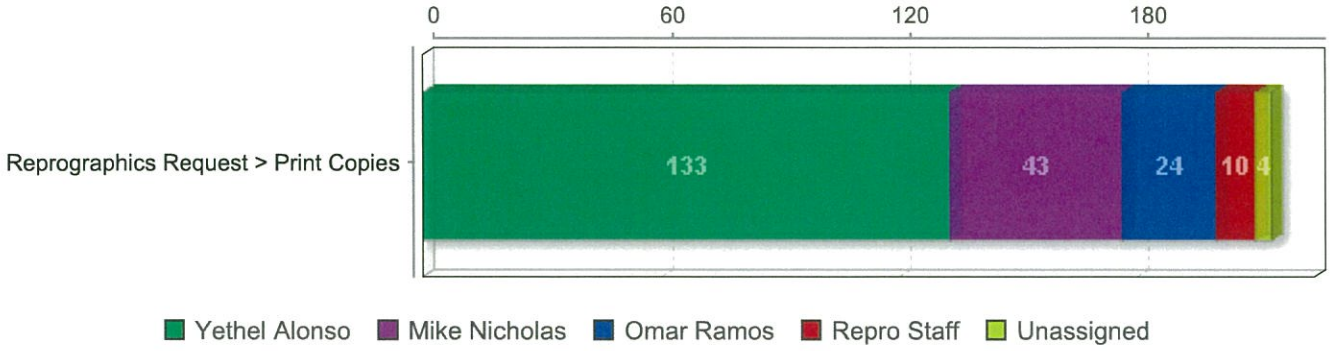
Oct 2013 Tickets by Request Type



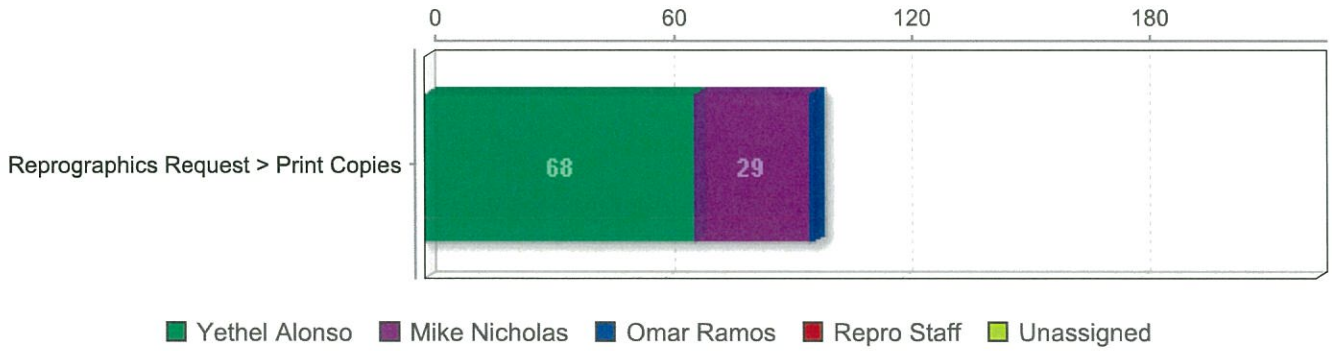
Sep 2013 Tickets by Request Type



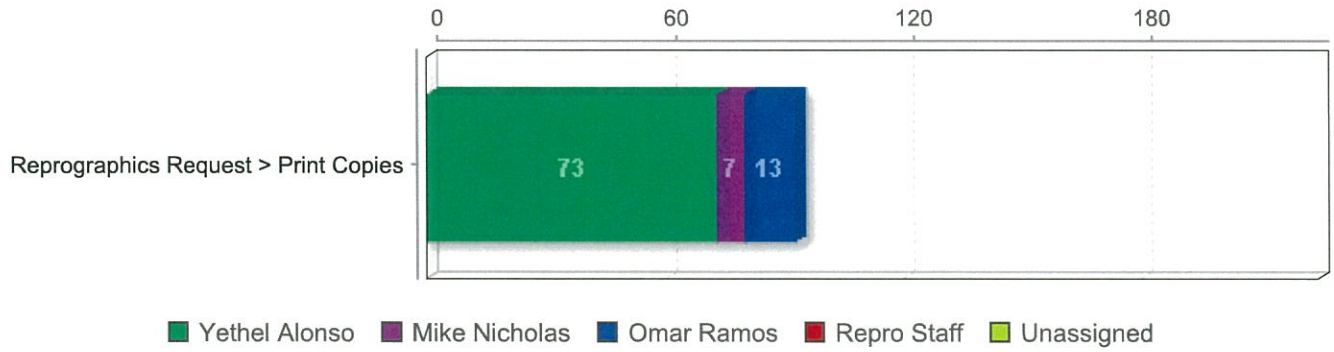
Aug 2013 Tickets by Request Type



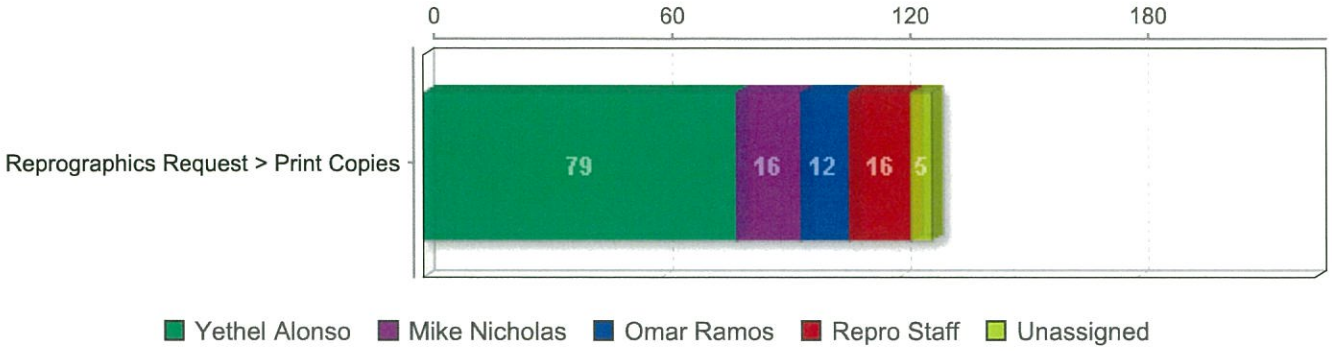
Jul 2013 Tickets by Request Type



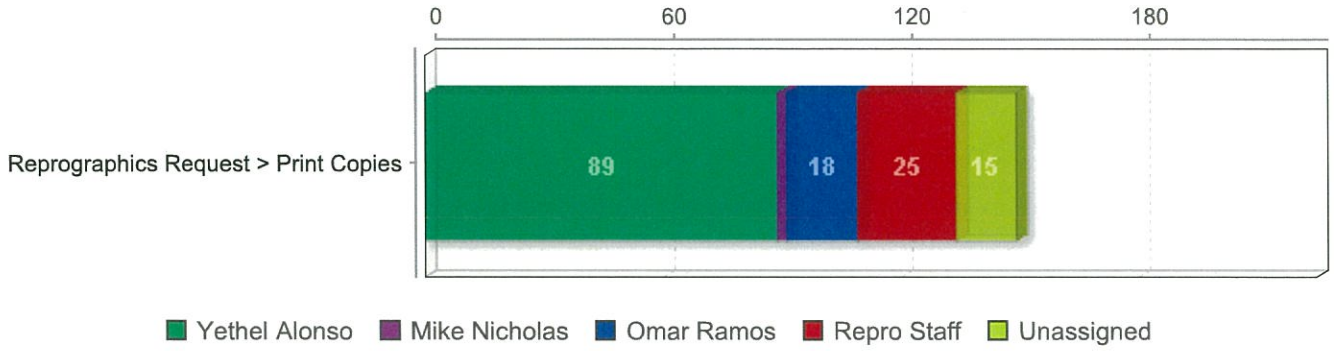
Jun 2013 Tickets by Request Type



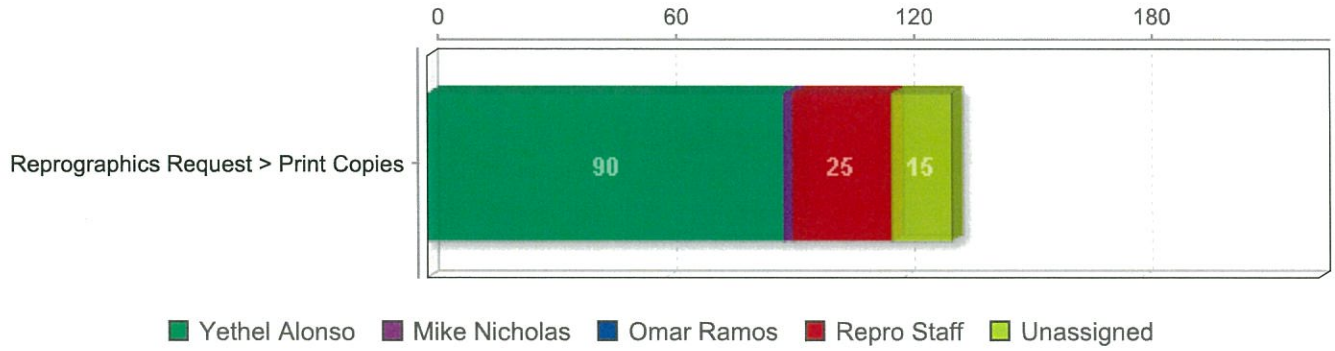
May 2013 Tickets by Request Type



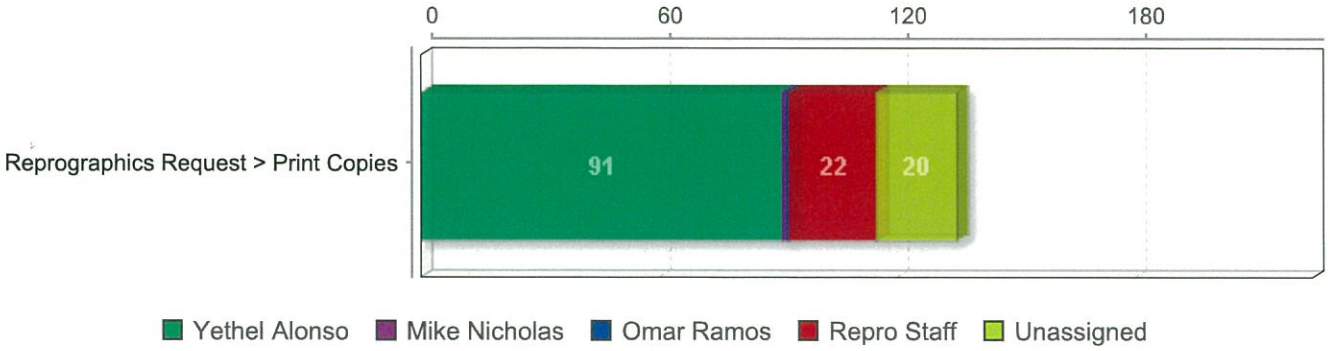
Apr 2013 Tickets by Request Type



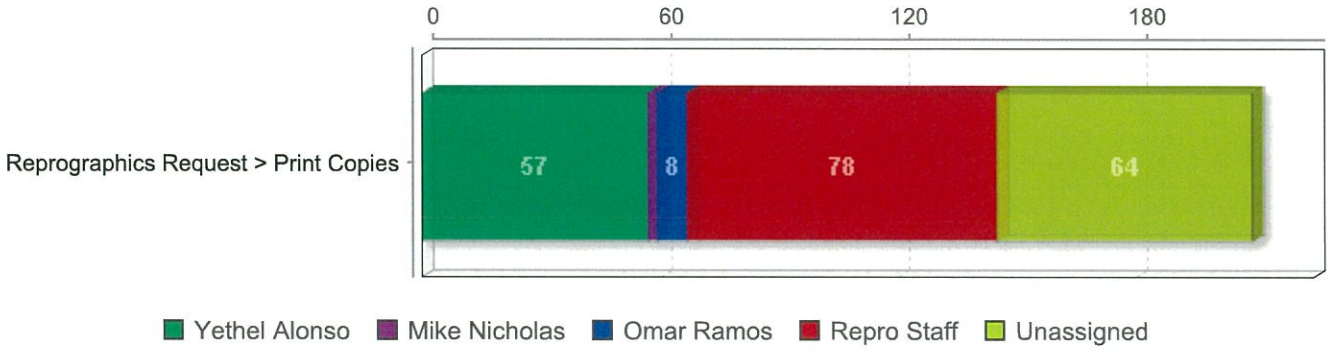
Mar 2013 Tickets by Request Type



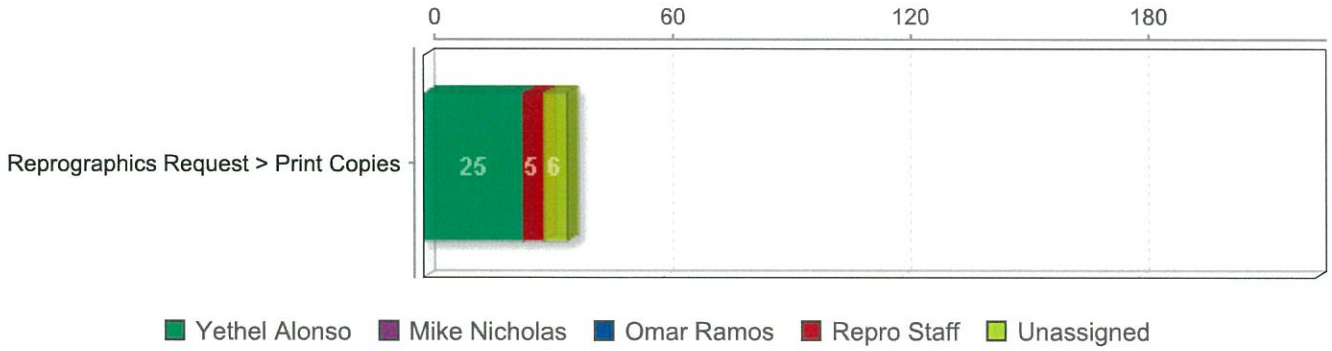
Feb 2013 Tickets by Request Type



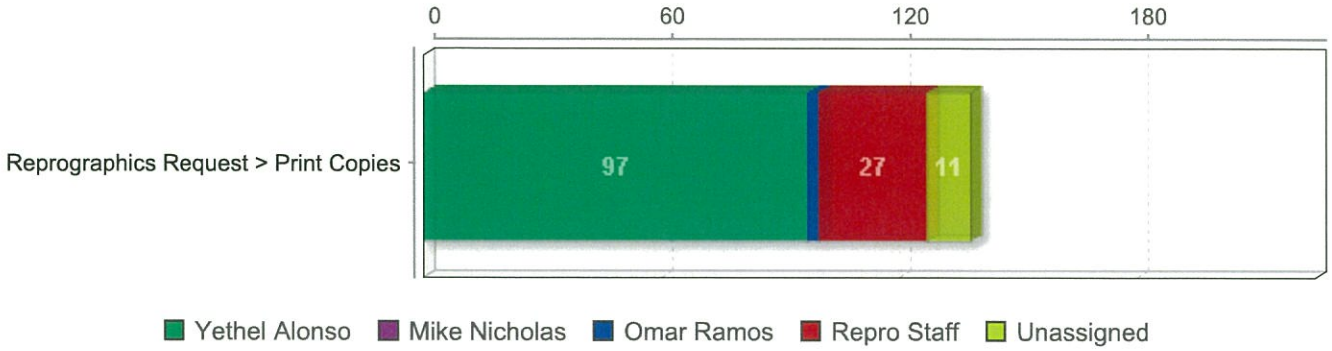
Jan 2013 Tickets by Request Type



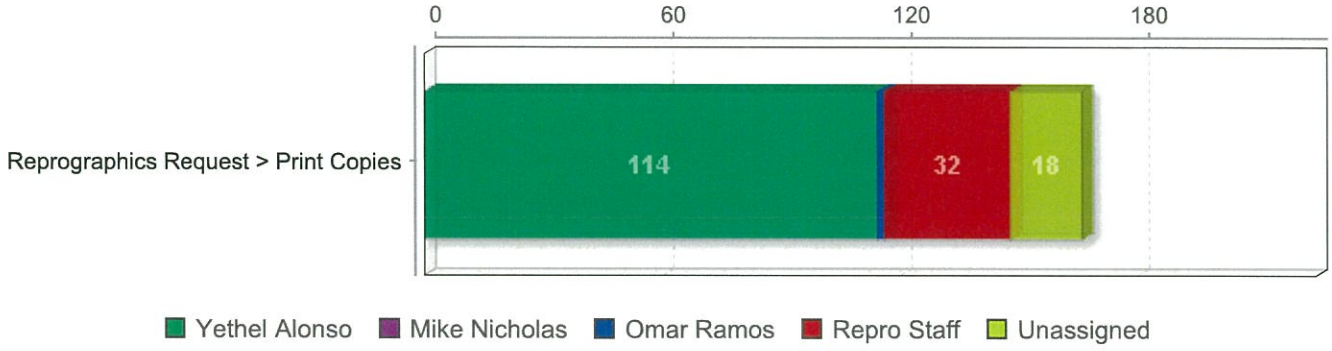
Dec 2012 Tickets by Request Type



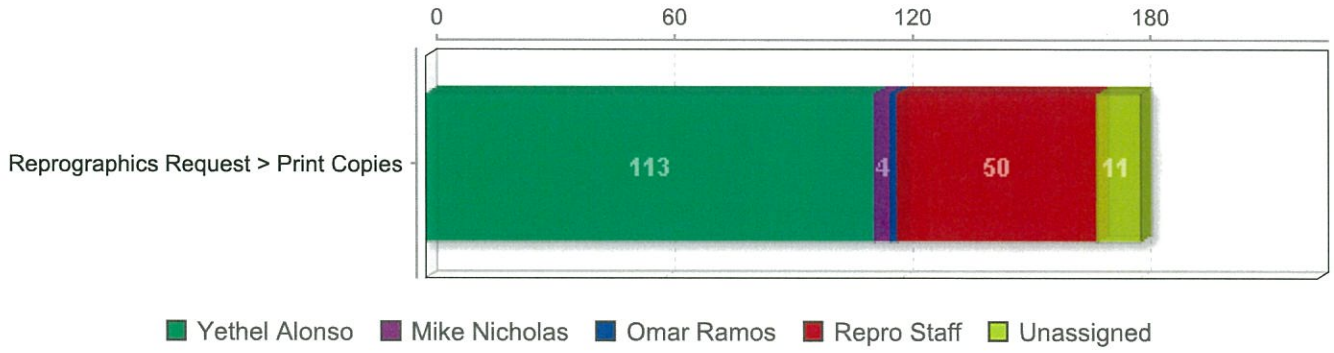
Nov 2012 Tickets by Request Type



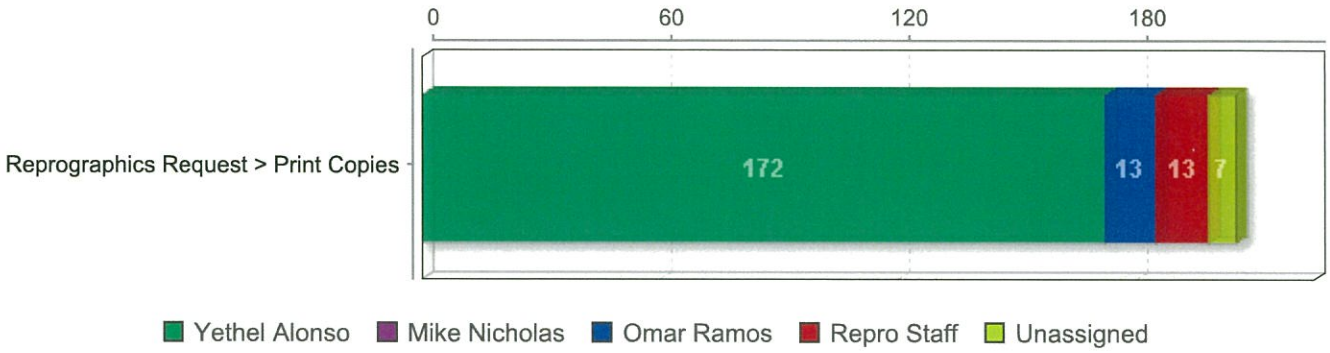
Oct 2012 Tickets by Request Type



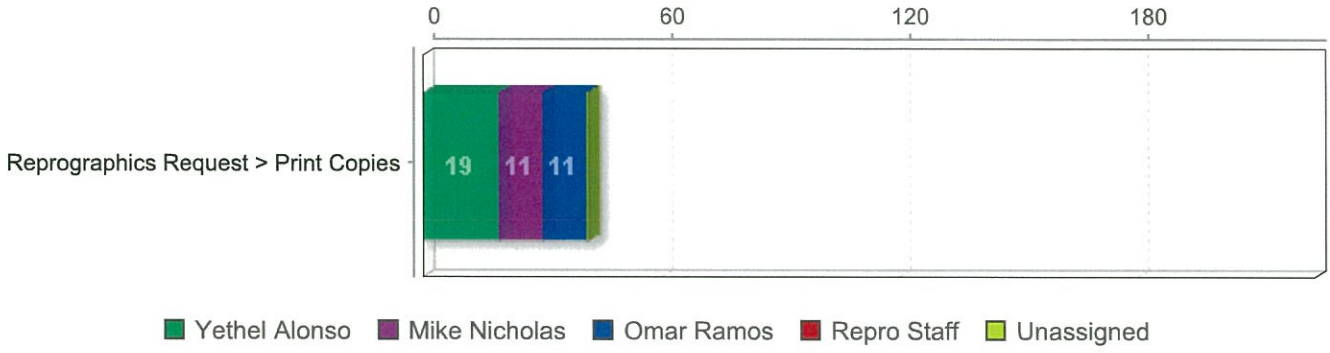
Sep 2012 Tickets by Request Type



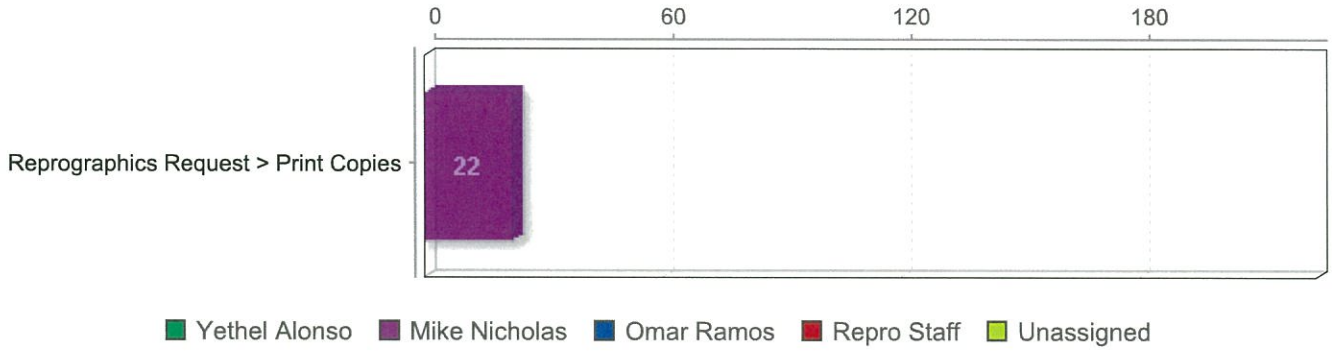
Aug 2012 Tickets by Request Type



Jul 2012 Tickets by Request Type



Jun 2012 Tickets by Request Type



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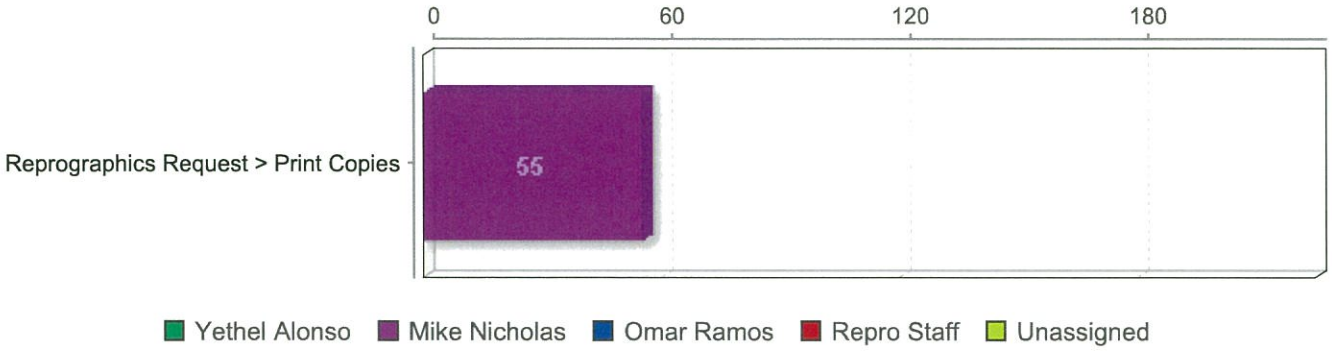
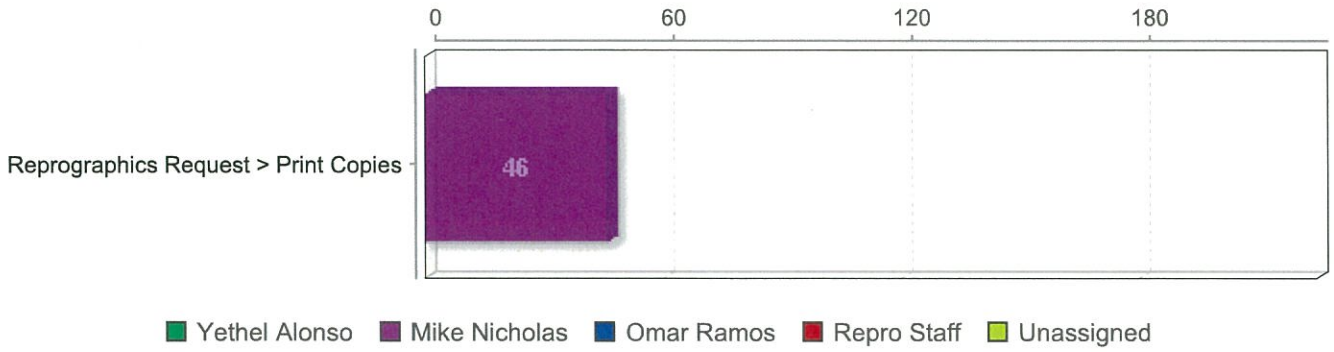


Apr 2012 Tickets by Request Type



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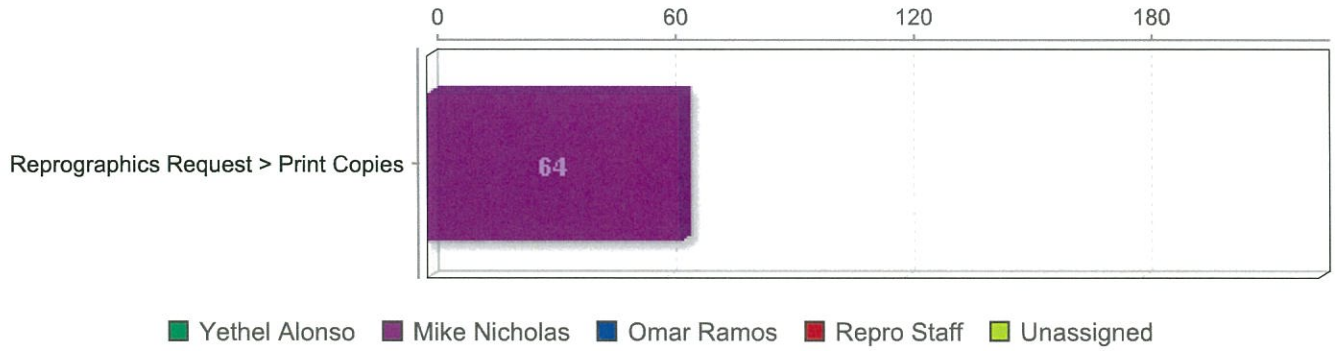
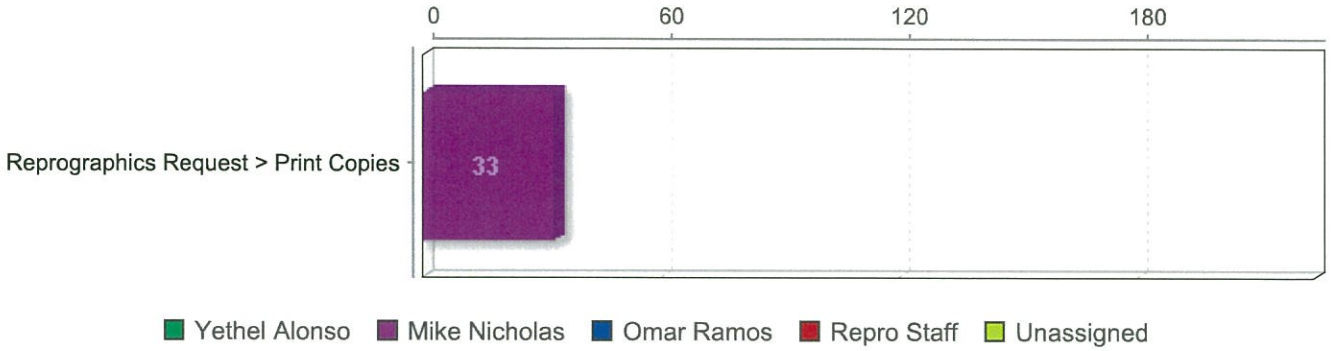


Feb 2012 Tickets by Request Type



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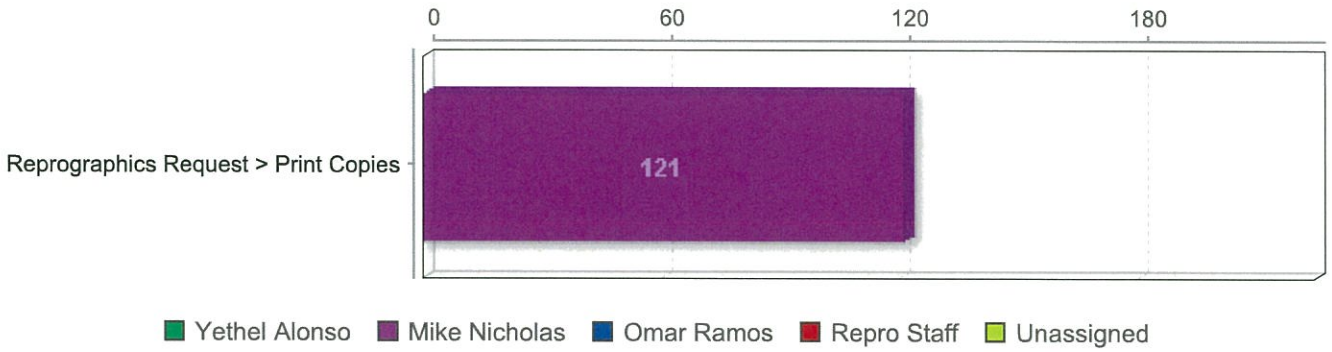
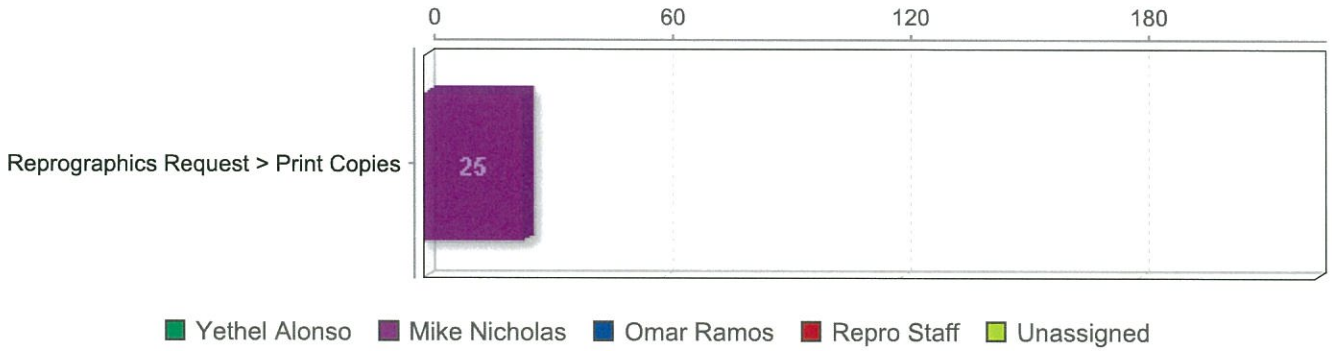
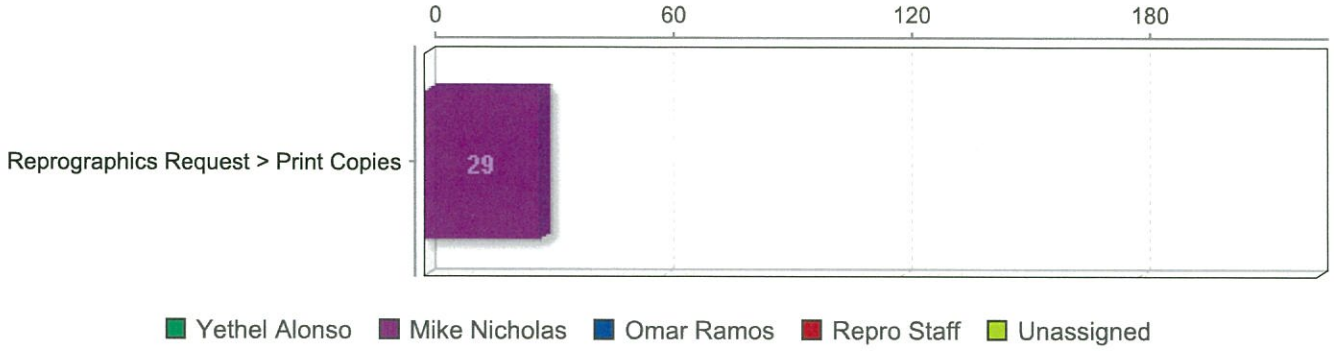


Dec 2011 Tickets by Request Type



Nov 2011 Tickets by Request Type



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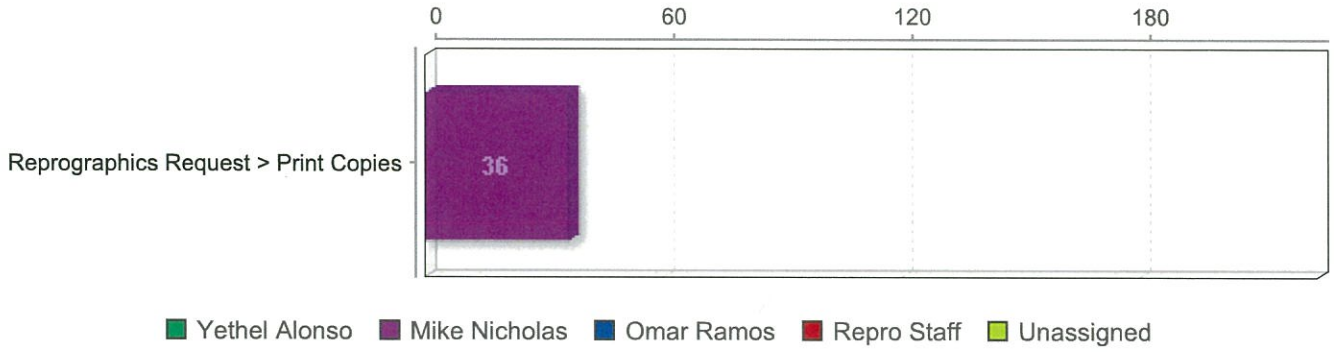

Reprographics Request > Print Copies Tickets

	Yethel Alonso	Mike Nicholas	Omar Ramos	Repro Staff	Unassigned	Total
Feb 2014	62	22	0	27	13	124
Jan 2014	141	23	0	8	6	178
Dec 2013	24	15	2	4	4	49
Nov 2013	84	21	4	27	19	155
Oct 2013	68	42	6	35	21	172
Sep 2013	131	13	2	32	14	192
Aug 2013	133	43	24	10	4	214
Jul 2013	68	29	1	0	0	98
Jun 2013	73	7	13	0	0	93
May 2013	79	16	12	16	5	128
Apr 2013	89	2	18	25	15	149
Mar 2013	90	2	0	25	15	132
Feb 2013	91	1	1	22	20	135
Jan 2013	57	2	8	78	64	209
Dec 2012	25	0	0	5	6	36
Nov 2012	97	0	3	27	11	138
Oct 2012	114	0	2	32	18	166
Sep 2012	113	4	2	50	11	180
Aug 2012	172	0	13	13	7	205

	Yethel Alonso	Mike Nicholas	Omar Ramos	Repro Staff	Unassigned	Total
Jul 2012	19	11	11	0	1	42
Jun 2012	0	22	0	0	0	22
May 2012	0	55	0	0	0	55
Apr 2012	0	46	0	0	0	46
Mar 2012	0	64	0	0	0	64
Feb 2012	0	33	0	0	0	33
Jan 2012	0	121	0	0	0	121
Dec 2011	0	25	0	0	0	25
Nov 2011	0	29	0	0	0	29
Oct 2011	0	36	0	0	0	36
Total	1730	684	122	436	254	3226

Request Type Filter: Reprographics Request > Print Copies
Status Filter: Closed, Resolved
Assigned Tech Filter: Yethel Alonso, Mike Nicholas, Omar Ramos, Repro Staff, Unassigned