

Breakdown of Tickets for August 1, 2016 – September 1, 2016

- Total Tickets 12,606
- 406 - User Requests
- 0 – Backup Notification
- 11,161 Tickets - Monitoring Notification
- 1,008 - Student Support Requests
 - 73 – Generic Student Support Form (This was removed in mid-August)
 - 580 - Student E-mail Support Requests
 - 87 - MyVC Student Support Requests
 - 258 - Canvas Student Support Requests
 - 10 - RUNsync
- 31 Tickets - RunDev Team (Web Updates)

Projects

- Self Service Student Email
- Complete Redesign for Athletics website
- Fiber Replacement
- VC Lib Ser Replacement
- 2016-2017 Budget (In Progress)
- 2016-2017 Replenishment (In Progress)