Information Technology Services

Report to the Board of Trustees
March 14, 2012
## STUDENT SUCCESS

- Lab Virtualization

<table>
<thead>
<tr>
<th>Commitment to Excellence</th>
</tr>
</thead>
<tbody>
<tr>
<td>We remain committed to providing our students and faculty remote access to the technology they need at any time, 24 hours a day, 7 days a week. On January 9, hosted virtual desktops were made available to our currently enrolled students and faculty. These virtual desktops enable students and faculty to access the specialized software they require without coming to campus. In the past, this specialized software was only available in select computer labs on campus. Information Technology Services has acquired software licensing for the hosted virtual desktop environment and will continue to make software available to students as licensing options are discovered. Currently, all 100 hosted desktop provide access to</td>
</tr>
</tbody>
</table>

- AutoCAD 2012
- SPSS 19
- SAS 9.2
- JMP 9
- Minitab 16

We are initiating talks with different University departments on their software needs to determine if the hosted virtual desktop environment will benefit their departments. Conversations will start with the College of Business, College of Engineering and Summit College as they were all involved with the planning and implementation of the current environment.

| **e-textbooks/Digital Content** | The recommendations for "A Plan to Reduce the Cost of Textbooks for Students" submitted to the Ohio Board of Regents on December 1, 2011, have evolved into three interrelated projects that are in the early stages of implementation. The Office of Academic Affairs and the Faculty Senate Executive Committee have invited faculty and staff to serve on the work teams to further refine project goals and specify project deliverables.

Improving Operational Efficiency (project 1) will increase the number of used textbooks available for students to purchase in Fall ‘12 and Spring ‘13. Technology Research (project 2) will prepare stakeholders with information for decision-making as e-textbook options evolve. Textbook Alternatives (project 3) will provide faculty with an information repository and professional development designed to assist with finding or creating digital content for their students to reduce the need for a complete textbook. |
|---|---|
| **The Akron Experience** | ITS continues to engage in the planning and implementation of The Akron Experience initiatives. Functional specifications and system requirements are being assembled for each Implementation Team so a clear understanding of the technology needed to support the Akron Experience can be determined.

In preparation for the Fall 2012 launch of the Akron Experience for incoming freshmen, modifications are being made to the current ZipLine portal to better serve student information needs. In the new portal, students will be able to subscribe to information sources such as UA Athletics, Arts and Cultural Events, Recreation Center events, current news about UA, and important reminders to help them navigate their first year at the university.

Links to Student Services and self-service functions are clustered together for easier access and where enabled single sign-on protocols will allow students to go directly to these services. |
<table>
<thead>
<tr>
<th>GLOBAL RELEVANCE</th>
<th>Develop Dynamic and Globally Relevant Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Shared Service: Supporting PeopleSoft at LCCC</td>
<td>UA continues to work with LCCC to manage and upgrade PeopleSoft Tools, Campus Solutions, Human Capital Management and Accounting applications. A significant upgrade to the student administration and human capital management applications was made on February 11, and 12, 2012. This upgrade included application fixes, application enhancements, and tax upgrades for year-end W2 and 1099 processing. A new governance process is being implemented at LCCC with the help of UA. It involves oversight meetings with each application’s functional analysts and a steering committee with senior management to request projects, escalate issues, and approve and track major projects. Meetings are taking place to change the support model for PeopleSoft at LCCC. A pilot is being investigated to add technical support staff at UA for the LCCC PeopleSoft environment. If successful and cost effective, the support staff would eventually be combined with the UA staff into a single department serving both schools. LCCC is being charged quarterly for UA services and staffing charges would be added to those bills.</td>
</tr>
<tr>
<td>• Shared Service: Innovation Alliance</td>
<td>Innovation Alliance, which consists of Lorain County Community College, Stark State College, and The University of Akron, focuses on the sharing of administrative services. The steering committee agreed to investigate the payroll process and determine the business case for combining each school’s payroll office into a single business unit that would support all three organizations. ScottMadden and Associates has been hired to conduct the data gathering and the creation of the business case. The project will be launched in April and is expected to take 10 to 12 weeks. The outcome will determine whether the group will continue with payroll, select another service to evaluate, or stop the investigation. Conversations are underway with the Ohio Office and Budget Management to determine their interest in extending our shared service offerings to municipalities and high schools.</td>
</tr>
</tbody>
</table>
• **Faculty Laptop Refresh**

New laptop computers (1,094) were distributed to full-time faculty in early November and will continue until all new computers are distributed and older computers are collected. Preparations and notifications have begun for the updating and redeployment of the existing machines for the part-time faculty. This should be completed by the end of the spring semester.

• **Data Warehouse/Business Intelligence**

The RFP process has been completed and the proposal for funding for the implementation was approved by the Board at the January meeting. Oracle is the implementation partner that was chosen. They conducted fit gap workshops in February with key stakeholders. The initial phase of this project, which is expected to be completed by June 2012, will put the organization in place to leverage these new tools as well as provide examples of the financial, workforce, and student reporting that will be available to our decision makers. This initial phase will be followed by a second phase which will provide some focused reporting and dashboards related to research.

<table>
<thead>
<tr>
<th>DISTINCTION</th>
<th>Facilitate Faculty Development and Success by Expanding Clusters of Interdisciplinary Teaching and Research</th>
</tr>
</thead>
</table>

• **Online (eLearning) Learning**

Our eLearning pilot, with Pearson, is currently underway with a total of 157 enrollments in 11 courses. Students and instructors in the fully online Postsecondary Technical Education programs (BS and MS) are participating in their Spring 2012 courses via the Pearson LearningStudio platform. Around-the-clock technical support is being provided by Pearson.

Students and instructors will be participating in survey research and other feedback forums to evaluate the outcomes of the pilot. Additionally, the Taylor Institute will be conducting a study with additional faculty members and students from other disciplines to assess the usability of the Pearson LearningStudio platform, support, online instructional design and marketing. The six working teams are continuing to develop recommendations and further explore the business case for a variety of eLearning strategies that are consistent with the aspirational goals of Vision 2020.
The University of Akron joined an IUC effort to study the options of moving all or part of our data center to a third-party co-located data center off campus. An RFP was issued. Site visits to the finalists have been completed. The bid review is in progress and will be completed in the second quarter of 2012.

Aspen Consulting has completed a review of our current and future data center costs. Their recommendation is to utilize this third-party co-location opportunity initially for disaster recovery purposes.

Capital Planning does not have an immediate need for our current building site, but they have not finalized their long-term plans with Sasaki. Our strategy is to maintain the current datacenter but position ourselves to move all our compute capacity to an offsite location if a need for the current site develops. The next step is to more clearly define our disaster recovery strategy using a co-location site.

### ENGAGEMENT

**Build and Sustain Vital Relationships and Partnerships**

- **Governance and Project Management**

  All IT projects are now required to follow the revised project management methodology, which will help complete IT projects on time and on budget. Audits by the Project Management Office ensure that project managers are using the methodology and tools appropriately. The training offered on UA project management methodology and tools are being reviewed for certification by the Project Management Institute (PMI), which will allow attendees to obtain Professional Development Units (PDUs) as another byproduct of this training and use.

  The governance bodies associated with IT projects are being engaged into the revised process to help insure the optimal prioritization, sequencing, and selection of IT projects.
A new digital signage system is being added to The University of Akron campus. The technology will allow individual colleges and departments to run messages on their own video monitors. At the same time, the University will be able to send a single message throughout the campus as needed, for example during an emergency or during the President’s State of the University.

UA will use the software provided by Four Winds Interactive (FWi) to drive this new digital signage initiative. The first phase of the project is currently underway. The goal is to have this initial phase concluded by the end of the Spring 2012 semester.

IT is working with the Library, Student Union, Law School, the College of Arts & Sciences, Dining Services, and Residence Life and Housing to install the first monitors. The initial launch will focus on non-interactive, static screens. Interactive touch screens that can be used for way finding and other applications will be included in the future.

The new system will replace the Novicast signage currently being used in a few locations. Over the spring and summer of 2011, an interdisciplinary committee reviewed digital signage proposals and selected FWi as the vendor who could best meet UA’s requirements.

CommUNITY

Promote Vibrant and Engaging Environments and Facilities

- Recruiting Solutions: e-Recruiting

The go-live date will be March 5 for use of the new PeopleSoft Recruiting Solutions system, which will permanently replace the older paper-based system that had been in use for several years.

Human Resources has communicated to the University via UA Email Digest and other means regarding the change and outlined a schedule on restrictions and the switchover for posting positions due to the migration from the old system to the new one.

Training on the new system is scheduled and is already being provided for hiring managers. All training will be provided in advance of the switchover.
| • Police Dispatch – 911 Merger | The University of Akron Police Department (UAPD) is partnering with the City of Akron Police Department to utilize the City's Computer-Aided Dispatch (CAD) and Records Management System (RMS) which it offers on a hosted basis to track and document public safety incidents. A benefit of this partnership will be that UAPD and City of Akron Police will have shared information when both agencies respond to an incident which helps promote officer, student, and citizen safety. Additionally, it will eliminate the double entry of information for calls that begin in one jurisdiction and are then transferred over to the other. It will also provide the UAPD with access to a state-of-the-art NextG911 system, which allows for the delivery of text, video, audio files along with 911 calls. |
| • Software-as-a-Service (SaaS) Investigation for Human Capital Management | An RFP was issued for Software-as-a-Service (SaaS) application software. SaaS is a delivery model that provides the functionality currently provided by PeopleSoft at a much lower cost. Three companies responded -- Oracle, Workday, and ADP. The evaluation organization has been created and core team meetings have started. Presentations by each vendor will be held covering specific processes chosen by the core team for their criticality. The intent is to determine how mature the product is and how it works. Presentations are expected to take place between March 16 and April 15. |
| • Contributor Relations | The Contributor Relations assessment team is continuing its search for a possible replacement for the existing PeopleSoft application to increase the ability of the Office of Development to reach greater numbers of alumni/friends of UA and increase giving. An RFP has been created to review what solutions are available for an enterprise contributor relations replacement for the PeopleSoft application. The team will make a final review of the RFP content and issue it in late February. |
The need for a system to automate patient scheduling, patient accounts/billing, and electronic medical records was identified by representatives from the College of Nursing and the Speech-Language Pathology & Audiology program. In addition, we need to provide our medical students exposure to and training on a current generation EMR system. These groups partnered with ITS to research and identify software applications that meet identified requirements. Other medically oriented programs have been included in discussions to ensure that the selected solution meets University needs.

Implementing a collaborative Electronic Medical Records solution across multiple business units will enable UA to:

- Generate and increase revenue through improved billing methods
- Enable cost sharing
- Comply with federal regulations
- Enhance and support community well-being efforts
- Provide real-world training experience for students
- Maximize efficient use of time and resources.

An RFP was issued and vendor demonstrations conducted. The project team selected an EMR solution from Workflow, LLC. It is anticipated that the project will kick-off in April.
<table>
<thead>
<tr>
<th>INTEGRATED PLANNING</th>
<th>Achieve Measurable Success</th>
</tr>
</thead>
</table>
| **Grants Management Post-award** | There are two related projects being developed simultaneously -- General Ledger chart field restructuring and Grants Management Post-award implementation.  

Preliminary work is continuing on a project to modify the UA chart of accounts that will support Grants Post-award. This includes adding projects to track individual grants and modifying the current account code structure because the application is quickly reaching the upper limit of available codes.  

Work continues on testing the new version of PeopleSoft Financials, V9.1, which is expected to be placed in production by May 1.  

The project to implement the Grants Post-award application has started. With existing resources and adding 40 weeks of a grants consultant, the project is expected to be completed early next year. Post-award will provide better award tracking and management, facilities and administration processing, comprehensive bill generation, and financial reporting. The project will result in increased operational efficiency, data integrity, regulatory compliance, and fiscal accountability. |
| **ITS Metrics** | The most current ITS metrics available at the time of this report are attached. If a line item does not have a target, the metric is intended to indicate the amount of work or activity being delivered. Lines with targets indicate levels of performance we strive to achieve. |
## ITS DEPARTMENT SCORECARD – JANUARY 2012

<table>
<thead>
<tr>
<th>DAILY SERVICES PROVIDED</th>
<th>JANUARY TARGET</th>
<th>JAN.</th>
<th>DEC.</th>
<th>NOV.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support Center (Help Desk)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number Support Center calls</td>
<td>*1 N/A</td>
<td>5249</td>
<td>3091</td>
<td>3744</td>
</tr>
<tr>
<td>Average Speed of Answer</td>
<td>1m14s</td>
<td>43s</td>
<td>1m43s</td>
<td></td>
</tr>
<tr>
<td>1st Call Resolution Rate</td>
<td>*2 &gt;64.8%</td>
<td>89%</td>
<td>78%</td>
<td>83%</td>
</tr>
<tr>
<td>Number of tickets opened by HD</td>
<td>N/A</td>
<td>6470</td>
<td>3435</td>
<td>4283</td>
</tr>
<tr>
<td>Total tickets opened</td>
<td>N/A</td>
<td>6533</td>
<td>3437</td>
<td>4286</td>
</tr>
<tr>
<td>Calls closed within four hours</td>
<td>N/A</td>
<td>5157</td>
<td>2476</td>
<td>3195</td>
</tr>
<tr>
<td>Calls closed first day</td>
<td>N/A</td>
<td>5740</td>
<td>2686</td>
<td>3572</td>
</tr>
<tr>
<td>Calls over one week old</td>
<td>N/A</td>
<td>118</td>
<td>20</td>
<td>288</td>
</tr>
<tr>
<td>Support Center abandoned calls</td>
<td>&lt;2%</td>
<td>2%(90)</td>
<td>13%(412)</td>
<td>21%(79)</td>
</tr>
<tr>
<td># of Users serviced at walk-in centers</td>
<td>N/A</td>
<td>1543</td>
<td>509</td>
<td>1109</td>
</tr>
<tr>
<td># of Laptops checked out at walk-in centers</td>
<td>*3 N/A</td>
<td>1654</td>
<td>800</td>
<td>2145</td>
</tr>
<tr>
<td><strong>Central Servers (Data Center)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unix/Linux server uptime percent (% of posted hours)</td>
<td>99.9%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Windows/Apple Server uptime percent (% of posted hours)</td>
<td>99.9%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Web Server <a href="http://www.uakron.edu">www.uakron.edu</a> uptime percent</td>
<td>99.9%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Total number of virtual/physical servers on platform</td>
<td>N/A</td>
<td>262 / 170</td>
<td>252 / 209</td>
<td>242 / 206</td>
</tr>
<tr>
<td><strong>Voice System Performance (phones, voice mail, cable TV)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice Enterprise System</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>ZIP-TV (Campus cable TV)</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Messaging &amp; Network</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total email accounts (UAnet IDs)</td>
<td>N/A</td>
<td>59108</td>
<td>57223</td>
<td>55176</td>
</tr>
<tr>
<td>Total active email accounts (UAnet IDs)</td>
<td>N/A</td>
<td>7656</td>
<td>7566</td>
<td>7496</td>
</tr>
<tr>
<td>Total forwarded email accounts (forwarded off campus)</td>
<td>N/A</td>
<td>132</td>
<td>130</td>
<td>128</td>
</tr>
<tr>
<td>Total emails processed (originates internally + originates externally and accepted)</td>
<td>N/A</td>
<td>970312</td>
<td>8505477</td>
<td>976699</td>
</tr>
<tr>
<td>Total emails filtered (originates externally and either tagged spam/virus or rejected)</td>
<td>N/A</td>
<td>215</td>
<td>239</td>
<td>255</td>
</tr>
<tr>
<td>Percent of emails filtered (percent of total mail originating externally either tagged or rejected)</td>
<td>N/A</td>
<td>0.01%</td>
<td>0.01%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Email uptime percent (weighted by percent users affected)</td>
<td>99.50%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Total active network nodes</td>
<td>N/A</td>
<td>21498</td>
<td>17849</td>
<td>20838</td>
</tr>
<tr>
<td>Data network uptime</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Wireless network uptime</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Total number of reported network outages</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Web</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Web page views</td>
<td>N/A</td>
<td>3,241.7</td>
<td>2,232.6 35</td>
<td>2,864.0 35</td>
</tr>
<tr>
<td>Total unique Web visitors</td>
<td>N/A</td>
<td>362,65</td>
<td>260,896</td>
<td>341,002</td>
</tr>
<tr>
<td>Total ZipLine (portal) unique logins</td>
<td>N/A</td>
<td>37,370</td>
<td>36,527</td>
<td>35,712</td>
</tr>
<tr>
<td><strong>DAILY SERVICES PROVIDED</strong></td>
<td><strong>JANUARY</strong></td>
<td><strong>JAN.</strong></td>
<td><strong>DEC.</strong></td>
<td><strong>NOV.</strong></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------</td>
<td>---------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total attending and completing class</td>
<td>100</td>
<td>120</td>
<td>61</td>
<td>70</td>
</tr>
<tr>
<td>Contact hours for classes</td>
<td>45</td>
<td>64.25</td>
<td>27.25</td>
<td>35.75</td>
</tr>
<tr>
<td>One-on-one training sessions</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Application support – one-to-one assistance (tickets)</td>
<td>N/A</td>
<td>6</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>Number of visits to online tutorials</td>
<td>1,000</td>
<td>843</td>
<td>530</td>
<td>355</td>
</tr>
<tr>
<td><strong>Critical Application Data</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative logins PeopleSoft</td>
<td>N/A</td>
<td>180563</td>
<td>135505</td>
<td>121581</td>
</tr>
<tr>
<td>Administrative users PeopleSoft</td>
<td>N/A</td>
<td>980</td>
<td>930</td>
<td>949</td>
</tr>
<tr>
<td>Logins to PeopleSoft self-service via ZipLine (students, faculty, staff)</td>
<td>N/A</td>
<td>341275</td>
<td>341034</td>
<td>186324</td>
</tr>
<tr>
<td>Number of PeopleSoft users via ZipLine (students, faculty, staff)</td>
<td>N/A</td>
<td>34808</td>
<td>33960</td>
<td>30997</td>
</tr>
<tr>
<td>NT Process Scheduler statistics</td>
<td></td>
<td></td>
<td>*4</td>
<td>N/A</td>
</tr>
<tr>
<td>App Engine</td>
<td>2929</td>
<td>2986</td>
<td>3033</td>
<td></td>
</tr>
<tr>
<td>Crystal</td>
<td>4515</td>
<td>3813</td>
<td>2524</td>
<td></td>
</tr>
<tr>
<td>COBOL</td>
<td>2594</td>
<td>1839</td>
<td>1836</td>
<td></td>
</tr>
<tr>
<td>PSJob</td>
<td>3293</td>
<td>3275</td>
<td>3199</td>
<td></td>
</tr>
<tr>
<td>RoboFTP Script</td>
<td>231</td>
<td>174</td>
<td>162</td>
<td></td>
</tr>
<tr>
<td>SQR</td>
<td>14332</td>
<td>12393</td>
<td>12034</td>
<td></td>
</tr>
<tr>
<td>XML Publisher</td>
<td>N/A</td>
<td>12</td>
<td>13</td>
<td>18</td>
</tr>
<tr>
<td>Admissions applications loaded: Grad</td>
<td>N/A</td>
<td>924</td>
<td>604</td>
<td>595</td>
</tr>
<tr>
<td>Admissions applications loaded: Law</td>
<td>N/A</td>
<td>380</td>
<td>110</td>
<td>129</td>
</tr>
<tr>
<td>Admissions applications loaded: Undergrad</td>
<td>N/A</td>
<td>2621</td>
<td>2112</td>
<td>4241</td>
</tr>
<tr>
<td>Self-service enrollment requests (by students)</td>
<td>N/A</td>
<td>40627</td>
<td>44267</td>
<td>81067</td>
</tr>
<tr>
<td>Self-service enrollment requests unique users (students)</td>
<td>N/A</td>
<td>7964</td>
<td>7828</td>
<td>10980</td>
</tr>
<tr>
<td>Administrative enrollment/maintenance requests (by staff)</td>
<td>N/A</td>
<td>18529</td>
<td>15487</td>
<td>17866</td>
</tr>
<tr>
<td>Administrative enrollment/maintenance requests unique students</td>
<td>N/A</td>
<td>6666</td>
<td>6031</td>
<td>6868</td>
</tr>
<tr>
<td>Transcripts produced</td>
<td>N/A</td>
<td>26813</td>
<td>27029</td>
<td>15523</td>
</tr>
<tr>
<td>Enrollment verifications produced</td>
<td>N/A</td>
<td>2134</td>
<td>1927</td>
<td>1177</td>
</tr>
<tr>
<td>Grades posted</td>
<td>N/A</td>
<td>2425</td>
<td>113105</td>
<td>353</td>
</tr>
<tr>
<td>Student financials transactions, unique students</td>
<td>N/A</td>
<td>28057</td>
<td>24775</td>
<td>17671</td>
</tr>
<tr>
<td>Student financials transactions</td>
<td>*5</td>
<td>N/A</td>
<td>255833</td>
<td>206979</td>
</tr>
<tr>
<td>Charge</td>
<td>(14203 students)</td>
<td>N/A</td>
<td>146447</td>
<td>111443</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>(6940 students)</td>
<td>N/A</td>
<td>25627</td>
<td>63930</td>
</tr>
<tr>
<td>Payment</td>
<td>(14067 students)</td>
<td>N/A</td>
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<td>Total Windows desktops clients</td>
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<td>Lab Computers (count &amp; utilization)</td>
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<td>Total Logins</td>
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<td>Total Logins</td>
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<td>Total Unique Users</td>
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**Distance Learning/Audio Visual/Academic Technology**

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<td>Number of DL class sessions</td>
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<td>Number of Springboard active course sections</td>
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<td>Number of course sections using clickers</td>
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<td>Number of Audio Visual equipment deliveries</td>
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**Department & Administration**

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<td>Total ITS headcount at end of month</td>
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<td>Student/grad</td>
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<td>Total department hours accrued for vacation</td>
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<td>Total department reported sick time</td>
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**Footnotes**

1. There are 10 days with no phone reports
2. Industry standard for the first call resolution rate is 65.8%, for Higher Education 58.8%, industry target is 70.9%. Cost savings to the institution for first call resolution is about $150 per call. Outsourced Support Desks FCR is 66.3%.
3. Laptop Check-out centers included in report Student Union
4. Process Scheduler Stats are cleared weekly.
5. Total is higher than unique users because individual students may have had more than one transaction.
6. FAFSA applications for financial aid.
7. ITS managed clients logged in to the University network in the last 30 days.
8. Includes UA on-campus rooms and Medina County classrooms. This includes both distance and local use.