

	A	G	H	I	J	K
1	Information Technology Services (ITS) Dashboard Data					
2						
3	Online Learning Services	2013-14	2014-15	2015-16	2016-17	2017-18
6	Number of one-on-one appointments	245	221	275	250	198
7	Classroom Visits	23	34	16	12	13
8	Number of faculty/academic meetings/workshops attended/held				48	80
9	Number of administrative meetings/workshops attended/held				84	128
10	New online faculty PD articles (TechTalk)		53	17	21	20
11	Number of Techsmith Relay recordings (new this year; currently housed)				114/2058	unknown due
12						
13						
14	Blackboard	2013-14	2014-15	2015-16	2016-17	2017-18
15	Number of Active Blackboard Courses	1,818	2,039	2,011	2,119	1,014
16	Number of Active Blackboard Organizations	100	89	104	97	63
17	Number of active Blackboard Users	3,882	3,789	3,712	3,580	1,732
18	Average Page Views per Day	63,727	63,727	48,479	57,374	50,860
19	Most Active Day based on Page Views	125,796	144,835	90,049	117,158	111,337
20	Number of fully online courses	152	131	132	128	138
21	Number of hybrid courses	504	246	245	201	200
22						
23	Chalk & Wire	2013-14	2014-15	2015-16	2016-17	2017-18
24	Number of student accounts		2,249	3,847	3,774	3,544
25	Number of assessor accounts		212	365	369	371
26	Completed assessments in year		7,668	10,737	11,085	9,577
27	Blackboard course integrations set up		124	495	508	469
28						
29	Help Desk	2013-14	2014-15	2015-16	2016-17	2017-18
30	Number of Calls to the Help Desk	4,652	4,351	4,421	3,970	3,603
31	Change from previous year	90%	-6%	2%	-10%	-9%
32	Number of Help Desk tickets received	4,937	4,911	4,103	4,147	4,181
33	Change from previous year	0%	-1%	-16%	1%	1%
34	Number and percentage of smart classrooms	95/89%	95/89%	95/89%	95/89%	96/90%
35	Number of computer labs/computer classrooms	37	38	38	39	39
36	Number of buildings where academic technologies are supported	18	18	19	19	19
38	Total computers on campus	1,908	1,920	1,923	1,939	1,966
39	Change from previous year	2%	1%	0%	1%	1%
40	Total employee computers	1,026	1,148	1,148	1,152	1,165
41	Total student computers	763	775	775	787	801
42	Number of Macintosh Computers	304	306	307	308	315
43	Number of Windows Computers	1,604	1,616	1,618	1,631	1,620
44	Number of Linux Computers			24	29	29
45	Computers in the Library	88	88	88	88	88
46	Computers Donated	120	50	0	0	0
47						
48	Media Services	2013-14	2014-15	2015-16	2016-17	2017-18
50	Number of set-ups for events	694	775	507	540	991
53	One on One Appointments	35	25	29	30	40
54	Faculty Equipment Loans	254	205	226	184	202
55	Student Equipment Loans	44	51	42	66	26
56	Number of MediaSite recordings	66	59	29	N/A	N/A
58	Interactive Whiteboards (Smart Boards) on Campus	25	25	25	25	24
59	Interactive Displays (Smart Podiums) on Campus	28	20	20	20	21
60						
61	Infrastructure	2013-14	2014-15	2015-16	2016-17	2017-18
62	Physical Network					
63	Number of Client Data Ports	7,288	7,310	7,358	7,454	7,502
64	Number of Wireless Access Points	366	335	346	352	354
66	Internet Bandwidth (Mbps)	600	600 Mbps	1,300 Mbps	2 Gbps	2 Gbps
67	Network Operations Center (NOC) Power Usage (KW)	16 KW	16 KW	16 KW	13 KW	13 KW
68	Usable Network Storage Capacity	77.1 TB	77.1 TB	77.1 TB	85.14 TB	85.14 TB
69	Devices Registered (Laptops, smart phones, tablets, gaming devices)	7,672	9,292	7,482	13,942	14,962
70						
71	Virtual Systems					
72	Number of Virtual Servers	146	162	162	180	182
73	Total CPU Usage (GHz)	45 GHZ	40 GHZ	40 GHZ	57.6 GHZ	82.17 GHZ
74	Total Memory Usage (GB)	640 GB	682 GB	682 GB	914 GB	1,234 GB
75						
76	Finances	2013-14	2014-15	2015-16	2016-17	2017-18
77	Technology Expenditures	\$ 3,643,358	\$ 3,673,000	\$ 3,435,858	\$ 3,903,000	\$ 3,667,000
78	Expenses % Of Annual Operating Expense	3.41%	3.51%	3.26%	3.64%	3.39%
79	Academic Technology Fee Revenue	\$ 1,730,475	\$ 1,707,000	\$ 1,710,740	\$ 1,684,000	\$ 1,653,000