

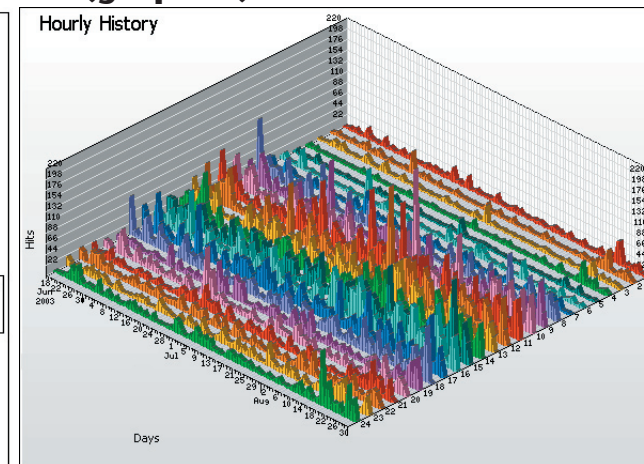
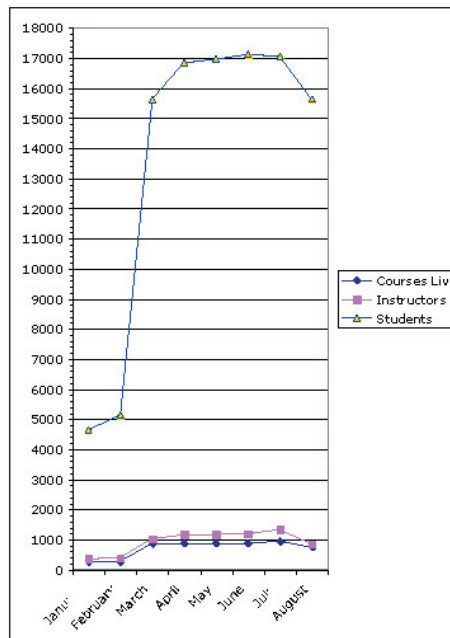
# Blackboard Monthly Report: August 2005

5th September 2005

## Summary Statistics

	Courses Live	Instructors	Students
<b>January</b>	250	359	4635
<b>February</b>	268	386	5132
<b>March</b>	865	1021	15623
<b>April</b>	867	1152	16847
<b>May</b>	867	1164	16952
<b>June</b>	869	1184	17122
<b>July</b>	945	1328	17053
<b>August</b>	743	856	15631
<b>September</b>	0	0	0
<b>October</b>	0	0	0
<b>November</b>	0	0	0
<b>December</b>	0	0	0

## Summary Statistics (graphed)



## August Blackboard Specific Call Resolution Times

	Support Calls
<b>Immediate</b>	865
<b>less than 5 minutes</b>	1015
<b>5-15 minutes</b>	519
<b>15-60 minutes</b>	477
<b>1-2 hours</b>	113
<b>2-5 hours</b>	68
<b>5-12 hours</b>	31
<b>12-24 hours</b>	48
<b>1-2 days</b>	15
<b>2-4 days</b>	3
<b>4-7 days</b>	0
<b>Greater than 7 days</b>	0
<b>Total</b>	3154

## Hourly Access Data (August)

Hourly History									
	Time	Hits	%	Bytes	%	Sessions	Visitors	Pages	Errors
1	00:00 - 00:59	691	1.57%	8.2MB	1.50%	11,446	10,628	344	46
2	01:00 - 01:59	594	1.35%	8.1MB	1.48%	10,744	9,354	412	89
3	02:00 - 02:59	449	1.02%	5.9MB	1.08%	8,581	7,872	338	64
4	03:00 - 03:59	436	<1%	6.9MB	1.27%	9,004	7,840	343	95
5	04:00 - 04:59	330	<1%	5.7MB	1.04%	8,049	7,211	244	25
6	05:00 - 05:59	579	1.32%	9.6MB	1.77%	9,085	8,401	317	58
7	06:00 - 06:59	712	1.62%	8.4MB	1.55%	10,524	9,802	388	89
8	07:00 - 07:59	2,066	4.70%	25.7MB	4.72%	15,815	14,971	1,378	192
9	08:00 - 08:59	2,093	4.76%	25.9MB	4.75%	24,245	23,348	771	135
10	09:00 - 09:59	2,982	6.78%	35.9MB	6.60%	29,500	27,465	948	63
11	10:00 - 10:59	3,495	7.95%	43.3MB	7.94%	31,064	29,032	1,196	146
12	11:00 - 11:59	3,545	8.06%	46.1MB	8.47%	33,203	30,786	1,124	107
13	12:00 - 12:59	3,019	6.86%	36.8MB	6.76%	31,218	29,625	989	89
14	13:00 - 13:59	2,957	6.72%	35.6MB	6.53%	31,884	30,296	1,044	77
15	14:00 - 14:59	3,197	7.27%	38.8MB	7.12%	35,378	33,752	1,067	93
16	15:00 - 15:59	3,474	7.90%	42.5MB	7.81%	33,099	30,856	1,116	107
17	16:00 - 16:59	2,965	6.74%	38.6MB	7.09%	31,317	29,635	968	94
18	17:00 - 17:59	2,120	4.82%	24.9MB	4.57%	24,965	23,679	756	73
19	18:00 - 18:59	1,461	3.32%	17.8MB	3.27%	21,318	20,426	570	72
20	19:00 - 19:59	1,543	3.51%	17.2MB	3.16%	20,931	19,162	633	81
21	20:00 - 20:59	1,344	3.06%	15.9MB	2.92%	19,181	17,738	507	57
22	21:00 - 21:59	1,513	3.44%	18.2MB	3.35%	23,721	22,457	583	57
23	22:00 - 22:59	1,171	2.66%	12.8MB	2.36%	17,750	16,465	557	114
24	23:00 - 23:59	1,252	2.85%	15.8MB	2.90%	18,416	16,788	628	178
	<b>Average</b>	1,832	4.16%	22.7MB	4.17%	21,268	19,899	717	91
24	<b>Totals</b>	43,988	100%	544.5MB	100%	10,747	4,518	17,221	2,201