

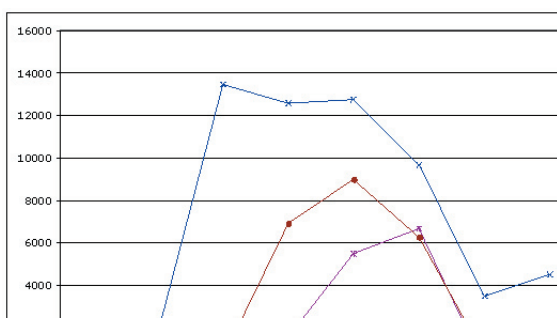
Student Support Service Monthly Report: August 2005

5th September 2005

Support Contacts (all modes)

	January	February	March	April	May	June	July	August	September	October	November	December
Course Enquiry	51	458	230	10	0	25	120	23	0	0	0	0
Enrolment	250	1986	856	125	26	98	589	124	0	0	0	0
Personal	45	23	48	56	62	144	120	25	0	0	0	0
Technology	583	1678	13438	12560	12725	9652	3478	4498	0	0	0	0
Coursework	5	589	988	1546	5487	6658	158	1687	0	0	0	0
Library	15	55	564	6894	8975	6258	669	1945	0	0	0	0
Total	949	4789	16124	21191	27275	22835	5134	8302	0	0	0	0

Support Contacts (graphed by modes)



August Contacts (by modes)

	In Person	Phone	Email	SMS	Total
Course Enquiry	1	5	17	0	23
Enrolment	21	56	45	2	124
Personal	2	6	17	0	25
Technology	1586	1258	1529	125	4498
Coursework	325	251	1058	53	1687
Library	560	52	1312	21	1945
Total	2495	1628	3978	201	8302

August Call Resolution Times (as at reporting date)

	Course Enquiry	Enrolment	Personal	Technology	Course-work	Library
Immediate	15	12	5	1152	56	598
less than 5 minutes	4	45	3	1450	352	781
5-15 minutes	1	64	2	856	561	437
15-60 minutes	1	0	3	654	652	112
1-2 hours	0	0	0	150	54	15
2-5 hours	0	1	0	89	2	1
5-12 hours	2	0	0	45	1	0
12-24 hours	0	1	0	68	1	0
1-2 days	0	0	8	25	1	0
2-4 days	0	1	4	7	2	0
4-7 days	0	0	0	1	2	1
Greater than 7 days	0	0	0	1	3	0

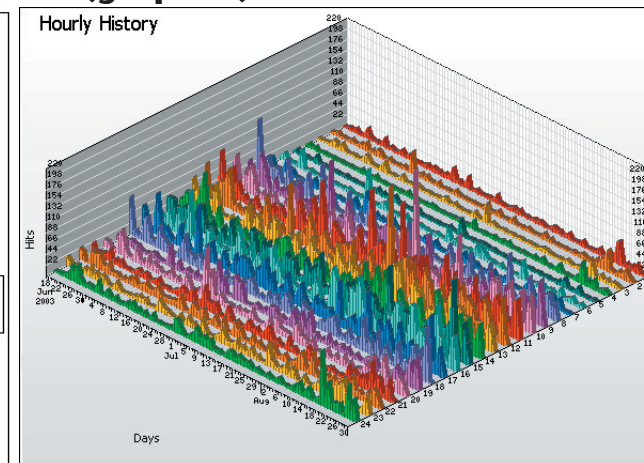
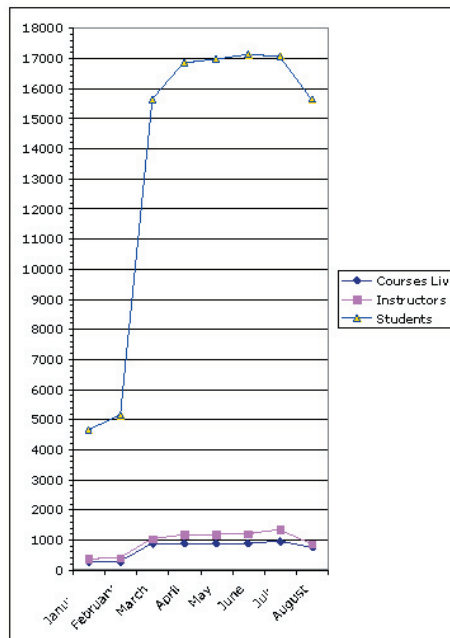
Blackboard Monthly Report: August 2005

5th September 2005

Summary Statistics

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

Summary Statistics (graphed)



August Blackboard Specific Call Resolution Times

	Support Calls
Immediate	865
less than 5 minutes	1015
5-15 minutes	519
15-60 minutes	477
1-2 hours	113
2-5 hours	68
5-12 hours	31
12-24 hours	48
1-2 days	15
2-4 days	3
4-7 days	0
Greater than 7 days	0
Total	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
Average		1,832	4.16%	22.7MB	4.17%	21,268	19,899	717	91
Totals		43,988	100%	544.5MB	100%	10,747	4,518	17,221	2,201