# IMPERIAL VALLEY COLLEGE
## PROGRAM REVIEW
## NON-ACADEMIC PROGRAMS

| | | |
|---|---|---|
| **DATE:** | 1/29/2013 | |
| **DEPARTMENT/PROGRAM:** | Online, Copy/Print and Mail Services | |
| **PREPARED BY:** | Omar E. Ramos<br>Name | Omar Ramos<br>Signature |
| **AREA DEAN/DIRECTOR:** | Omar E. Ramos<br>Name | Omar Ramos<br>Signature |
| **AREA VICE PRESIDENT:** | Todd Finnell<br>Name | <br>Signature |

## IMPERIAL VALLEY COLLEGE
## MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals
Educational Master Plan 2012-15
Approved by Board of Trustees May 16, 2012

**Goal One (Institutional Mission and Effectiveness)**: The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

| Obj. | Objectives for EMP Goal 1 |
|---|---|
| 1.1 | Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making. |
| 1.2 | Develop an institutional score card to assess student learning that drives integrated planning and resource allocation. |
| 1.3 | Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness. |
| 1.4 | Develop systems that are inclusive, cyclical, and understood by all stakeholders. |

**Goal Two (Student Learning Programs and Services)**: The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

| Obj. | Objectives for EMP Goal 2 |
|---|---|
| 2.1 | Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students. |
| 2.2 | Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates. |
| 2.3 | Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students. |
| 2.4 | Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years. |
| 2.5 | Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges. |
| 2.6 | Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement. |

**Goal Three (Resources)**: The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

| Obj. | Objectives for EMP Goal 3 |
|---|---|
| 3.1 | Develop and implement a resource allocation plan that leads to fiscal stability. |
| 3.2 | Implement a robust technological infrastructure and the enterprise software to support the college process. |
| 3.3 | Build new facilities and modernize existing ones as prioritized in the facility master plan. |
| 3.4 | Design and commit to a long-term professional development plan. |
| 3.5 | Raise the health awareness of faculty, staff, and students. |

**Goal Four (Leadership and Governance)**: The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

| Obj. | Objectives for EMP Goal 4 |
|---|---|
| 4.1 | Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution. |
| 4.2 | Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior. |
| 4.3 | Ensure that the Board of Trustees is informed and involved in the accreditation process. |
| 4.4 | Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized. |
| 4.5 | Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process. |

# IMPERIAL VALLEY COLLEGE

PROGRAM REVIEW
NON-ACADEMIC PROGRAMS

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-Functions; Funding Sources Statement)

**Online Services:** Helps connect students with important and timely information about the college online, and provides support for multiple commercial, open source and custom web applications that help students connect with college staff, faculty and course work.

**Copy/Print Services:** Helps provide cost effective copying and print services for faculty, staff and students as well as design services for important campus documents.

**Mail Services:** Helps ensure timely mailing of important business and student communications for the campus.

II. **SERVICE AREA OUTCOMES** (identify outcomes; methods, implementation of assessment process; results; decisions & recommendations)

**Outcome #1:** Promote Better Communication with Students via Additional Online Services
Estimated Completion Date: 2013-08-31
Way(s) to assess: Add additional communication options, for example, live chat, online calendar, and mobile application and measure student usage and engagement via reporting or analytics software.

**Outcome #2:** Increase Printer and Copier Access for Students around Campus
Estimated Completion Date: 2013-12-31
Way(s) to assess: Compare student PaperCut usage to previous semesters and also measure usage where free student printing has been added (Counseling/Admissions and Records).

**Outcome #3:** Improve Security for Faculty and Campus Mail
Estimated Completion Date: 2013-10-01
Way(s) to assess: Faculty and Staff Feedback Survey

**Outcome #4:** Increase Faculty/Staff Usage of Reprographics Services via the Service Desk (Improves Faculty Effectiveness and Leads to Better Quality Documents for Students)
Estimated Completion Date: 2014-06-30
Way(s) to assess: Measure number of tickets coming into Reprographics via the Service Desk over time.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

- executive_summary_employees_2012_1st_half.pdf
- executive_summary_employees_2012_2nd_half.pdf
- executive_summary_students_2012_1st_half.pdf
- executive_summary_students_2012_2nd_half.pdf
- ivc_analytics_2012_vs_2009.pdf
- ivc_analytics_2012_vs_2010.pdf
- ivc_analytics_2012_vs_2011.pdf
- printer_support_all_time_imagesource.pdf
- reprographics_print_copies_survey_responses.pdf
- reprographics_tickets_all_time_until_2013-02-06.pdf
- admissions_xerox_p3250_printing_usage_90_days.docx
- counseling_colorqube_printing_usage_60_days.docx
- reprographics_print_copies_survey_results.docx

Digital copies of this document and all of the supporting documents above can be found at:
http://spaces.imperial.edu/omar.ramos/program-review/2013/

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department provided thorough interpretation of data and complexity of analysis)

On the Online Services side, my initial goal for my first few years was simply to bring up the capabilities of our online presences with modern capabilities so that our sizable amount of information could be organized more effectively and be more accessible to students. This was finally accomplished for the college's main website when the new open source powered site was released in August 2011.

Comparing our 2012 Google Analytics data with our 2011 data you can clearly see a few metrics that have gone up considerably and I believe this is largely due to the new site, which makes our information more easily accessible. The main metrics where I see improvements directly due to the new site are Pageviews (8.2 million vs. 2.6 million), Pages per Visit (7.23 vs. 2.16), Increased Avg. Visit Duration (4:03 minutes vs. 3:01 minutes), and a Reduced Bounce Rate (29.39 vs. 62.63%). (Reference: ivc_analytics_2012_vs_2011.pdf)

**Staffing Comments for Online Services:** Since Online Services has expanded greatly since I first arrived (initially, the role was only intended to serve in managing the college's main website), there are definitely things I'm not able to tackle as quickly now

simply due to other responsibilities/projects that now take up more of my time. While I have been able to maintain Online Services on my own, there may come a time in the next few years where it becomes too much for a single person to manage adequately and the need for a junior support person well versed in web technologies may arise.

For Copy/Print Services one of our goals has been to increase the usage of the services available in our Reprographics Center by Faculty/Staff around campus and this can be largely attributed to the more regular communications that have been sent out ahead of the start of the semester encouraging faculty members to send their jobs in to be processed with plenty of time to spare. This has been possible due to the use of the Service Desk tool that Reprographics began using in October 2011, which allows users to attach their files directly to their service ticket, which allows us to process the jobs much more quickly. Year over Year comparing 2012 data vs. 2011 data we've increased the number of tickets received via the Service Desk considerably and hope to continue this trend in 2013. (Reference: reprographics_tickets_all_time_until_2013_02-06.pdf)

Related to this, we also streamlined printing functions on campus this past year in an effort to decrease the number of color print jobs on campus and to increase the number of duplex (double-sided) pages being printed. We were able to succeed on both these metrics for the latter half of 2012: Color Print Jobs were reduced from 35.3% of the total to 7.76% and Duplex Jobs were increased from 19.82% of the total to 53.47% of the total. (References: executive_summary_employees_2012_1st_half.pdf and executive_summary_employees_2012_2nd_half.pdf)

For Students, we wanted to increase the options they had available for printing/copying on campus and with PaperCut we are able to see the growth that has occurred from the 1st half of 2012 to the 2nd half of 2012 with an increase in the number of students using our PaperCut systems increasing from 2,150 to 3,925. (References: executive_summary_students_2012_1st_half.pdf and executive_summary_students_2012_2nd_half.pdf)

**Staffing Comments for Copy/Print Services:** When I moved my desk into the Reprographics Center in July 2012, I learned pretty quickly about the pretty constant visits the center received throughout each day and over the past semester I have noticed how much help our student workers provide for the center, in addition to our Office Assistant, in buffering a large number of the requests from requiring the assistance of myself or our Publications Design Coordinator (which happens if nobody else is available in the office). Since Reprographics provides services to the campus, it's important that it is open during the day and that people are attended to pretty quickly when they do come in to receive assistance and if the student workers or myself weren't in the office it would make it much more difficult for other staff to do their other tasks (Publications Design and Mail Services), take restroom/lunch breaks or attend meetings that they are expected to go to without closing down the center.

With Mail Services, things are a little more challenging to measure, but improvements have been made here as well to streamline our on campus processes with additional improvements set to arrive later this year when our new secure Mail Room will be complete. For departmental mail we transitioned from an on campus mail route to a centralized location which overall has gone very smoothly, partly due to the notification system that was built to make it easier for staff to know when they should come over to pick up departmental mail.

**Staffing Comments for Mail Services:** I think staffing-wise we're pretty well covered with mail services. The only current issue I see is that if the regular mail services staff member isn't available the only other additional person that is able to handle most regular mail services tasks would be myself. This could potentially impact services negatively if we run into a situation where both that person and myself are out at the same time, though that should mostly be mitigated with proper planning for vacation and other unavailable days.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; areas of concern are addressed; provide recommendations for future direction of your program/department and address applicable needs (funding, facilities, staffing technology, professional development, marketing.)

For Online Services, while the new site seems to be much more effective for students browsing our site, plans are already underway for the next revision so that we maintain a modern site that uses the latest web standards and improves the experience students have when interacting with our website.

Additionally, an increased emphasis is going to now be on communicating more information directly to students via the new homepage which has recently been streamlined to include more information useful to students.

We will continue to monitor Copy/Print services and look for additional ways to encourage faculty, staff and students to make use of our services in the Reprographics Center and around campus.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process.)

Table provided below.

**PROGRAM REVIEW FOR NON-ACADEMIC PROGRAMS**
**PROCESS IMPROVEMENT OPPORTUNITIES**

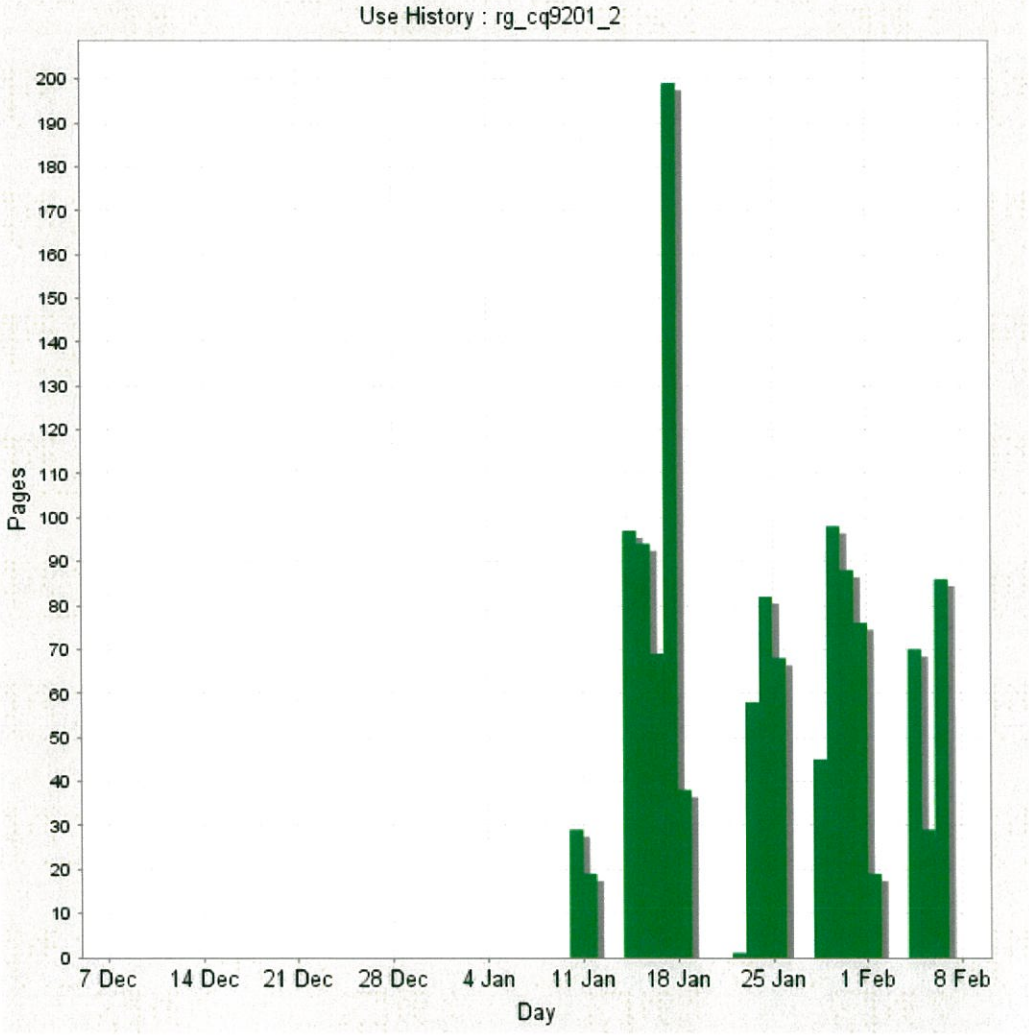
**PURPOSE:** For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

**GOALS:** Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

| DEPARTMENT: Online, Copy/Print and Mail Services |
|---|
| |
| *Opportunities for:* |
| **PROCESS #1: Password Reset Process for Students** |
| Work efficiencies: Reduce calls into the Service Desk / Campus for Password Related Issues. |
| Cost reductions: Improves efficiencies so that staff can concentrate on other tasks. |
| Contributions to student enrollment &/or success: Students can reset their password easily at any time, even after hours, allowing them to get into campus systems like Blackboard to do their schoolwork. |
| Supports Institutional Goal and Objectives:3.2 |
| **PROCESS #2: Improve Student/Faculty Support Availability for Blackboard** |
| Work efficiencies: Faculty members will be able to contact someone at any time of the day for help, allowing them to get done what they need to and also reduces staff time within Online Services. |
| Cost reductions: Reduced time in Online Services investigating issues which can be concentrated on other tasks. |
| Contributions to student enrollment &/or success: If faculty members have a question and they can't get it answered it can delay updates or additions to their courses which could affect students negatively. Additionally, if students are having issues with the software this will provide them with an opportunity to contact someone and receive assistance immediately, allowing them to have more confidence viewing or completing their coursework online via Blackboard. |
| Supports Institutional Goal and Objectives: 3.2 |
| **PROCESS #3: Catalog and Schedule Production Processes** |
| Work efficiencies: Follow a strict deadline for updating the Catalog yearly and use programming to automate portions of the schedule creation process. |
| Cost reductions: Reduced man hours required to produce Catalog and Schedule |
| Contributions to student enrollment &/or success: Students would have Catalogs and Schedules available to them more quickly, with the updated information they need. |
| Supports Institutional Goal and Objectives: 1.4 |

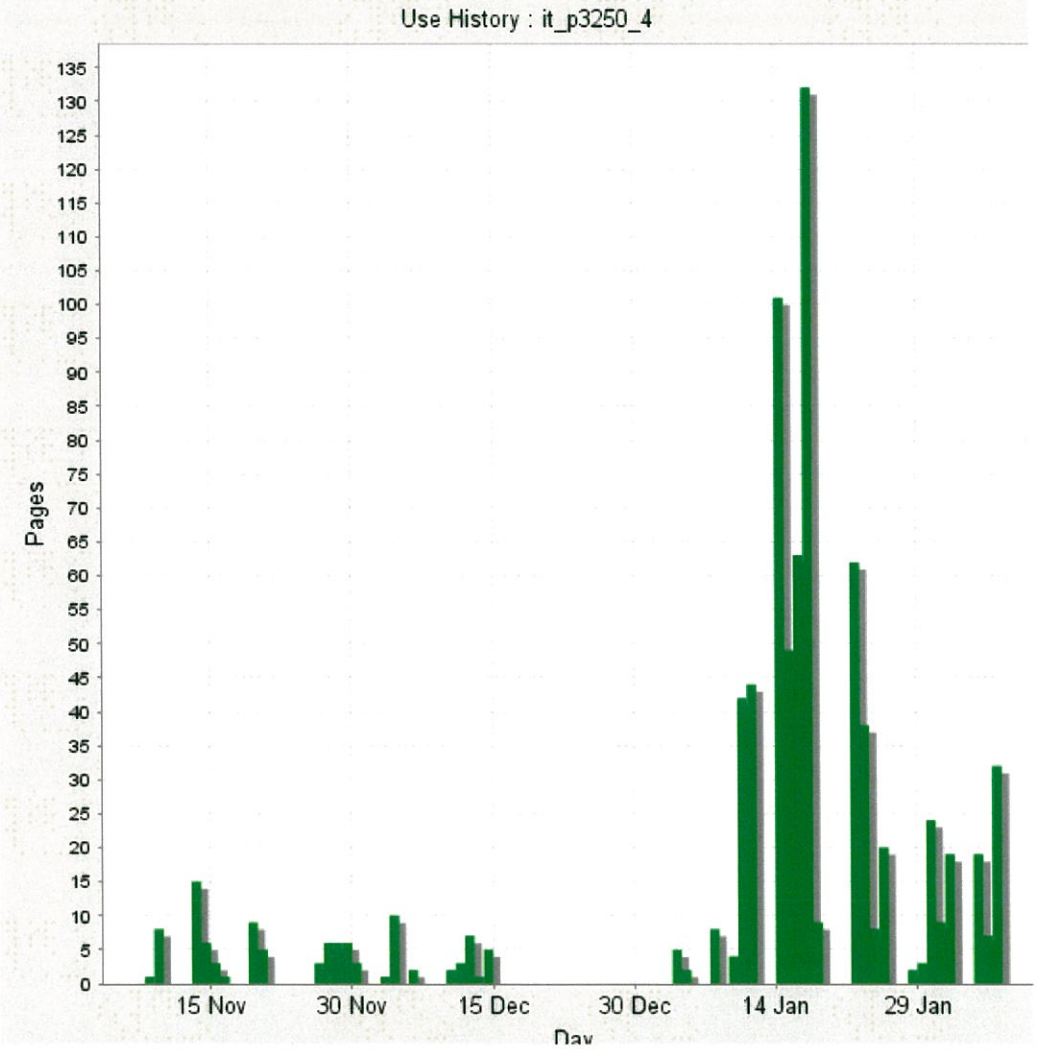
## Counseling ColorQube Usage for Past 60 days

| Statistics for it903s-pserver\RG_CQ9201_2 over last 60 days | |
|---|---|
| Jobs Printed | 551 |
| Total Pages | 1,265 |
| Total Cost | $127.70 |
| Average pages per job | 2.00 |
| Average cost per job | $0.23 |
| KB processed (sum of spool file sizes) | 1,444,466 |
| Duplex Jobs | 0 |
| GrayScale Jobs | 0 |
| Denied Jobs | 0 |
| Cancelled Jobs | 2 |
| Refunded Jobs | 0 |



## Admissions and Records ColorQube Usage for Past 90 Days

| Statistics for it903s-pserver\IT_P3250_4 over last 90 days | |
|---|---|
| Jobs Printed | 385 |
| Total Pages | 805 |
| Total Cost | $0.00 |
| Average pages per job | 2.00 |
| Average cost per job | $0.00 |
| KB processed (sum of spool file sizes) | 374,332 |
| Duplex Jobs | 1 |
| GrayScale Jobs | 385 |
| Denied Jobs | 0 |
| Cancelled Jobs | 0 |
| Refunded Jobs | 0 |



PaperCut™

# Executive summary

For the period of Jan 1, 2012 to Jun 30, 2012.

User group name = OU:imperial.edu/IVC/Users/Employees

| General Statistics | |
|---|---|
| Days in period: | 182 |
| Active Users: | 272 |
| Active Printers: | 525 |
| Total Pages: | 530,528 |
| Total Sheets: | 484,445 |
| Total Jobs: | 170,736 |
| Pages per day: | 2,914 |
| Sheets per day: | 2,661 |

| Color Composition | Pages | %/Total |
|---|---|---|
| Grayscale: | 343,254 | 64.70% |
| Color: | 187,274 | 35.30% |

| Duplex Composition | Pages | %/Total |
|---|---|---|
| Duplex: | 105,125 | 19.82% |
| Simplex: | 425,403 | 80.18% |

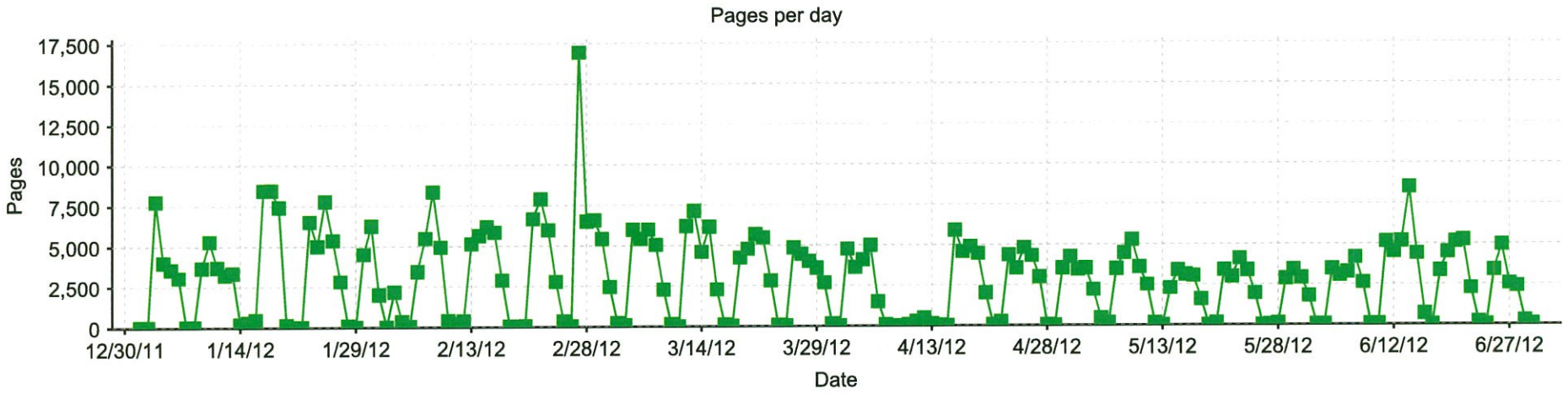
| Top Printers | Pages | %/Total |
|---|---|---|
| it903s-pserver\LIB_HP4300 | 27,504 | 5.18% |
| it903s-pserver\COUNS_P8560 | 19,350 | 3.65% |
| it903s-pserver\SME_WC5735 | 19,128 | 3.61% |
| it903s-pserver\BS_WC5765 | 14,503 | 2.73% |
| it903s-pserver\RWLAB_WC4118 | 11,201 | 2.11% |
| it903s-pserver\BD_PrinterA | 10,286 | 1.94% |
| it903s-pserver\AS_WC7346 | 9,865 | 1.86% |
| it903s-pserver\RG_4112 | 9,510 | 1.79% |
| it903s-pserver\HR_P6280_1 | 7,893 | 1.49% |
| it903s-pserver\SSS_WC4250 | 7,454 | 1.41% |

| Top Users | Pages | %/Total |
|---|---|---|
| maryann.smith | 36,046 | 6.79% |
| terry.norris | 19,829 | 3.74% |
| norma.nunez | 19,560 | 3.69% |
| maria.sell | 16,554 | 3.12% |
| yethel.alonso | 13,223 | 2.49% |
| tricia.jones | 13,065 | 2.46% |
| erika.aguilar | 11,050 | 2.08% |
| mabel.vargas | 10,131 | 1.91% |
| paula.saldana | 8,302 | 1.56% |
| alma.orozco | 8,188 | 1.54% |

| Environmental Impact | |
|---|---|
| Trees Consumed | 6.02 trees |
| CO2 Produced | 2,180.0 kg |
| Equivalent Bulb Hours | 137,259.4 hours |

| Top Printer Groups | Pages |
|---|---|
| Phaser 3250 Group | 155,894 |
| WorkCentre | 100,352 |
| HP | 55,917 |
| Phaser 6280 Group | 53,081 |
| Department Copiers | 21,142 |
| WC4250 | 20,196 |
| WC4118 | 15,839 |
| Reprographics Group | 11,934 |
| Phaser 3300 Group | 7,208 |
| ColorQube Group | 10 |

## Daily Page Total - For the period of Jan 1, 2012 to Jun 30, 2012.

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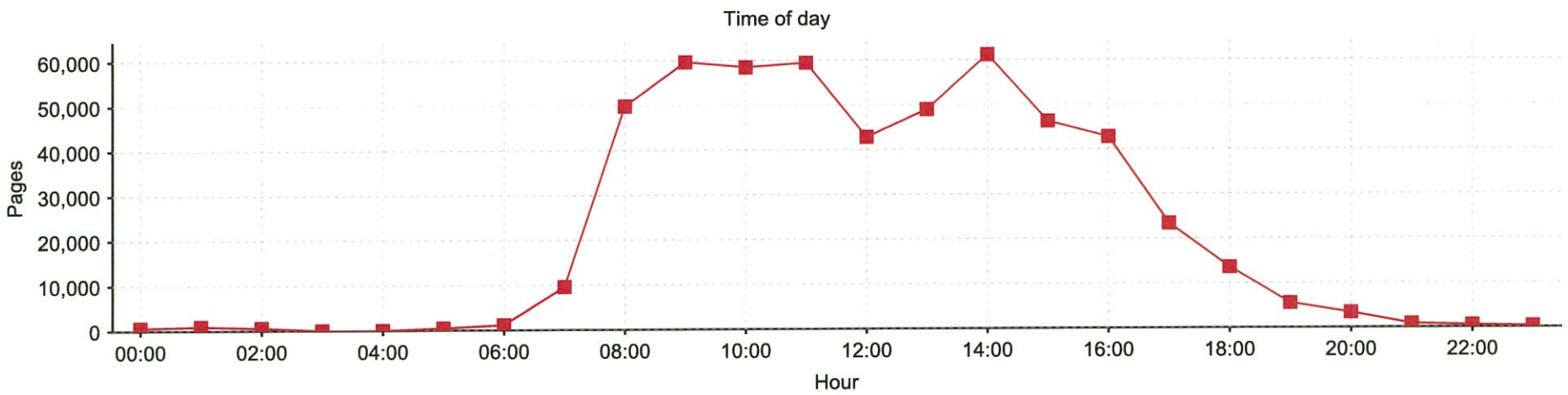

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# Executive summary

For the period of Jul 1, 2012 to Dec 31, 2012.

User group name = OU:imperial.edu/IVC/Users/Employees

| General Statistics | |
|---|---|
| Days in period: | 185 |
| Active Users: | 317 |
| Active Printers: | 299 |
| Total Pages: | 940,199 |
| Total Sheets: | 710,186 |
| Total Jobs: | 147,422 |
| Pages per day: | 5,082 |
| Sheets per day: | 3,838 |

| Color Composition | Pages | %/Total |
|---|---|---|
| Grayscale: | 867,258 | 92.24% |
| Color: | 72,941 | 7.76% |

| Duplex Composition | Pages | %/Total |
|---|---|---|
| Duplex: | 502,706 | 53.47% |
| Simplex: | 437,493 | 46.53% |

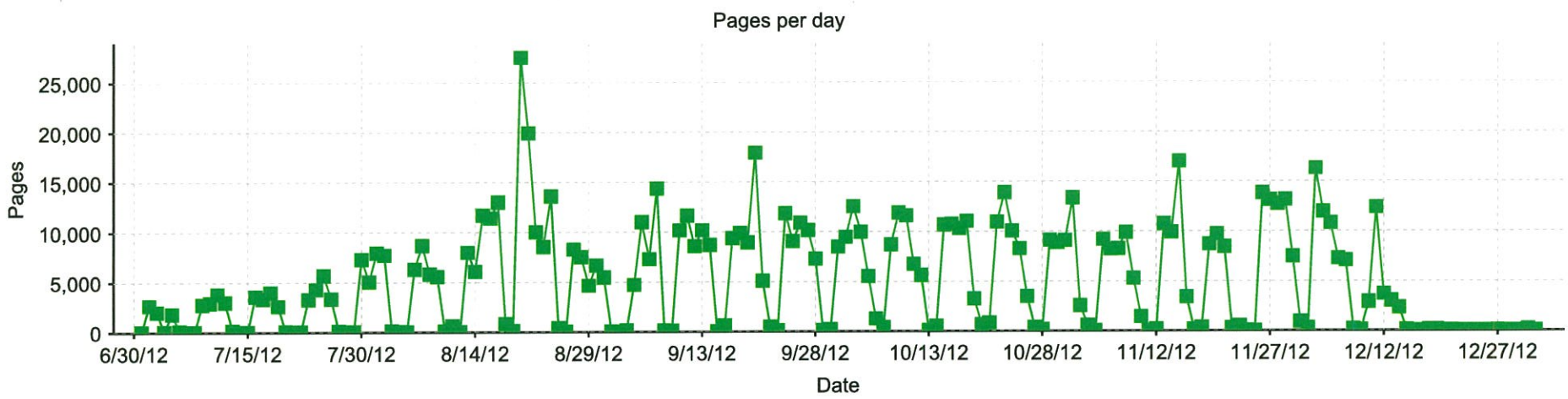
| Top Printers | Pages | %/Total |
|---|---|---|
| it903s-pserver\RG_4112 | 210,615 | 22.40% |
| device\RG_4112 | 54,917 | 5.84% |
| device\SME_WC5735 | 54,233 | 5.77% |
| device\ENG_WC5735 | 39,010 | 4.15% |
| device\RG_CQ9201_3 | 32,535 | 3.46% |
| it903s-pserver\RG_DC252 | 31,428 | 3.34% |
| it903s-pserver\SME_WC5735 | 29,014 | 3.09% |
| device\BSS_WC7328 | 24,407 | 2.60% |
| device\NURS_WC5735 | 19,010 | 2.02% |
| device\POST_WC7120 | 18,208 | 1.94% |

| Top Users | Pages | %/Total |
|---|---|---|
| yethel.alonso | 239,506 | 25.47% |
| mike.nicholas | 27,996 | 2.98% |
| rhonda.ruiz | 17,461 | 1.86% |
| omar.ramos | 17,112 | 1.82% |
| jill.kitzmiller | 16,838 | 1.79% |
| terry.norris | 15,696 | 1.67% |
| allyn.leon | 10,258 | 1.09% |
| claudia.aguilar | 10,016 | 1.07% |
| edward.wells | 9,165 | 0.97% |
| paula.saldana | 8,634 | 0.92% |

| Environmental Impact | |
|---|---|
| Trees Consumed | 8.82 trees |
| CO2 Produced | 3,195.8 kg |
| Equivalent Bulb Hours | 201,219.4 hours |

| Top Printer Groups | Pages |
|---|---|
| Reprographics Group | 242,043 |
| Department Copiers | 200,404 |
| Phaser 3250 Group | 175,618 |
| WorkCentre | 114,358 |
| Phaser 6280 Group | 44,611 |
| ColorQube Devices | 32,549 |
| HP | 29,566 |
| WC4118 | 17,030 |
| WC4250 | 12,232 |
| Phaser 3300 Group | 10,617 |

## Daily Page Total - For the period of Jul 1, 2012 to Dec 31, 2012.

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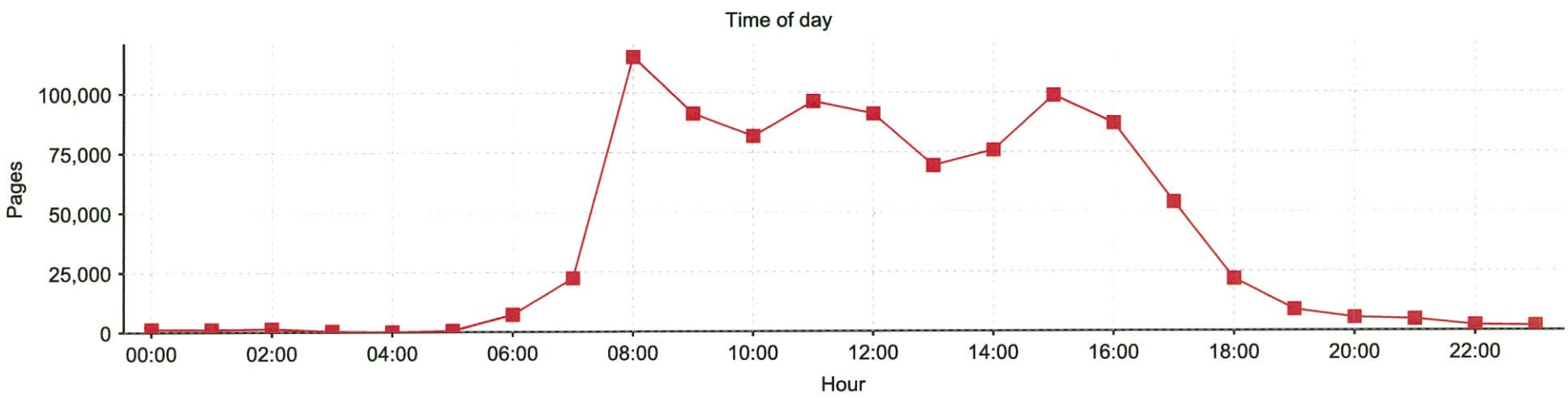


PaperCut™

# Executive summary

For the period of Jan 1, 2012 to Jun 30, 2012.

User group name = PaperCut Students

| General Statistics | |
|---|---|
| Days in period: | 182 |
| Active Users: | 2,150 |
| Active Printers: | 18 |
| Total Pages: | 44,736 |
| Total Sheets: | 41,412 |
| Total Jobs: | 14,678 |
| Pages per day: | 245 |
| Sheets per day: | 227 |

| Color Composition | Pages | %/Total |
|---|---|---|
| Grayscale: | 44,555 | 99.60% |
| Color: | 181 | 0.40% |

| Duplex Composition | Pages | %/Total |
|---|---|---|
| Duplex: | 8,038 | 17.97% |
| Simplex: | 36,698 | 82.03% |

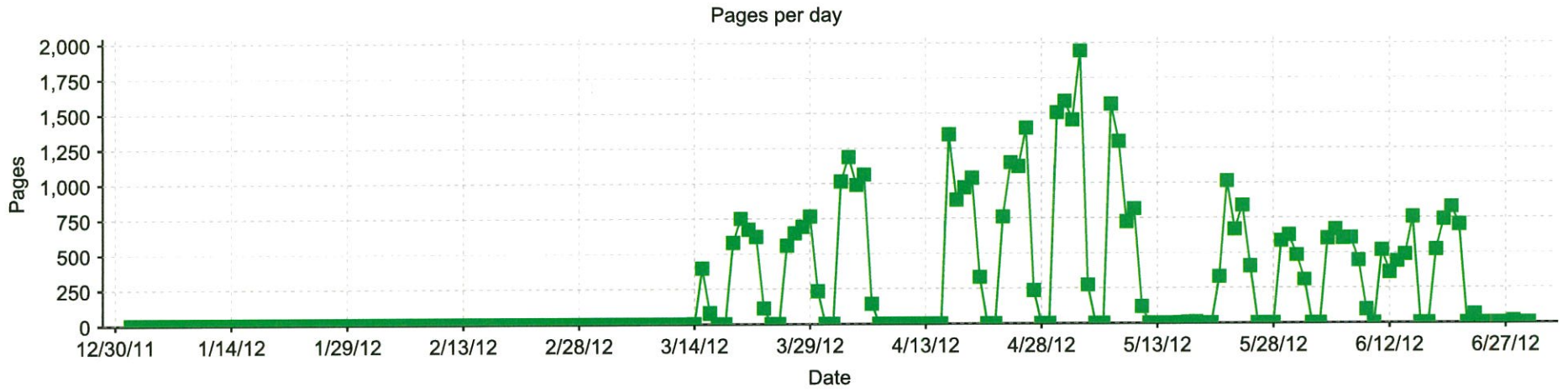
| Top Printers | Pages | %/Total |
|---|---|---|
| it903s-pserver\Library_A | 33,561 | 75.02% |
| device\Library_A_VCC | 3,888 | 8.69% |
| it903s-pserver\RWLAB_HP3005 | 2,878 | 6.43% |
| it903s-pserver\Library_B | 1,911 | 4.27% |
| device\Library_B_VCC | 1,126 | 2.52% |
| it903s-pserver\MLAB_P3250_2 | 687 | 1.54% |
| device\NURS_WC5735 | 227 | 0.51% |
| it903s-pserver\RWLAB_HP2430 | 154 | 0.34% |
| it903s-pserver\MLAB_P3250_1 | 82 | 0.18% |
| it903s-pserver\RG_CQ9201_2 | 65 | 0.15% |

| Top Users | Pages | %/Total |
|---|---|---|
| cgallar2 | 905 | 2.02% |
| kpavao | 519 | 1.16% |
| gmontoya | 305 | 0.68% |
| amacia10 | 271 | 0.61% |
| oespino7 | 223 | 0.50% |
| cromo5 | 208 | 0.46% |
| tloaiza | 208 | 0.46% |
| jibarra3 | 205 | 0.46% |
| aaguil60 | 201 | 0.45% |
| mescobe2 | 196 | 0.44% |

| Environmental Impact | |
|---|---|
| Trees Consumed | 51.443% of a tree |
| CO2 Produced | 186.4 kg |
| Equivalent Bulb Hours | 11,733.4 hours |

| Top Printer Groups | Pages |
|---|---|
| HP | 3,078 |
| Phaser 3250 Group | 827 |
| Department Copiers | 278 |
| ColorQube Group | 65 |
| ColorQube Devices | 2 |

## Daily Page Total - For the period of Jan 1, 2012 to Jun 30, 2012.

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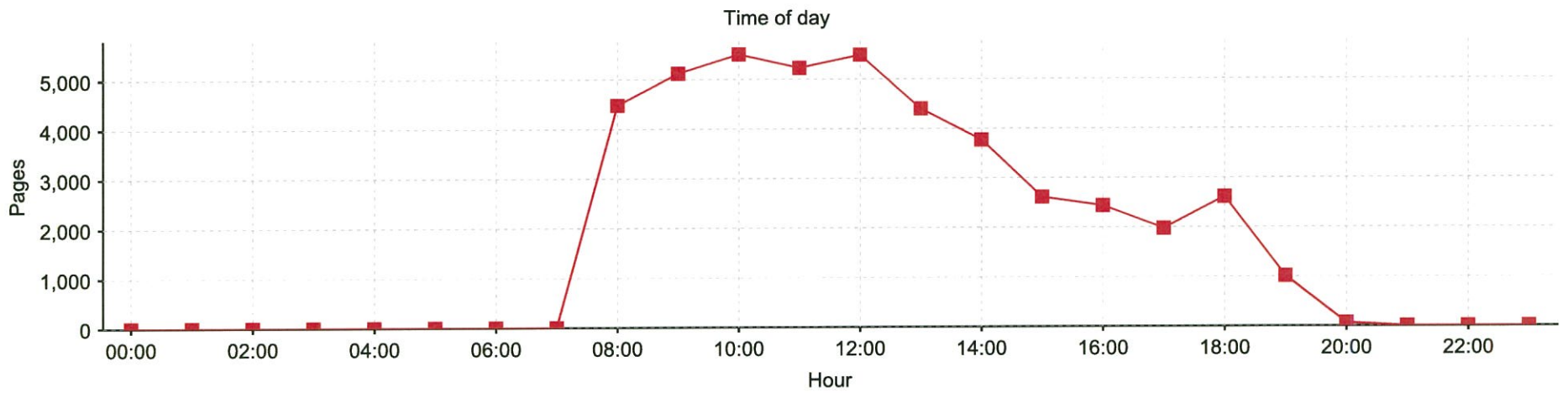


PaperCut™

# Executive summary

For the period of Jul 1, 2012 to Dec 31, 2012.

User group name = PaperCut Students

| General Statistics | |
|---|---|
| Days in period: | 185 |
| Active Users: | 3,925 |
| Active Printers: | 41 |
| Total Pages: | 102,820 |
| Total Sheets: | 100,848 |
| Total Jobs: | 33,601 |
| Pages per day: | 555 |
| Sheets per day: | 545 |

| Color Composition | Pages | %/Total |
|---|---|---|
| Grayscale: | 102,057 | 99.26% |
| Color: | 763 | 0.74% |

| Duplex Composition | Pages | %/Total |
|---|---|---|
| Duplex: | 4,423 | 4.30% |
| Simplex: | 98,397 | 95.70% |

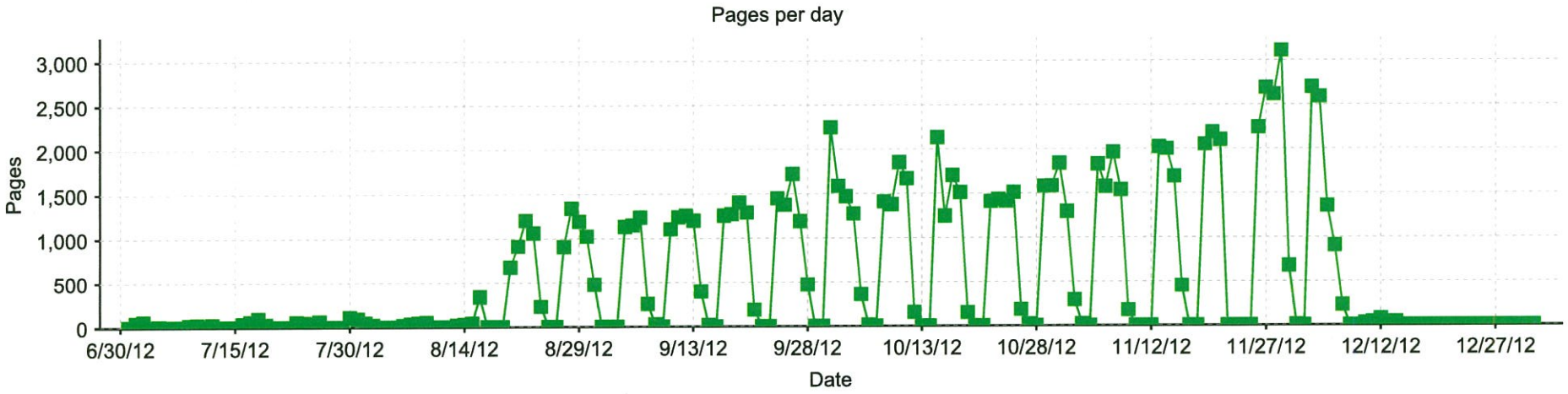
| Top Printers | Pages | %/Total |
|---|---|---|
| it903s-pserver\Library_A | 55,494 | 53.97% |
| it903s-pserver\Library_B | 9,837 | 9.57% |
| it903s-pserver\RWLAB_HP2430 | 8,595 | 8.36% |
| device\Library_A_VCC | 5,733 | 5.58% |
| device\Library_B_VCC | 4,777 | 4.65% |
| it903s-pserver\MLAB_P3250_2 | 4,258 | 4.14% |
| it903s-pserver\RWLAB_WC4118 | 3,074 | 2.99% |
| it903s-pserver\SSS_WC4250 | 2,288 | 2.23% |
| it903s-pserver\DSPS-Xerox_3250 | 2,210 | 2.15% |
| device\RG_CQ9201_1_VCC | 1,659 | 1.61% |

| Top Users | Pages | %/Total |
|---|---|---|
| lbeltra1 | 455 | 0.44% |
| amacia10 | 449 | 0.44% |
| kpavao | 408 | 0.40% |
| jaquino2 | 325 | 0.32% |
| rfigue17 | 322 | 0.31% |
| jnavar1 | 316 | 0.31% |
| rduenas2 | 280 | 0.27% |
| mrodriguez1 | 268 | 0.26% |
| lzamudi1 | 266 | 0.26% |
| cpride | 265 | 0.26% |

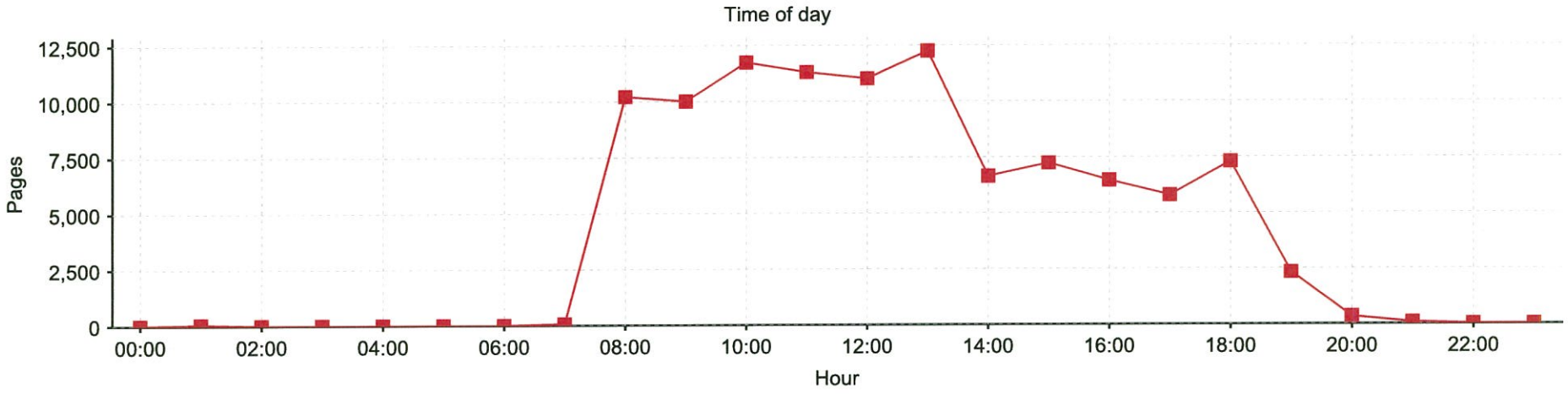
| Environmental Impact | |
|---|---|
| Trees Consumed | 1.25 trees |
| CO2 Produced | 453.8 kg |
| Equivalent Bulb Hours | 28,573.6 hours |

| Top Printer Groups | Pages |
|---|---|
| HP | 8,631 |
| Phaser 3250 Group | 6,383 |
| WorkCentre | 5,937 |
| WC4118 | 3,577 |
| ColorQube Devices | 2,449 |
| WC4250 | 2,288 |
| Department Copiers | 575 |
| ColorQube Group | 337 |
| Reprographics Group | 20 |
| Phaser 3300 Group | 4 |

## Daily Page Total - For the period of Jul 1, 2012 to Dec 31, 2012.




## Hourly Page Total - For the period of Jul 1, 2012 to Dec 31, 2012.



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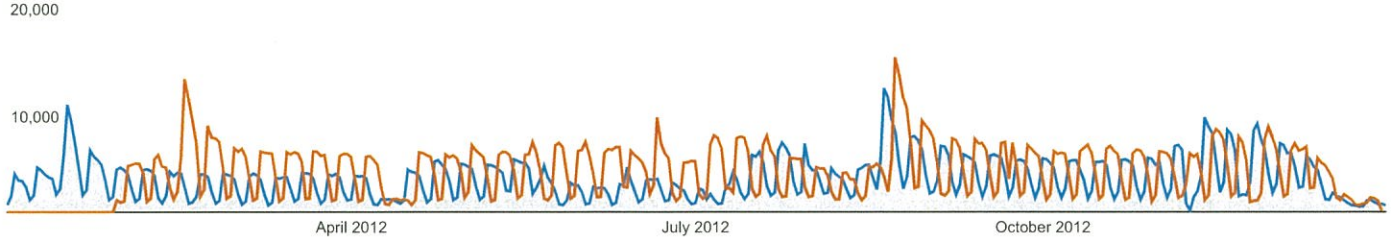
# Audience Overview

Jan 1, 2012 - Dec 31, 2012
Compare to: Jan 1, 2009 - Dec 31, 2009

change in % of visits: +0.00%

Overview

**Jan 1, 2012 - Dec 31, 2012:** Visits
**Jan 1, 2009 - Dec 31, 2009:** Visits




## 330,753 people visited this site

**Visits: -15.26%**
1,138,971 vs 1,344,111

**Unique Visitors: 22.39%**
330,753 vs 270,238

**Pageviews: 187.28%**
8,235,566 vs 2,866,740

**Pages / Visit: 239.02%**
7.23 vs 2.13

**Avg. Visit Duration: 117.97%**
00:04:03 vs 00:01:51

**Bounce Rate: -54.83%**
29.39% vs 65.08%

**% New Visits: 36.03%**
27.27% vs 20.05%

**72.67% Returning Visitor**
827,686 Visits

**27.33% New Visitor**
311,285 Visits

| | Language | Visits | % Visits |
|---|---|---|---|
| 1. | en-us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,020,208 | 89.57% |
| | Jan 1, 2009 - Dec 31, 2009 | 1,280,789 | 95.29% |
| | **% Change** | **-20.35%** | **-6.00%** |
| 2. | en | | |
| | Jan 1, 2012 - Dec 31, 2012 | 45,597 | 4.00% |
| | Jan 1, 2009 - Dec 31, 2009 | 11,039 | 0.82% |
| | **% Change** | **313.05%** | **387.45%** |
| 3. | es | | |
| | Jan 1, 2012 - Dec 31, 2012 | 40,126 | 3.52% |
| | Jan 1, 2009 - Dec 31, 2009 | 29,699 | 2.21% |
| | **% Change** | **35.11%** | **59.44%** |
| 4. | es-es | | |
| | Jan 1, 2012 - Dec 31, 2012 | 11,576 | 1.02% |

| | | | |
|---|---|---|---|
| | Jan 1, 2009 - Dec 31, 2009 | 15,005 | 1.12% |
| | **% Change** | **-22.85%** | **-8.96%** |
| 5. | es-419 | | |
| | Jan 1, 2012 - Dec 31, 2012 | 9,848 | 0.86% |
| | Jan 1, 2009 - Dec 31, 2009 | 409 | 0.03% |
| | **% Change** | **2,307.82%** | **2,741.50%** |
| 6. | es-mx | | |
| | Jan 1, 2012 - Dec 31, 2012 | 4,466 | 0.39% |
| | Jan 1, 2009 - Dec 31, 2009 | 587 | 0.04% |
| | **% Change** | **660.82%** | **797.85%** |
| 7. | ko-kr | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,994 | 0.18% |
| | Jan 1, 2009 - Dec 31, 2009 | 4 | 0.00% |
| | **% Change** | **49,750.00%** | **58,728.48%** |
| 8. | en-gb | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,185 | 0.10% |
| | Jan 1, 2009 - Dec 31, 2009 | 981 | 0.07% |
| | **% Change** | **20.80%** | **42.55%** |
| 9. | en_us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 687 | 0.06% |
| | Jan 1, 2009 - Dec 31, 2009 | 83 | 0.01% |
| | **% Change** | **727.71%** | **876.79%** |
| 10. | es-us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 410 | 0.04% |
| | Jan 1, 2009 - Dec 31, 2009 | 0 | 0.00% |
| | **% Change** | **100.00%** | **100.00%** |

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# Pages

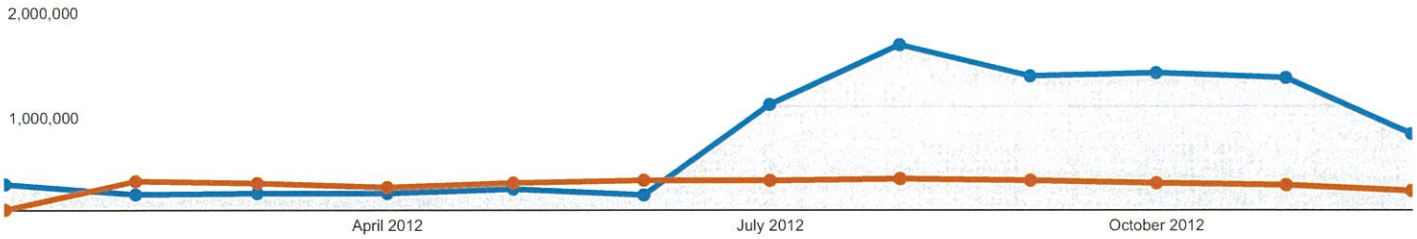
Jan 1, 2012 - Dec 31, 2012
Compare to: Jan 1, 2009 - Dec 31, 2009

change in % of pageviews: +0.00%

Explorer

Site Usage

**Jan 1, 2012 - Dec 31, 2012:** Pageviews
**Jan 1, 2009 - Dec 31, 2009:** Pageviews




| Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|---|---|---|---|---|---|---|
| 187.28% | -25.19% | -60.39% | -15.26% | -54.83% | -70.50% | 0.00% |
| 8,235,566 vs 2,866,740 | 1,662,505 vs 2,222,299 | 00:00:39 vs 00:01:38 | 1,138,968 vs 1,344,111 | 29.39% vs 65.08% | 13.83% vs 46.89% | $0.00 vs $0.00 |

| | Page | Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|---|---|---|---|---|---|---|---|---|
| 1. | / | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **6,274,761** | 1,058,078 | 00:00:36 | 1,045,419 | 29.62% | 13.79% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **1,455,673** | 1,207,770 | 00:02:26 | 1,198,400 | 65.66% | 62.34% | $0.00 |
| | **% Change** | 331.06% | -12.39% | -75.39% | -12.77% | -54.88% | -77.89% | **0.00%** |
| 2. | /students/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **284,215** | 71,002 | 00:00:36 | 8,496 | 25.59% | 15.47% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 3. | /courses-and-programs/catalogs-and-schedules/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **131,322** | 32,097 | 00:01:08 | 6,218 | 21.37% | 14.41% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 4. | /courses-and-programs/divisions/arts-and-letters/library-department/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **104,544** | 19,480 | 00:01:09 | 15,506 | 4.55% | 13.40% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 5. | /apply-now | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **96,169** | 24,172 | 00:01:36 | 3,226 | 31.43% | 15.93% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 6. | /student-news/fall-2012-course-schedule-and-student-guide | | | | | | | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Jan 1, 2012 - Dec 31, 2012 | **84,957** | 13,121 | 00:00:24 | 617 | 15.24% | 5.78% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 7. | /faculty-and-staff/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **77,748** | 23,705 | 00:00:42 | 5,172 | 29.81% | 17.93% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 8. | /students/student-email-lookup/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **45,400** | 5,776 | 00:00:30 | 1,835 | 13.62% | 6.82% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 9. | /students/financial-aid-and-scholarships/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **43,705** | 14,511 | 00:00:35 | 1,173 | 15.09% | 8.32% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 10. | /courses-and-programs/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **40,412** | 13,092 | 00:00:27 | 1,007 | 14.00% | 6.12% | $0.00 |
| | Jan 1, 2009 - Dec 31, 2009 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |

Rows 1 - 10 of 38141

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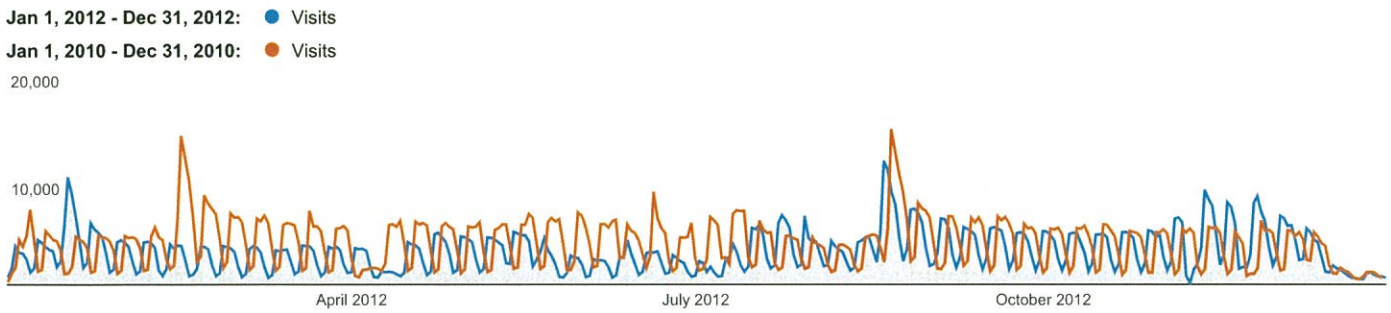
## Audience Overview

Jan 1, 2012 - Dec 31, 2012
Compare to: Jan 1, 2010 - Dec 31, 2010

change in % of visits: +0.00%

Overview




### 330,753 people visited this site

**Visits: -17.90%**
1,138,971 vs 1,387,334

**Unique Visitors: -2.13%**
330,753 vs 337,942

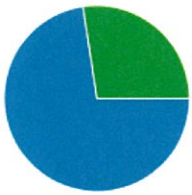
**Pageviews: 185.84%**
8,235,566 vs 2,881,198

**Pages / Visit: 248.17%**
7.23 vs 2.08

**Avg. Visit Duration: 97.04%**
00:04:03 vs 00:02:03

**Bounce Rate: -55.35%**
29.39% vs 65.83%

**% New Visits: 20.34%**
27.27% vs 22.66%



**72.67% Returning Visitor**
827,686 Visits

**27.33% New Visitor**
311,285 Visits

| | Language | Visits | % Visits |
|---|---|---|---|
| 1. | en-us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,020,208 | 89.57% |
| | Jan 1, 2010 - Dec 31, 2010 | 1,308,534 | 94.32% |
| | **% Change** | **-22.03%** | **-5.03%** |
| 2. | en | | |
| | Jan 1, 2012 - Dec 31, 2012 | 45,597 | 4.00% |
| | Jan 1, 2010 - Dec 31, 2010 | 19,007 | 1.37% |
| | **% Change** | **139.90%** | **192.21%** |
| 3. | es | | |
| | Jan 1, 2012 - Dec 31, 2012 | 40,126 | 3.52% |
| | Jan 1, 2010 - Dec 31, 2010 | 29,319 | 2.11% |
| | **% Change** | **36.86%** | **66.70%** |
| 4. | es-es | | |
| | Jan 1, 2012 - Dec 31, 2012 | 11,576 | 1.02% |

| | | | |
|---|---|---|---|
| | Jan 1, 2010 - Dec 31, 2010 | 17,482 | 1.26% |
| | **% Change** | **-33.78%** | **-19.34%** |
| 5. | es-419 | | |
| | Jan 1, 2012 - Dec 31, 2012 | 9,848 | 0.86% |
| | Jan 1, 2010 - Dec 31, 2010 | 2,009 | 0.14% |
| | **% Change** | **390.19%** | **497.09%** |
| 6. | es-mx | | |
| | Jan 1, 2012 - Dec 31, 2012 | 4,466 | 0.39% |
| | Jan 1, 2010 - Dec 31, 2010 | 2,721 | 0.20% |
| | **% Change** | **64.13%** | **99.92%** |
| 7. | ko-kr | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,994 | 0.18% |
| | Jan 1, 2010 - Dec 31, 2010 | 915 | 0.07% |
| | **% Change** | **117.92%** | **165.44%** |
| 8. | en-gb | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,185 | 0.10% |
| | Jan 1, 2010 - Dec 31, 2010 | 1,648 | 0.12% |
| | **% Change** | **-28.09%** | **-12.42%** |
| 9. | en_us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 687 | 0.06% |
| | Jan 1, 2010 - Dec 31, 2010 | 402 | 0.03% |
| | **% Change** | **70.90%** | **108.16%** |
| 10. | es-us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 410 | 0.04% |
| | Jan 1, 2010 - Dec 31, 2010 | 9 | 0.00% |
| | **% Change** | **4,455.56%** | **5,448.94%** |

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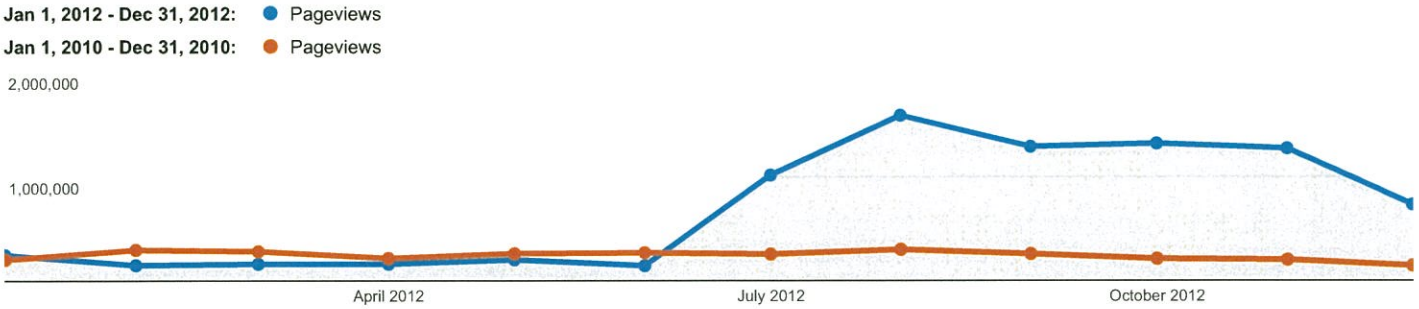
# Pages

Jan 1, 2012 - Dec 31, 2012
Compare to: Jan 1, 2010 - Dec 31, 2010

change in % of pageviews: +0.00%

Explorer

Site Usage




| Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|---|---|---|---|---|---|---|
| 185.84% | -24.50% | -65.96% | -17.90% | -55.35% | -71.28% | 0.00% |
| 8,235,566 vs 2,881,198 | 1,662,505 vs 2,202,048 | 00:00:39 vs 00:01:54 | 1,138,968 vs 1,387,334 | 29.39% vs 65.83% | 13.83% vs 48.15% | $0.00 vs $0.00 |

| | Page | Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|---|---|---|---|---|---|---|---|---|
| 1. | / | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **6,274,761** | 1,058,078 | 00:00:36 | 1,045,419 | 29.62% | 13.79% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **1,422,774** | 1,132,135 | 00:02:50 | 1,116,956 | 65.61% | 61.79% | $0.00 |
| | **% Change** | **341.02%** | **-6.54%** | **-78.94%** | **-6.40%** | **-54.85%** | **-77.69%** | **0.00%** |
| 2. | /students/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **284,215** | 71,002 | 00:00:36 | 8,496 | 25.59% | 15.47% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **0.00%** |
| 3. | /courses-and-programs/catalogs-and-schedules/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **131,322** | 32,097 | 00:01:08 | 6,218 | 21.37% | 14.41% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **0.00%** |
| 4. | /courses-and-programs/divisions/arts-and-letters/library-department/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **104,544** | 19,480 | 00:01:09 | 15,506 | 4.55% | 13.40% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **0.00%** |
| 5. | /apply-now | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **96,169** | 24,172 | 00:01:36 | 3,226 | 31.43% | 15.93% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **0.00%** |
| 6. | /student-news/fall-2012-course-schedule-and-student-guide | | | | | | | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Jan 1, 2012 - Dec 31, 2012 | **84,957** | 13,121 | 00:00:24 | 617 | 15.24% | 5.78% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 7. | /faculty-and-staff/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **77,748** | 23,705 | 00:00:42 | 5,172 | 29.81% | 17.93% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 8. | /students/student-email-lookup/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **45,400** | 5,776 | 00:00:30 | 1,835 | 13.62% | 6.82% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 9. | /students/financial-aid-and-scholarships/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **43,705** | 14,511 | 00:00:35 | 1,173 | 15.09% | 8.32% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |
| 10. | /courses-and-programs/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **40,412** | 13,092 | 00:00:27 | 1,007 | 14.00% | 6.12% | $0.00 |
| | Jan 1, 2010 - Dec 31, 2010 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | ∞% | ∞% | ∞% | ∞% | ∞% | ∞% | **0.00%** |

Rows 1 - 10 of 38365

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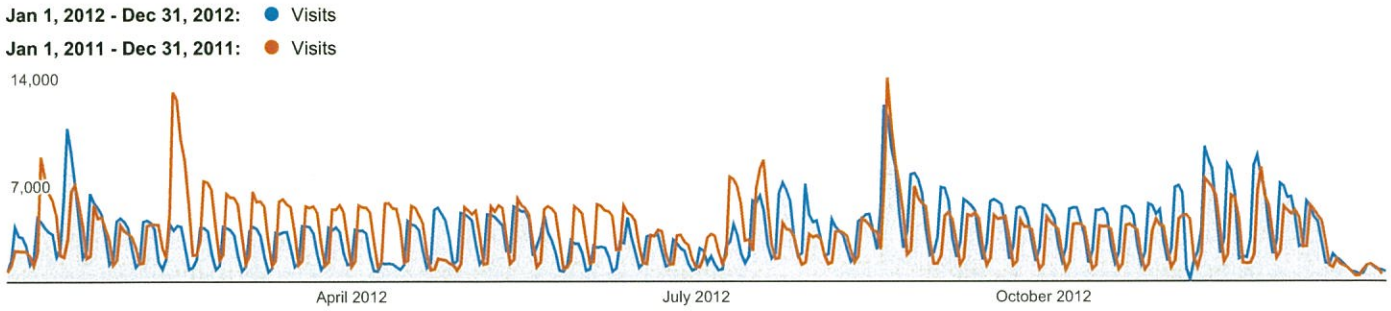
## Audience Overview

Jan 1, 2012 - Dec 31, 2012
Compare to: Jan 1, 2011 - Dec 31, 2011

change in % of visits: +0.00%

Overview




### 330,753 people visited this site

**Visits: -3.85%**
1,138,971 vs 1,184,591

**Unique Visitors: 3.27%**
330,753 vs 320,286

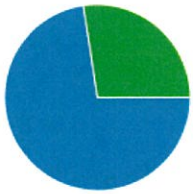
**Pageviews: 222.29%**
8,235,566 vs 2,555,337

**Pages / Visit: 235.20%**
7.23 vs 2.16

**Avg. Visit Duration: 34.36%**
00:04:03 vs 00:03:01

**Bounce Rate: -53.07%**
29.39% vs 62.63%

**% New Visits: 7.65%**
27.27% vs 25.33%



**72.67% Returning Visitor**
827,686 Visits

**27.33% New Visitor**
311,285 Visits

| | Language | Visits | % Visits |
|---|---|---|---|
| 1. | en-us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,020,208 | 89.57% |
| | Jan 1, 2011 - Dec 31, 2011 | 1,083,968 | 91.51% |
| | **% Change** | **-5.88%** | **-2.11%** |
| 2. | en | | |
| | Jan 1, 2012 - Dec 31, 2012 | 45,597 | 4.00% |
| | Jan 1, 2011 - Dec 31, 2011 | 33,848 | 2.86% |
| | **% Change** | **34.71%** | **40.11%** |
| 3. | es | | |
| | Jan 1, 2012 - Dec 31, 2012 | 40,126 | 3.52% |
| | Jan 1, 2011 - Dec 31, 2011 | 33,430 | 2.82% |
| | **% Change** | **20.03%** | **24.84%** |
| 4. | es-es | | |
| | Jan 1, 2012 - Dec 31, 2012 | 11,576 | 1.02% |

| | | | |
|---|---|---|---|
| | Jan 1, 2011 - Dec 31, 2011 | 15,751 | 1.33% |
| | **% Change** | **-26.51%** | **-23.56%** |
| 5. | es-419 | | |
| | Jan 1, 2012 - Dec 31, 2012 | 9,848 | 0.86% |
| | Jan 1, 2011 - Dec 31, 2011 | 5,446 | 0.46% |
| | **% Change** | **80.83%** | **88.07%** |
| 6. | es-mx | | |
| | Jan 1, 2012 - Dec 31, 2012 | 4,466 | 0.39% |
| | Jan 1, 2011 - Dec 31, 2011 | 3,142 | 0.27% |
| | **% Change** | **42.14%** | **47.83%** |
| 7. | ko-kr | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,994 | 0.18% |
| | Jan 1, 2011 - Dec 31, 2011 | 2,956 | 0.25% |
| | **% Change** | **-32.54%** | **-29.84%** |
| 8. | en-gb | | |
| | Jan 1, 2012 - Dec 31, 2012 | 1,185 | 0.10% |
| | Jan 1, 2011 - Dec 31, 2011 | 1,326 | 0.11% |
| | **% Change** | **-10.63%** | **-7.05%** |
| 9. | en_us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 687 | 0.06% |
| | Jan 1, 2011 - Dec 31, 2011 | 524 | 0.04% |
| | **% Change** | **31.11%** | **36.36%** |
| 10. | es-us | | |
| | Jan 1, 2012 - Dec 31, 2012 | 410 | 0.04% |
| | Jan 1, 2011 - Dec 31, 2011 | 9 | 0.00% |
| | **% Change** | **4,455.56%** | **4,638.02%** |

view full report

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Google Analytics

http://www.imperial.edu - http://www.imperial.edu
www.imperial.edu [DEFAULT]

# Pages

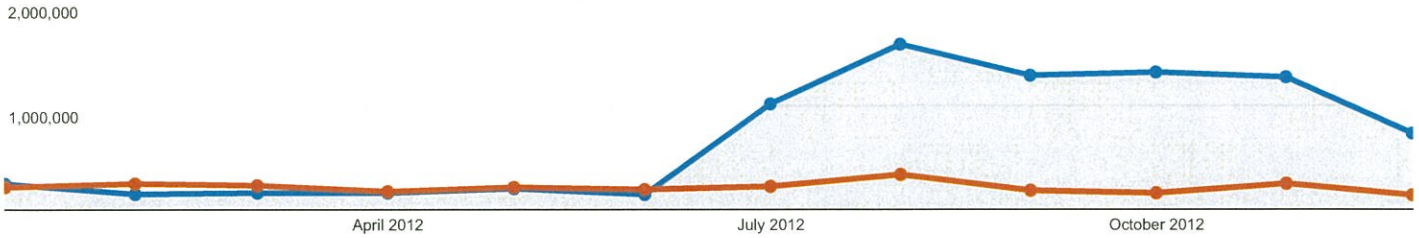
Jan 1, 2012 - Dec 31, 2012
Compare to: Jan 1, 2011 - Dec 31, 2011

change in % of pageviews: +0.00%

Explorer

Site Usage

**Jan 1, 2012 - Dec 31, 2012:** Pageviews
**Jan 1, 2011 - Dec 31, 2011:** Pageviews




| Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|---|---|---|---|---|---|---|
| 222.29% | -7.01% | -75.06% | -3.85% | -53.07% | -70.17% | 0.00% |
| 8,235,566 vs 2,555,337 | 1,662,505 vs 1,787,879 | 00:00:39 vs 00:02:36 | 1,138,968 vs 1,184,591 | 29.39% vs 62.63% | 13.83% vs 46.36% | $0.00 vs $0.00 |

| | Page | Pageviews | Unique Pageviews | Avg. Time on Page | Entrances | Bounce Rate | % Exit | Page Value |
|---|---|---|---|---|---|---|---|---|
| 1. | / | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **6,274,761** | 1,058,078 | 00:00:36 | 1,045,419 | 29.62% | 13.79% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **1,515,904** | 1,043,644 | 00:03:37 | 1,033,405 | 62.03% | 55.21% | $0.00 |
| | **% Change** | **313.93%** | **1.38%** | **-83.50%** | **1.16%** | **-52.24%** | **-75.03%** | **0.00%** |
| 2. | /students/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **284,215** | 71,002 | 00:00:36 | 8,496 | 25.59% | 15.47% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **31,259** | 20,988 | 00:02:11 | 1,123 | 55.21% | 37.17% | $0.00 |
| | **% Change** | **809.23%** | **238.30%** | **-72.39%** | **656.54%** | **-53.65%** | **-58.36%** | **0.00%** |
| 3. | /courses-and-programs/catalogs-and-schedules/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **131,322** | 32,097 | 00:01:08 | 6,218 | 21.37% | 14.41% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **18,731** | 10,772 | 00:03:28 | 597 | 47.24% | 35.14% | $0.00 |
| | **% Change** | **601.09%** | **197.97%** | **-67.56%** | **941.54%** | **-54.75%** | **-59.01%** | **0.00%** |
| 4. | /courses-and-programs/divisions/arts-and-letters/library-department/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **104,544** | 19,480 | 00:01:09 | 15,506 | 4.55% | 13.40% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **0.00%** |
| 5. | /apply-now | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **96,169** | 24,172 | 00:01:36 | 3,226 | 31.43% | 15.93% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **9,269** | 5,359 | 00:04:16 | 343 | 39.94% | 33.70% | $0.00 |
| | **% Change** | **937.53%** | **351.05%** | **-62.59%** | **840.52%** | **-21.30%** | **-52.74%** | **0.00%** |
| 6. | /student-news/fall-2012-course-schedule-and-student-guide | | | | | | | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Jan 1, 2012 - Dec 31, 2012 | **84,957** | 13,121 | 00:00:24 | 617 | 15.24% | 5.78% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **0.00%** |
| 7. | /faculty-and-staff/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **77,748** | 23,705 | 00:00:42 | 5,172 | 29.81% | 17.93% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **15,651** | 9,904 | 00:02:02 | 293 | 49.15% | 33.95% | $0.00 |
| | **% Change** | **396.76%** | **139.35%** | **-65.58%** | **1,665.19%** | **-39.34%** | **-47.18%** | **0.00%** |
| 8. | /students/student-email-lookup/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **45,400** | 5,776 | 00:00:30 | 1,835 | 13.62% | 6.82% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **0** | 0 | 00:00:00 | 0 | 0.00% | 0.00% | $0.00 |
| | **% Change** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **∞%** | **0.00%** |
| 9. | /students/financial-aid-and-scholarships/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **43,705** | 14,511 | 00:00:35 | 1,173 | 15.09% | 8.32% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **3,850** | 2,923 | 00:01:32 | 90 | 33.33% | 21.69% | $0.00 |
| | **% Change** | **1,035.19%** | **396.44%** | **-61.58%** | **1,203.33%** | **-54.73%** | **-61.64%** | **0.00%** |
| 10. | /courses-and-programs/ | | | | | | | |
| | Jan 1, 2012 - Dec 31, 2012 | **40,412** | 13,092 | 00:00:27 | 1,007 | 14.00% | 6.12% | $0.00 |
| | Jan 1, 2011 - Dec 31, 2011 | **7,820** | 5,076 | 00:00:53 | 117 | 50.43% | 14.94% | $0.00 |
| | **% Change** | **416.78%** | **157.92%** | **-49.65%** | **760.68%** | **-72.23%** | **-59.01%** | **0.00%** |

Rows 1 - 10 of 46441

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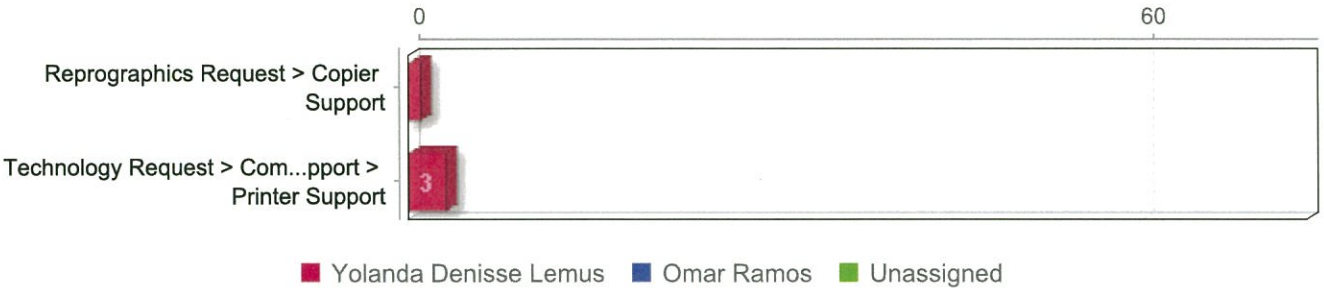
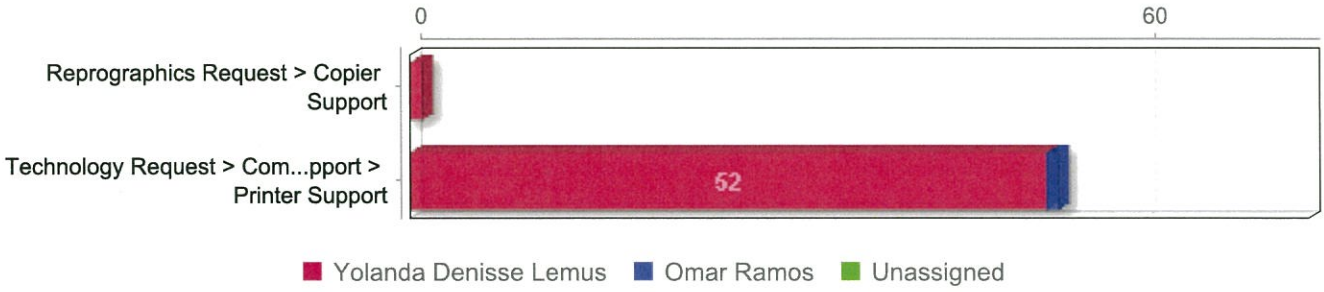
# Printer Support - All Time

**Tickets closed between 7/1/11 12:00 am and 2/6/13 10:17 pm**

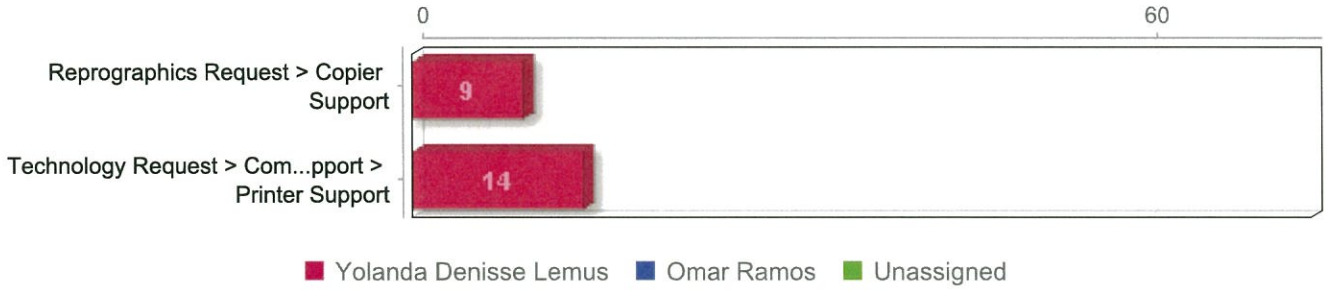
## Feb 2013 Tickets by Request Type



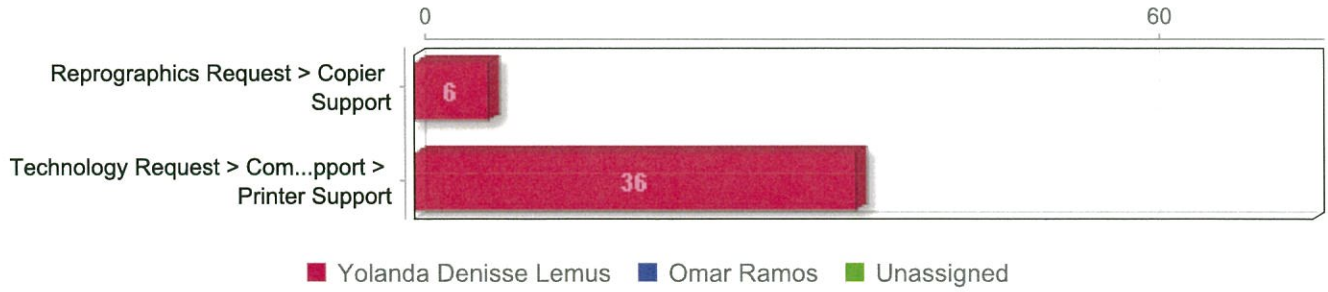

## Jan 2013 Tickets by Request Type



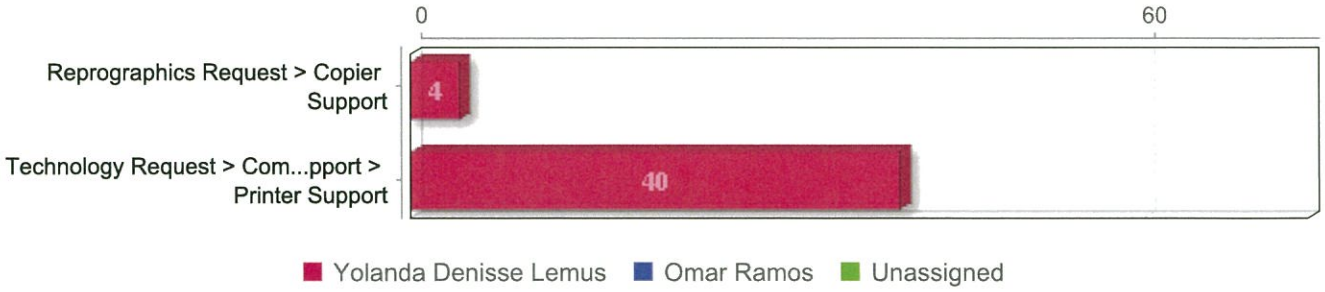

## Dec 2012 Tickets by Request Type



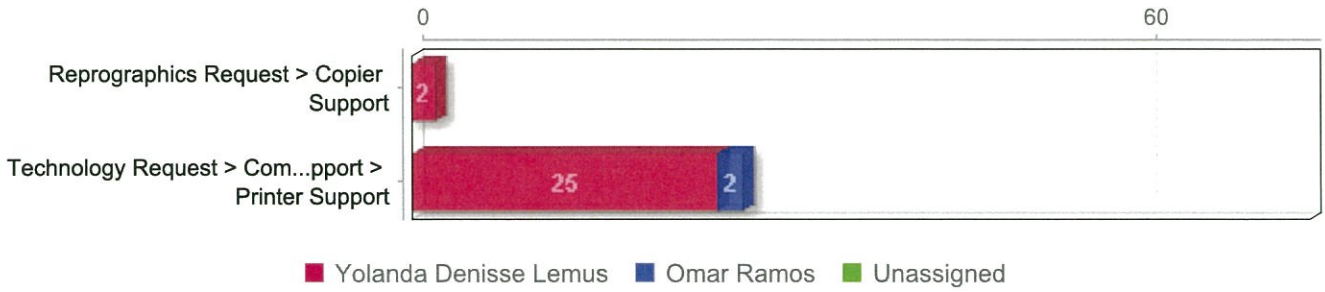

## Nov 2012 Tickets by Request Type



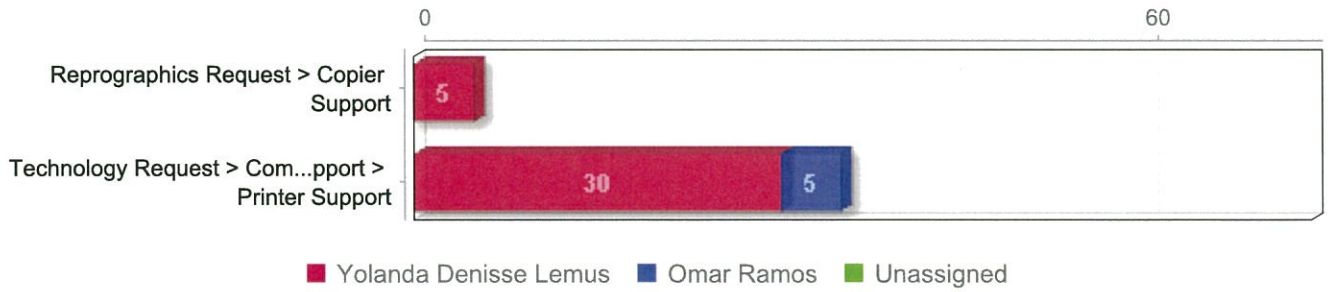
## Oct 2012 Tickets by Request Type



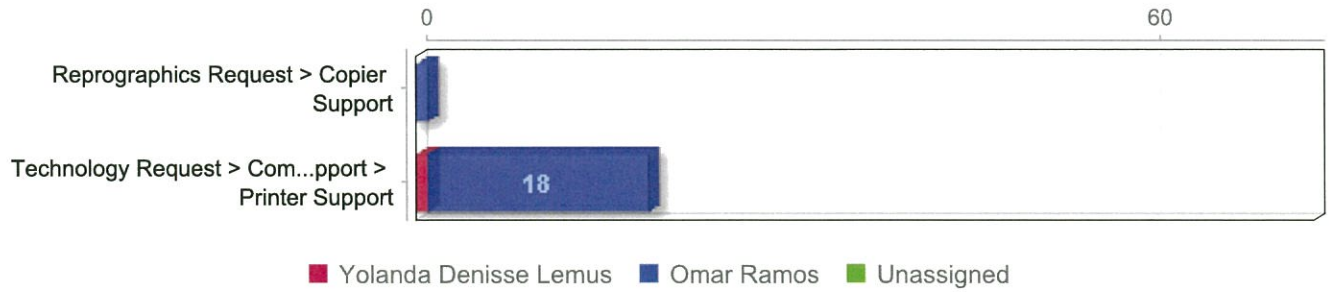

## Sep 2012 Tickets by Request Type



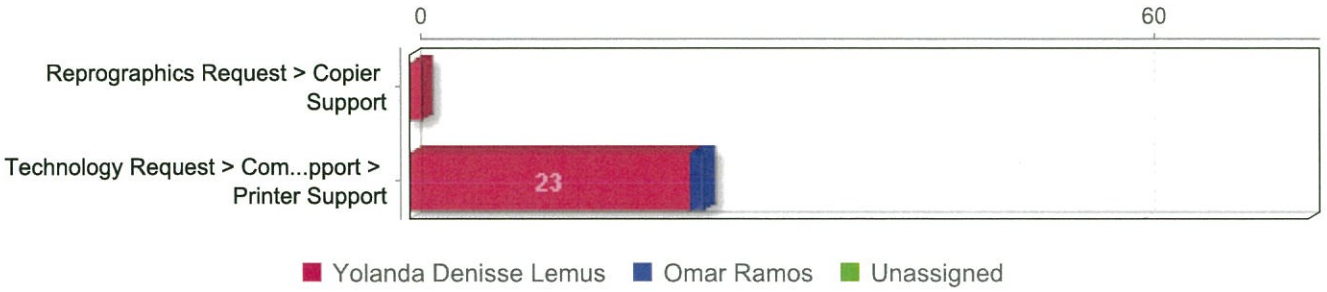

## Aug 2012 Tickets by Request Type



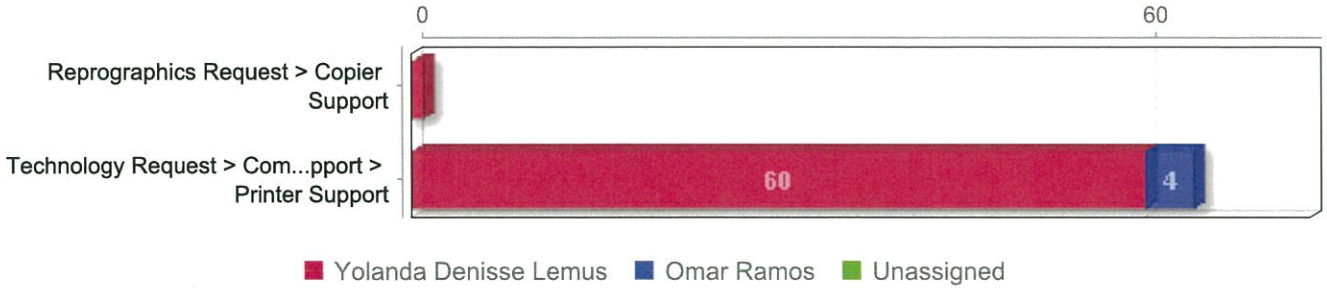

## Jul 2012 Tickets by Request Type



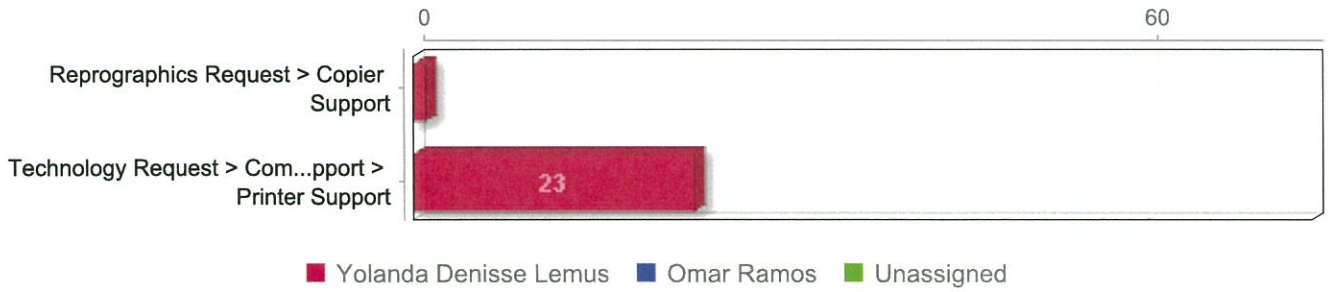
## Jun 2012 Tickets by Request Type



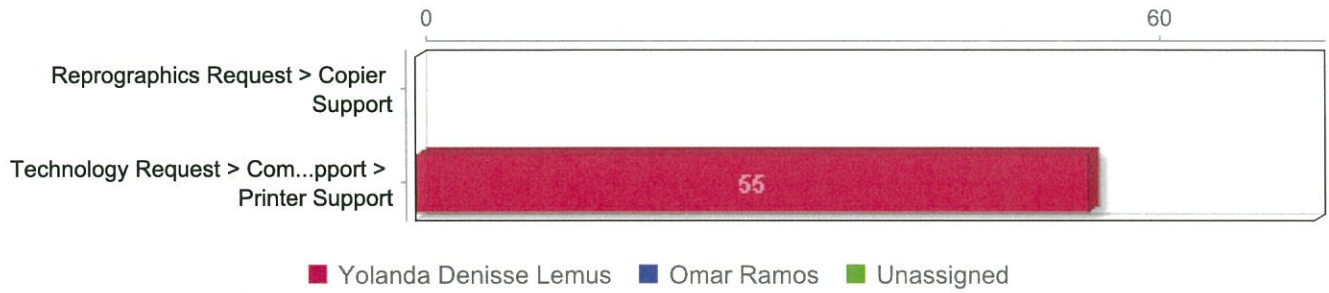

## May 2012 Tickets by Request Type



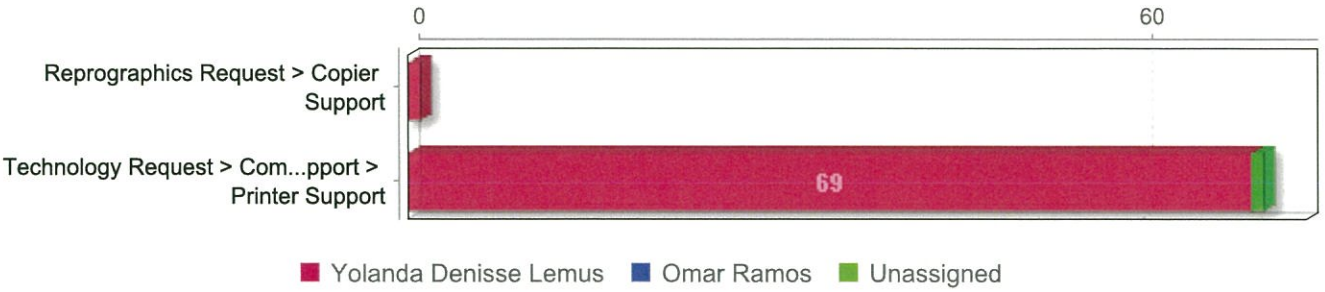

## Apr 2012 Tickets by Request Type



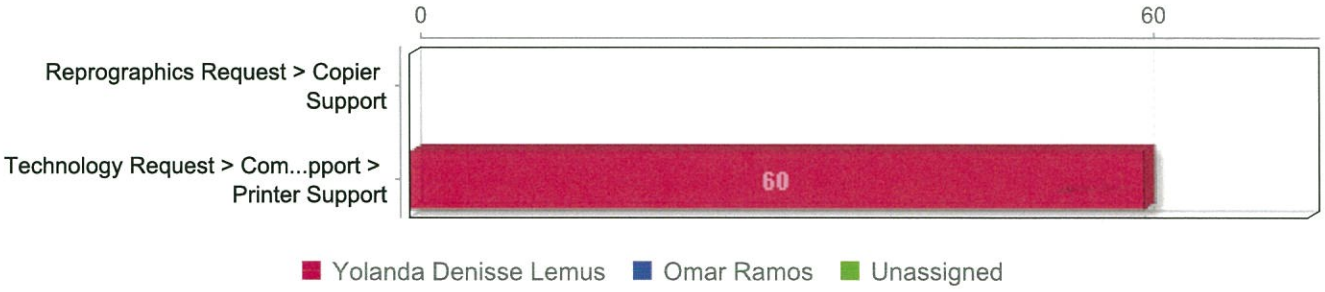

## Mar 2012 Tickets by Request Type



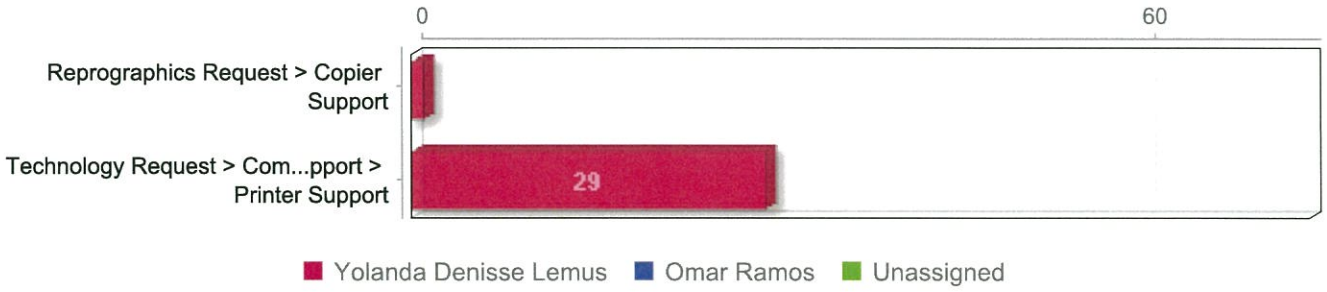
## Feb 2012 Tickets by Request Type



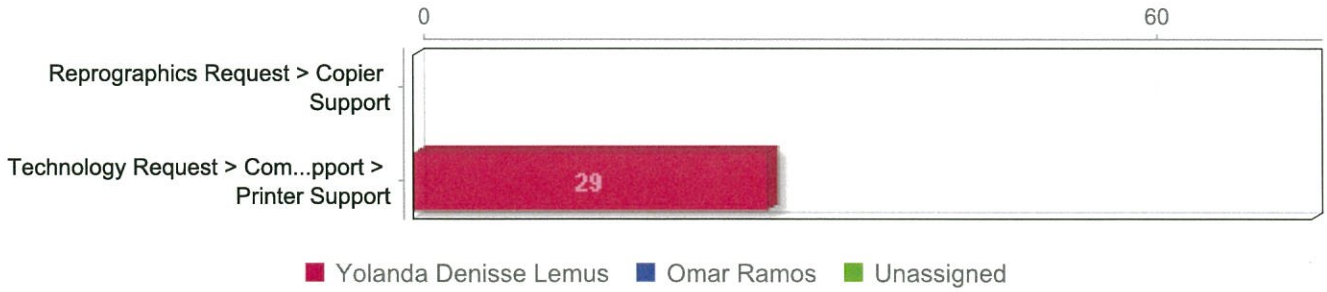

## Jan 2012 Tickets by Request Type



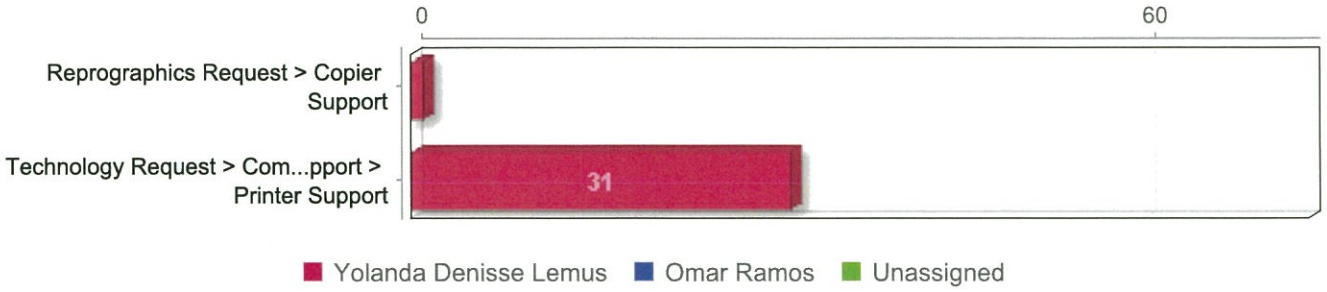

## Dec 2011 Tickets by Request Type



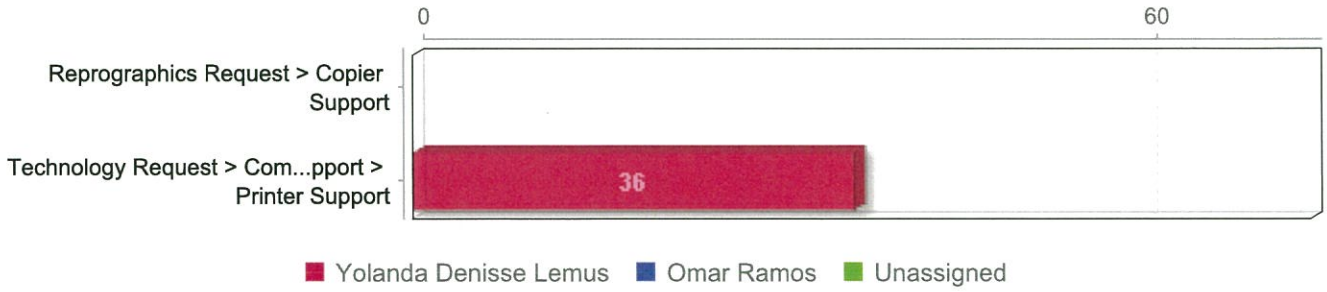

## Nov 2011 Tickets by Request Type



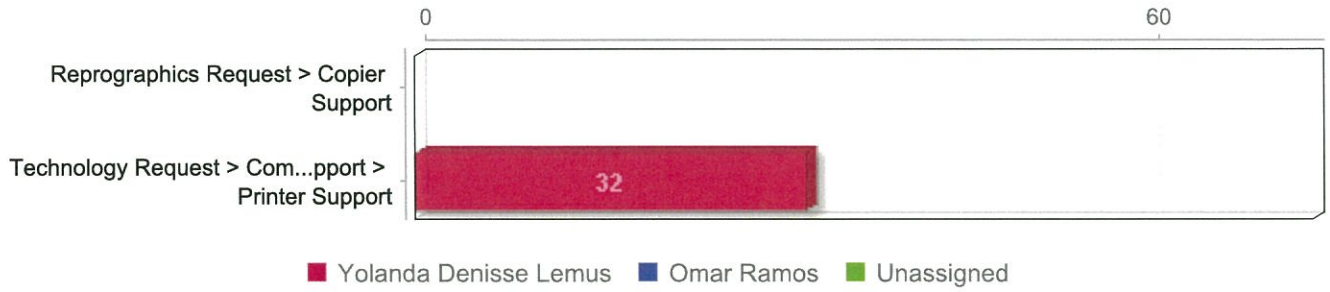
## Oct 2011 Tickets by Request Type



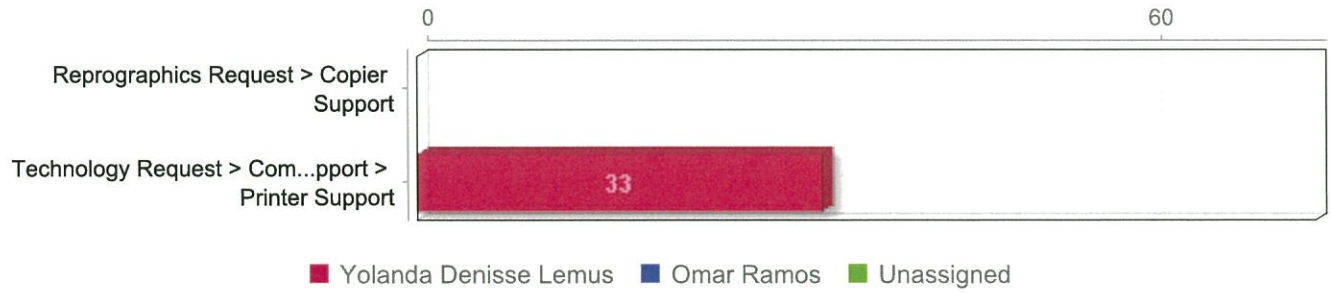

## Sep 2011 Tickets by Request Type




## Aug 2011 Tickets by Request Type




## Jul 2011 Tickets by Request Type




**Tickets**

| | | Yolanda Denisse Lemus | Omar Ramos | Unassigned | Total |
|---|---|---|---|---|---|
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Support > Printer Support | 3 | 0 | 0 | 3 |
| Feb 2013 | Total | 5 | 0 | 0 | 5 |
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 4 | 0 | 0 | 4 |
| | Technology Request > Computer Support > Printer Support | 52 | 1 | 0 | 53 |
| Jan 2013 | Total | 57 | 1 | 0 | 58 |
| | Reprographics Request > Copier Support | 9 | 0 | 0 | 9 |
| | Technology Request > Computer Lab Support > Printer Support | 4 | 0 | 0 | 4 |
| | Technology Request > Computer Support > Printer Support | 14 | 0 | 0 | 14 |
| Dec 2012 | Total | 27 | 0 | 0 | 27 |
| | Reprographics Request > Copier Support | 6 | 0 | 0 | 6 |
| | Technology Request > Computer Lab Support > Printer Support | 4 | 0 | 0 | 4 |
| | Technology Request > Computer Support > Printer Support | 36 | 0 | 0 | 36 |
| Nov 2012 | Total | 46 | 0 | 0 | 46 |
| | Reprographics Request > Copier Support | 4 | 0 | 0 | 4 |
| | Technology Request > Computer Lab Support > Printer Support | 6 | 0 | 1 | 7 |
| | Technology Request > Computer Support > Printer Support | 40 | 0 | 0 | 40 |
| Oct 2012 | Total | 50 | 0 | 1 | 51 |
| | Reprographics Request > Copier Support | 2 | 0 | 0 | 2 |
| | Technology Request > Computer Lab Support > Printer Support | 2 | 1 | 2 | 5 |
| | Technology Request > Computer Support > Printer Support | 25 | 2 | 0 | 27 |
| Sep 2012 | Total | 29 | 3 | 2 | 34 |
| | Reprographics Request > Copier Support | 5 | 0 | 0 | 5 |
| | Technology Request > Computer Lab Support > Printer Support | 4 | 0 | 0 | 4 |
| Aug 2012 | | | | | |

| | | Yolanda Denisse Lemus | Omar Ramos | Unassigned | Total |
|---|---|---|---|---|---|
| | Technology Request > Computer Support > Printer Support | 30 | 5 | 0 | 35 |
| | Total | 39 | 5 | 0 | 44 |
| | Reprographics Request > Copier Support | 0 | 1 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 0 | 1 | 0 | 1 |
| | Technology Request > Computer Support > Printer Support | 1 | 18 | 0 | 19 |
| Jul 2012 | Total | 1 | 20 | 0 | 21 |
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Support > Printer Support | 23 | 1 | 0 | 24 |
| Jun 2012 | Total | 24 | 1 | 0 | 25 |
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Support > Printer Support | 60 | 4 | 0 | 64 |
| May 2012 | Total | 62 | 4 | 0 | 66 |
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 0 | 2 | 0 | 2 |
| | Technology Request > Computer Support > Printer Support | 23 | 0 | 0 | 23 |
| Apr 2012 | Total | 24 | 2 | 0 | 26 |
| | Reprographics Request > Copier Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Lab Support > Printer Support | 8 | 0 | 0 | 8 |
| | Technology Request > Computer Support > Printer Support | 55 | 0 | 0 | 55 |
| Mar 2012 | Total | 63 | 0 | 0 | 63 |
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Support > Printer Support | 69 | 0 | 1 | 70 |
| Feb 2012 | Total | 70 | 0 | 1 | 71 |
| Jan 2012 | Reprographics Request > Copier Support | 0 | 0 | 0 | 0 |

| | | Yolanda Denisse Lemus | Omar Ramos | Unassigned | Total |
|---|---|---|---|---|---|
| | Technology Request > Computer Lab Support > Printer Support | 2 | 0 | 0 | 2 |
| | Technology Request > Computer Support > Printer Support | 60 | 0 | 0 | 60 |
| | Total | 62 | 0 | 0 | 62 |
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Support > Printer Support | 29 | 0 | 0 | 29 |
| Dec 2011 | Total | 30 | 0 | 0 | 30 |
| | Reprographics Request > Copier Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Lab Support > Printer Support | 3 | 0 | 0 | 3 |
| | Technology Request > Computer Support > Printer Support | 29 | 0 | 0 | 29 |
| Nov 2011 | Total | 32 | 0 | 0 | 32 |
| | Reprographics Request > Copier Support | 1 | 0 | 0 | 1 |
| | Technology Request > Computer Lab Support > Printer Support | 5 | 0 | 0 | 5 |
| | Technology Request > Computer Support > Printer Support | 31 | 0 | 0 | 31 |
| Oct 2011 | Total | 37 | 0 | 0 | 37 |
| | Reprographics Request > Copier Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Lab Support > Printer Support | 4 | 0 | 0 | 4 |
| | Technology Request > Computer Support > Printer Support | 36 | 0 | 0 | 36 |
| Sep 2011 | Total | 40 | 0 | 0 | 40 |
| | Reprographics Request > Copier Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Lab Support > Printer Support | 3 | 0 | 0 | 3 |
| | Technology Request > Computer Support > Printer Support | 32 | 0 | 0 | 32 |
| Aug 2011 | Total | 35 | 0 | 0 | 35 |
| | Reprographics Request > Copier Support | 0 | 0 | 0 | 0 |
| | Technology Request > Computer Lab Support > Printer Support | 2 | 0 | 0 | 2 |
| | Technology Request > Computer Support > Printer Support | 33 | 0 | 0 | 33 |
| Jul 2011 | Total | 35 | 0 | 0 | 35 |

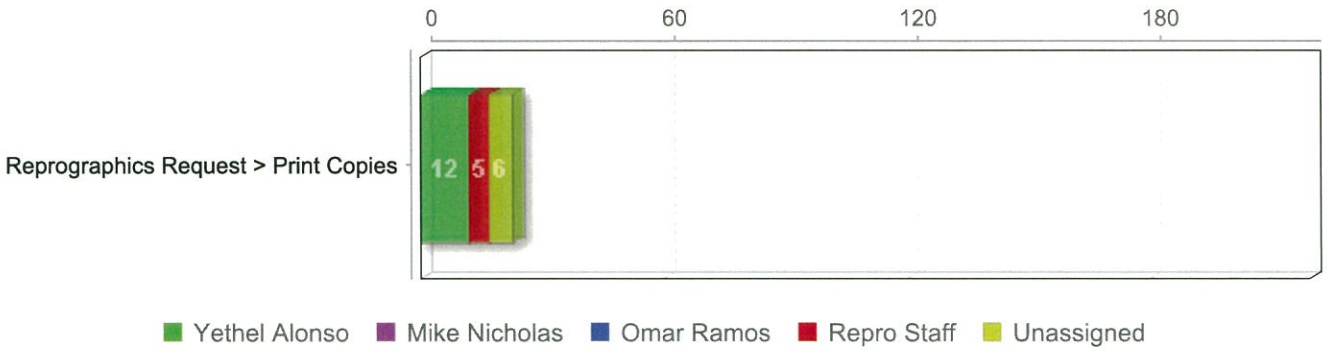
| | | Yolanda Denisse Lemus | Omar Ramos | Unassigned | Total |
|---|---|---|---|---|---|
| | Reprographics Request > Copier Support | 34 | 1 | 0 | 35 |
| | Technology Request > Computer Lab Support > Printer Support | 53 | 4 | 3 | 60 |
| | Technology Request > Computer Support > Printer Support | 681 | 31 | 1 | 713 |
| Total | Total | 768 | 36 | 4 | 808 |

**Request Type Filter:** Reprographics Request > Copier Support, Technology Request > Com...pport > Printer Support, Technology Request > Com...pport > Printer Support
**Status Filter:** Closed, Resolved
**Assigned Tech Filter:** Yolanda Denisse Lemus, Omar Ramos, Unassigned

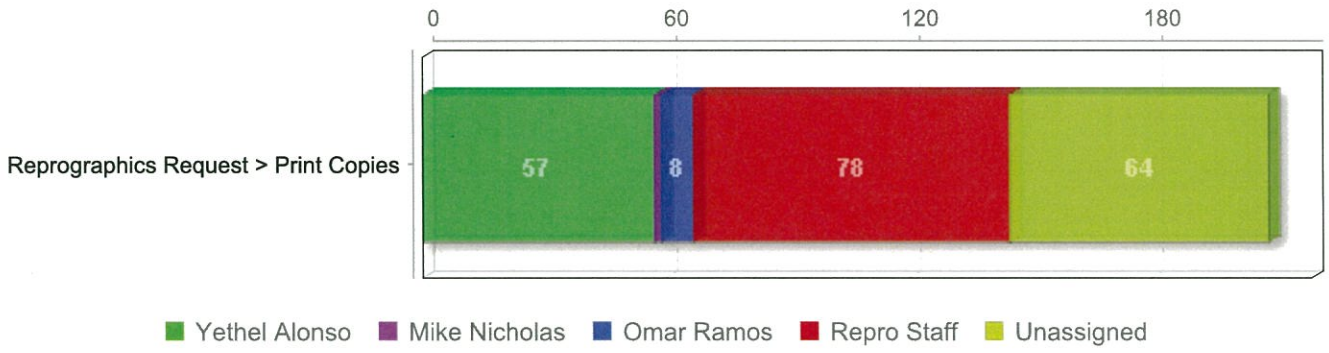
# Reprographics Tickets - All Time

**Tickets closed between 10/1/11 12:00 am and 2/6/13 10:07 pm**

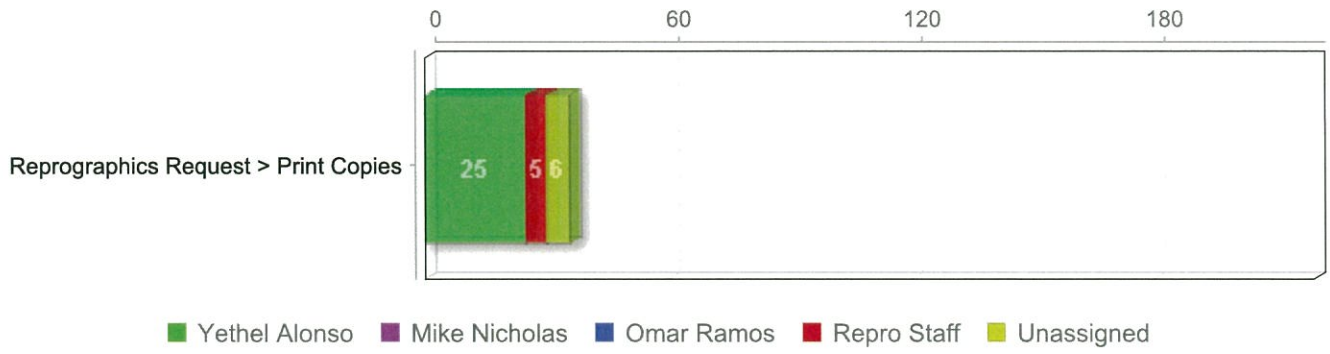
## Feb 2013 Tickets by Request Type



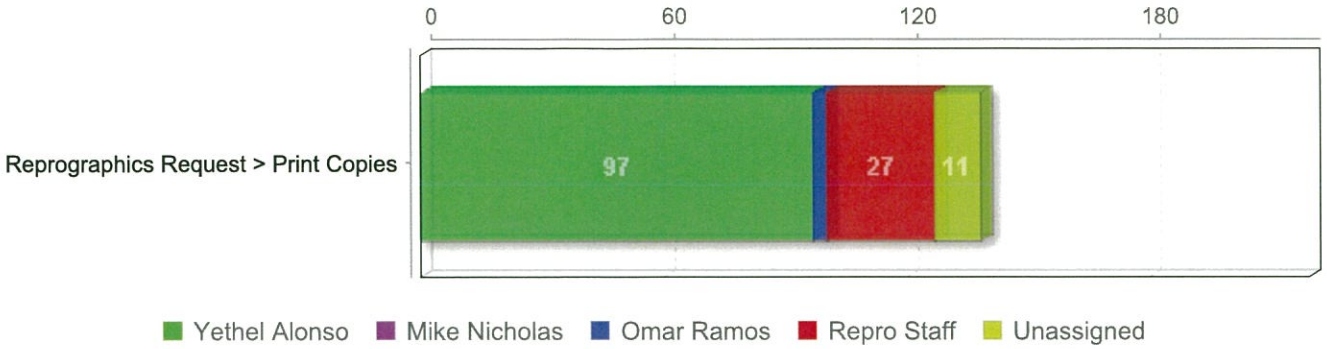

## Jan 2013 Tickets by Request Type



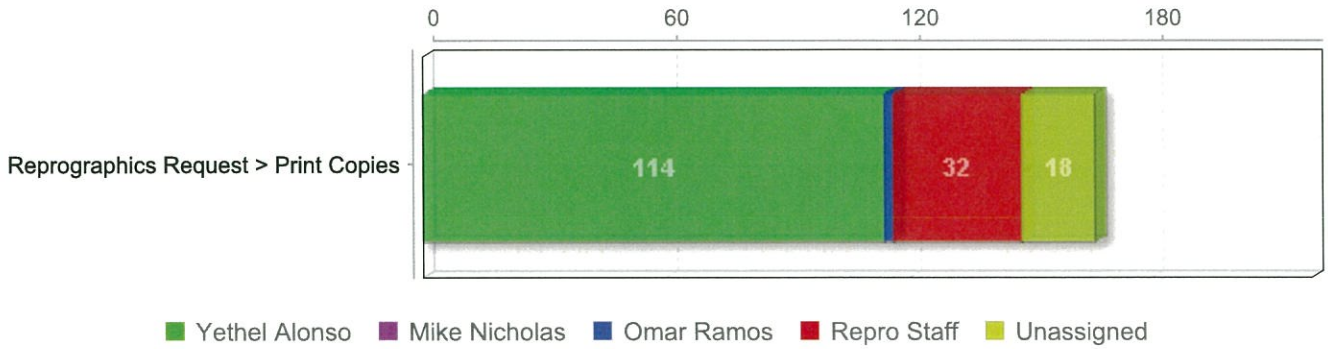

## Dec 2012 Tickets by Request Type



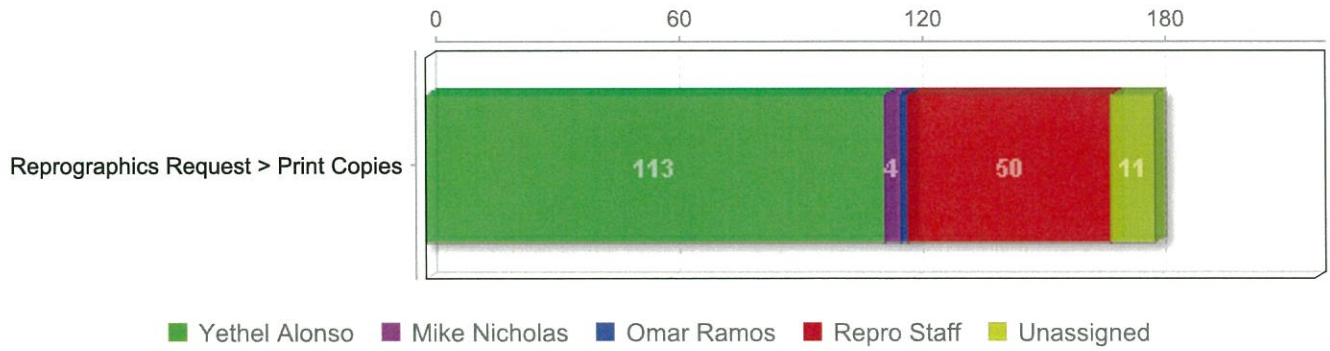
## Nov 2012 Tickets by Request Type



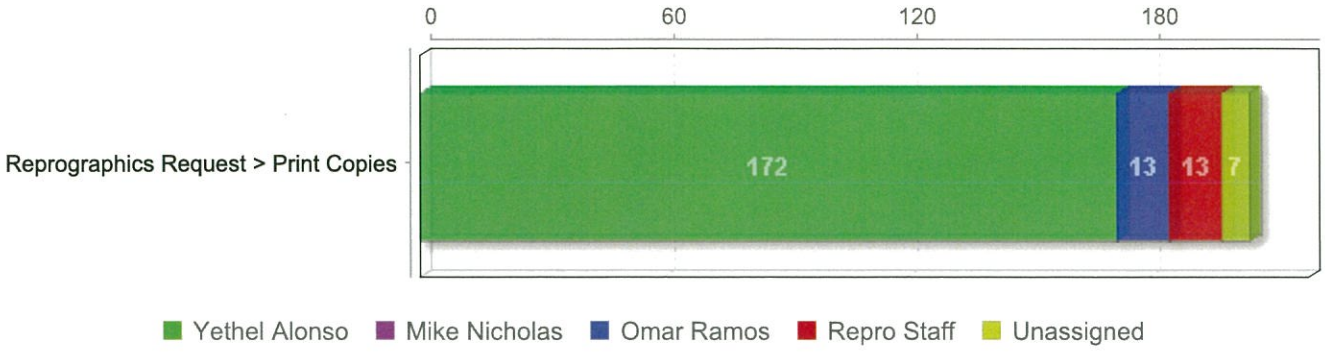

## Oct 2012 Tickets by Request Type



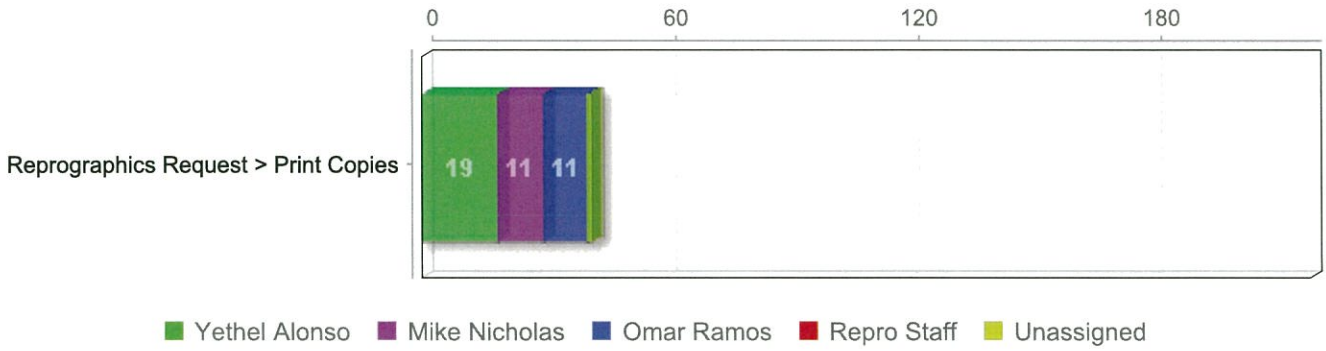

## Sep 2012 Tickets by Request Type



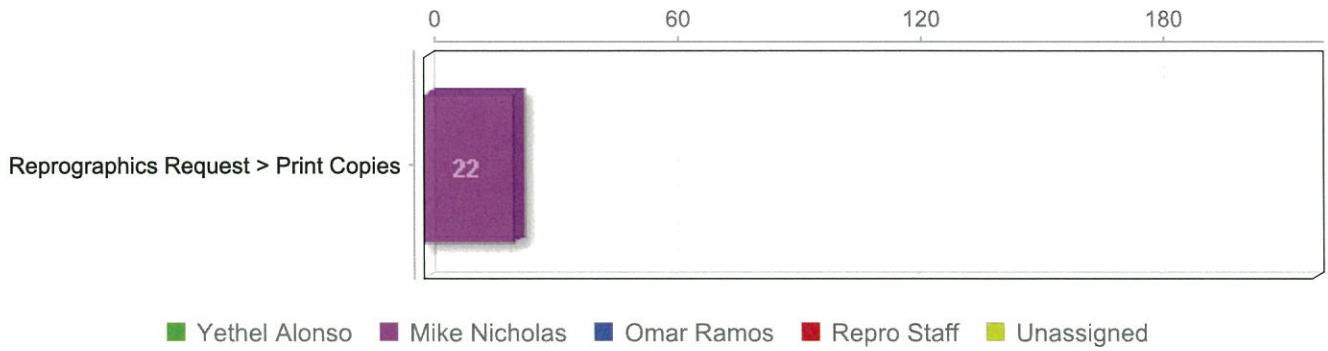
## Aug 2012 Tickets by Request Type



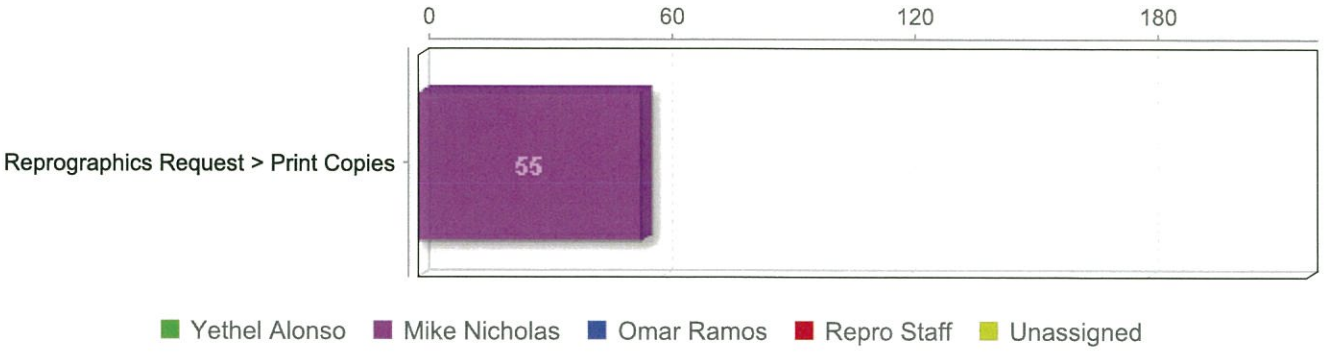

## Jul 2012 Tickets by Request Type



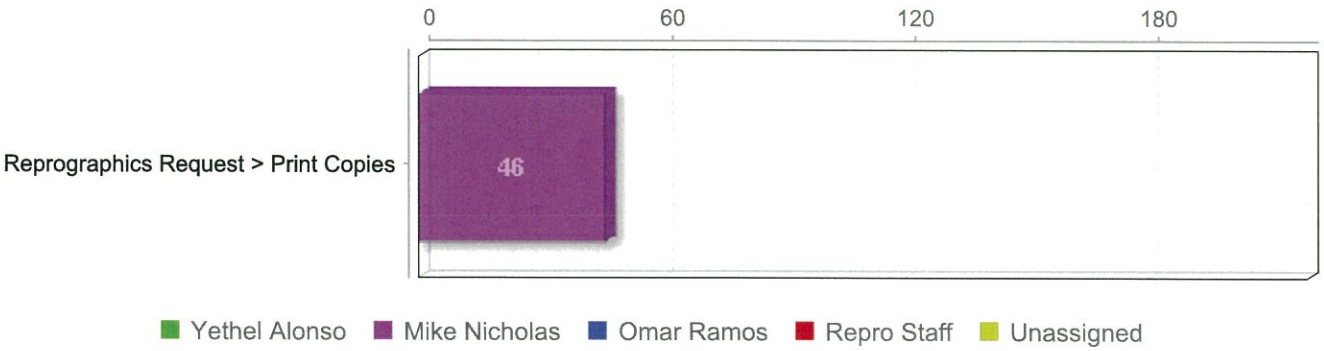

## Jun 2012 Tickets by Request Type



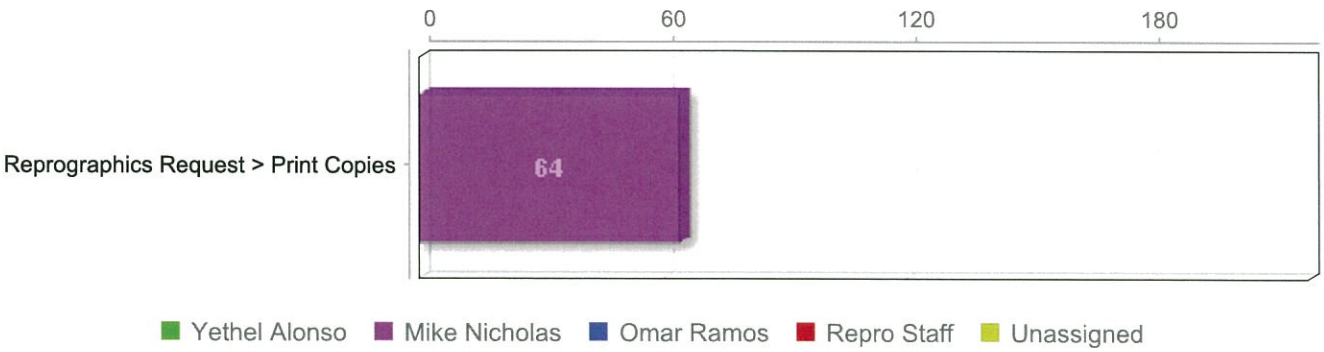
## May 2012 Tickets by Request Type



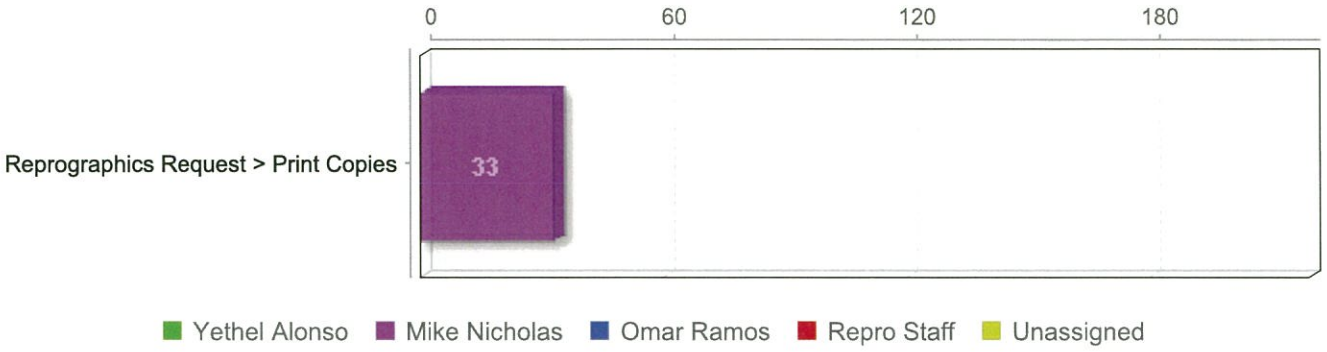

## Apr 2012 Tickets by Request Type



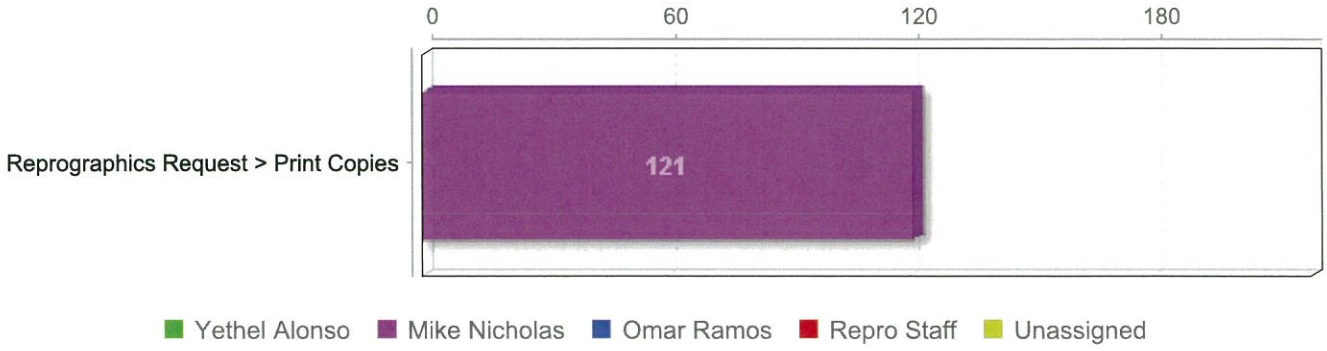

## Mar 2012 Tickets by Request Type



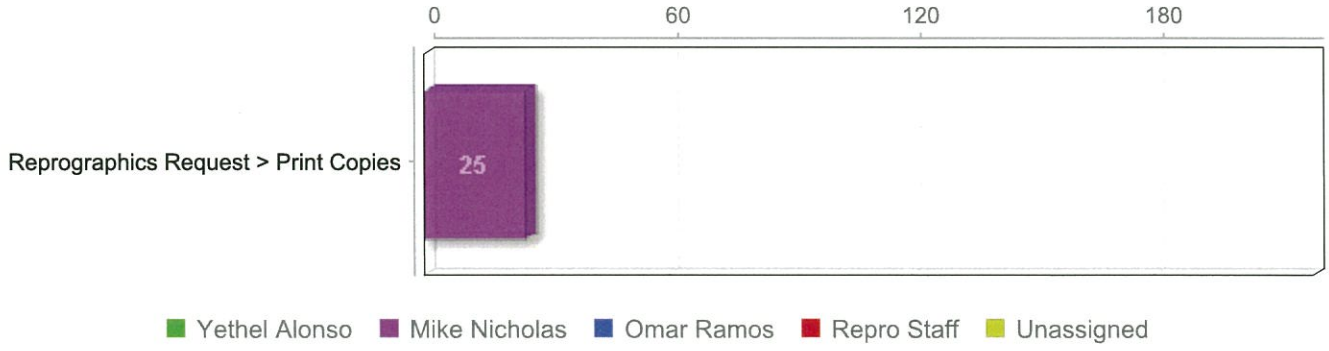
## Feb 2012 Tickets by Request Type



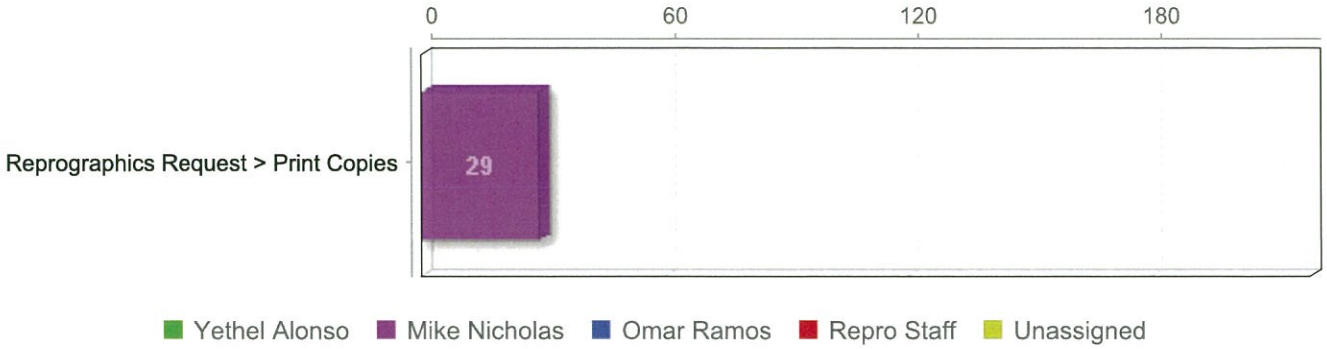

## Jan 2012 Tickets by Request Type




## Dec 2011 Tickets by Request Type



## Nov 2011 Tickets by Request Type




## Oct 2011 Tickets by Request Type

## Reprographics Request > Print Copies Tickets

| | Yethel Alonso | Mike Nicholas | Omar Ramos | Repro Staff | Unassigned | Total |
|---|---|---|---|---|---|---|
| Feb 2013 | 12 | 0 | 0 | 5 | 6 | 23 |
| Jan 2013 | 57 | 2 | 8 | 78 | 64 | 209 |
| Dec 2012 | 25 | 0 | 0 | 5 | 6 | 36 |
| Nov 2012 | 97 | 0 | 3 | 27 | 11 | 138 |
| Oct 2012 | 114 | 0 | 2 | 32 | 18 | 166 |
| Sep 2012 | 113 | 4 | 2 | 50 | 11 | 180 |
| Aug 2012 | 172 | 0 | 13 | 13 | 7 | 205 |
| Jul 2012 | 19 | 11 | 11 | 0 | 1 | 42 |
| Jun 2012 | 0 | 22 | 0 | 0 | 0 | 22 |
| May 2012 | 0 | 55 | 0 | 0 | 0 | 55 |
| Apr 2012 | 0 | 46 | 0 | 0 | 0 | 46 |
| Mar 2012 | 0 | 64 | 0 | 0 | 0 | 64 |
| Feb 2012 | 0 | 33 | 0 | 0 | 0 | 33 |
| Jan 2012 | 0 | 121 | 0 | 0 | 0 | 121 |
| Dec 2011 | 0 | 25 | 0 | 0 | 0 | 25 |
| Nov 2011 | 0 | 29 | 0 | 0 | 0 | 29 |
| Oct 2011 | 0 | 36 | 0 | 0 | 0 | 36 |
| Total | 609 | 448 | 39 | 210 | 124 | 1430 |

**Request Type Filter:** Reprographics Request > Print Copies
**Status Filter:** Closed, Resolved
**Assigned Tech Filter:** Yethel Alonso, Mike Nicholas, Omar Ramos, Repro Staff, Unassigned

**IVC Service Desk (10/1/11 - 2/6/13, Reprographics Request • Print Copies)**
**If you selected somewhat dissatisfied, dissatisfied, or very dissatisfied, please explain how we can better serve you.**

Items per Page 50

| Date | Client | Tech | Request Type | Response |
|---|---|---|---|---|
| 1/22/13 3:18 pm | Amidon, Linda | Alonso, Yethel | Reprographics Request • Print Copies | |
| 10/10/12 10:39 am | Beckett, Phil | Alonso, Yethel | Reprographics Request • Print Copies | |
| 11/22/12 8:42 am | Beckett, Phil | Alonso, Yethel | Reprographics Request • Print Copies | |
| 9/17/12 3:31 pm | Capeci, Michael | Staff, Repro | Reprographics Request • Print Copies | |
| 1/10/13 9:30 am | Chasang, Susan | Staff, Repro | Reprographics Request • Print Copies | |
| 8/19/12 8:50 am | Clarkson, John | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/30/12 12:34 pm | Contreras, Rosa | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:20 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:32 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:20 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:26 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:27 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:32 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:26 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:33 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:20 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:31 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:19 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/13/12 9:28 am | Cortes-Ramirez, Carol | Alonso, Yethel | Reprographics Request • Print Copies | |
| 9/10/12 12:20 pm | Finnell, Gaylla | Staff, Repro | Reprographics Request • Print Copies | |
| 10/21/12 | Gaddis, A.J | Alonso | Reprographics | I never received my copies |

| | | | | | |
|---|---|---|---|---|---|
| 8:06 pm | [illegible] | | Yethel | Request • Print Copies | [illegible] |
| 10/15/12 8:36 am | Gonzalez, Norma | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/27/12 4:18 pm | Gonzalez, Norma | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/27/12 4:18 pm | Gonzalez, Norma | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/27/12 4:18 pm | Gonzalez, Norma | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/21/12 6:19 pm | Guijarro, Jose | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 10/15/12 4:10 pm | Hernandez, Oscar | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/27/12 11:31 am | Howell, Kevin | | Staff, Repro | Reprographics Request • Print Copies | |
| 1/28/13 11:53 am | Jacobson, Suzi | | | Reprographics Request • Print Copies | |
| 1/14/13 11:01 am | Kemp, Elizabeth | | | Reprographics Request • Print Copies | |
| 10/9/12 2:35 pm | Lira, Regina | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 1/20/12 11:44 am | Lopez, Guadalupe | | Nicholas, Mike | Reprographics Request • Print Copies | |
| 8/7/12 2:48 pm | Madueno, Eddie | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/7/12 2:49 pm | Madueno, Eddie | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 9/5/12 4:21 pm | Mason, Jeff | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 9/5/12 7:37 am | Mason, Jeff | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 10/24/12 8:25 am | Mason, Jeff | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 11/22/12 5:42 pm | Messick, Steve | | | Reprographics Request • Print Copies | Greetings, & Happy Thanksgiving! I was very disappointed to when, for this past Monday nite's class, I went to my mailbox only to find that the copies of that evening's exam had not made their way as I had requested. I thought I had properly completed the request via the use of the Service Desk, and has been issued the ticket #8727. A couple of days later, I received an email stating that the ticket had bee "closed" and I assumed that meant completed, and I could expect the copies to be in my mailbox. I was very appreciative, in that it would save me considerable effort & time to do it on my own - which I have been doing for over 20 years as an adjunct! With the Final Exam coming up in a week or so, I think I'll just do them myself. Had it not been for a very gracious & sympathetic IVC employee in a nearby office (with access to a copy machine) I would have been in a world of hurt for the evening's instruction period. (I do hope this doesn't sound too harsh, I didn't mean it to be!) I do, however, greatly appreciate all that you do for us! Steve Messick |
| 10/15/12 6:47 pm | Messick, Steve | | Alonso, Yethel | Reprographics Request • Print Copies | I know this space was reserved for the "less than happy" comments...but you need a space for the praises as well!!! I was a bit hesitant to use the on-line submission for my mid-term exam. But my concerns were unfounded when I discovered the copies for |

| | | | | | |
|---|---|---|---|---|---|
| | | | | • Print Copies | tonite's test in my mailbox, exactly as I had requested. This w as certainly better than my driving out to the college to make the copies myself, as I have alw ays done. Thanks, for saving me a trip...excellent service! - Steve Messick |
| 11/14/12 11:00 am | Morrell, Tom | | Ramos, Omar | Reprographics Request • Print Copies | Thank you SOOOOOOOOO much for helping me in my time in need. In the future I w ill try and avoid rush jobs. Thanks so much you guys are the best!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! |
| 12/6/12 1:03 pm | Morrell, Tom | | | Reprographics Request • Print Copies | Thanks REPO Folks!!!!!!!!!!!!!! Happy Holidays!!!!!!!!!!!!!!!!!!!! |
| 10/2/12 8:08 am | Morrell, Tom | | Staff, Repro | Reprographics Request • Print Copies | You are AWESOME. Thanks. Tom Morrell |
| 10/4/12 12:15 pm | Morrell, Tom | | Alonso, Yethel | Reprographics Request • Print Copies | Thank You |
| 9/11/12 3:12 pm | Myles, Jami | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 12/5/12 7:22 am | Myles, Jami | | | Reprographics Request • Print Copies | |
| 11/1/12 8:33 pm | Myles, Jami | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/17/12 12:59 pm | Reyes, Juanita | | Ramos, Omar | Reprographics Request • Print Copies | |
| 10/10/12 1:30 pm | Robles, Patricia | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 9/18/12 10:38 am | Row ley, Deirdre | | Alonso, Yethel | Reprographics Request • Print Copies | |
| 8/21/12 5:11 pm | Semmes, Laura | | Alonso, Yethel | Reprographics Request • Print Copies | |

1-50 of 53 Items

## Reprographics Survey Results

**IVC Service Desk (10/1/11 - 2/6/13, Reprographics Request • Print Copies)**

**1. Overall, please rate your satisfaction level with the quality of service provided by the IVC Service Desk.** Responses

**2. If you selected somewhat dissatisfied, dissatisfied, or very dissatisfied, please explain how we can better serve you.** Responses