



## Audio-Visual Center



**1,300**

Event, pickup, and support requests



**1,200**

Walk-in support requests handled at the B502 MSB lobby IT office



**10,000**

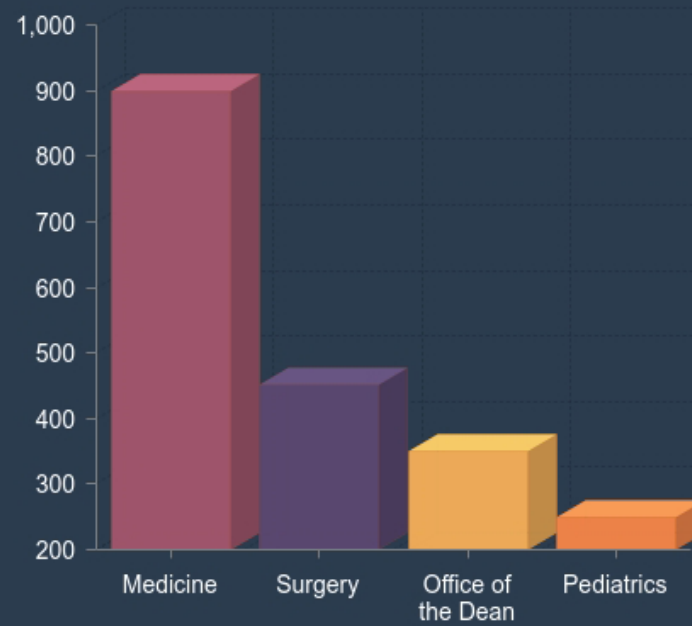
Podcasts on the media server

## User Support Services

**5,000**

Help desk tickets closed at a 96% customer satisfaction level, covering general assistance and specific support for computers, network access, phones, servers, and software.

Help Desk Tickets by Volume



## Application Development



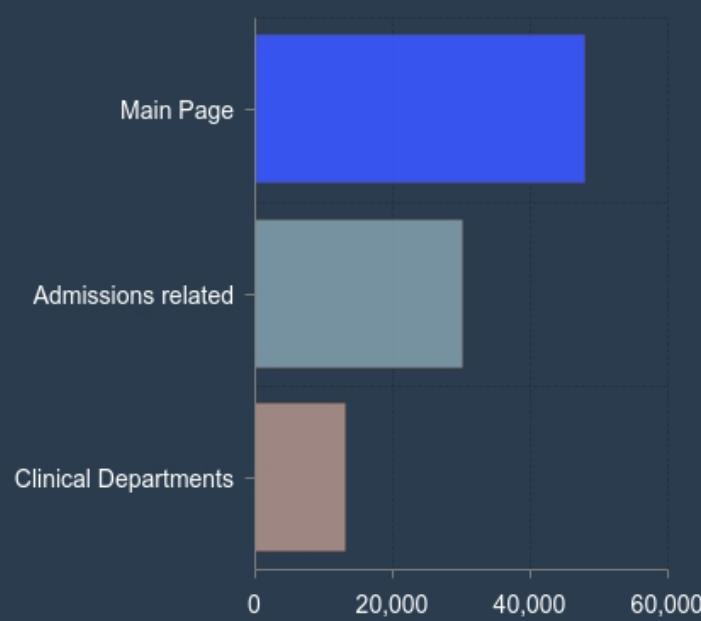
Admissions, Education Portal, ownCloud, REServations, Student Family Health Care Clinic

## Web Development

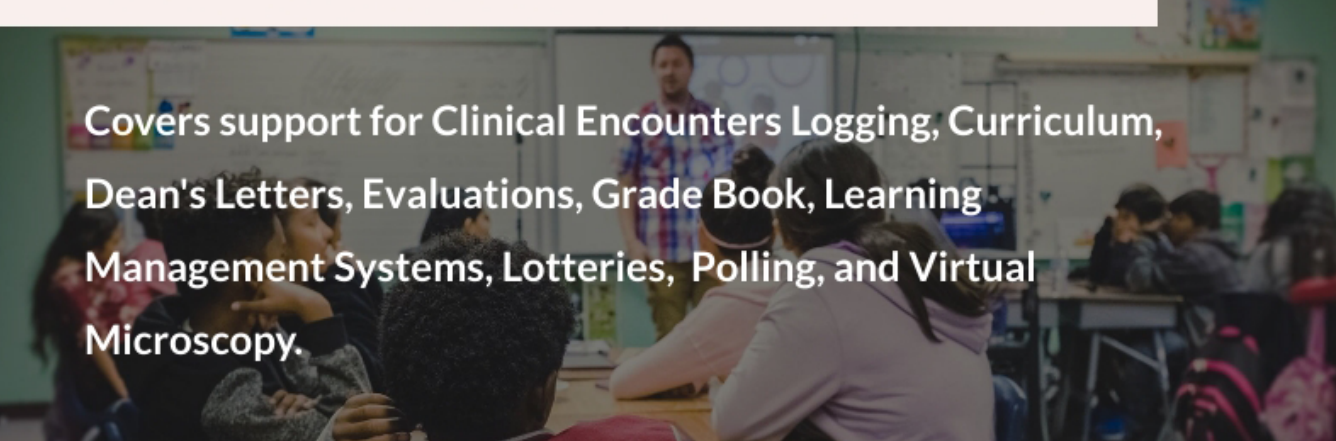
**350,000**

Hits on the web site over the last 6 months, about a 24% increase over the prior 6 months since the web site look and feel updates.

Web Page Hits by Volume



## Academic Systems Support



Covers support for Clinical Encounters Logging, Curriculum, Dean's Letters, Evaluations, Grade Book, Learning Management Systems, Lotteries, Polling, and Virtual Microscopy.

### Coming 2019

Box

Duo

RAD

Tableau

### More from 2018

New technology in ...

- . B617 and B619 classrooms
- . Gross Anatomy labs
- . Small break out rooms
- . Video Conference Rooms
- . Plus ...

Solstice

Wayfinding

Telehealth

3D Printing

WebEx