

UITS BY THE NUMBERS

	2014	2013	2012	2011
Service Requests from Faculty/Staff	13,050	12,575	12,362	12,792
Students Helped at the Help Desk	10,575	10,052	9,868	16,620
Student Computer Repair	523	526	462	559
Computer Help Desk Assist	1,552	1,186	1,074	1,120
SpeedTech Consultations	137	64	N/A	N/A
Password Resets	3,525	5,450	13,120	11,217
Phone Calls Answered at Help Desk	10,052	11,450	17,684	20,517
CSU Students	8,223	8,164	8,239	8,307
CSU Faculty	(FT) 320 (PT) 216 Total: 536	(FT) 284 (PT) 216 Total: 500	(FT) 280 (PT) 231 Total: 511	469
CSU Staff	(FT) 517 (PT) 251 Total: 768	(FT) 553 (PT) 284 Total: 837	(FT) 485 (PT) 120 Total: 605	482
Desktop and Laptop Computers in Offices	2,410	2,390	2,090	1,826
Analog Telephone Lines	725	1,500	1,428	1,526
VoIP Telephone Lines	860	800	846	792
Network Printers	552	439	386	400
Local Printers	800	750	712	902
Computer Labs Supported With >10 Computers	49	50	48	44
Computer Labs Supported With <10 Computers	32	35	39	41
Computers in Labs	1,464	1,370	1,320	1,227
Media Equipped Classrooms - To Include Tegrity Enabled	Howard Hall Closure 135	156	154	157
Tegrity Lecture Captured Classrooms In Use	50	60	50	40
Software Titles	415	410	397	397
Enterprise Applications	20+	20+	19+	19+
Web Sites Maintained	155	160	155	173
Web Pages Maintained	149,000	149,000	131,250	132,500
Mobile Apps	19	14	14	8
File Servers Physical/Virtual	8/200	8/160	164 10/154	126 20/106
Data Switches	160	160	154	154
Network Nodes	13000+	12000+	11,000+	11,000+
Wireless Access Points	700	450	482	447
Buses with Wi-Fi	15	15	15	13
ResNet Connections	1,802	1,803	1,801	1,765
Campuses	2	2	2	3
Remote Sites	3	3	3	3
Buildings	75	75	75	75
Buildings with Wireless Network Access	64	64	Campus-Wide	Campus-Wide
UITS Student Workers	24	24	26	26
UITS Employees	57	53	50	56