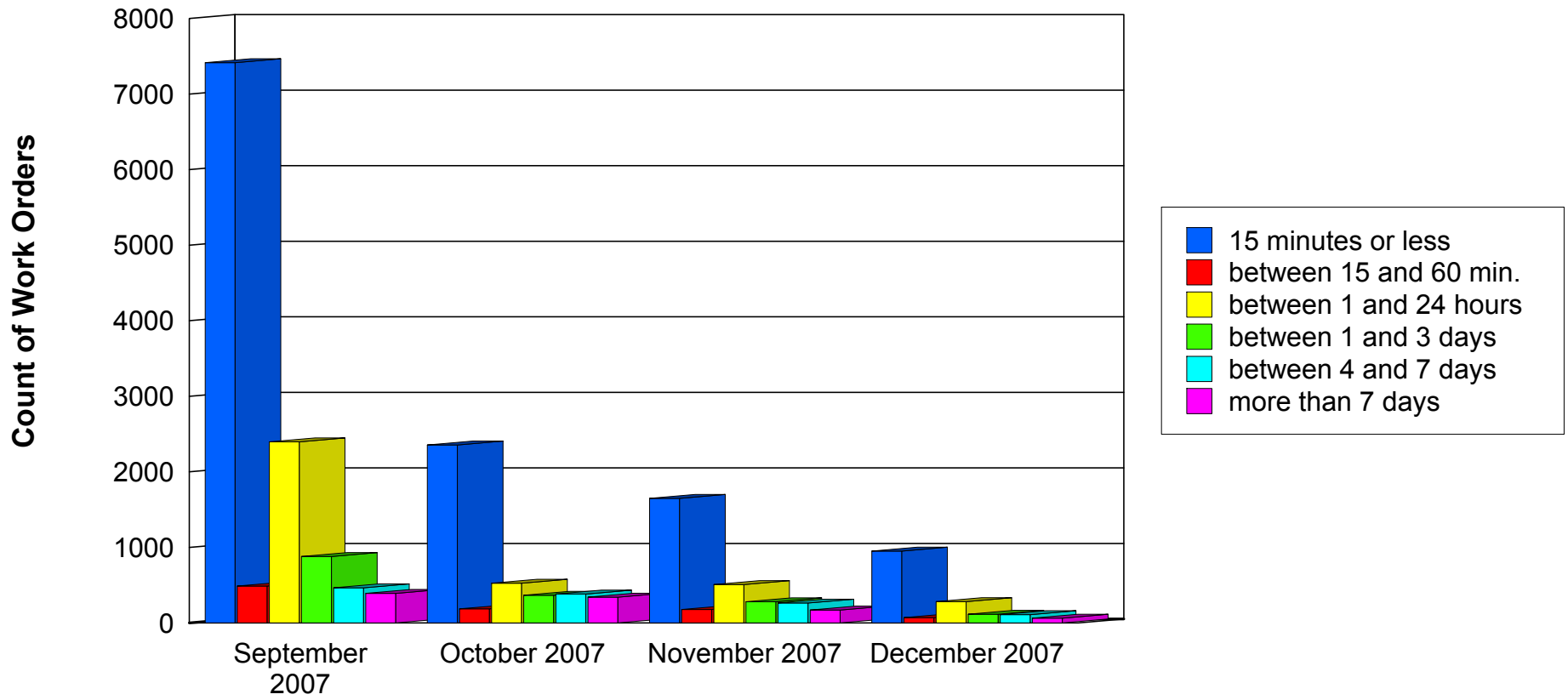




Total Business Days to Resolution of Work Order Requests

September to December 2007 - Fall 2007 Term (07F)



(days to resolve work orders do not include weekends)

Time to Resolve Work Orders; September to December 2007

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12,035 work orders were opened during the month of September 2007

7,415 work orders (61.61%) were resolved within 15 minutes or less

489 work orders (4.06%) were resolved between 15 and 60 min.

2,396 work orders (19.91%) were resolved between 1 and 24 hours

879 work orders (7.30%) were resolved between 1 and 3 days

464 work orders (3.86%) were resolved between 4 and 7 days

392 work orders (3.26%) took more than 7 days

4,156 work orders were opened during the month of October 2007

2,356 work orders (56.69%) were resolved within 15 minutes or less

186 work orders (4.48%) were resolved between 15 and 60 min.

525 work orders (12.63%) were resolved between 1 and 24 hours

366 work orders (8.81%) were resolved between 1 and 3 days

382 work orders (9.19%) were resolved between 4 and 7 days

341 work orders (8.21%) took more than 7 days

Time to Resolve Work Orders; September to December 2007

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3,045 work orders were opened during the month of November 2007

1,648 work orders (54.12%) were resolved within 15 minutes or less

177 work orders (5.81%) were resolved between 15 and 60 min.

507 work orders (16.65%) were resolved between 1 and 24 hours

280 work orders (9.20%) were resolved between 1 and 3 days

263 work orders (8.64%) were resolved between 4 and 7 days

170 work orders (5.58%) took more than 7 days

1,589 work orders were opened during the month of December 2007

951 work orders (59.85%) were resolved within 15 minutes or less

70 work orders (4.41%) were resolved between 15 and 60 min.

281 work orders (17.68%) were resolved between 1 and 24 hours

115 work orders (7.24%) were resolved between 1 and 3 days

109 work orders (6.86%) were resolved between 4 and 7 days

63 work orders (3.96%) took more than 7 days

Time to Resolve Work Orders; September to December 2007

A total of 20,825 work orders were opened during this period

Total Business Days to Resolution of Work Order Requests

September to December 2007 - Fall 2007 Term (07F)

Duration to Resolution of Work Orders Sorted by Client Service Source

	Walk In	Phone	Email	On Site	Voice mail	Auto Ticket	Total
<i>15 Minutes or Less</i>	7257	3956	853	249	27	28	12370
<i>between 15 and 60 minutes</i>	258	471	29	78	16	70	922
<i>between 1 and 24 hours</i>	877	1289	268	263	78	934	3709
<i>between 1 and 3 days</i>	296	665	203	156	65	255	1640
<i>between 4 and 7 days</i>	225	573	234	108	61	17	1218
<i>more than 7 days</i>	174	329	216	149	30	68	966
Total	9087	7283	1803	1003	277	1372	20825

** "Others" include the following Groups; Retirees, Contractors, Disabled Accounts, Part-Time Staff , and Generic Student / Staff Accounts

Time to Resolve Work Orders; September to December 2007

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		15 Minutes or Less	between 15 and 60 minutes	between 1 and 24 hours	between 1 and 3 days	between 4 and 7 days	more than 7 days	Total
Walk In	Students	950	206	733	217	99	90	2295
	Staff	257	34	101	63	93	67	615
	Others	6050	18	43	16	33	17	6177
	Total	7257	258	877	296	225	174	9087
Phone	Students	272	59	374	82	62	37	886
	Staff	373	77	574	407	380	231	2042
	Others	3311	335	341	176	131	61	4355
	Total	3956	471	1289	665	573	329	7283
Email	Students	92	3	18	27	21	5	166
	Staff	69	25	207	150	181	192	824
	Others	692	1	43	26	32	19	813
	Total	853	29	268	203	234	216	1803
On Site	Students	41	45	78	9	2	18	193
	Staff	192	29	162	135	100	124	742
	Others	16	4	23	12	6	7	68
	Total	249	78	263	156	108	149	1003
Voice mail	Students	1	2	2	2	3	1	11
	Staff	20	6	49	46	41	24	186
	Others	6	8	27	17	17	5	80
	Total	27	16	78	65	61	30	277
Auto Ticket	Students	27	69	920	239	1	1	1257

Time to Resolve Work Orders; September to December 2007

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		15 Minutes or Less	between 15 and 60 minutes	between 1 and 24 hours	between 1 and 3 days	between 4 and 7 days	more than 7 days	Total
Auto Ticket	Staff	1	1	13	14	14	66	109
	Others	0	0	1	2	2	1	6
	Total	28	70	934	255	17	68	1372
Total		12370	922	3709	1640	1218	966	20825