

Stellar Cases in EdTech and Helpdesk Qs

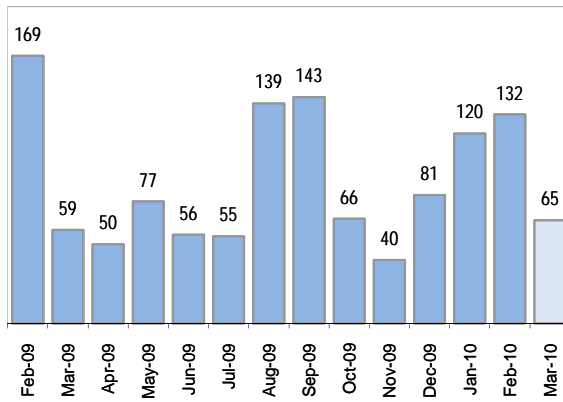
Cases as of 4/1/2010

Creating Cases

Cases This Week

3

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	1.9	6.6	-72%
last 3 months	3.5	4.9	-29%
last 12 months	2.8	5.6	-50%

Total Cases Created

this week	30
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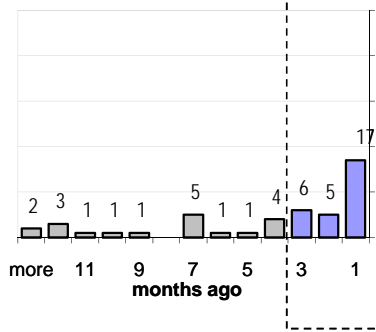
The Queue

Currently Pending

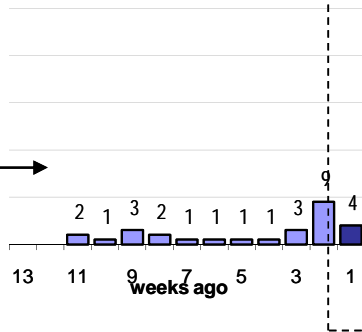
47

Calendar Age of Open Cases

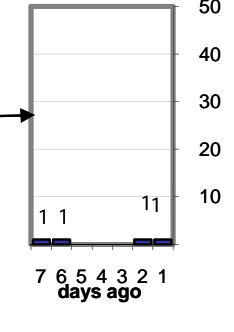
Last 12 Months



Last 3 months

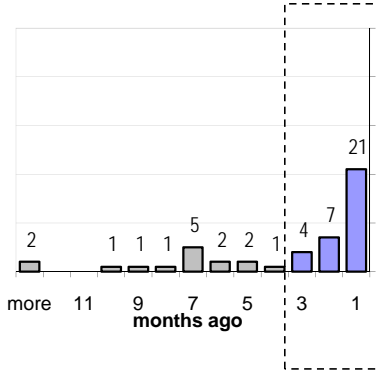


Last Week

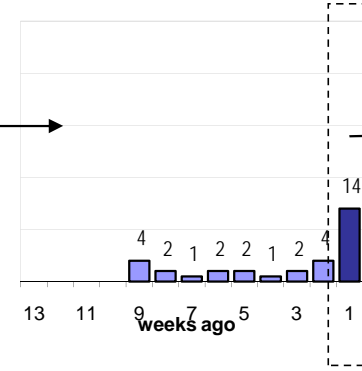


Time Since Last Activity of Any Kind, in Cases that are currently Oper

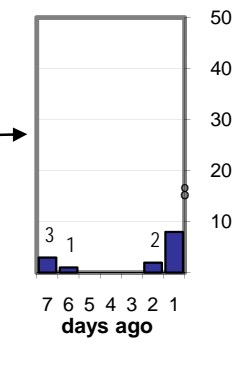
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

30%

3 to 7 days

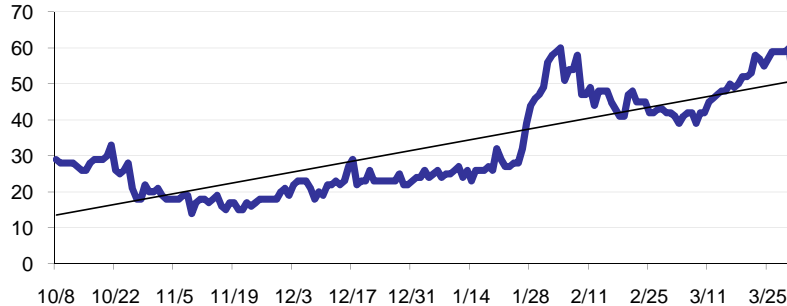
12%

< 3 days

54%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

6.4 per day
38 total last week

Net change in Q over six months: 17 ↑

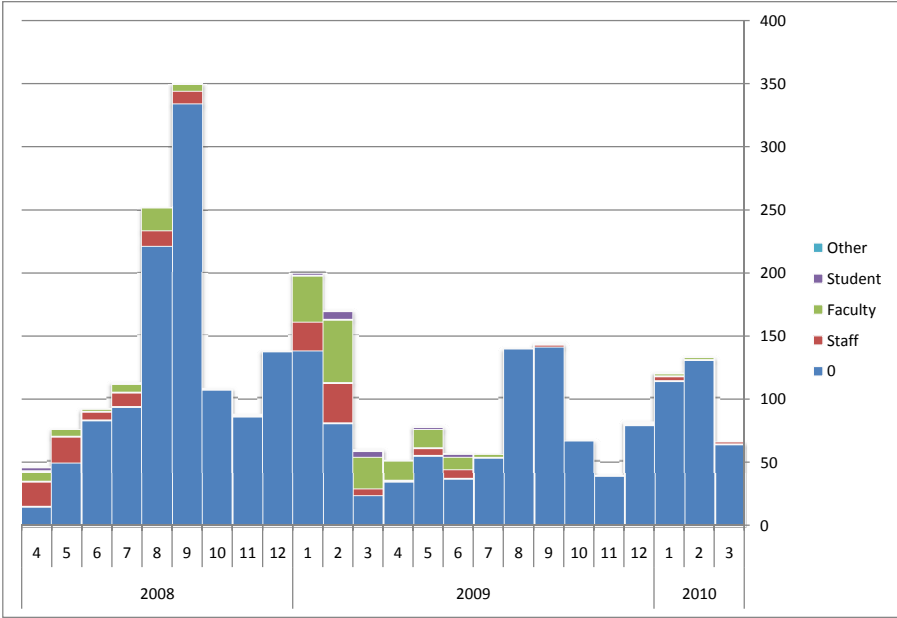
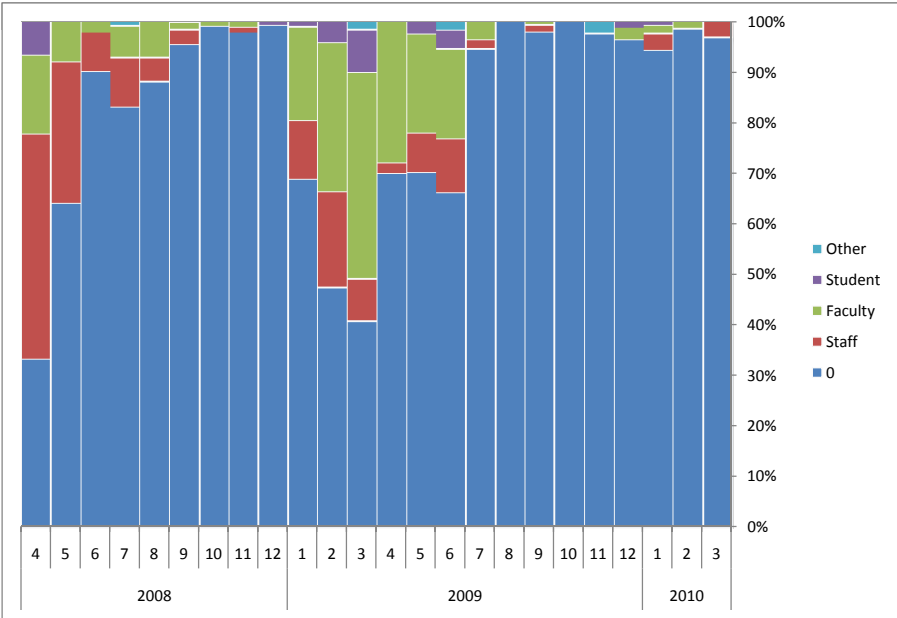
Stellar Cases in EdTech and Helpdesk Qs

Custom Fields: Issues, Sources, Components and so on, absolute N of tickets in Edtech::Stellar

Cases as of 4/1/2010

data exists	case
Queue	(All)
Components	(All)
Source	(All)

Count of CaseID	Year		Month																					
	2010	2009	2010				2009				2008				2007									
Issue	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4
Site Request	33	78	44	25	26	51	82	68	44	43	45	24	21	74	132	136	85	104	337	230	94	82	49	13
Suggestion	5	8	26	32	4	5	20	31	4	1	6	2	4	13	23			2	8	10	5	2	20	15
Access	1	2	2		3	3	1	2			5	1	5	6	3					1	1	1	2	3
Bug Report	9	18	14	7	1		22	5	2	5	5	4	15	23	10		1		1	6	4	4		5
Other	8	4	2		3	2		5	1	2		9	2	7	1			1	2			1		6
Content Management	2	1	2	4			2	3		1	2		1	3	9						4			2
Read Only	5	16	19	9	1	3	3	22	3	2	5	4	2	26	13				1					1
Customization	1	1	5	4		1	1	1			1			1	2								2	1
Training			2			1	1	1		1				1	1						1	3		
Upload	1	1	2		2		9	1			4	5	6	7	2		1			2				
Interface Design													1						1					
Usability		1	1						1	1	3	1		5	2	1			1					
Performance											1			1	1									
RSS Feeds							2																	
Documentation			1																					



Stellar Cases in EdTech and Helpdesk Qs

Cases as of 4/1/2010

data exists	case
Queue	(All)
Components	(All)
Issue	(All)

Count of CaseID	Year Month																							
	2010			2009												2008								
Source	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4
Staff	63	130	113	78	39	66	140	139	52	37	54	35	24	80	137	136	85	106	334	222	93	82	48	15
Faculty	2		4				2		1	6	6	1	5	32	23		1		10	12	11	7	21	20
Student		2	2	2			1		2	10	15	14	24	50	37		1	1	5	18	7	2	6	7
Other			1	1						2	2		5	7	2	1			1					3
Other					1					1			1								1			
Grand Total	65	132	120	81	40	66	143	139	55	56	77	50	59	169	199	137	87	107	350	252	112	91	75	45

