

Stellar Cases in EdTech and Helpdesk Qs

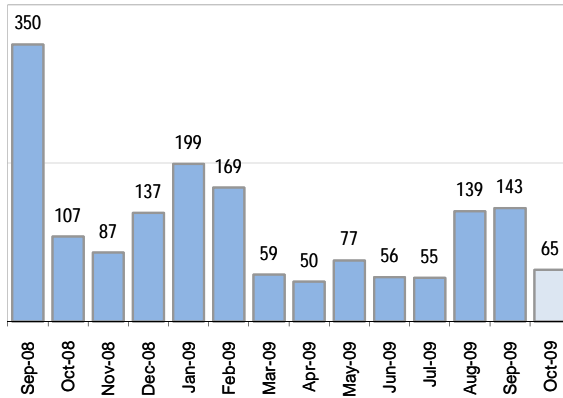
Cases as of 11/1/2009

Creating Cases

Cases This Week

13

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	3.6	20.9	-83%
last 3 months	3.8	7.1	-47%
last 12 months	3.4	5.2	-34%

Total Cases Created

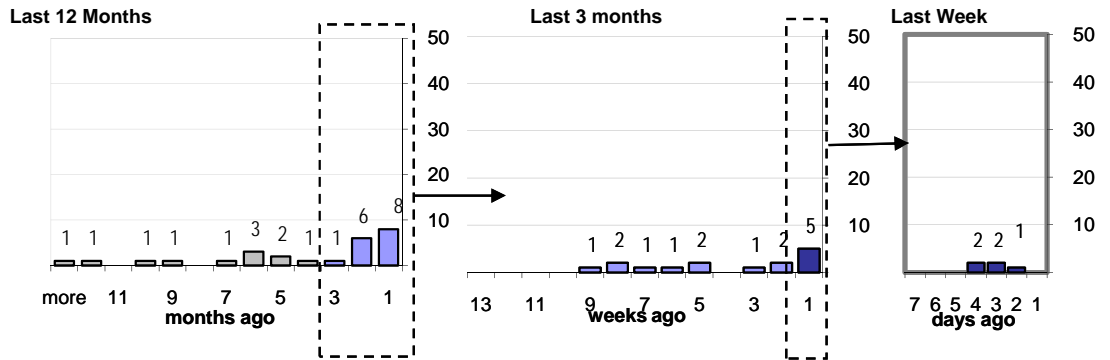
this week	41
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The Queue

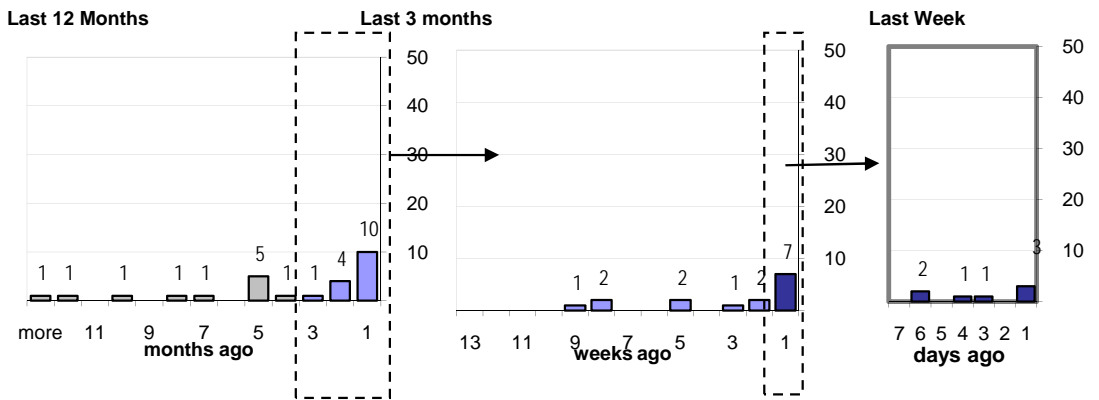
Currently Pending

26

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

35%

3 to 7 days

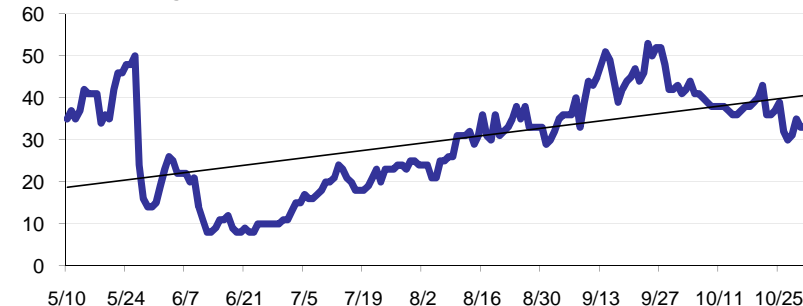
11%

< 3 days

55%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -9 ↓

Closed Last Week

3.7 per day
58 total last wee

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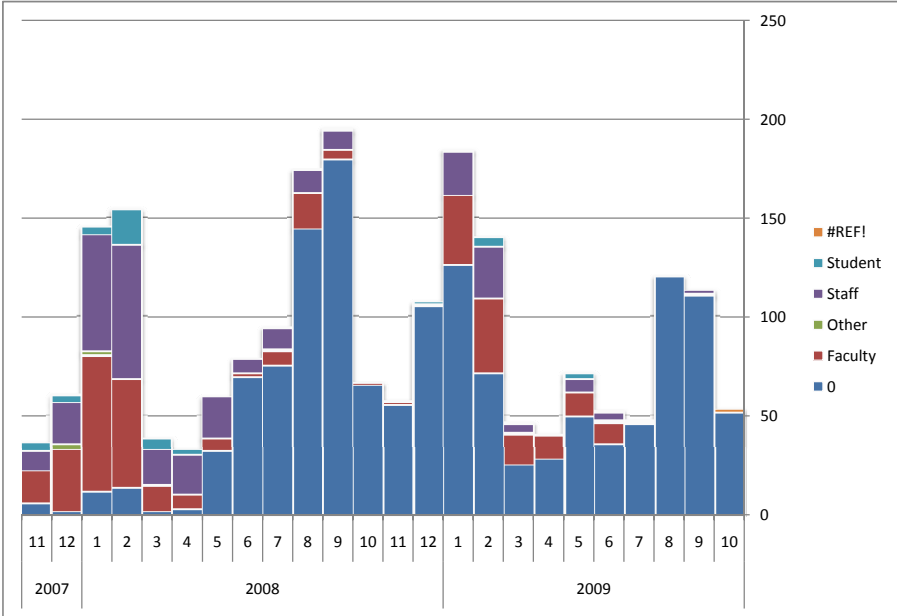
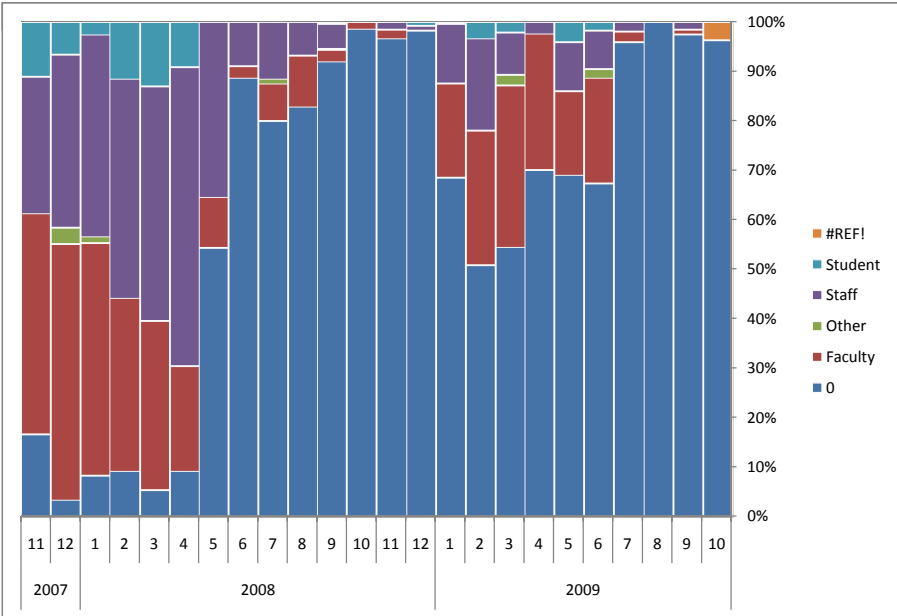
Custom Fields: Issues, Sources, Components and so on, absolute N of tickets in Edtech::Stellar

Cases as of 11/1/2009

data exists	case
Queue	Edtech::Stellar
Components	(All)
Source	(All)

Count of CaseID	Year Month											2008											2007		
	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11	
Issue	51	110	119	45	40	40	21	21	65	122	105	55	64	182	152	76	69	33	1	1	13	11	1	5	
Access		1			5	4	3	11	16	9		1		1	6	4	4		5	5	45	40	16	6	
Bug Report			1		2		6	2	8	1			1	2			1		6	5	11	4	3	2	
Content Management		1		1	2	6	2	1	23	13					1				1	6	11	19	6	6	
Customization								1	1	1					1	1	1	2		1	3	8		2	
Interface Design								1						1							1				
Other						2			2	9						4				2	1	4	7	2	1
Performance					1				1	1															1
Read Only							1		1	2								2						3	
Site Request				1	1	6	2	3	8	19	1		1	8	10	5	2	20	15	16	54	46	25	8	
Stellar Site Request																								1	
Suggestion		1				5	1	1	5	3					1	1	1	2	3	1	10	7	3	3	
Training					1				1						1	3				1	1	2			1
Upload						4	3	5	6	2		1			2					1	1				1
Usability				1	3	1			3	2	1			1								1			
#REF!	2																								

Relative and absolute N of tickets in Edtech::Stellar



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 11/1/2009

data exists	case
Queue	Edtech::Stellar
Components	(All)
Issue	(All)

Count of CaseID	Year Month												2008												2007	
	2009																									
Source	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11		
Faculty	51	110	120	45	35	49	28	25	71	126	105	55	65	179	144	75	69	32	3	2	14	12	2	6		
Other		1		1	11	12	11	15	38	35		1	1	5	18	7	2	6	7	13	54	68	31	16		
Staff					1			1								1							2	2		
Student		2		1	4	7	1	4	26	22	1	1		10	12	11	7	21	20	18	68	59	21	10		
#REF!	2				1	3		1	5	1	1			1					3	5	18	4	4	4		
Grand Total	53	113	120	47	52	71	40	46	140	184	107	57	66	195	174	94	78	59	33	38	154	145	60	36		

Relative and absolute N of tickets in Edtech::Stellar

