



IT Annual KPI Review FY 2012-2013

Public Facing MUIT KPIs

www.marshall.edu/it/kpi/



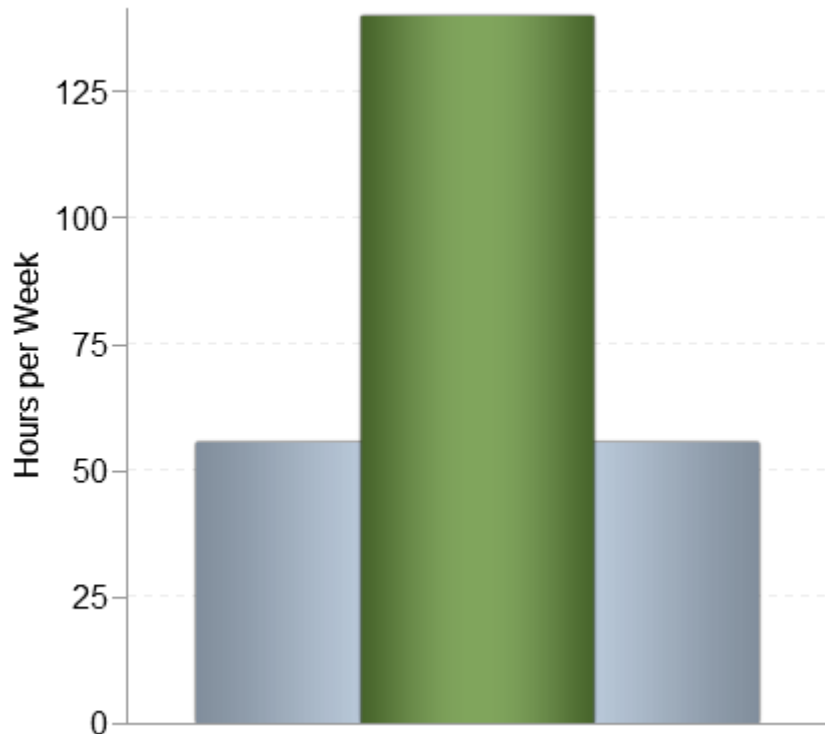


HEPC Peer Institutions

- East Carolina University
- Southern Illinois University Edwardsville
- The University of South Dakota
- University of Arkansas
- University of Arkansas at Little Rock
- University of Idaho
- University of Mississippi
- University of Missouri-Kansas City
- University of North Carolina Greensboro
- University of North Dakota
- University of Wyoming
- Western Carolina University
- Oakland University



Help Desk Hours Per Week

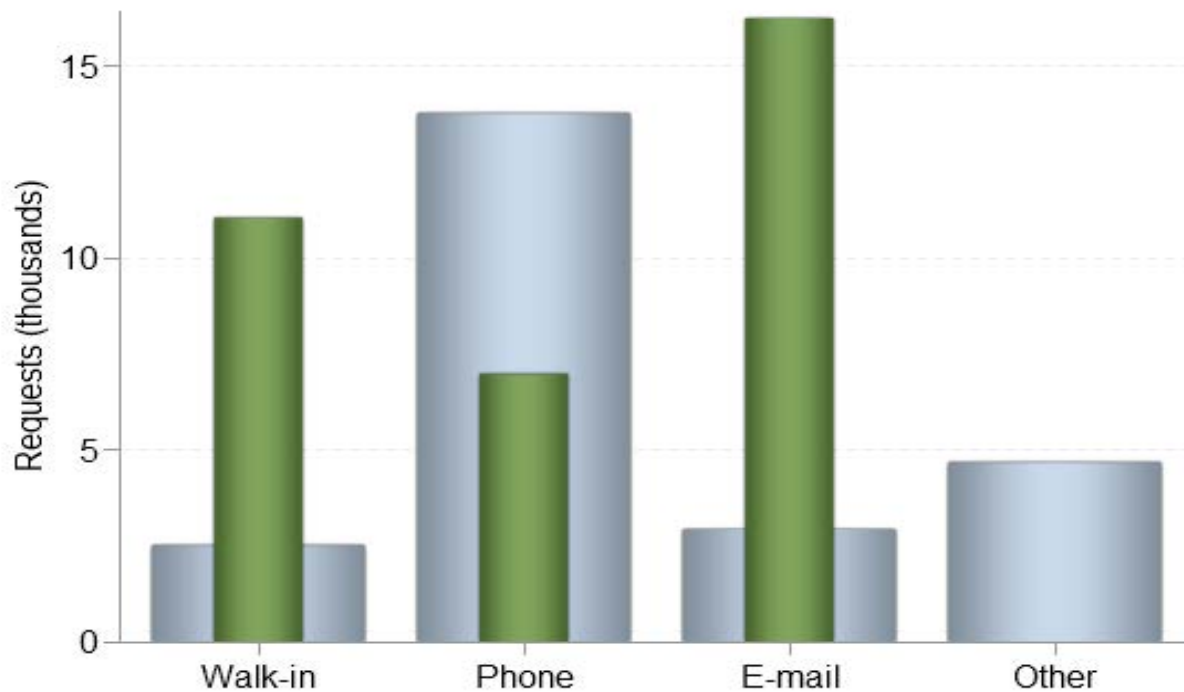


MU Peers Median:
55.5 hours

MU: 140 hours



Help Desk Requests



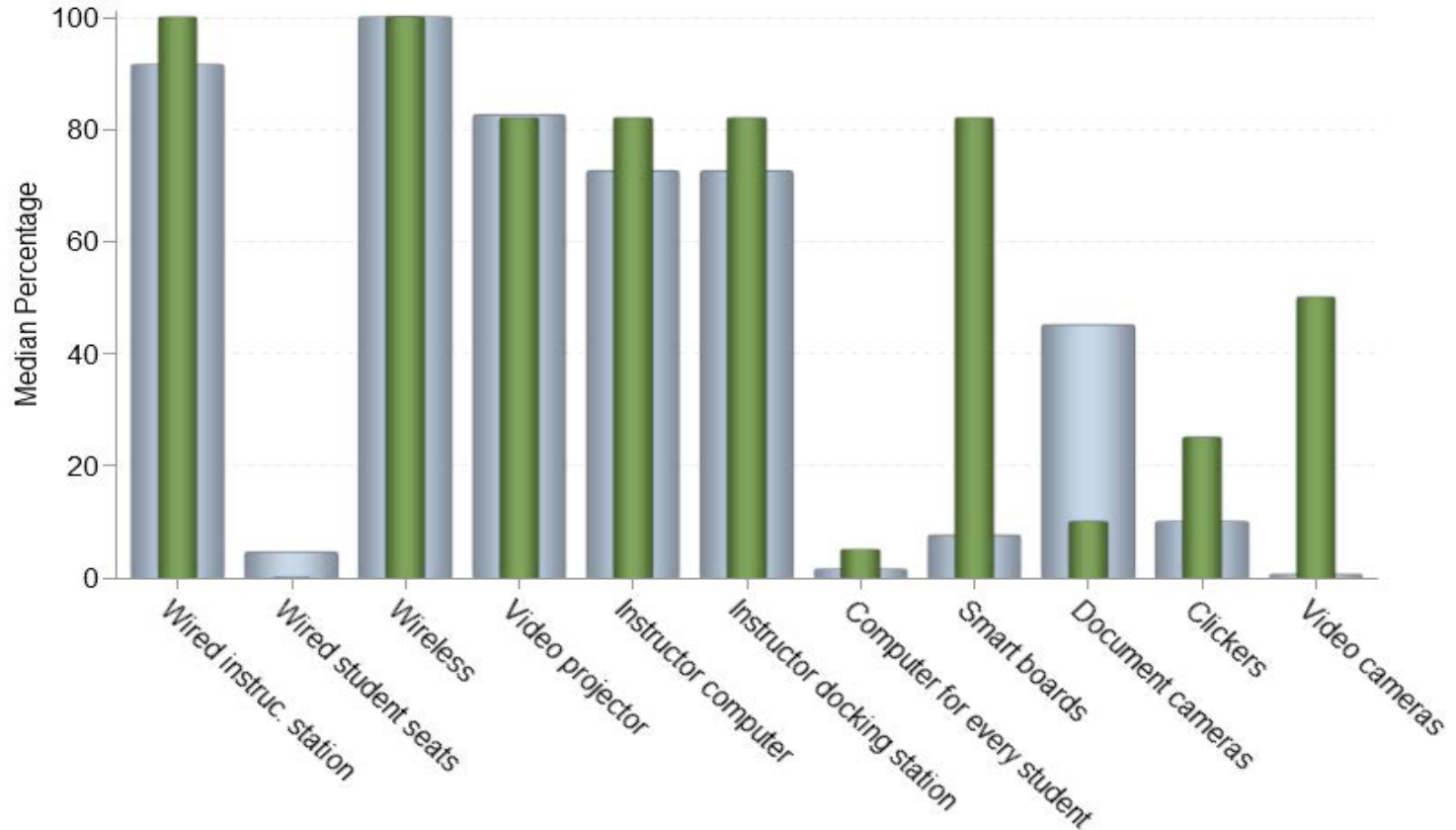
Median	2,500	13,763	2,915
MU	11,035	6,961	16,244

Educause Core Data HEPC Peer Comparison 2012 Data





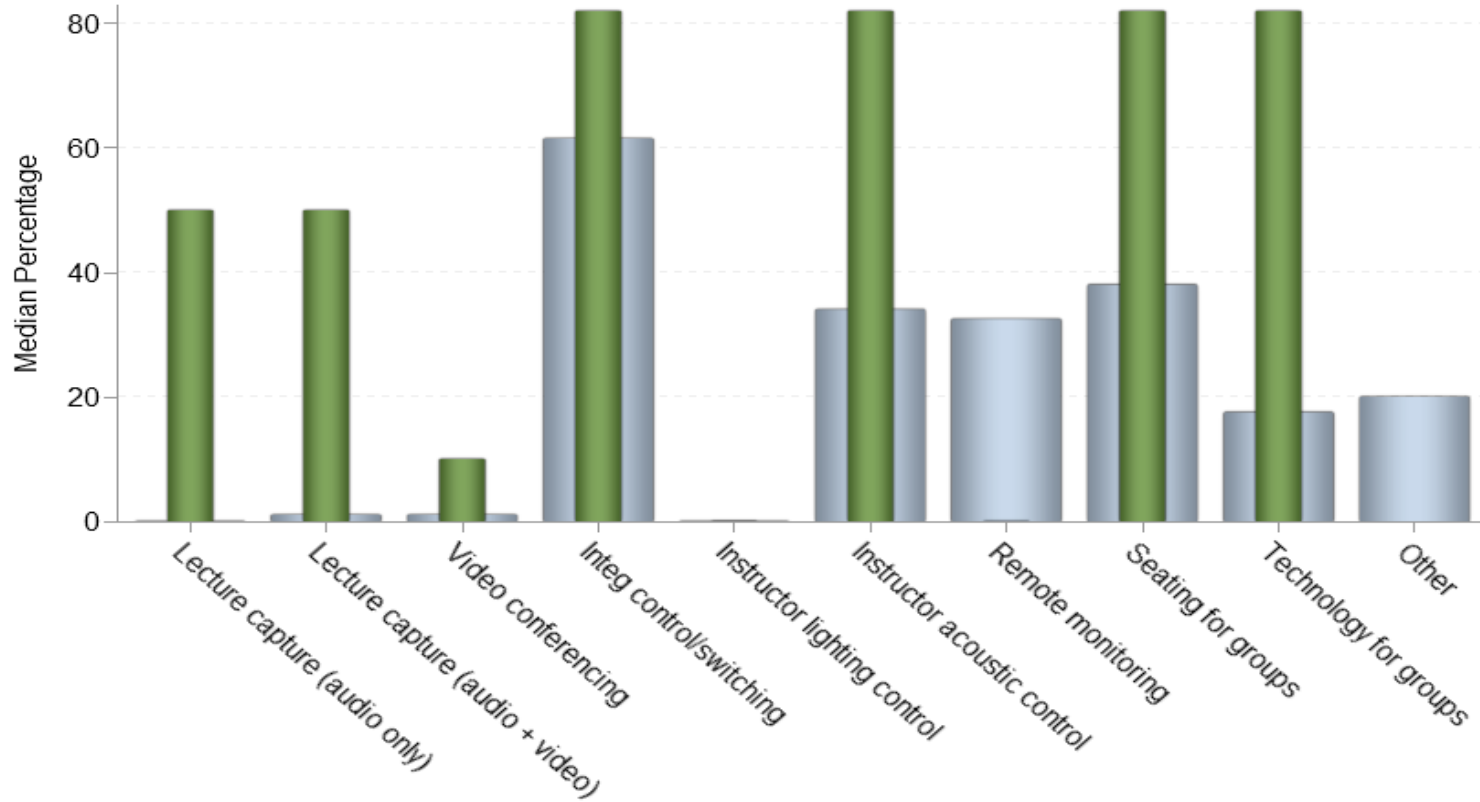
Faculty Services - Technology in Classrooms (Peers vs MU)



Educause Core Data HEPC Peer Comparison 2012 Data

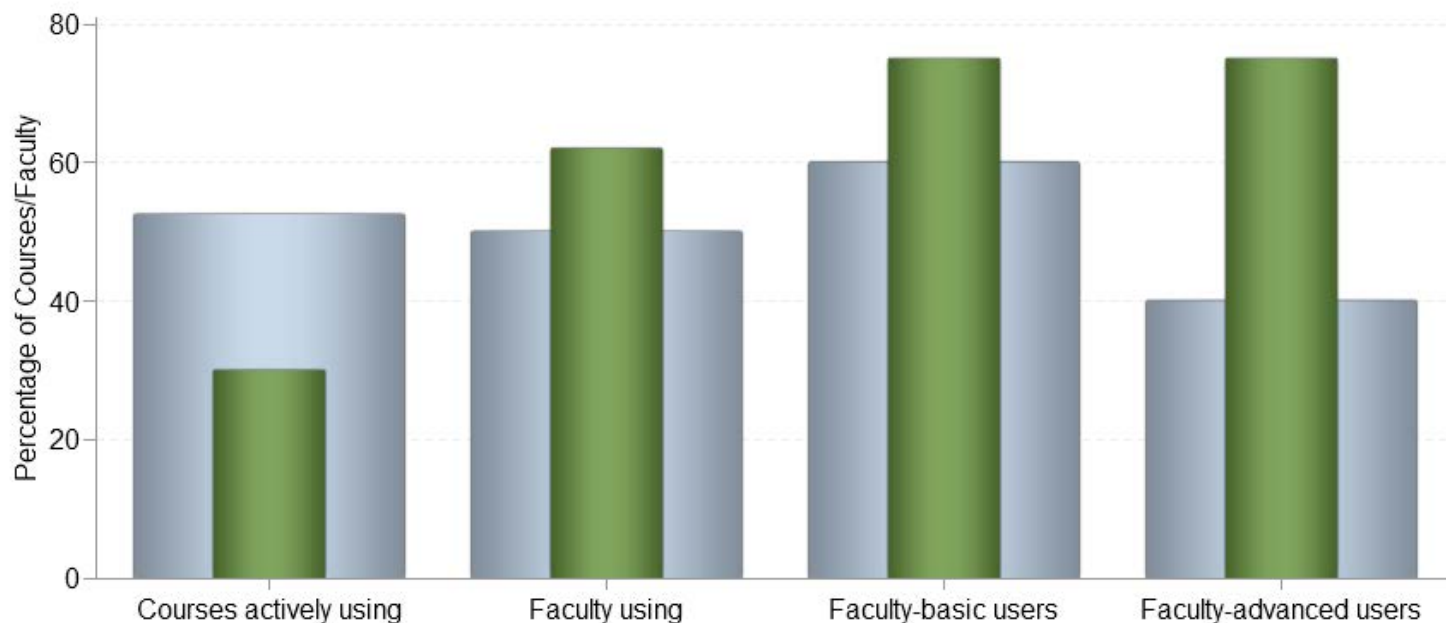


Faculty Services - Technology in Classrooms (Peers vs. MU)



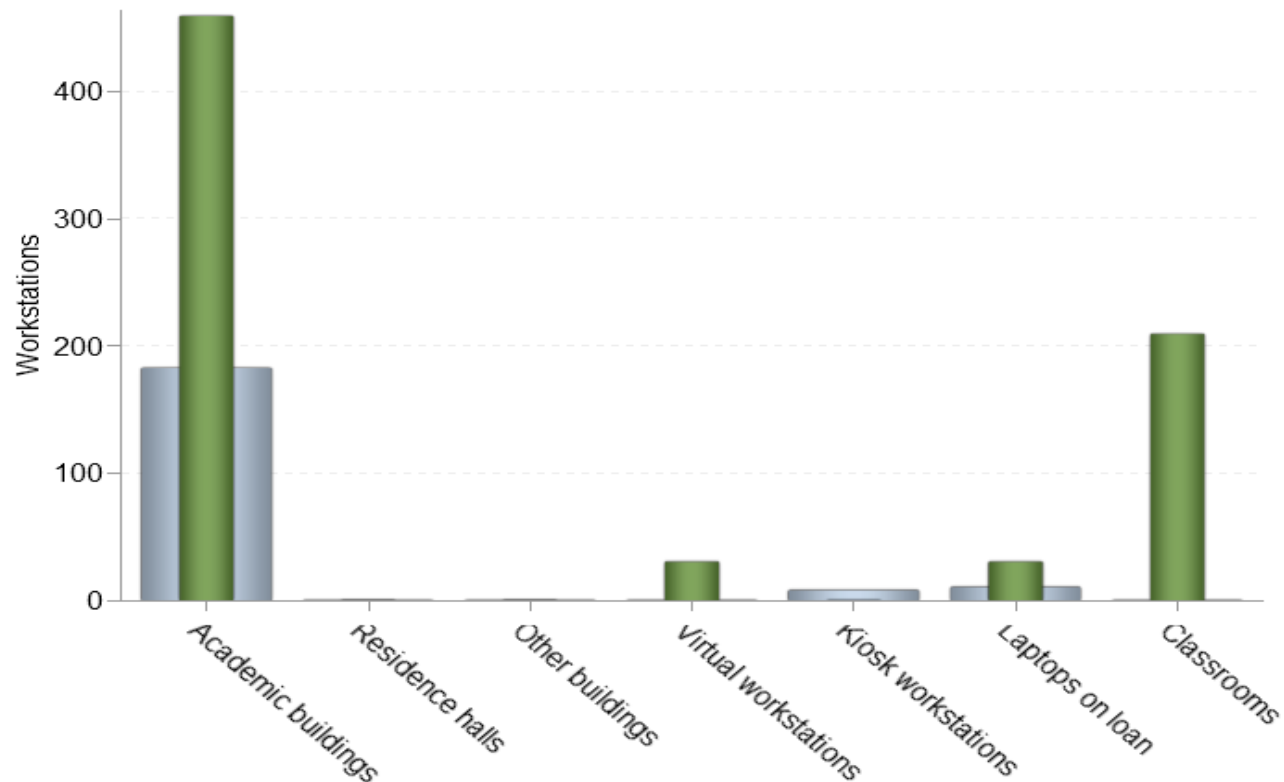


Faculty Services - CMS/LMS Use (Peers vs. MU)



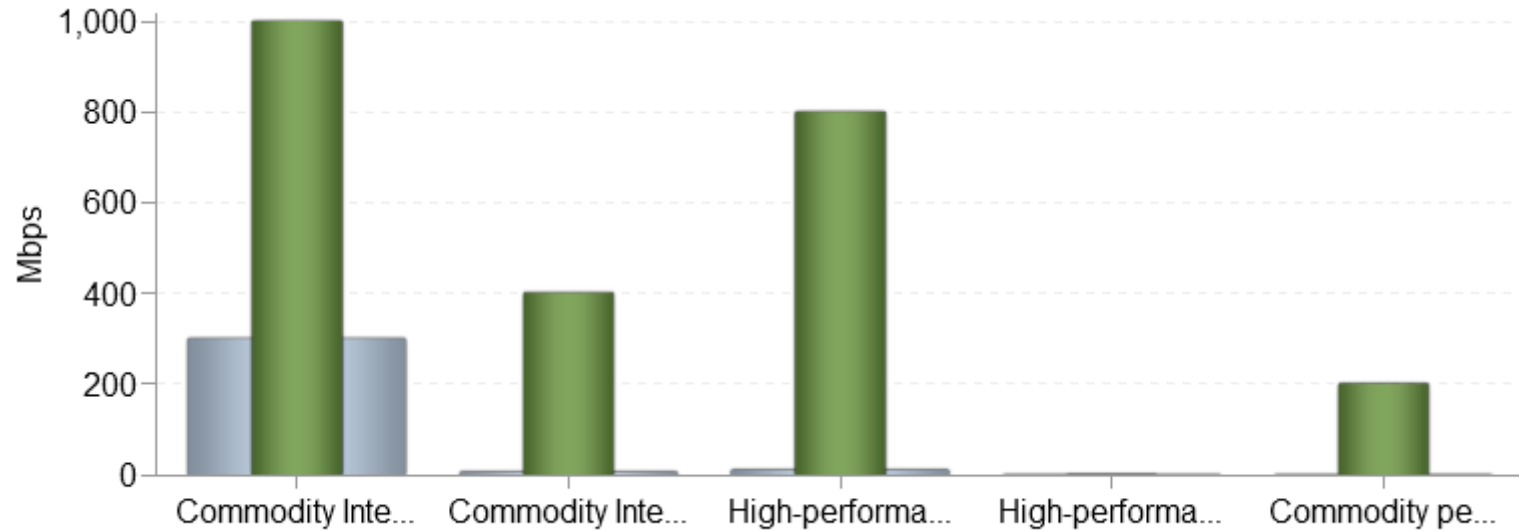


Student Services – Shared workstations by Central IT (Peers vs. MU)





Network Services – Bandwidth (MU vs. All Institutions)



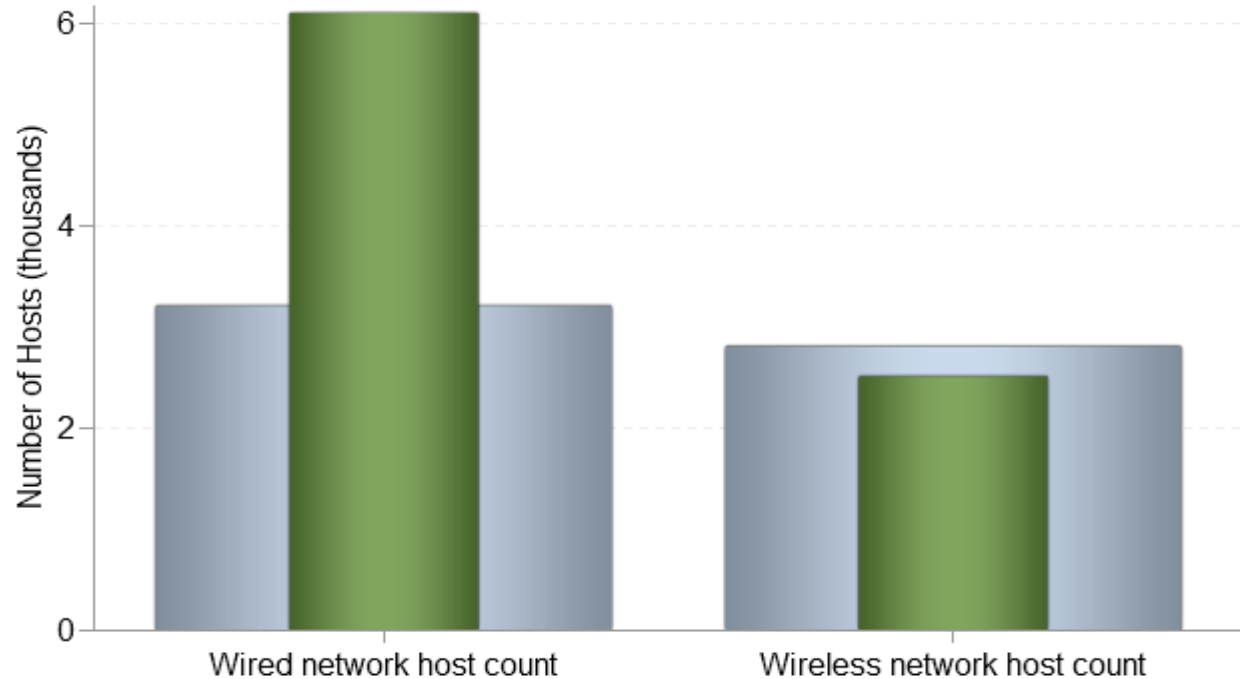
Median	300	5	10	0
MU	1,000	400	800	200

Educause Core Data HEPC Peer Comparison 2012 Data





Network Services – Data Network Host Counts (MU vs. All Institutions)



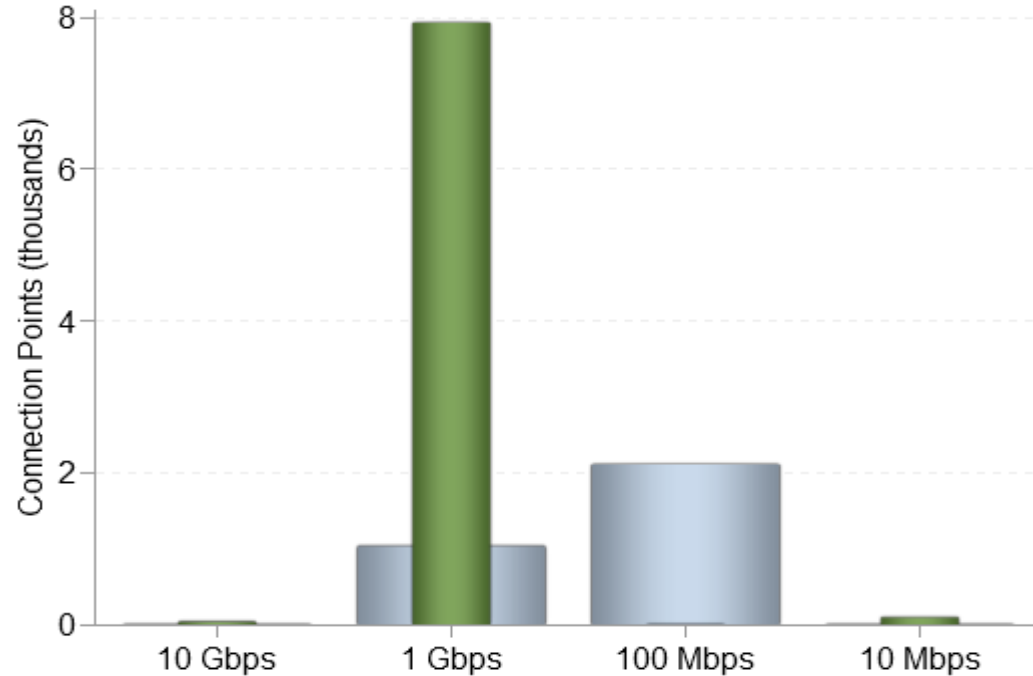
Median	3,200	2,800
MU	6,100	2,500

Educause Core Data HEPC Peer Comparison 2012 Data





Main Campus Connection Points – Ethernet Ports (MU vs. All Institutions)

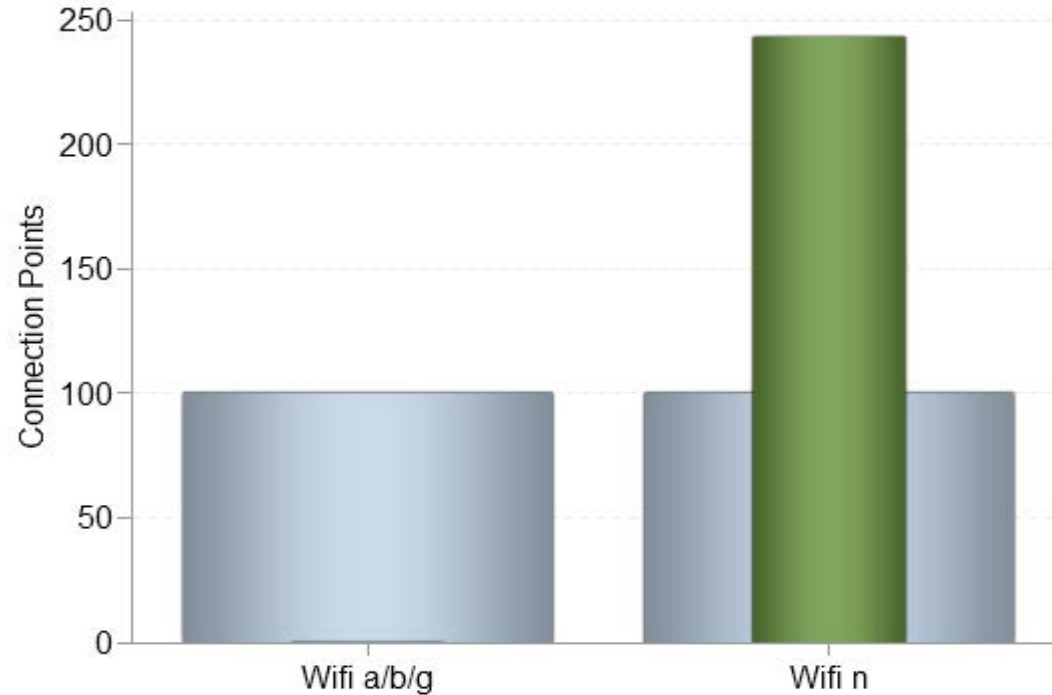


Median	0	1,029		0
MU	30	7,928		88

son 2012 Data



Main Campus Connection Points – WiFi Ports (MU vs. All Institutions)



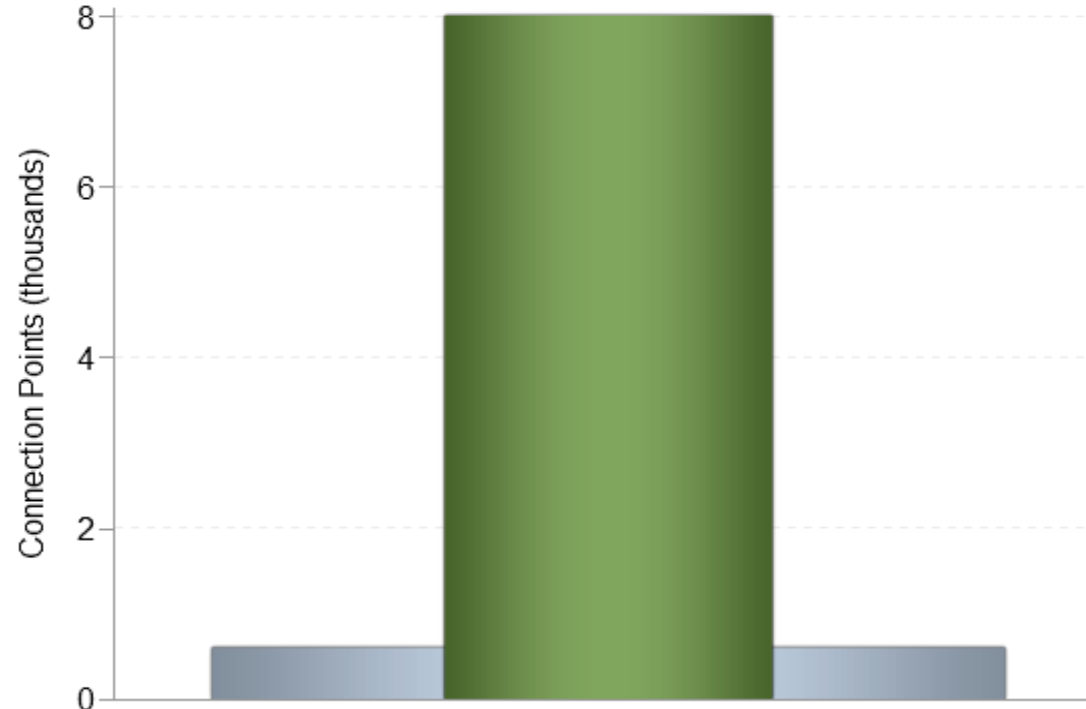
Median	0	100
MU		243

Educause Core Data IER Peer Comparison 2012 Data





Network Services - Main Campus Connection Points – POE Ports (MU vs. All Institution)



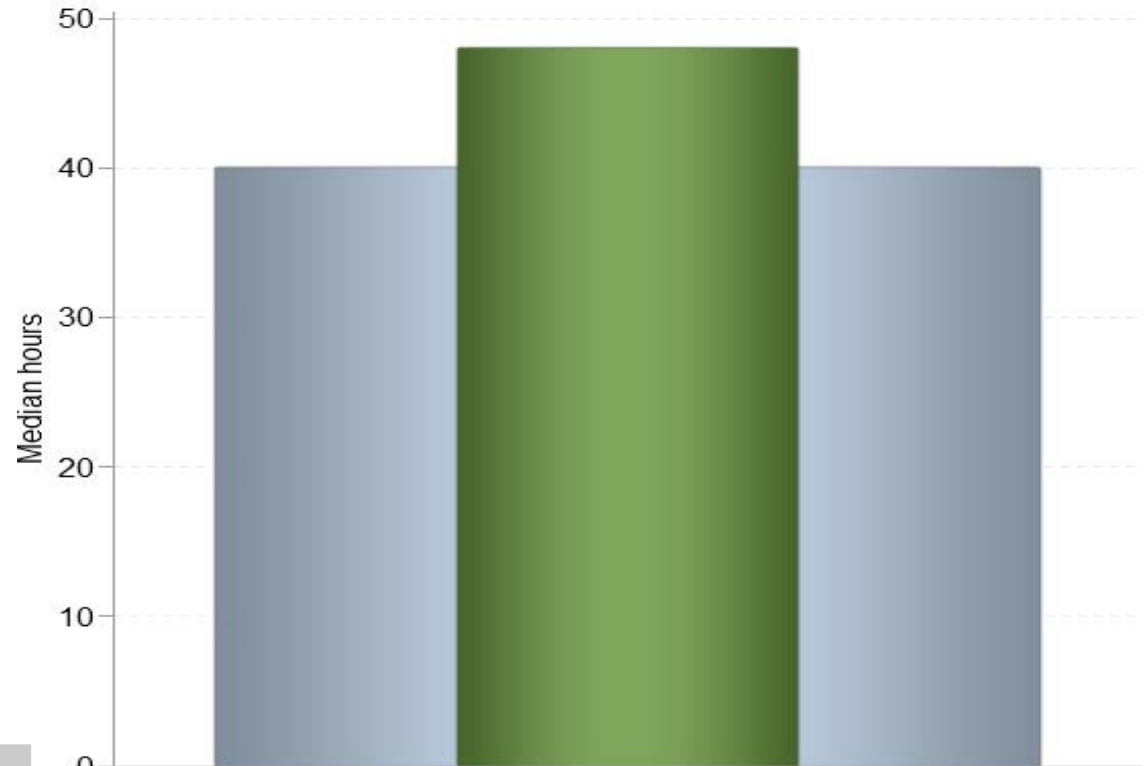
Median	600
MU	8,016

Educause Core Data HEPC Peer Comparison 2012 Data





Network Service – Network Operations Center Hours (MU vs. All Institution)



Median	40
--------	----

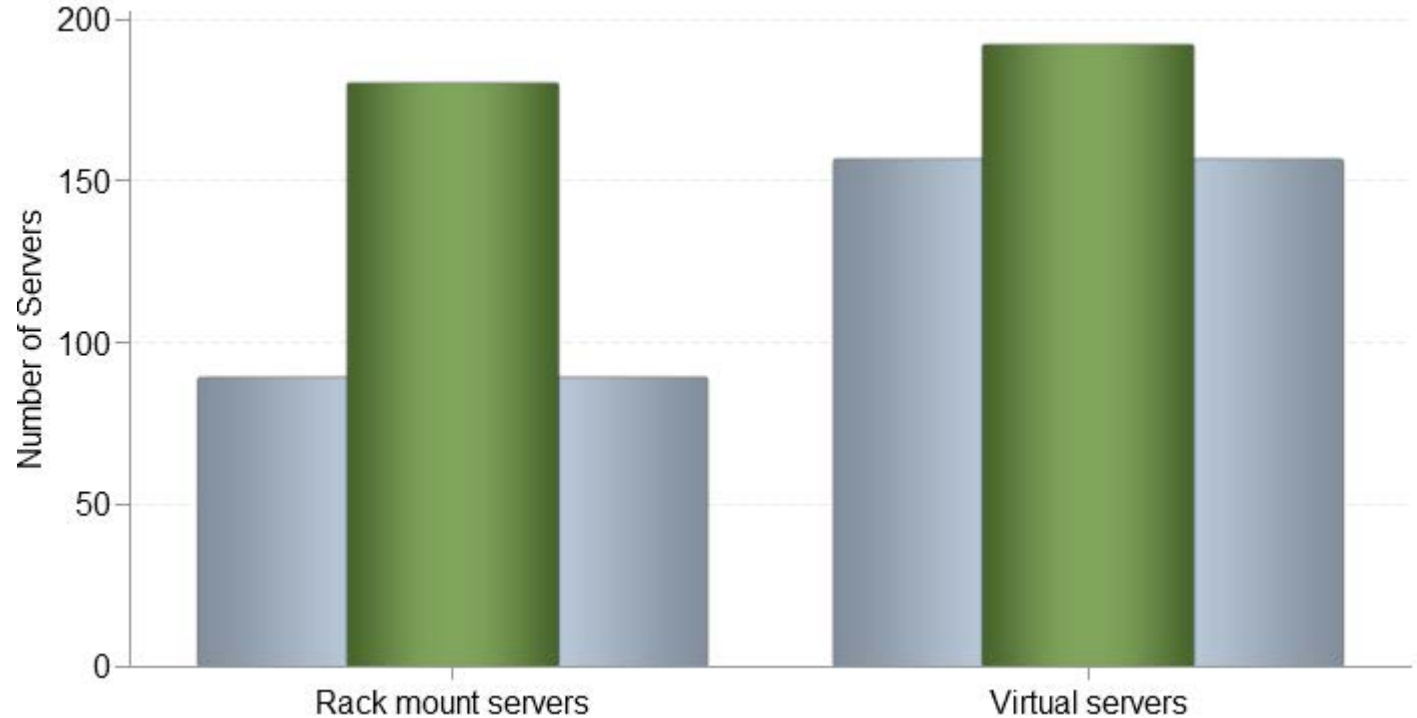
MU	48
----	----

Educause Core Data HEPC Peer Comparison 2012 Data





Data Centers - Number of Servers in Largest Data Centers (Peers vs. MU)



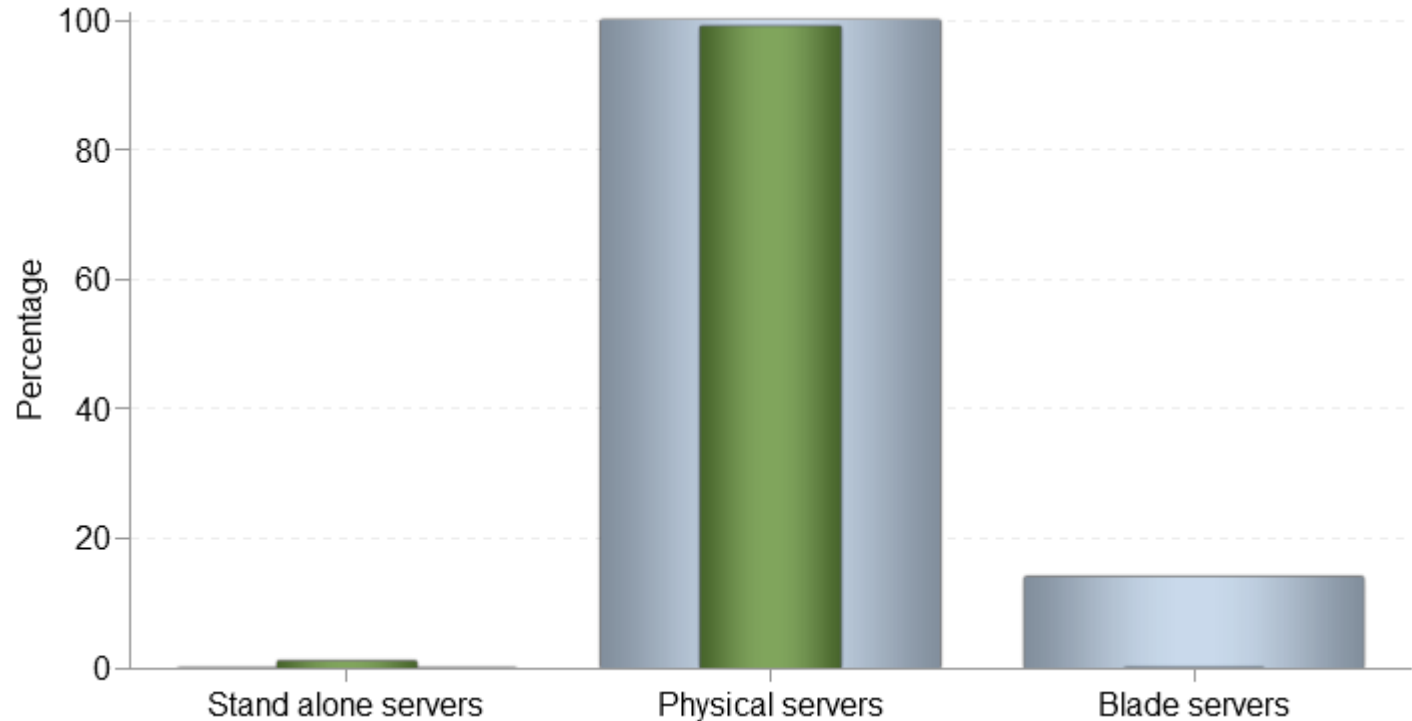
Median	89	157
MU	180	192

Educause Core Data Peer Comparison 2012 Data





Data Centers - Types of Servers in Largest Data Center (Peers vs. MU)



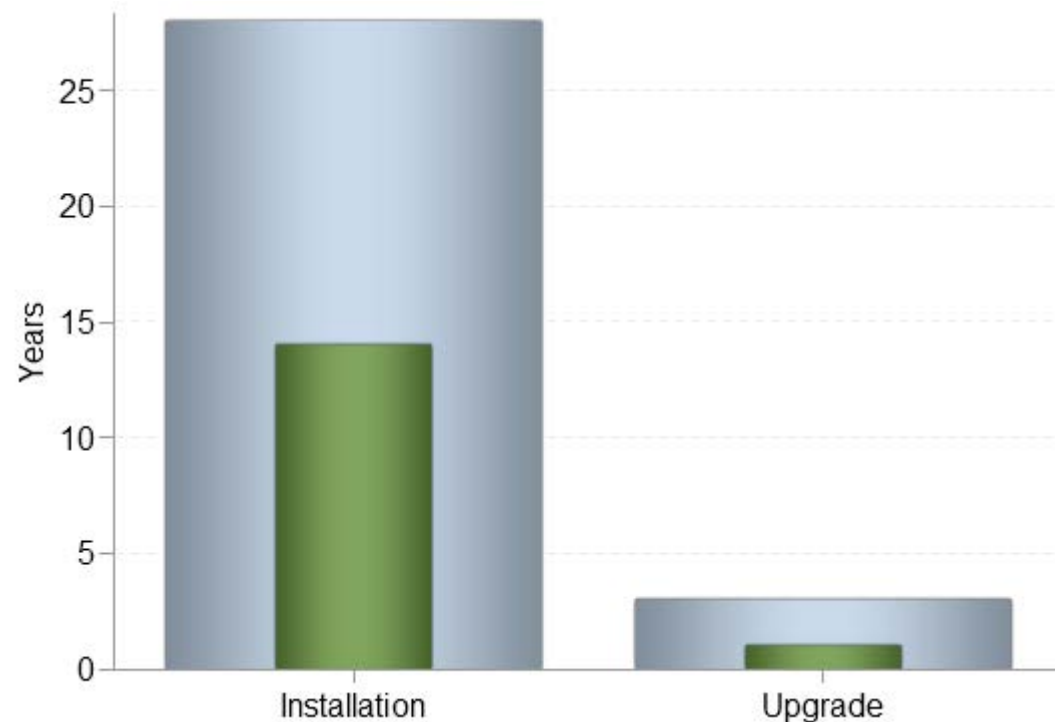
Median	0	100	
MU	1	99	

Education Data Center Comparison 2012 Data





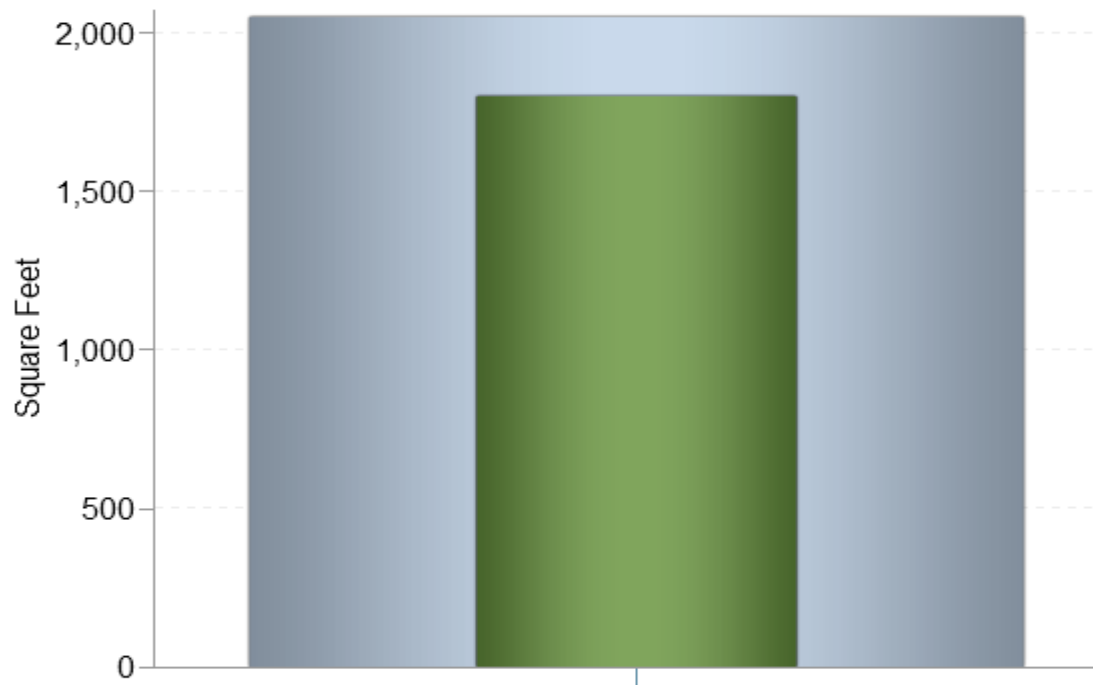
Data Centers - Age of Largest Data Center (Peers vs. MU)



Median	20	3
MU	14	1



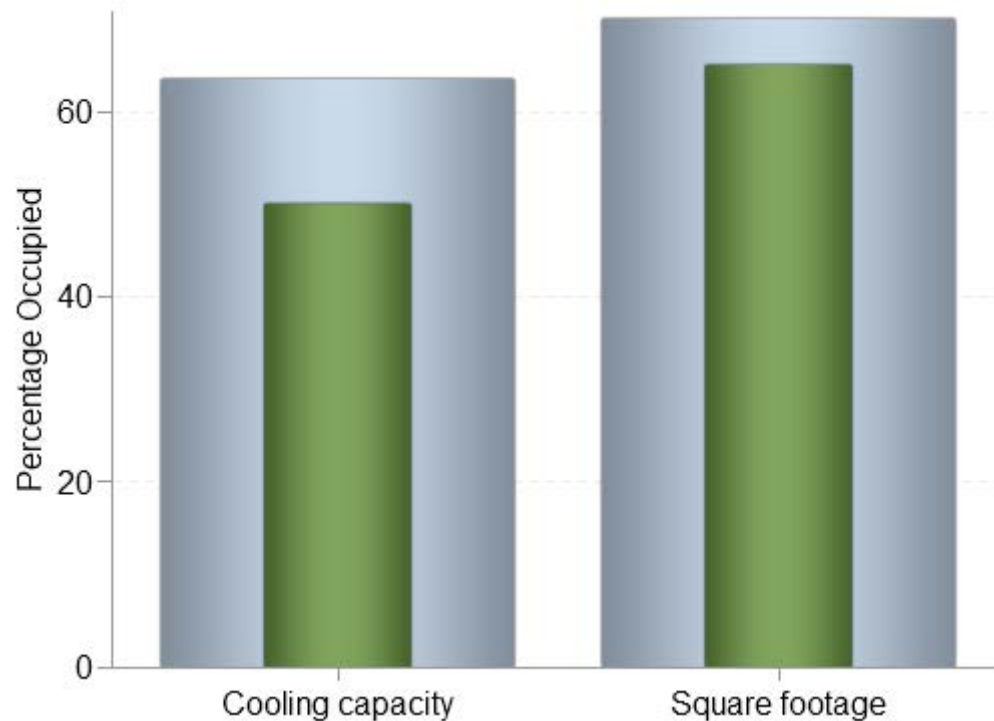
Data Centers - Square Footage of Largest Data Center (Peers vs. MU)



Median	2,050
MU	1,800



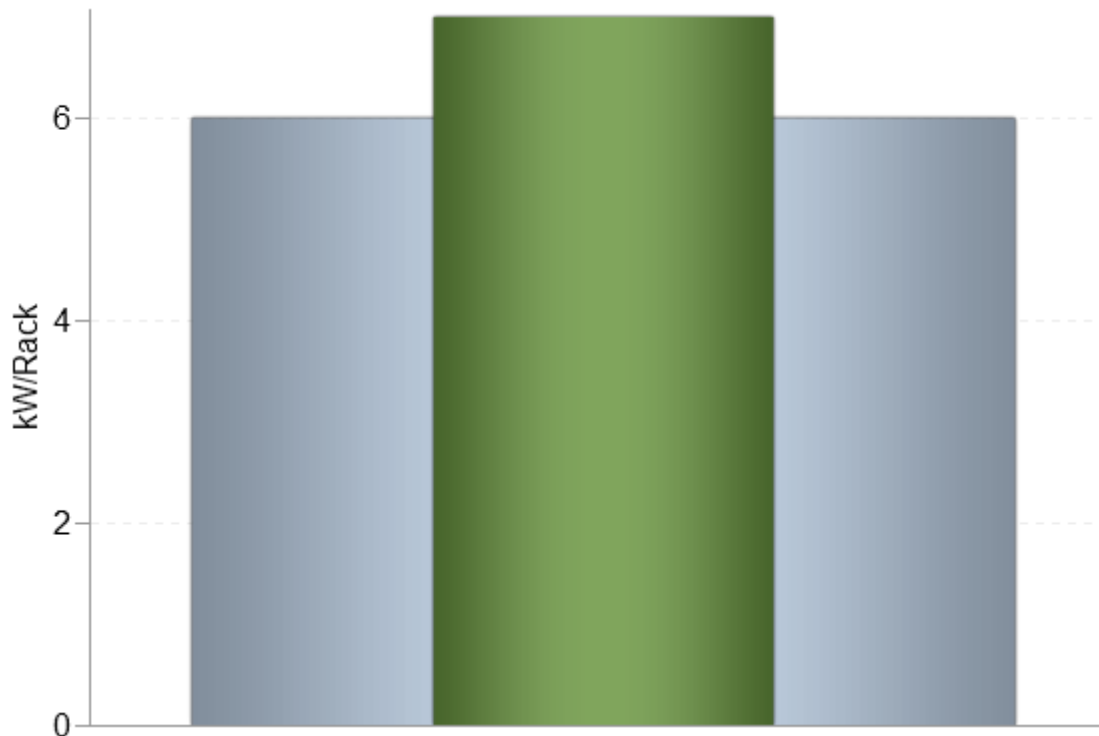
Data Centers - Percent Occupied of Largest Data Center (Peers vs. MU)



Median	64	70
MU	50	65



Data Centers - Kw/Rack of Largest Data Center (Peers vs. MU)



Median	6
MU	7

EdUCAUSE Core Data HEPC Peer Comparison 2012 Data





ONLINE LEARNING & LIBRARIES 2012-13 METRICS

★ **MUONLINE, MTOC, & LIBRARY FACULTY & STAFF**

OL&L SERVICE HIGHLIGHTS 2012-13

2012-13 Online Learning & Libraries Training & Workshops Offered

	Sessions	Attendees
Connections	5	65
Quality Matters APQMR	9	187
RIS Training	1	15
PTLO II and III	3	80
TECI (with RIS/DLT Librarians)	48	100
Blackboard for Departments	3	75
Camtasia Relay (for HR)	6	25
CTL and AA Faculty Training (NFO, Boot Camp etc)	3	80
Copyright for Faculty & Staff	9	135
Bb Collaborate/IM	6	20
Windows 8/Lynda.com	3	12
TOTAL:	96	794

OL&L SERVICE HIGHLIGHTS 2012-13

MUOnLine Design Center(s) Stats:

Walk-ins	223
Calls	317
Emails	596
Sessions Offered	60
Participants	300

Quality Matters Training Status:

Participants:	194
Individuals Trained:	188
Peer Reviewers:	19
Master Reviewers:	2

LIBRARY COLLECTION HIGHLIGHTS, 2012-13

MU Library Collection Activity	Held June 30 2011-12	Added	Held June 30 2012-13
BOOKS			
Books (Print)	397,148	2,416	399,564
Electronic Books (Net Library, Ebrary)	38,613	10,281	48,894
Bound Volumes (Serials backfile)	49,675	-	49,675
TOTAL VOLUMES	485,436	12,697	498,133

TOTAL Titles in OPAC (NEW AS OF 2012)	462,792	515,679	978,471
Total Items Catalogued (new as of 2012)	31,065	23,766	54,831
Total Items Discarded (new as of 2012)	(3,479)	(2,920)	(6,399)

The catalogers are in the process of cleaning up old catalog records in Ill and OCLC after moving to RDA in March 2013.

LIBRARY COLLECTION HIGHLIGHTS, 2012-13

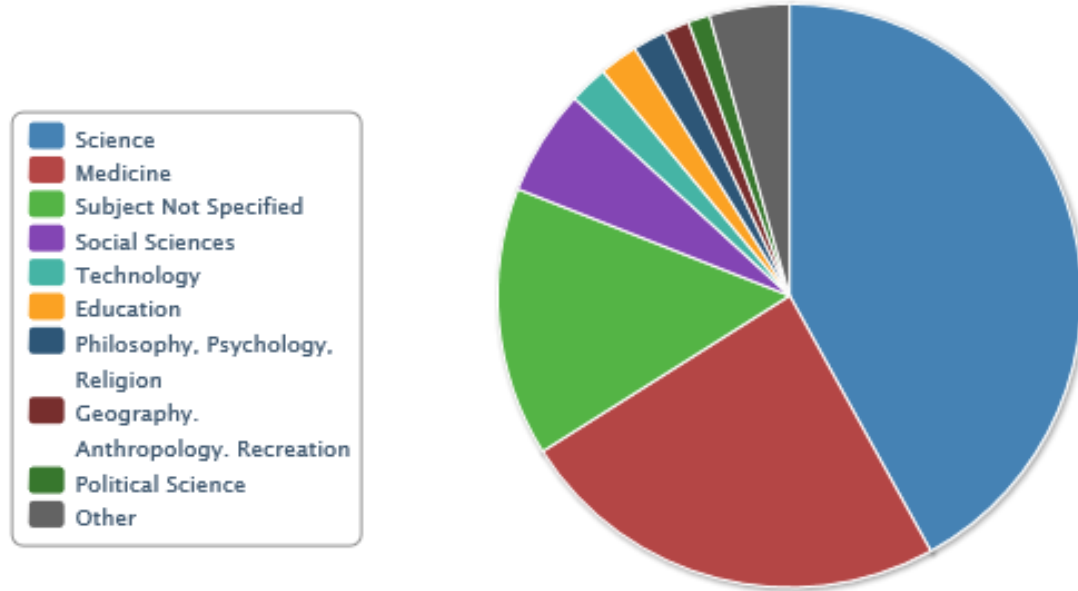
MU Library Collection Activity	Held June 30 2011-12	Added	Held June 30 2012-13
PERIODICALS			
Newspaper titles (Unique titles)	48	(26)	22
Current serial titles (Unique titles)	4,521	(2,605)	1,916
Electronic Journals (Unique titles)	29,053	14,517	43,570
TOTAL PERIODICALS	33,622	11,886	45,508
GOVERNMENT DOCUMENTS			
Federal Docs titles via OPAC (GB)	82,673	1,835	84,508
Federal Docs titles via OPAC (MK)		10,777	10,777
Federal Documents	1,139,098	5,177	1,144,275
State Documents	650	-	650
GD Maps	306	52	358
GD CD Roms/DVDs	1,209	35	1,244
GD VHS	3	-	3
GD Kits	66	5	71
TOTAL GOV DOCS	1,224,005	17,881	1,241,886

Folding in all of the HSL materials via Summon helped boost our unique title list.

The Wiley cuts Took place mid-year and will be reflected In 2014.

% OF TOTAL EXPENDITURES ON SERIALS BY SUBJECT

2013 – Cost By Subject



As we review more serials to cut due to annual budget reductions, STEM journals will continue to be more vulnerable due to their proportion of the over-all cost.

LIBRARY SERVICE HIGHLIGHTS, 2012-13

MU Library Service Statistics	2011-12	2012-13
University Library System Totals		
F2F Reference questions at all reference points	11,355	12,756
E-mail reference transactions	309	6,572
E-chat reference	1,528	1,398
Reference all points and types (F2F & Online)		20,726
Writing Center Referrals (Research Consultations)	113	123
Reference - Single-User Journal Requests	16	8
Reference all points and types (F2F & Online) TOTAL	13,321	19,205
Reference Transactions in a typical week	416	600

LibAnalytics allows us to track our desk activities
in all library locations more efficiently and
accurately online.

LIBRARY SERVICE HIGHLIGHTS, 2012-13

MU Library Service Statistics	2011-12	2012-13
Library webpage hits	276,323	239,372
MU Library Website Hits (all webpages)	2,109,179	1,434,124
Online journal/index hits	2,890,414	2,927,490
Over-all Cost-per-use (USD)	0.23	0.22
MDS Webpage Hits		1,673,657
MDS FT/Digital Resource Downloads		3,225,191
Circulation of general collection all circ points	16,780	28,464
Circulation of print reserves	7,033	7,243
Print reserves - number of items	576	733
Print reserves - number of courses	72	59

MU Library Service Statistics	2011-12	2012-13
MU Usage of WV Info Depot Databases	42,114	66,242

WVROCKS students & faculty rely on WVINFO Depot materials to support their online classes

MDS HIGHLIGHTS, 2012-13

MU Library Service Statistics	2012-13
MDS Stats (New as of 2012-13)	
Presentations to Faculty/Departments	15
One-on-One Consutlations	14
Content (Items)	2,061
Faculty/Staff Profiles	135
College/School Participation	14
Full-Text Downloads	124,463
Downloads	105,690
International Hits to MU MDS	161
TOTAL WEBPAGE & MDS HITS	1,673,657
TOTAL DIGITAL REOURCE/JOURNAL FT DWNLDS & MDS DWNS	3,225,191

MDS stats are new as of 2012 and will continue to be tracked.

LIBRARY SERVICE HIGHLIGHTS, 2012-13

MU Library Service Statistics	2010-11	2011-12	2012-13
Interlibrary loan - borrow	6,875	18,626	19,006
Interlibrary loan - lend	6,615	29,723	27,617
Document delivery	64	20	15
Gate count - all libraries & library depts.	586,025	576,807	534,864
Gate count in a typical week all libraries	18,313	18,025	16,715
Gate count in typical week Main Library only	17,005	16,394	12,925

We are still lending more than we borrow; but,

ILL continues to increase annually:

+30% in 2012 and +10% in 2013

2014 cuts will likely impact this trend and continue an annual increase.

NEW!

INFO DELIVERY SERVICES DETAILS

MU Library Service Statistics	2012-13
EZ-Borrow Stats	
EZ-Borrow Borrowed	2,668
EZ-Borrow Loaned	2,907
Illiad Stats	
Borrowed	2,512
Loaned	948
Rapid ILL	
Borrowed	3,041
Loaned	8,982
NEW IN 2012:	
Returnable ILL Loaned (books/microfilm etc)	410
Non-returnable ILL Loaned (article scans/pdf/file)	9,520
TOTAL LOANED	9,930
% loaned Rapids	90.5%
Returnable ILL borrowed	772
Non-returnable ILL borrowed	4,271
Document Delivery purchased	12
TOTAL BORROWED	5,055
% borrowed Rapids	60.2%

LIBRARY SERVICE HIGHLIGHTS, 2012-13

MU Library Service Statistics	2010-11	2011-12	2012-13
Instruction sessions	286	346	285
No. of students in sessions	4,911	5,489	4,152
Total number of public services locations	4	4	4
Total No. Weekly hours	133	133	133

While the over-all number of library instruction classes decreased from last year, the sessions were mostly upper-division writing or research courses in which the instruction was more tailored to the assignments or tasks in each course. RIS research consultation activities coordinated with the COLA writing center continue to grow.

SOUTH CHARLESTON, 2012-13

Some services stats at the SC library increased compared to last year.

MU Library Service Statistics	2011-12	2012-13
South Charleston Campus Library		
Reference Transactions	4,471	4,342
Circulation of general collection	634	
Check-outs		1,655
Check-ins		1,226
Renewals		155
Holds		11
TOTAL		3,047
Percent of over-all circulation activity total		5.5
Circulation of print reserves	1,274	586
Interlibrary loan - Borrower	1,069	902
Interlibrary loan - Lender	118	145
IDS/ Document Delivery	15	15
Gate count	22,064	23,995
Instruction sessions - me:SrcH mus locns	14	19
No. of students in sessions	215	254

SPECIAL COLLECTIONS, 2012-13

MU Library Service Statistics	2012-13
Successfully Scanned	363
Sent to Dranko for Scanning	307
Missing/Incorrect Citation	169
TOTAL LOANED	2,237
Reference Inquiries	
Level 1 Non-Resource	199
Level 2 Skill	186
Level 3 Strategy & Consultation	215
Directional	194
Other	415
TOTAL	1,209
Used in-house (resehlved)	
Books	2,426
Journals	748
TOTAL	3,174

NEW THIS YEAR!

Our participation in Rush-Requests in the PALCI consortium, has necessitated the maintenance of new stats in SC.

Lib Analytics is also being used for service-related stats.

HEALTH SCIENCES LIBRARY, 2012-13

MU Library Service Statistics	2012-13
Health Sciences Library	
Docline (new as of 2012-13)	
LENDING - Received	16
LENDING - Filled	12
BORROWING - Articles	971
BORROWING - Monographs filled	2
BORROWING - Filled	894
Not Filled	77
HSL Collection Activity	
Online (free) PDFs sent	640
HSL PDFs sent	303
Print articles (scanned) sent	6
Cochrane Database	2

NEW THIS YEAR!

Our collaboration with HSL continues with the adoption of Summon, the discovery search tool implemented mid-year, and their expansion of Docline to improve service to users.

2012-13 Enrollment Activity

Undergraduate	E-Course	T-Course	WV Rocks	Total
Fall 2012	4,018	143	16	4,177
Spring 2013	3,945	1	50	3,996
Intercession	449	-		449
Summer 1	619	16		635
Summer 2	970	11		981
Summer 3	408	-		408
Total	10,409	171	66	10,646

Graduate	E-Course	T-Course	V-Course	Total
Fall 2012	1,196	774	29	1,999
Spring 2013	1,201	619	90	1,910
Intercession	24	-	-	24
Summer 1	554	309	189	1,052
Summer 2	70	-	-	70
Summer 3	35	-	-	35
Total	3,080	1,702	308	5,090

MUONLINE PROGRAM & SERVICE HIGHLIGHTS 2012-13

Online Students – Age Breakdown:

Fall	2013	2012	2011
<18	2%	0.1%	0.4%
18-21	35%	26%	27%
22-30	37%	47%	45%
31-40	15%	16%	16%
41-50	8%	8%	8%
51-60	2%	3%	3%
>61	0.4%	0.3%	0.3%

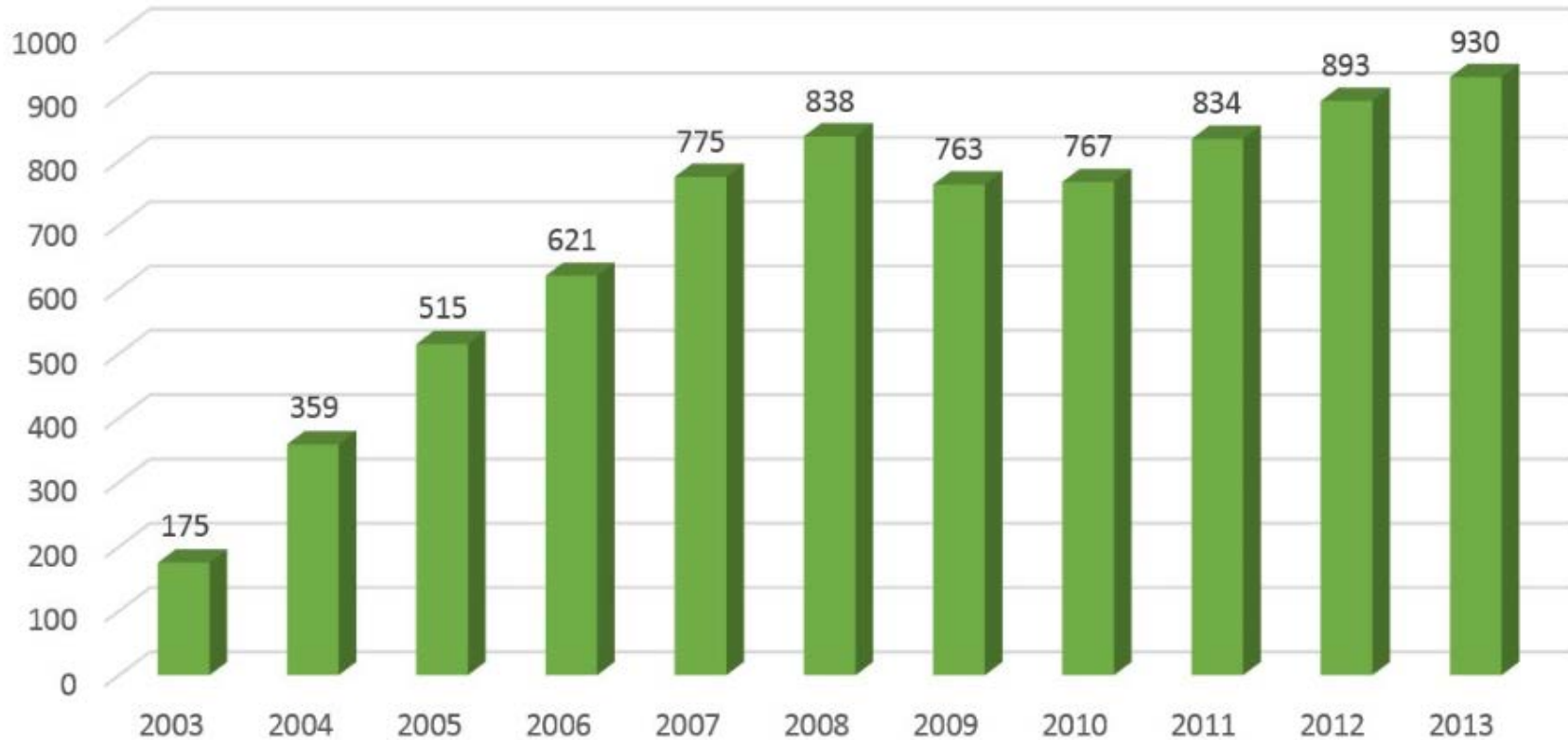
Online Students – Gender Breakdown:

Fall	2013	2012	2011
Female	66%	69%	70%
Male	34%	31%	30%

MUONLINE PROGRAM & SERVICE HIGHLIGHTS 2012-13

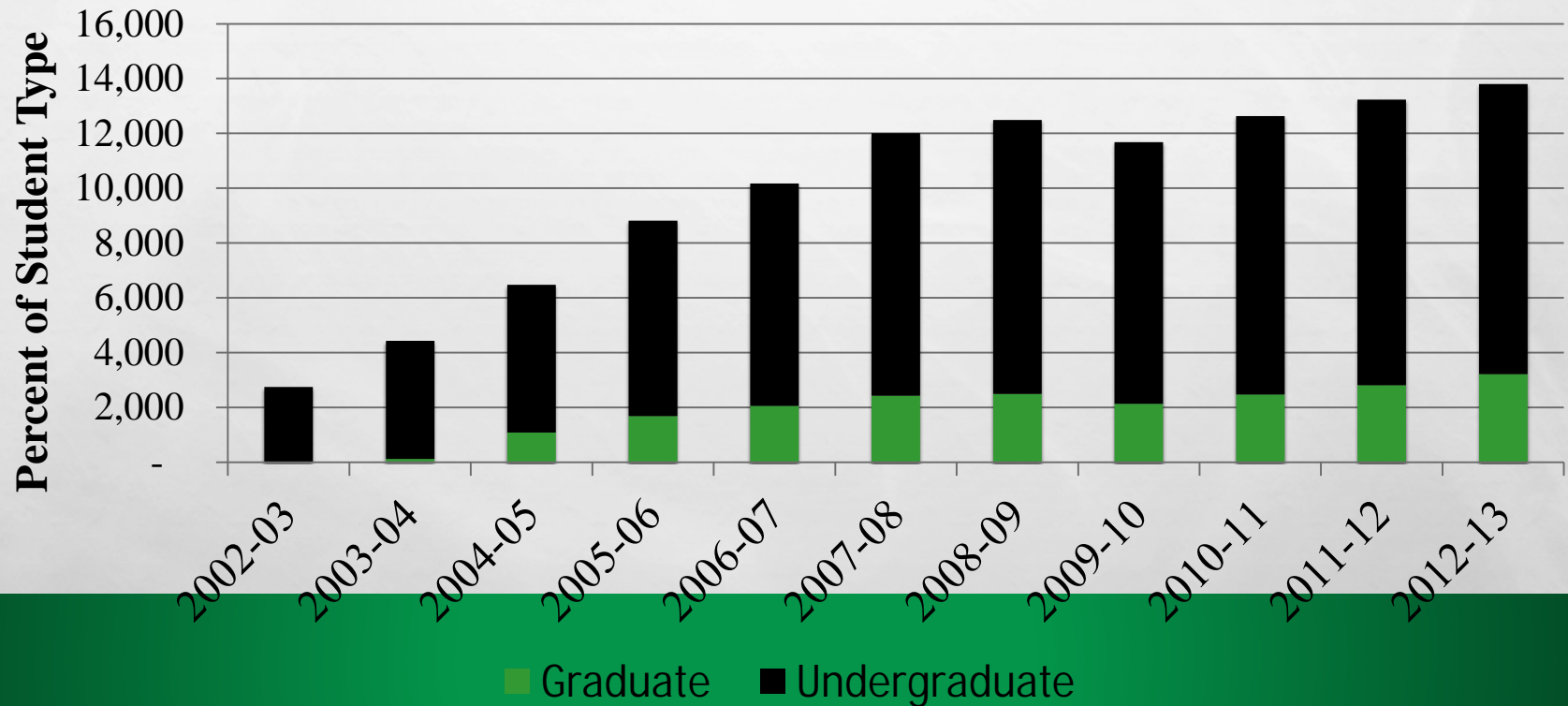
MUONLINE HIGHLIGHTS

Online Only Students 2003-13



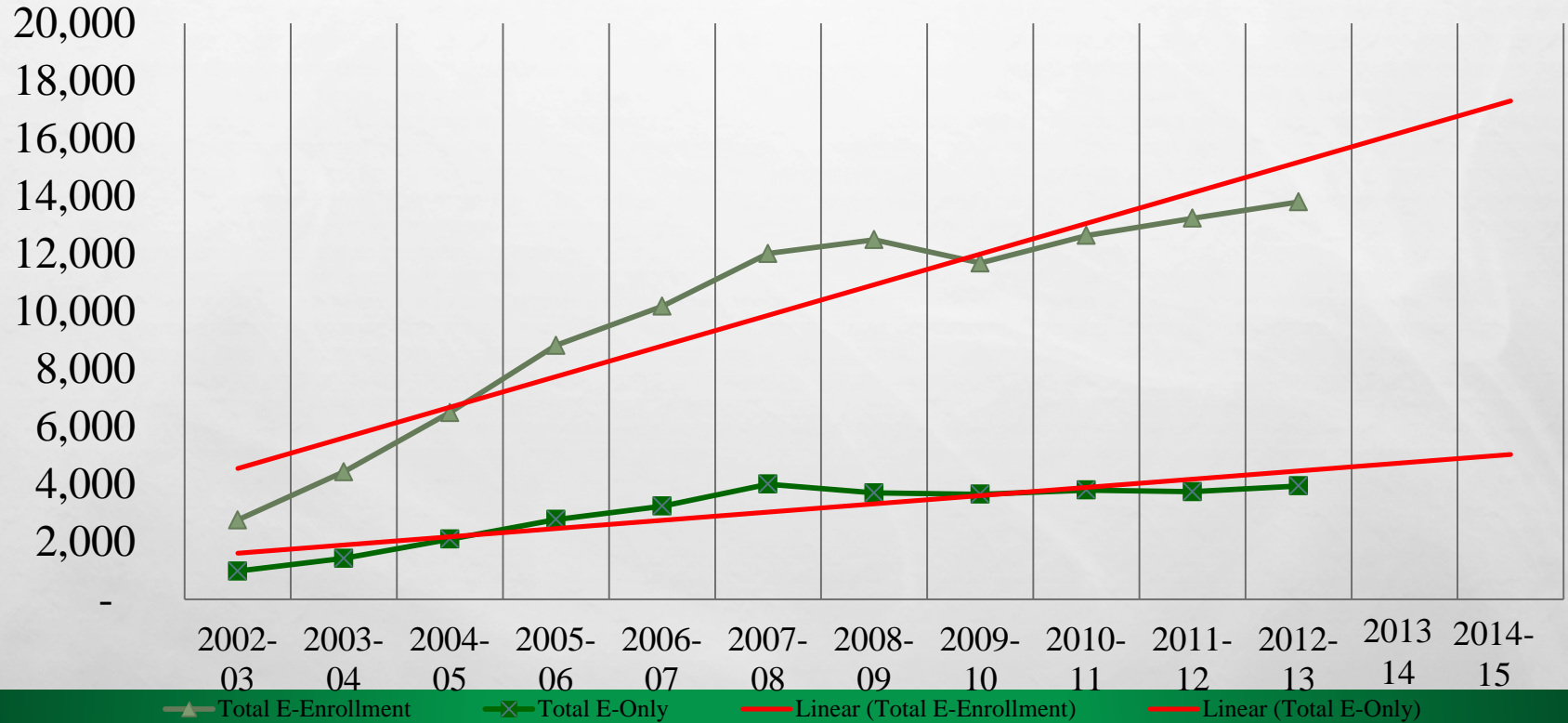
MUONLINE STUDENT ENROLLMENT BY STUDENT TYPE

2002-13



MUONLINE ENROLLMENT TRENDS

2002-2013



MUONLINE REVENUE TREND LINE

2005-2013



\$0	FY 05	FY 06	FY 07	FY 08	FY 09	FY 10	FY 11	FY 12	FY 13	FY 14	FY 15
Revenue	\$3,277,123	\$4,670,056	\$5,738,109	\$7,492,650	\$8,054,154	\$8,184,863	\$8,913,462	\$9,648,457	\$10,315,15		

MUONLINE HIGHLIGHTS 2012-13

2012-13 MUOnline Financial Activity

From faculty instruction pay data:

		Fall 2012	Spring 2013	Summer 2013
Overload	\$	433,955	\$ 432,780	\$ 191,280
Inload	\$	341,600	\$ 330,160	\$ 36,750
Total	\$	775,555	\$ 762,940	\$ 228,030

<i>Inload %</i>		<i>44%</i>	<i>43%</i>	<i>16%</i>
-----------------	--	------------	------------	------------

Department		Fall 2012	Spring 2013	Summer 2013
COB	\$	61,600	\$ 62,020	\$ 37,940
COE	\$	178,170	\$ 161,700	\$ 47,200
COFA	\$	38,920	\$ 38,920	\$ 7,280
CHP	\$	140,840	\$ 150,645	\$ 27,020
SOJMC	\$	6,930	\$ 6,580	\$ 3,220
COLA	\$	272,915	\$ 268,565	\$ 75,530
COS	\$	75,130	\$ 74,510	\$ 20,290
CITE	\$	1,050	\$ -	\$ 2,030

MTOC HIGHLIGHTS, 2012-13

WV COLLEGE DAYS – Fall 2012

	OCCHS	OCCHS via MUSOM*	Total Count
Fairs Attended	29	2	31
Schools Present	70	6	76
Student Attendance (<i>approximately</i>)	11,900	1,020	12,920

OCCHS, 2012-13

Fall 2012

- Also 41 students total
- 25 students still enrolled in high school
- 16 students enrolled at MU

Spring 2013

- 41 students total
- 15 students still enrolled in high school
- 26 students enrolled at MU



Information Technology

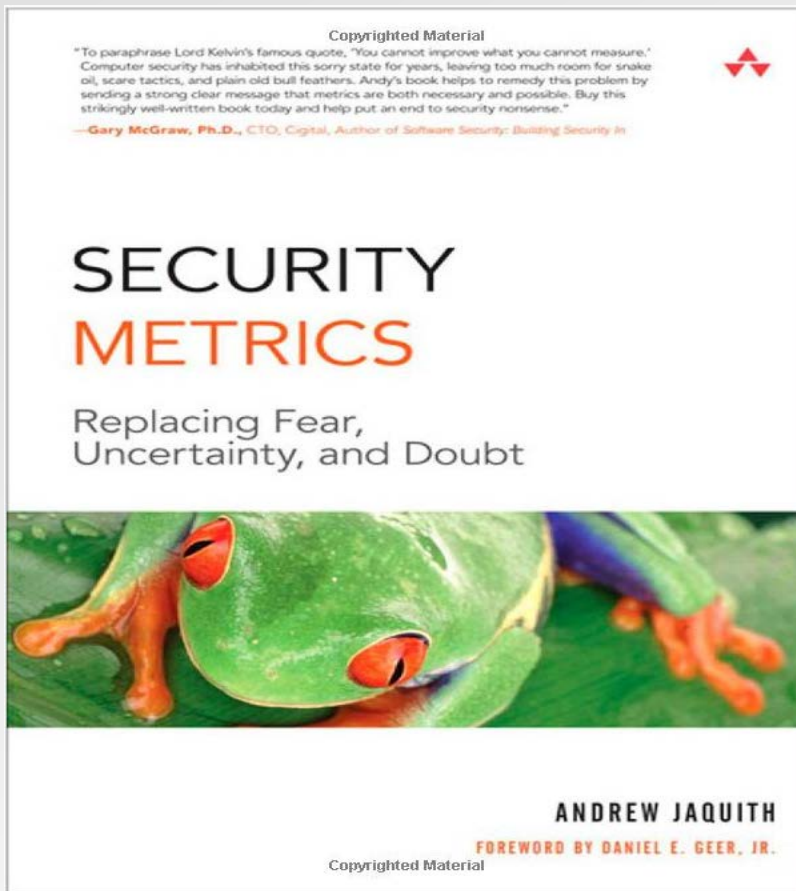


Information Security Office

Jon Cutler, MS, CISSP
Chief Information Security Officer



Back to the Books

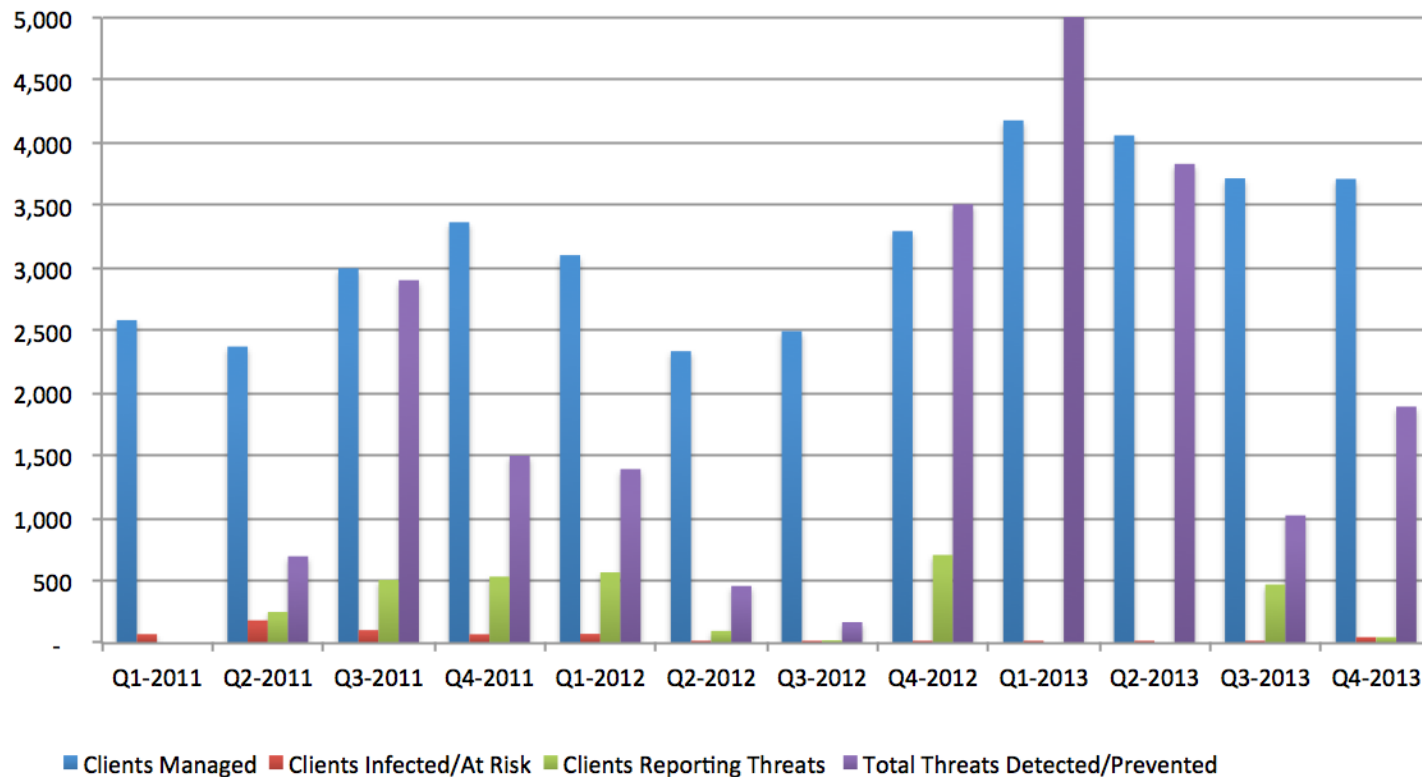


"If you cannot
measure it, you
cannot improve
it."

Lord Kelvin (Physicist)



Anti-Malware – Infected/At-Risk Detection

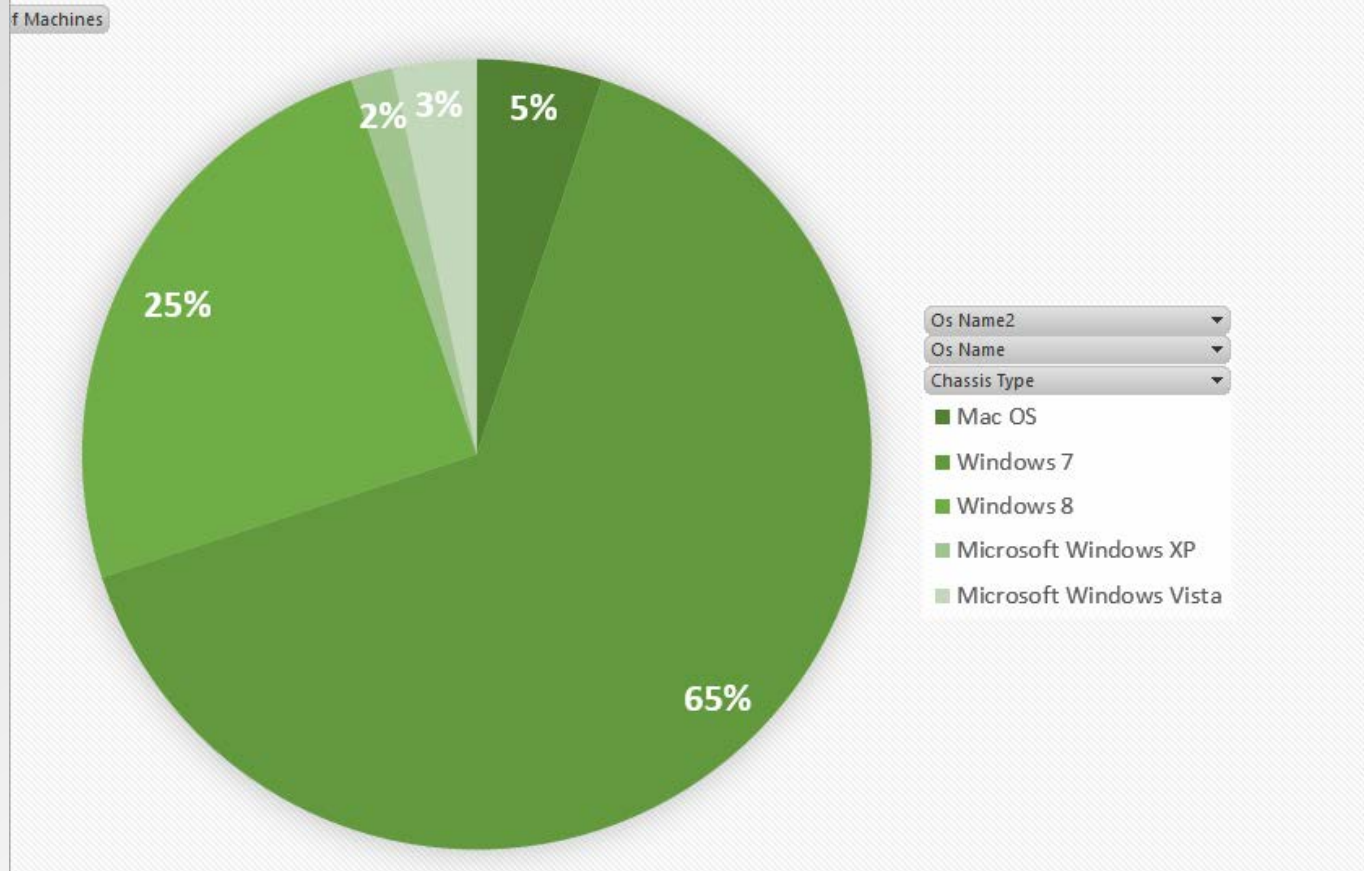


Source: <http://inside.marshall.edu/sites/it/itsec/Shared Docs/Metrics-Infected At Risk Managed Machines.xlsx>





Coverage and Control – KACE Patching of IT Employees





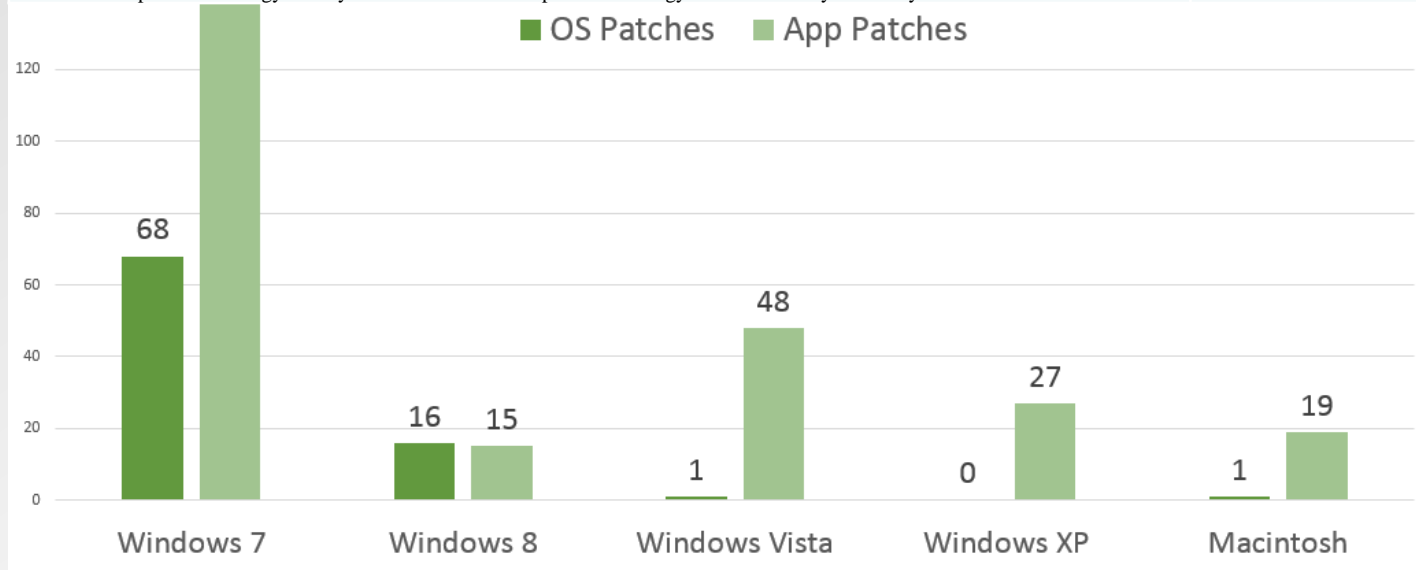
Coverage and Control – KACE Patching of IT Employees

Critical OS and Application Patches for IT Employee Machines Managed in KACE on 11/1/2013

This report lists All Critical Patches Needed for IT Employee computers managed in KACE, where critical patches address

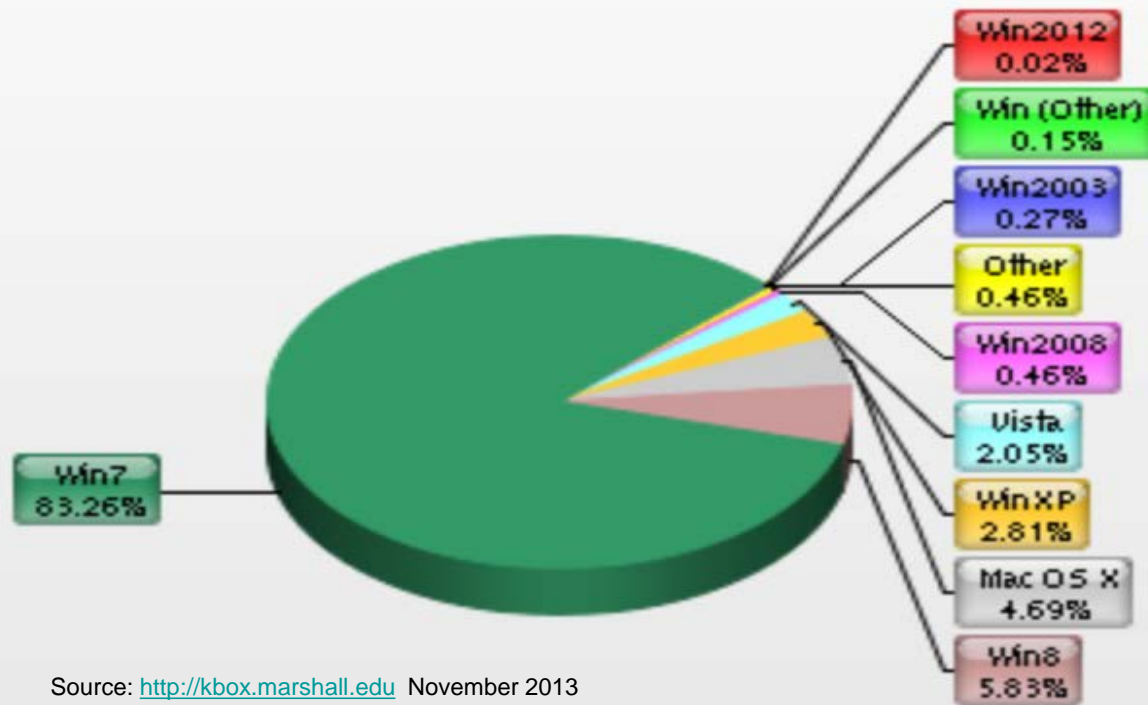
vulnerabilities, which, if exploited would allow malicious native-code to execute, potentially without a user being aware.

Dell KACE impact terminology closely follows the vendor impact terminology for vulnerability criticality.





Coverage and Control – KACE Client Inventory



Source: <http://kbox.marshall.edu> November 2013



Coverage and Control – KACE Client Inventory

Client Operating System	Totals	Client Operating System	Totals
Total Computers in Inventory	4,098	Mac OS X 10.9.x	40
Microsoft Windows 8.1 Enterprise x64	35	Mac OS X 10.8.x (x86_64)	55
Microsoft Windows 8.1 Pro x64	7	Mac OS X 10.7.x (x86_64)	87
Microsoft Windows 8 Enterprise	4	Mac OS X 10.6.8 (x86)	10
Microsoft Windows 8 Enterprise x64	191	Microsoft Windows Server 2012 R2 Standard x64	1
Microsoft Windows 8 Pro x64	2	Microsoft Windows Server 2008 R2 Enterprise x64	12
Microsoft Windows 7 Enterprise	444	Microsoft Windows Server 2008 R2 Standard x64	7
Microsoft Windows 7 Enterprise x64	2,858	Microsoft® Windows Server® 2008 Datacenter x64	1
Microsoft Windows 7 Professional	6	Microsoft® Windows Server® 2008 Enterprise	2
Microsoft Windows 7 Professional x64	104	Microsoft® Windows Server® 2008 Standard	1
Microsoft® Windows Vista™ Business	1	Microsoft® Windows Server® 2008 Standard x64	1
Microsoft® Windows Vista™ Enterprise	81	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	2
Source: http://kbox.marshall.edu November 2013		Microsoft(R) Windows(R) Server 2003, Standard Edition	9
Microsoft® Windows Vista™ Ultimate	2	Other/Unknown	20
Microsoft Windows XP Professional	115		





Incident Response – DMCA Notifications

Month DMCA Received	2009		2010		2011		2012		2013*	
	Issues Created	% for Year	Issues Created	% for Year	Issues Created	% for Year	Issues Created	% for Year	Issues Created	% for Year
January	26	11%	21	13%	6	4%	18	23%	6	9%
February	22	9%	9	5%	15	10%	13	16%	14	21%
March	22	9%	12	7%	5	3%	6	8%	6	9%
April	6	3%	16	10%	21	14%	4	5%	4	6%
May	6	3%	5	3%	4	3%	5	6%	2	3%
June	4	2%	3	2%	3	2%	1	1%	0	0%
July	8	3%	2	1%	5	3%	0	0%	2	3%
August	9	4%	7	4%	14	9%	8	10%	5	7%
September	42	18%	30	18%	26	17%	12	15%	27	40%
October*	36	15%	25	15%	31	21%	3	4%	2	3%
November	32	13%	22	13%	13	9%	4	5%		0%
December	27	11%	12	7%	7	5%	5	6%		0%
All	240	100%	164	100%	150	100%	79	100%	68	100%

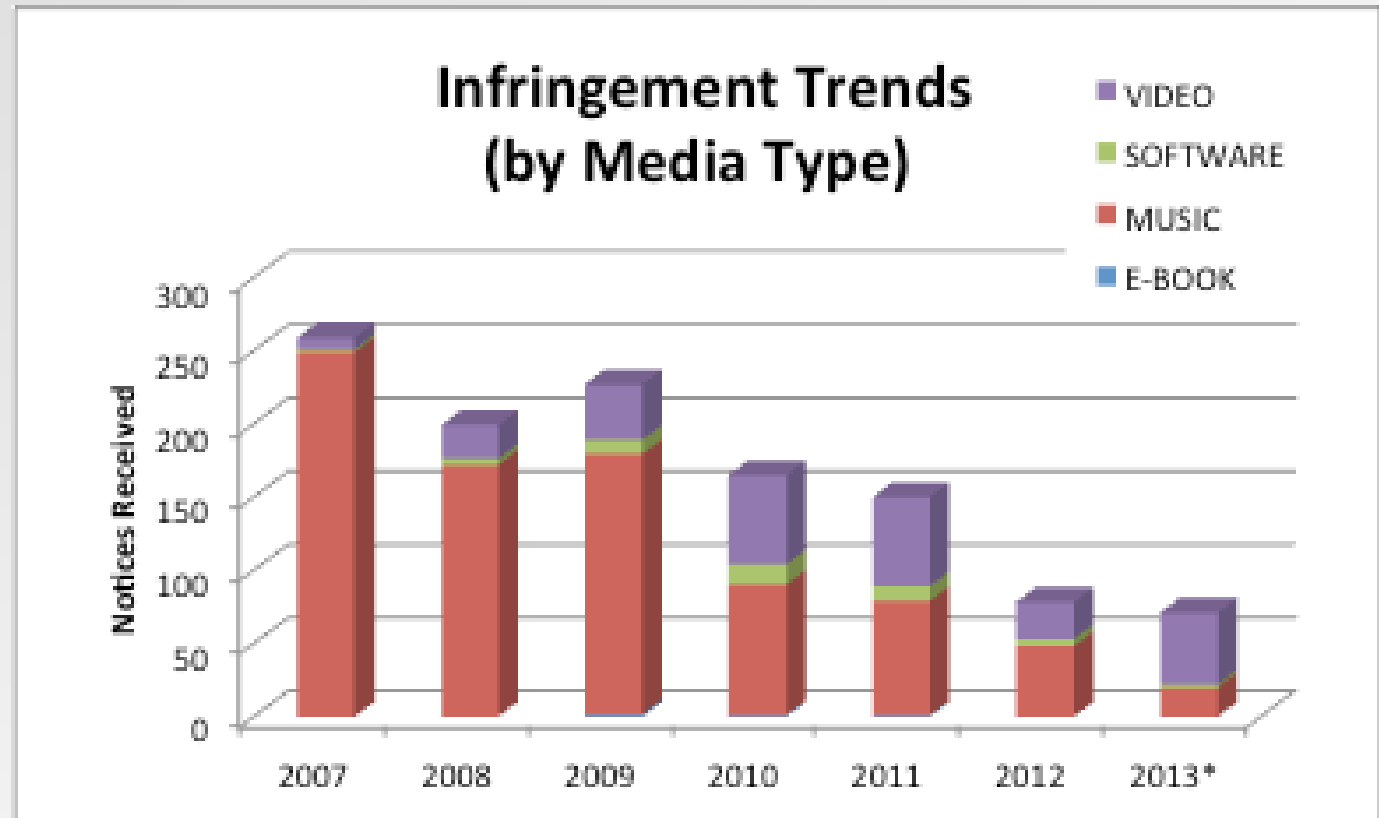
Source: <http://inside.marshall.edu/sites/it/itsec/Shared Docs/Metrics-DMCA Abuse Issues 2007-Present.xlsx>

**Updated InfoSec 10/10/2013*





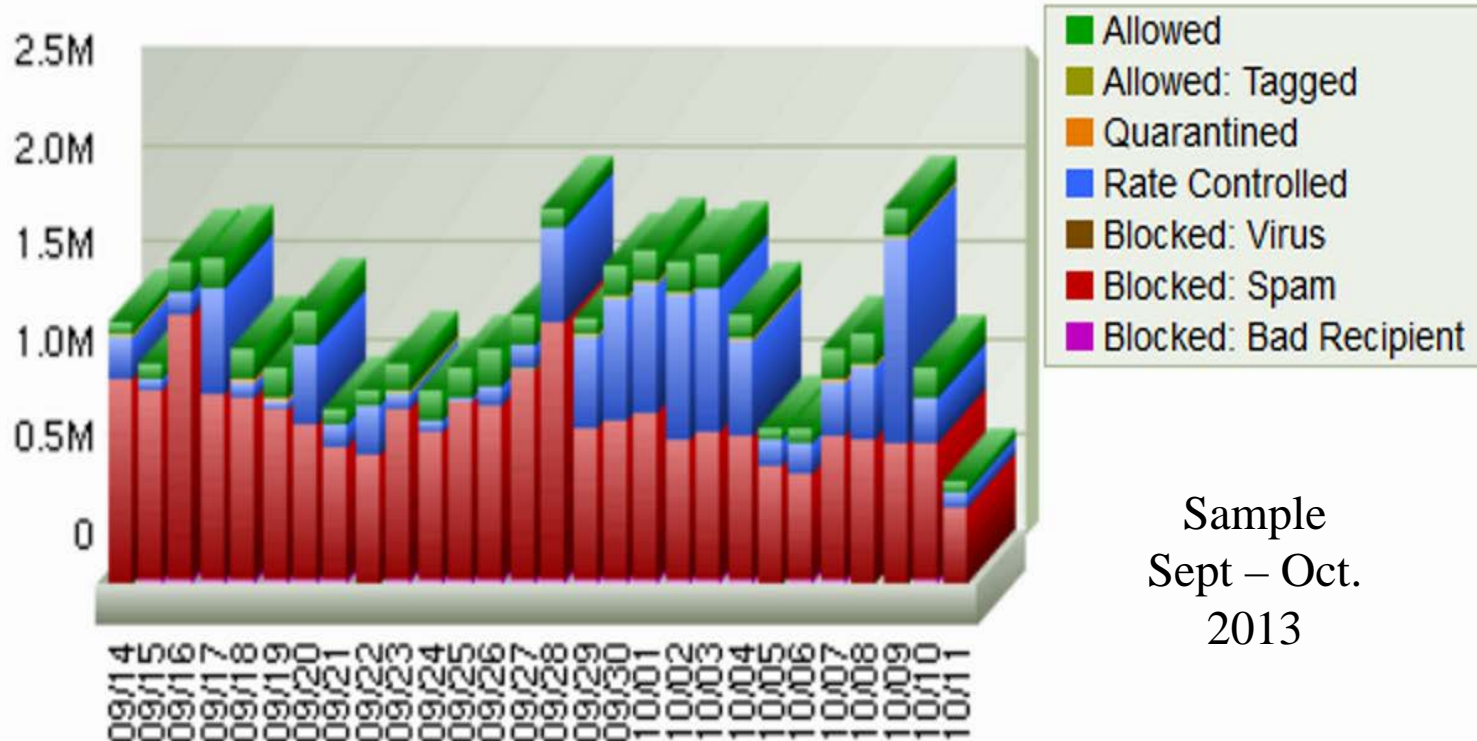
Incident Response – DMCA by Content Type



Source: [http://inside.marshall.edu/sites/it/itsec/Shared Docs/Metrics-DMCA Abuse Issues 2007-Present.xlsx](http://inside.marshall.edu/sites/it/itsec/Shared%20Docs/Metrics-DMCA%20Abuse%20Issues%202007-Present.xlsx)



Dashboard Snapshot – E-mail Perimeter Defense

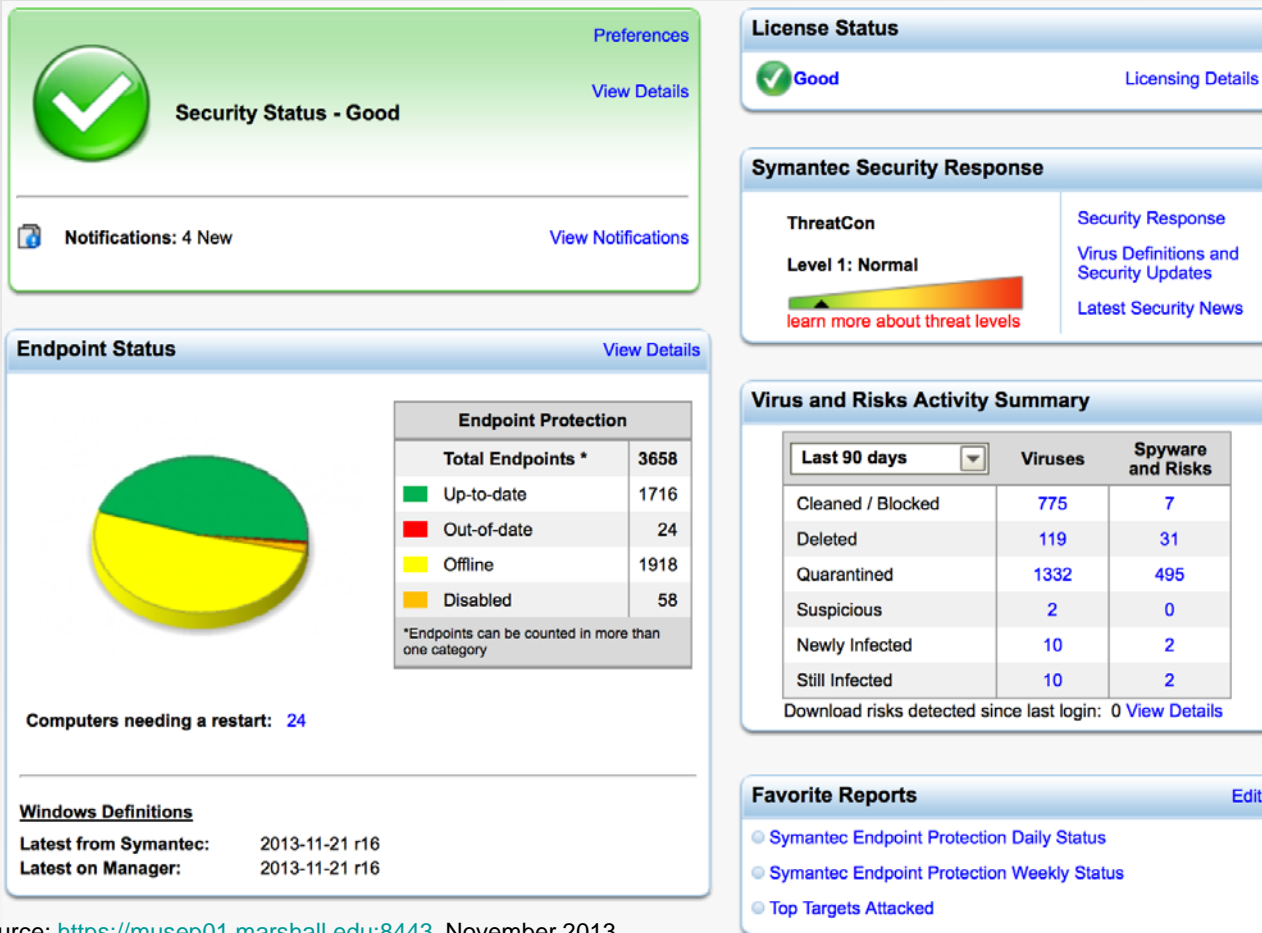


Source: <https://bcc.barracudanetworks.com> 2013-09-14 thru 2013-10-11





Dashboard Snapshot – Anti-Malware





Dashboard Snapshot – Anti-Malware

Deployment Summary	
Total Purchased (14000)	<div></div>
Seats Used (3658)	<div></div>
Seats Available (10342)	<div></div>
Expired (0)	
Overdeployed (0)	

[View License
Details](#)

License Details				
Product	Seats Used	Seats Available	Expired	Over Deployed
Symantec Endpoint Protection	3658	10342	0	0
Symantec Network Access Control	0	0	0	0

Client Details		
Client Type	Windows	Mac
Symantec Endpoint Protection	3611	47
Symantec Network Access Control	0	0
Symantec Endpoint Protection with Symantec Network Access Control enabled	0	0

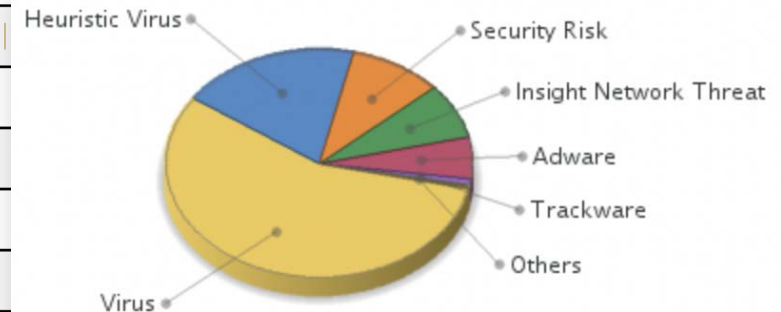
Source: <https://musep01.marshall.edu:8443> Licensing November 2013





Dashboard Snapshot – Anti-Malware

Risk Type	Number	%	
Virus	1969	56.2	
Heuristic Virus	663	18.9	
Security Risk	346	9.9	
Insight Network Threat	271	7.7	
Adware	217	6.2	
Trackware	24	0.7	
Misleading Application	6	0.2	
Spyware	4	0.1	
Hack Tool	3	0.1	
Security Assessment Tool	2	0.1	
Dialer	1	0	



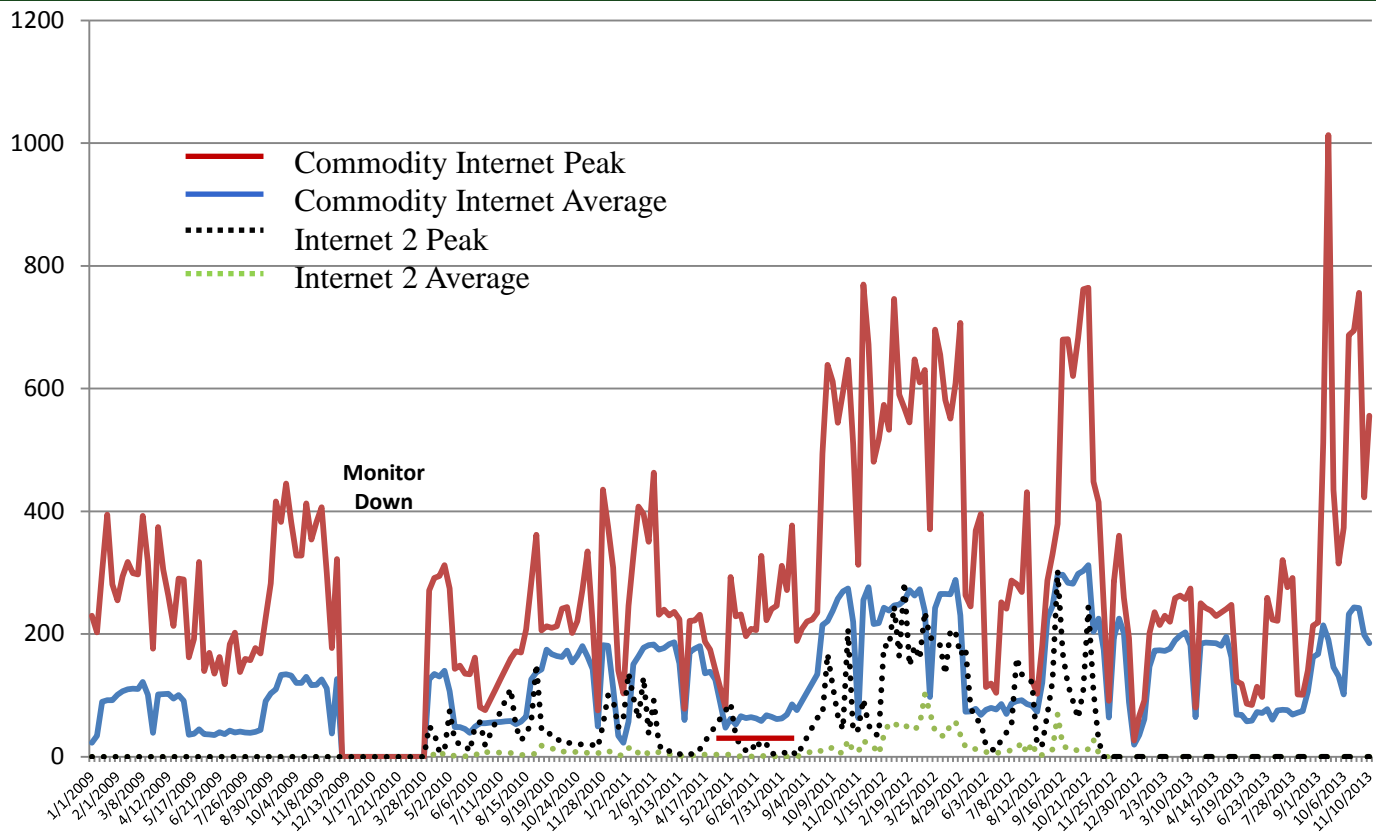


IT Infrastructure & Enterprise Applications



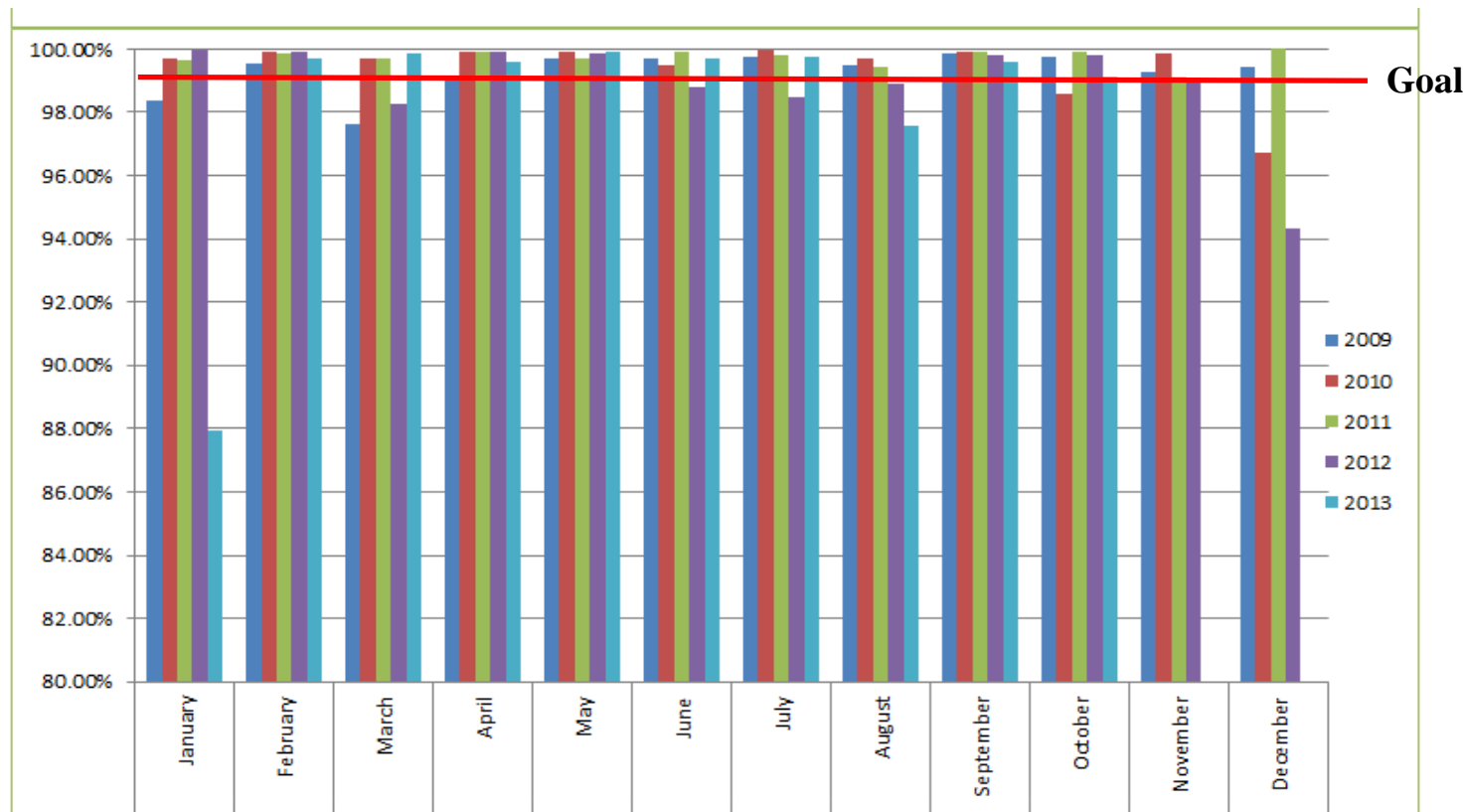


Internet Bandwidth





WiFi Availability

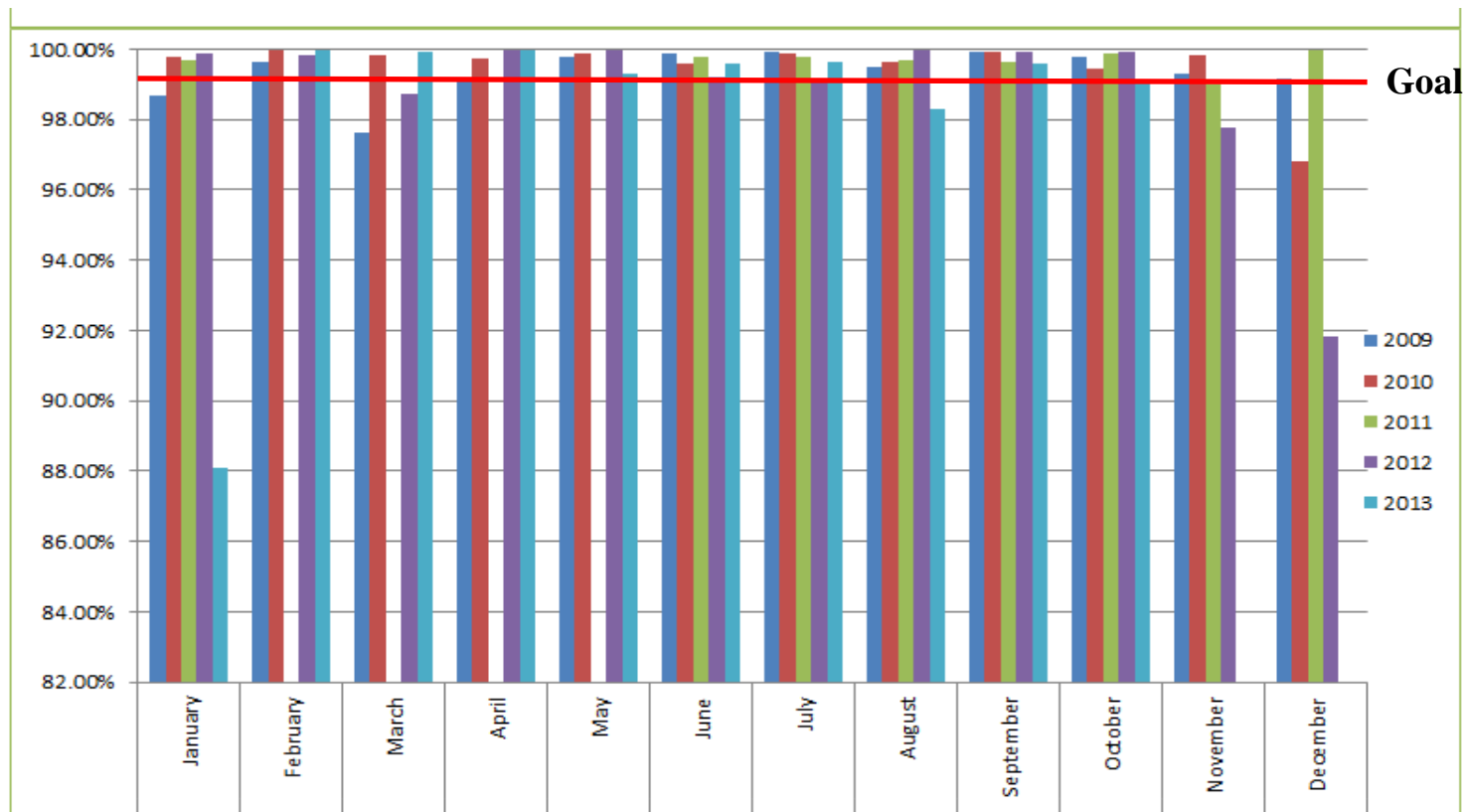


Does not include the School of Medicine





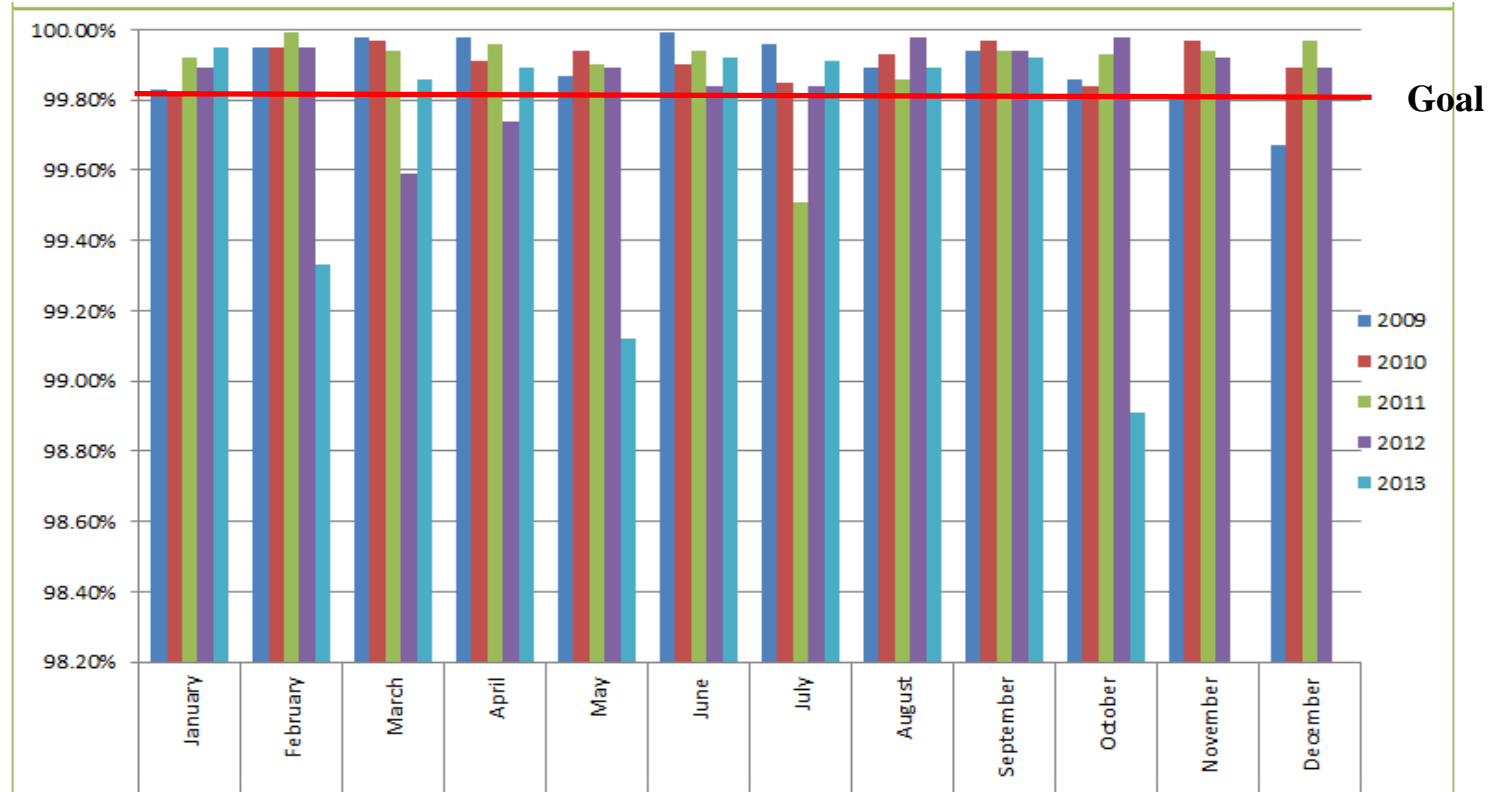
Network Availability



Does not include the School of Medicine



Major Systems Availability





New Portal Audience Overview

● Visits

14,000

7,000

January 2013

April 2013

July 2013

October 2013

129,468 people visited this site

Visits

617,642

Unique Visitors

129,468

Pageviews

1,948,379

Pages / Visit

3.15

Avg. Visit Duration

00:02:28

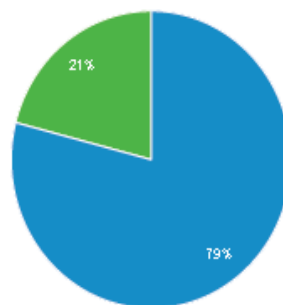
Bounce Rate

7.13%

% New Visits

20.96%

■ Returning Visitor ■ New Visitor

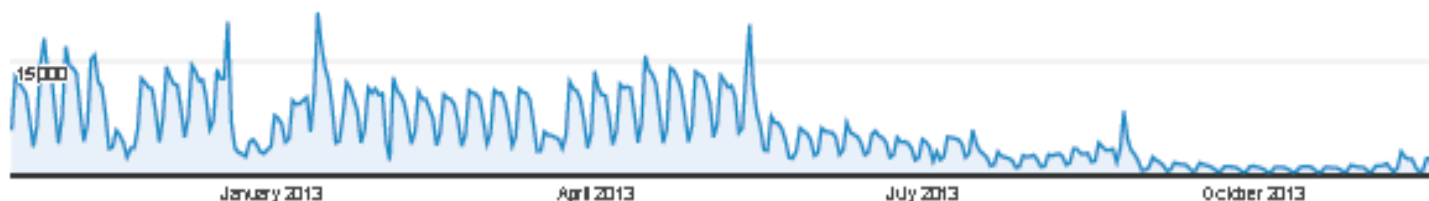




myMU Audience Overview

● Visits

30,000



417,307 people visited this site

Visits

2,330,923



Unique Visitors

417,307



Pageviews

4,352,238



Pages / Visit

1.87



Avg. Visit Duration

00:02:43



Bounce Rate

66.17%

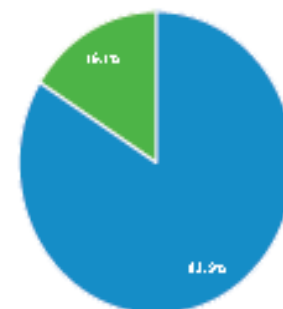


% New Visits

16.06%



■ Returning Visitor ■ New Visitor





Web Stats

Web Statistics – Year to Date

Traffic Overview

Visits: 5,436,805

Pageviews: 15,173,813

Peak Traffic Month: October

Browser Breakdown

Internet Explorer: 40%

Safari: 23%

Chrome: 22%

Firefox: 11%

Other: 4%

Mobile – Year to Date

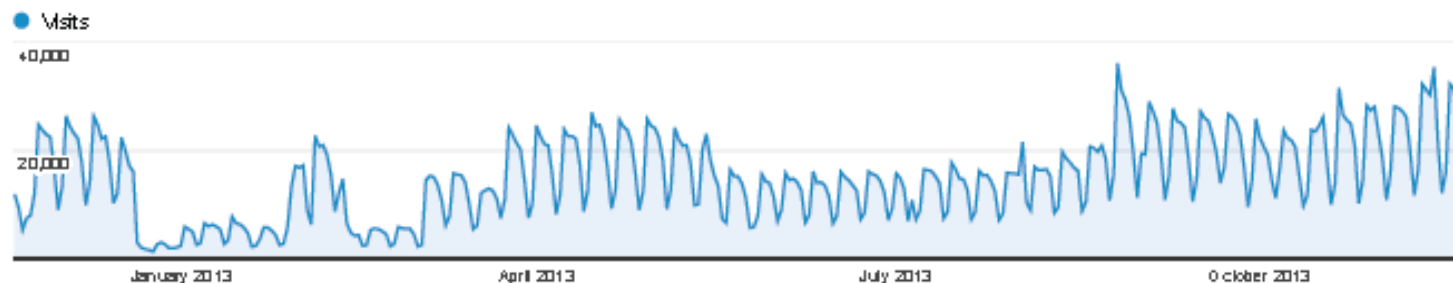
Mobile Web Traffic Breakdown

1. Apple iPhone - 49%
2. Apple iPad - 24%
3. Samsung Galaxy SIII - 2%
4. Apple iPod - 1%
5. Other devices combined - 24% (all at less than 1% share each)



Web Visits

(Nov 2012 – 2013)



1,785,803 people visited this site

Visits

5,436,805



Unique Visitors

1,785,803



Pageviews

15,173,913



Pages / Visit

2.79



Avg. Visit Duration

00:05:13



Bounce Rate

54.14%

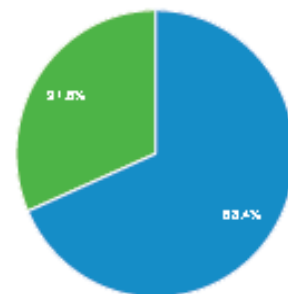


% New Visits

31.46%

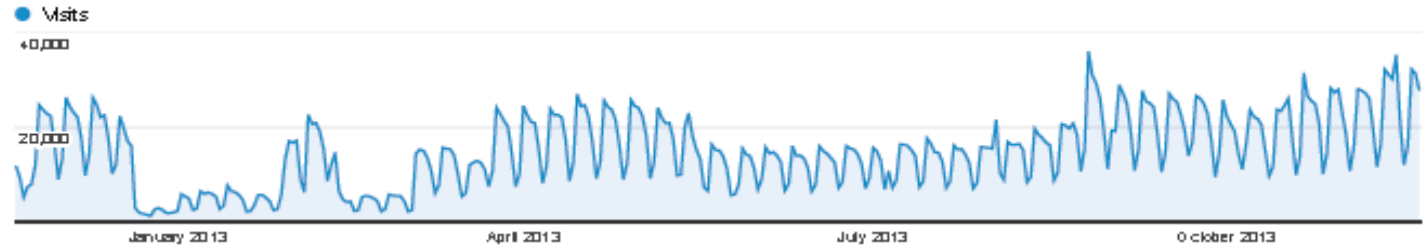


■ Returning Visitor ■ New Visitor

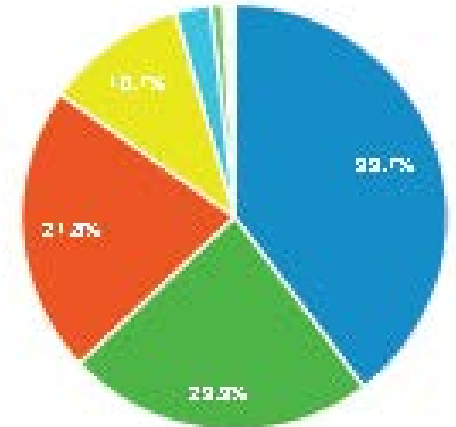




Web Visits by Browsers & OS



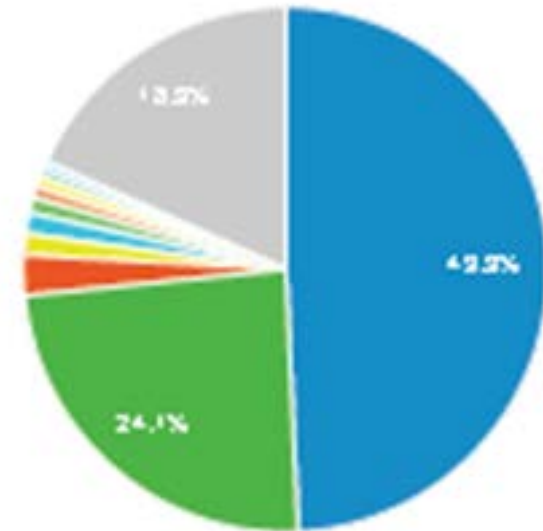
Browser	Visits	
	5,436,805 % of Total: 100.00% (5,436,805)	5,436,805 % of Total: 100.00% (5,436,805)
1. Internet Explorer	2,155,706	39.65 %
2. Safari	1,267,820	23.32 %
3. Chrome	1,184,867	21.79 %
4. Firefox	582,721	10.72 %
5. Android Browser	146,791	2.70 %
6. Safari (in-app)	48,530	0.89 %
7. Amazon Silk	9,919	0.18 %
8. Opera Mini	8,673	0.16 %
9. Mozilla	7,023	0.13 %
10. Mozilla Compatible Agent	6,488	0.12 %





Mobile Devices

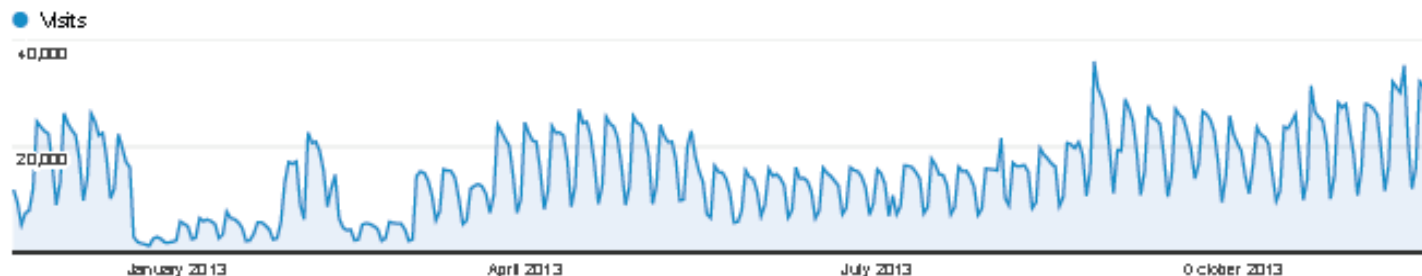
		872,345 % of Total: 16.05% (5,436,805)	872,345 % of Total: 16.05% (5,436,805)
1.	Apple iPhone	429,690	49.26 %
2.	Apple iPad	210,666	24.15 %
3.	(not set)	21,654	2.48 %
4.	Samsung GT-I9300 Galaxy SIII	11,339	1.30 %
5.	Apple iPod	11,099	1.27 %
6.	Motorola MOTXT912B Droid Razr 4G	8,205	0.94 %
7.	HTC PJ83100 One X	6,072	0.70 %
8.	Samsung SGH-I337 Galaxy S IV	5,833	0.67 %
9.	Amazon KFTT Kindle Fire HD 7	4,309	0.49 %
10.	Samsung GT-I9300 Galaxy S III	4,222	0.48 %





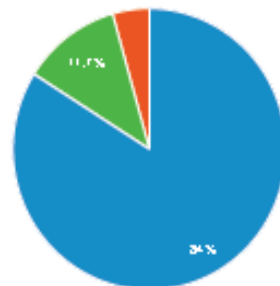
Device Category

Nov 2012 – Nov 2013



<input type="checkbox"/> Device Category	Visits	Visits
	5,436,805 % of Total: 100.00% (5,436,805)	5,436,805 % of Total: 100.00% (5,436,805)
1. desktop	4,564,541	83.96 %
2. mobile	635,242	11.68 %
3. tablet	237,022	4.36 %

Contribution to total: Visits





Digital Media Services





Streams from MU Media Web

Overview

Hits	Unique client IPs	Page views
467,865 Avg/day 1,281	23,005 Avg/day 63	335,966 Avg/day 920
Time taken	Sessions	
17d 05:13:37.662 Avg/day 01:07:55.664	16,432 Avg/day 45	
Session duration	Bounces	
345d 09:40:53 Avg/day 22:42:41	10,479 Avg/day 28	
Bounce Rate		
63.77% Avg/day 0.00%		



YouTube Stats

July 2012- July 2013



HerdVideo

Videos: 994 - Created: Jun 5, 2008 - Lifetime views: 381,253

CHANNEL

Jul 1, 2012 – Jun 30, 2013

Data in this report may be incomplete or missing.

Data for "Estimated minutes watched" is not available before September 1, 2012.

Performance



VIEWS
71,356



ESTIMATED MINUTES WATCHED
115,101

0

TOTAL ESTIMATED EARNINGS
\$0.00

Engagement



LIKES
43



DISLIKES
7



COMMENTS
10



SHARES
93



FAVORITES ADDED
70



SUBSCRIBERS
164



YouTube Stats

July 2012- July 2013

VIDEO	VIEWS	ESTIMATED MINUTES WATCHED	TOTAL ESTIMATED EARNINGS
Marshall University: "Welcome to Marshall" Ori...	3,575	6,985	\$0.00
Marshall University: Marshall Welcomes Incomi...	1,936	1,039	\$0.00
Marshall University: Welcoming the Class of 20...	1,499	897	\$0.00
2012 Marshall University Institutional Spot :60	1,479	1,221	\$0.00
Marshall University: Keeping the Herd in the Fi...	1,475	3,076	\$0.00
Marshall University: "Match Day 2013"	1,427	2,141	\$0.00
Marshall University: Thundering Herd Softball...	1,342	1,914	\$0.00
Marshall University: The 40th Annual Memorial...	1,198	3,804	\$0.00
Marshall University: The Marshall Maniacs!	1,111	1,244	\$0.00
Marshall University: White Coat Ceremony for...	1,110	869	\$0.00

Demographics

TOP GEOGRAPHIES

United States
United Kingdom
Canada
Germany
India

GENDER

Male 82.4%
Female 37.6%



TOP PLAYBACK LOCATIONS

YouTube watch page 64.8%
Mobile devices 30.3%
Embedded player on other websites 14.3%
Other 0.7%



TOP TRAFFIC SOURCES

Mobile apps and direct traffic 61.8%
View referrals from YouTube 34.8%
View referrals from outside YouTube 13.6%





IT Public Lab

Scheduled Utilization

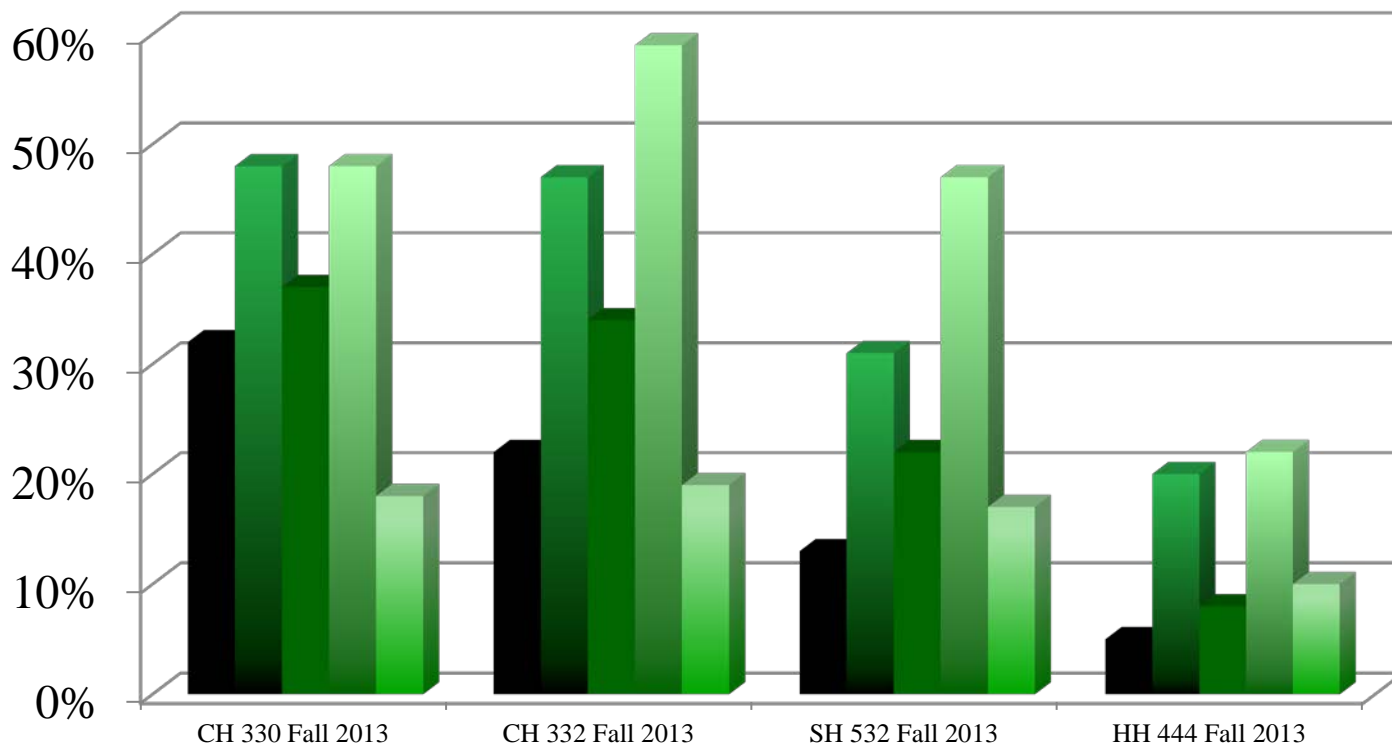
Fall 2011, 2012, 2013





All Public Labs by Day

Percent Scheduled Utilization by Lab Fall 2013



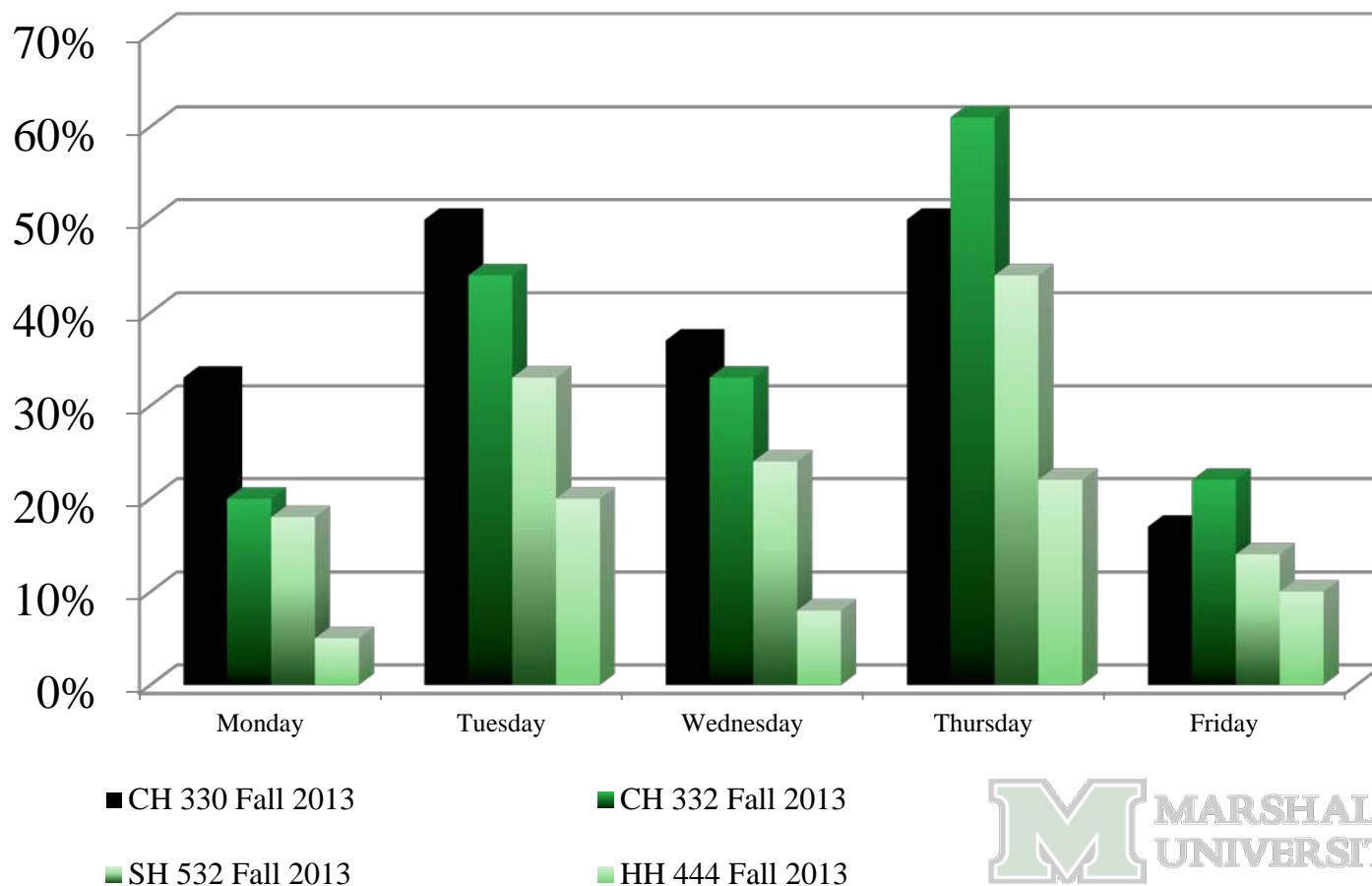
■ Monday ■ Tuesday ■ Wednesday ■ Thursday ■ Friday





All Public Labs by Day

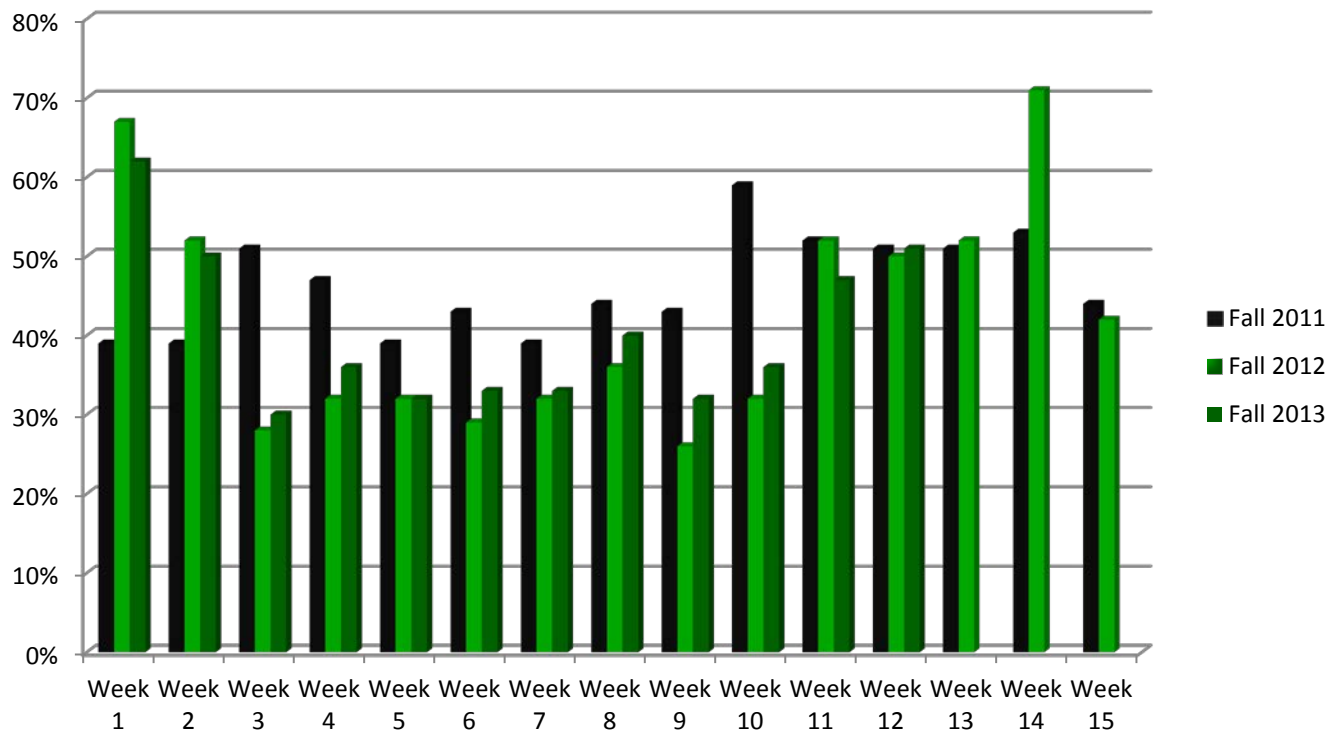
Percent Scheduled Utilization by Day Fall 2013





Corbly Hall 330

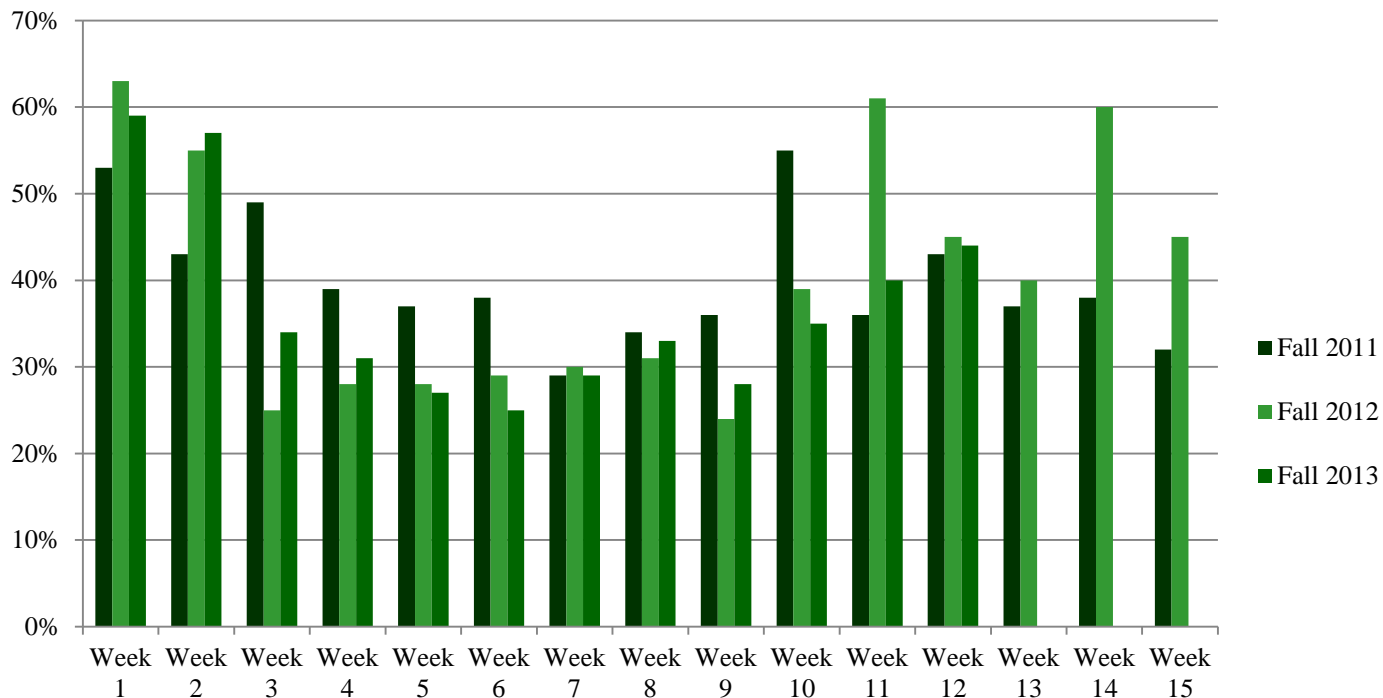
Fall 2011/2012/2013





Corbly Hall 332

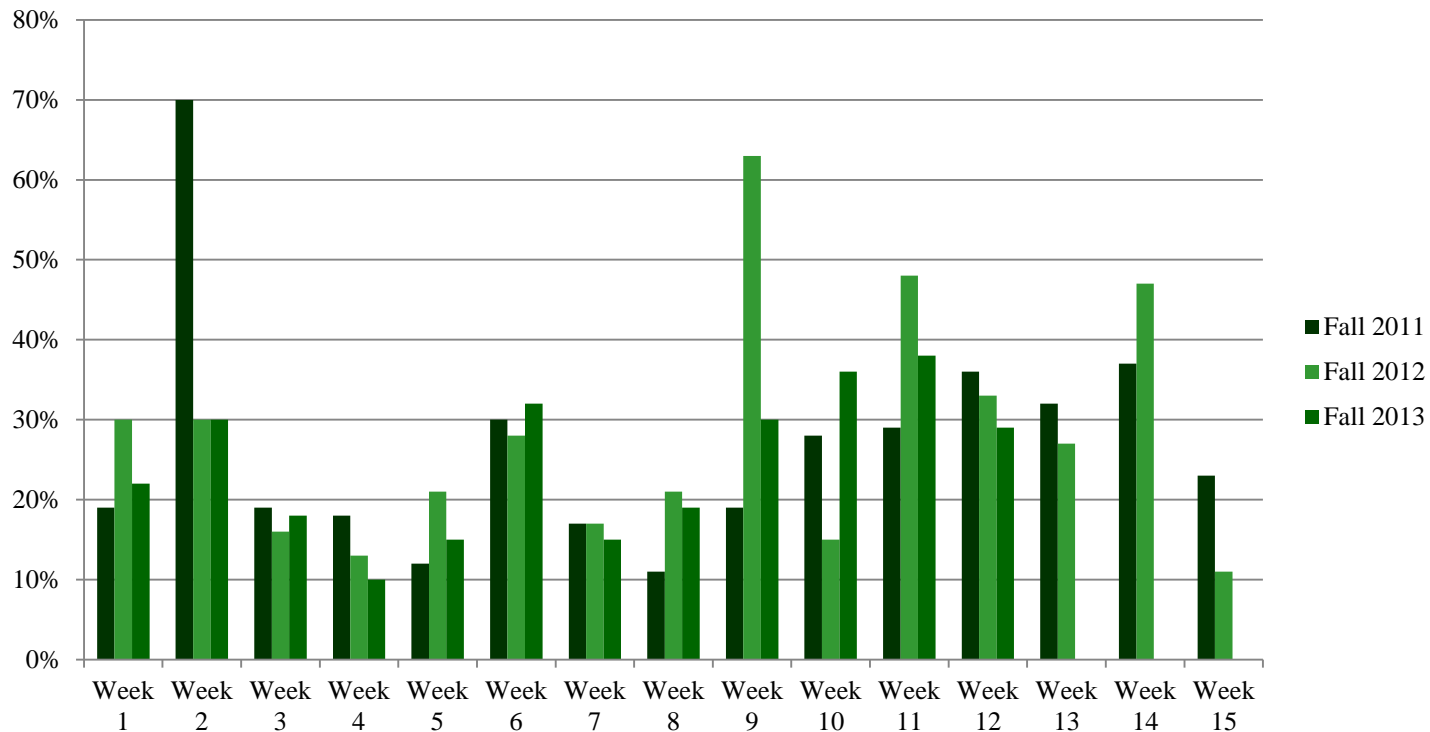
Fall 2011/2012/2013





Smith Hall 532

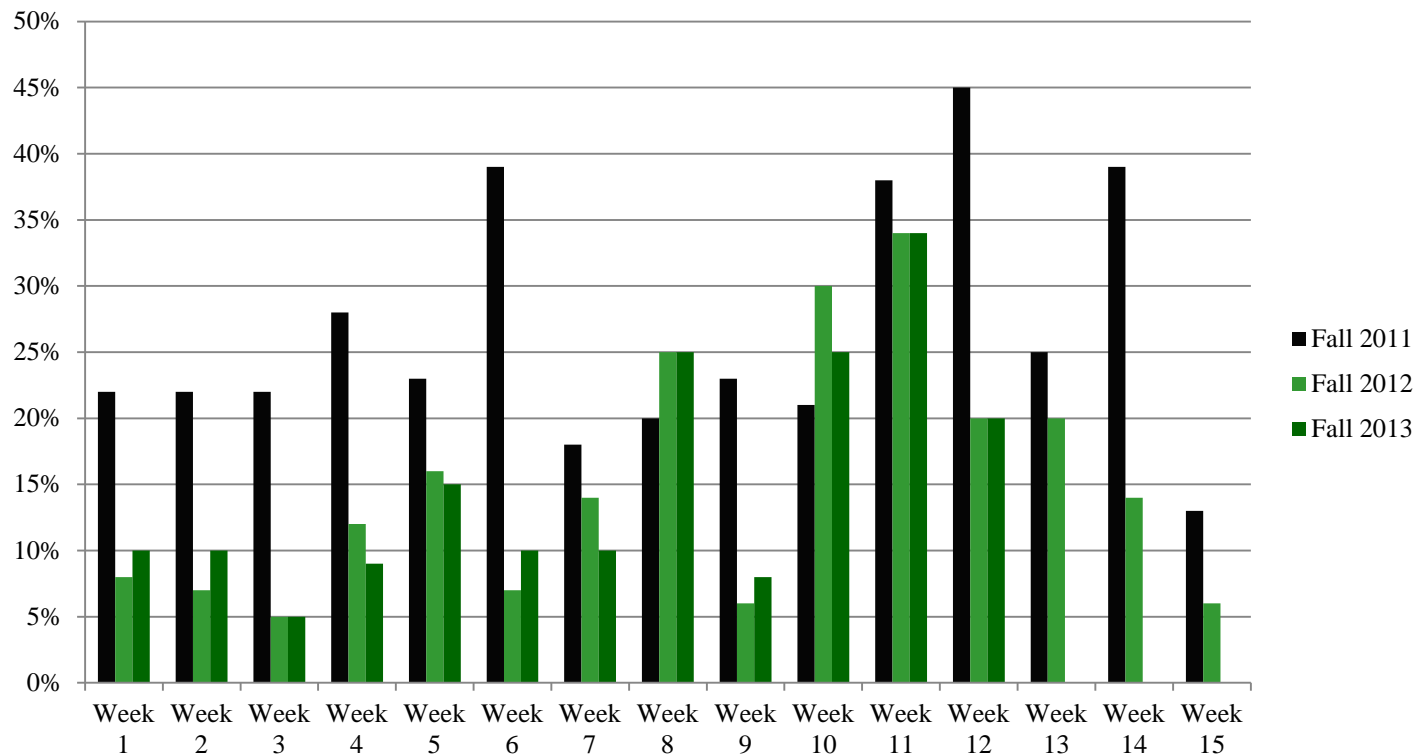
Fall 2011/2012/2013





Harris Hall 444

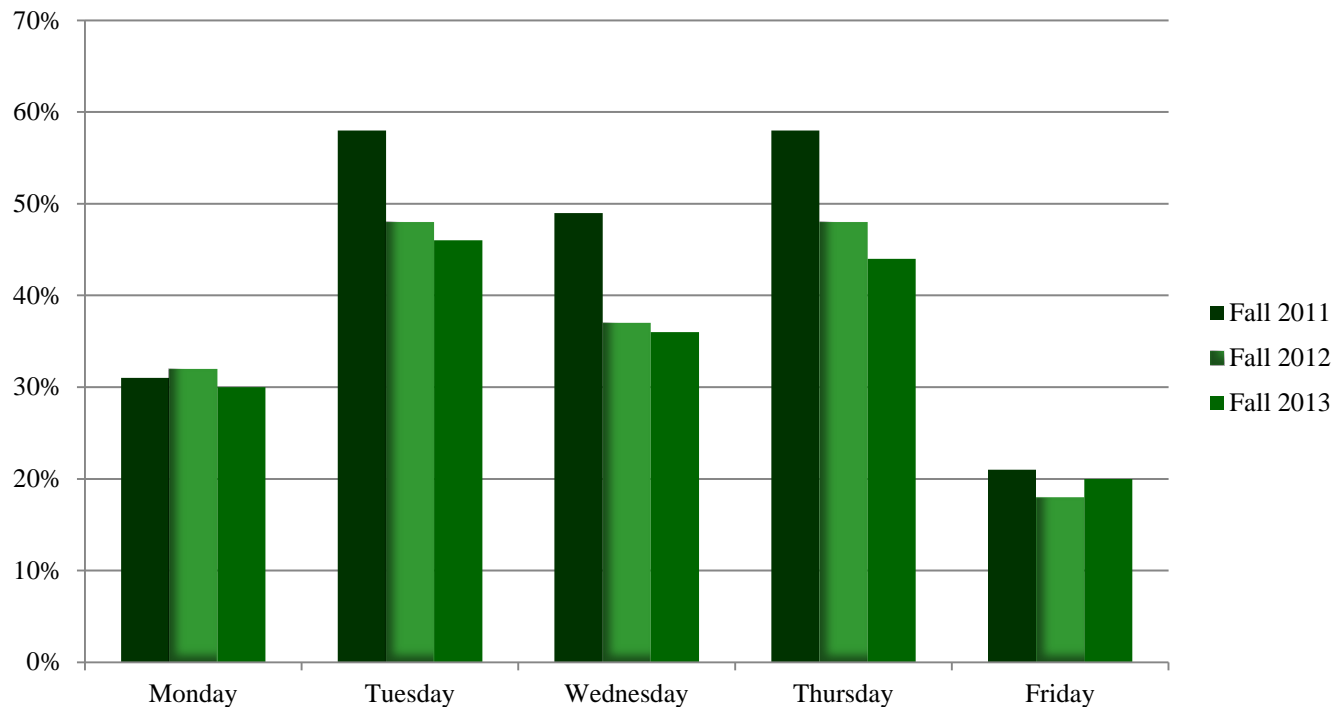
Fall 2011/2012/2013





Corbly Hall 330

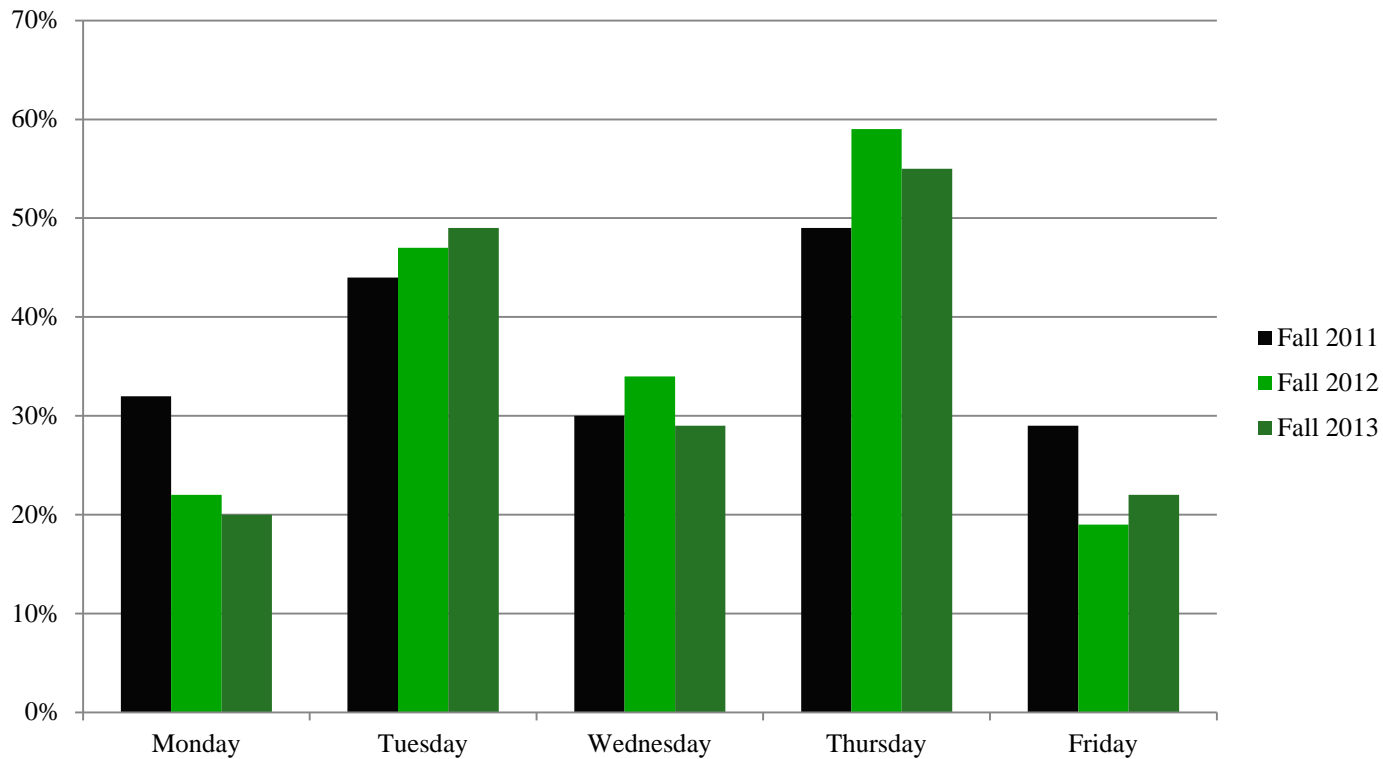
Fall 2011/2012/2013





Corbly Hall 332

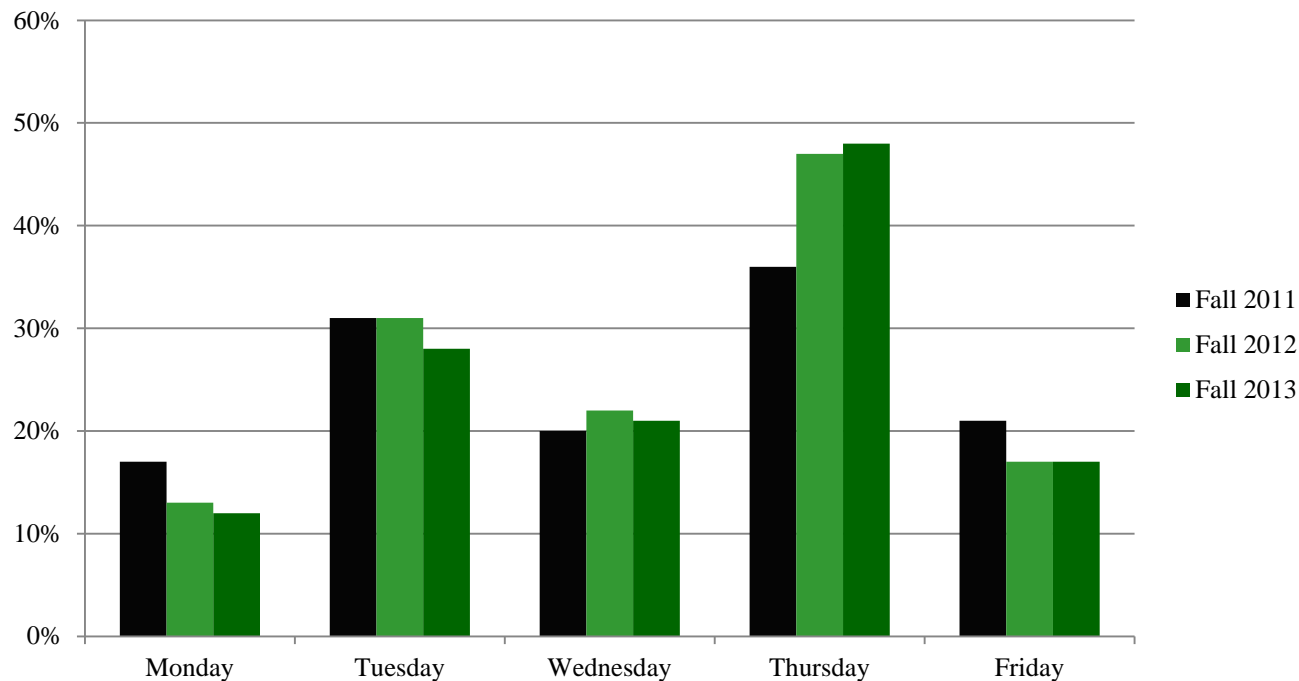
Fall 2011/2012/2013





Smith Hall 532

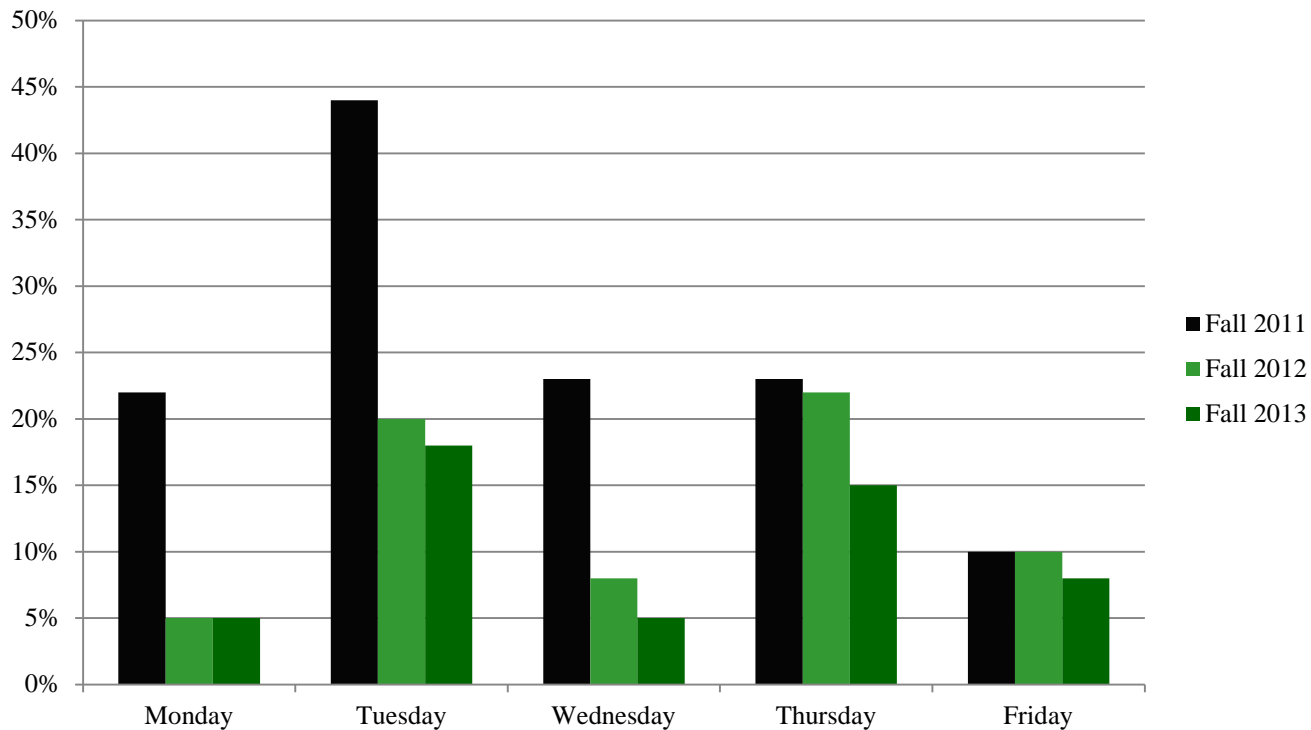
Fall 2011/2012/2013





Harris Hall 444

Fall 2011/2012/2013





IT Service Desk

- Total Walkups to ITSD 9,713
- Total Tickets closed 9,457
- Total Tickets closed at Tier 1 4,383
- Emails received 11,186
- Telephone Calls (logged) 17,020
- Voice Mails (logged) 1,186
 - Voice Mails June 1, 2013 to today

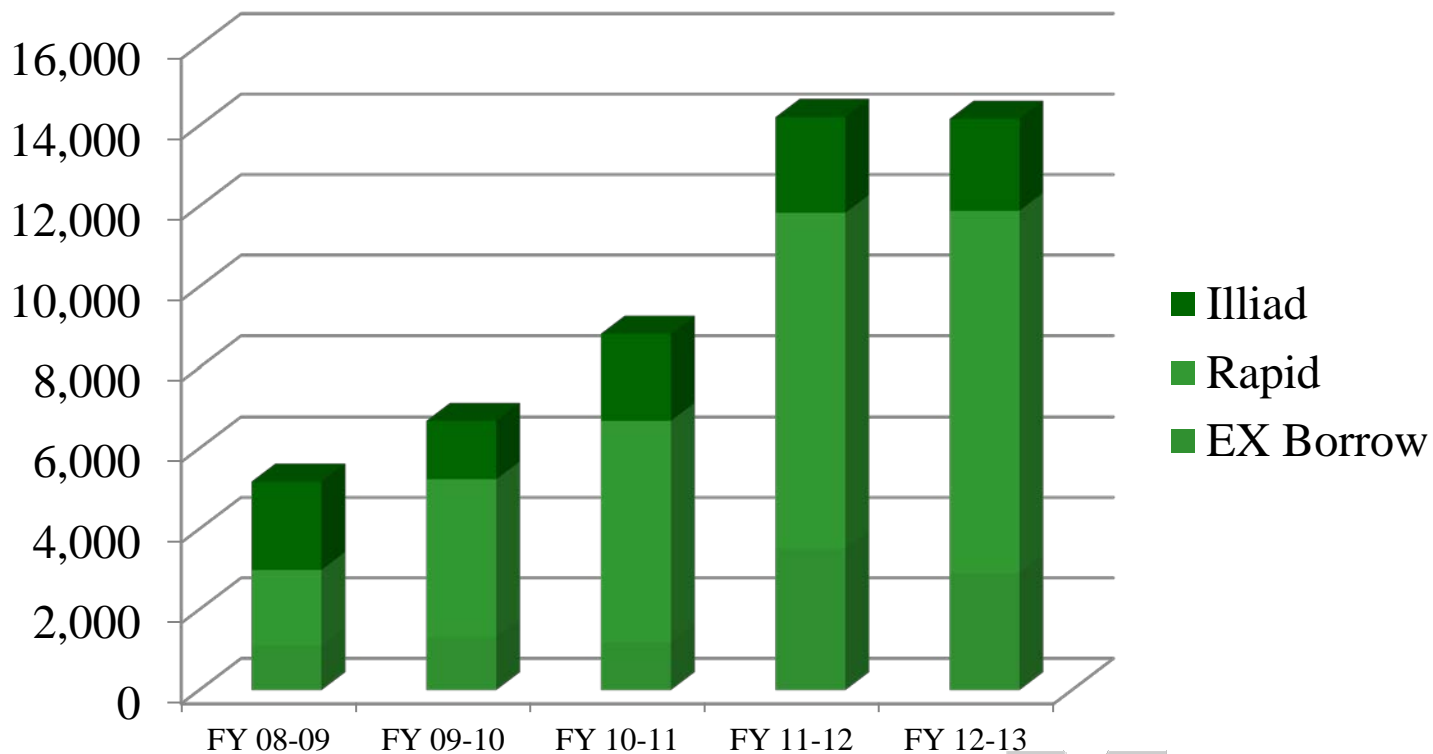


TECI Improvements 2013

- Complete renovation
 - SH 154
 - CH 436
- Upgraded components and infrastructure
 - SH 261
 - SH 409
 - SH 511
 - SH 621
 - HH130
 - HH 139
 - HH 234
 - HH446

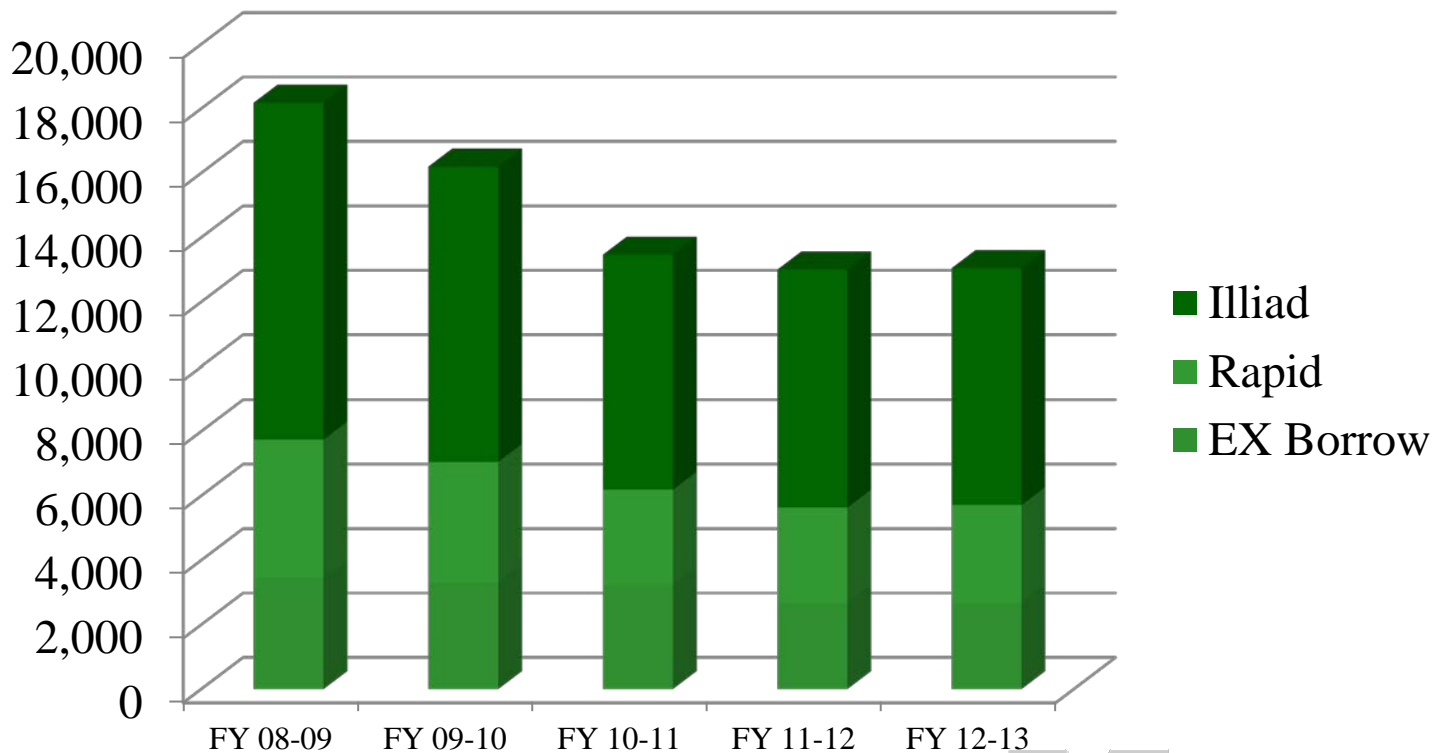


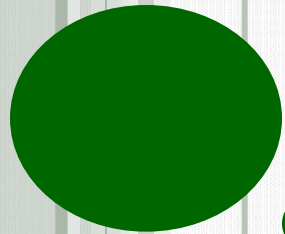
Inter-Library IDS Loaned





Inter-Library IDS Borrowed





IT ADMIN REPORT



Yanzhi Wu
November, 2013



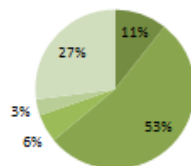


MUIT Current Employees

Classification	Average Salary	Employee Count	Average Seniority	Average Age
CN	\$34,271.85	26	17.50	52.42
CX	\$44,123.11	38	12.32	41.32
Faculty	\$52,753.72	18	12.11	52.56
MURC	\$37,944.02	16	4.25	31.31
NC	\$76,244.17	24	12.63	44.13
Grand Total	\$48,805.55	122	12.39	44.58

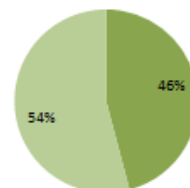
Degrees

Associate's Degree
 Bachelor's Degree
 High School
 Master's Degree



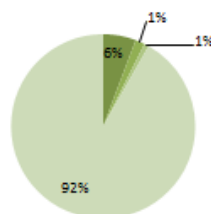
Gender

Female Male



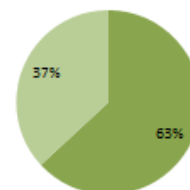
Ethnicity

Asian Black Hispanic White



Marital Status

Married Single





MUIT Employment Data

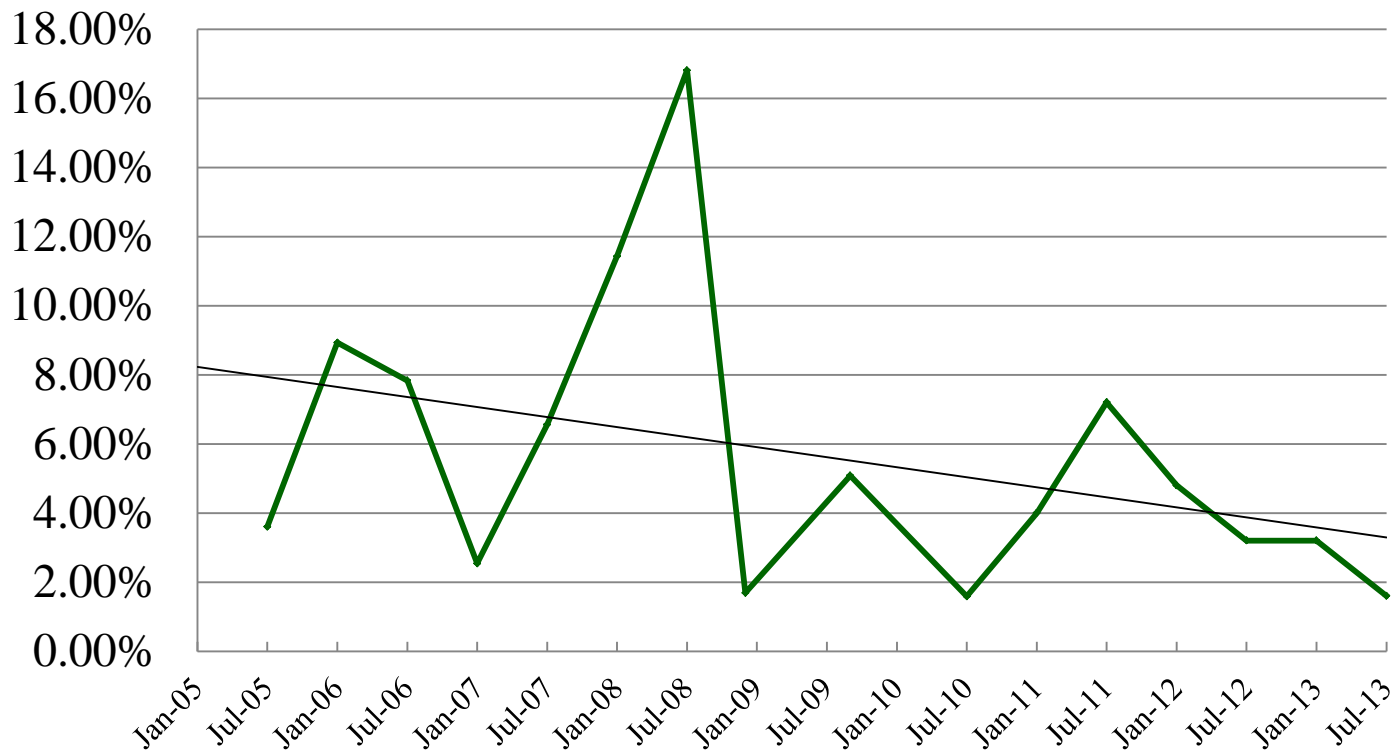
	FY13	FY12	FY11	FY10	FY09
Total Positions	125	125	125	126	126
Hires Completed	11	20	6	9	22
New Employees	10	11	5	8	8
Departure Employees	4	11	8	4	9
Retirement	0	4	5	2	2
Resignation	5	5	3	2	4
Termination/decease	1	2	0	0	3

Only new employees are counted towards new hires, employee promotion or internal transfer is not counted. The same rule is applied to departure employees counts.



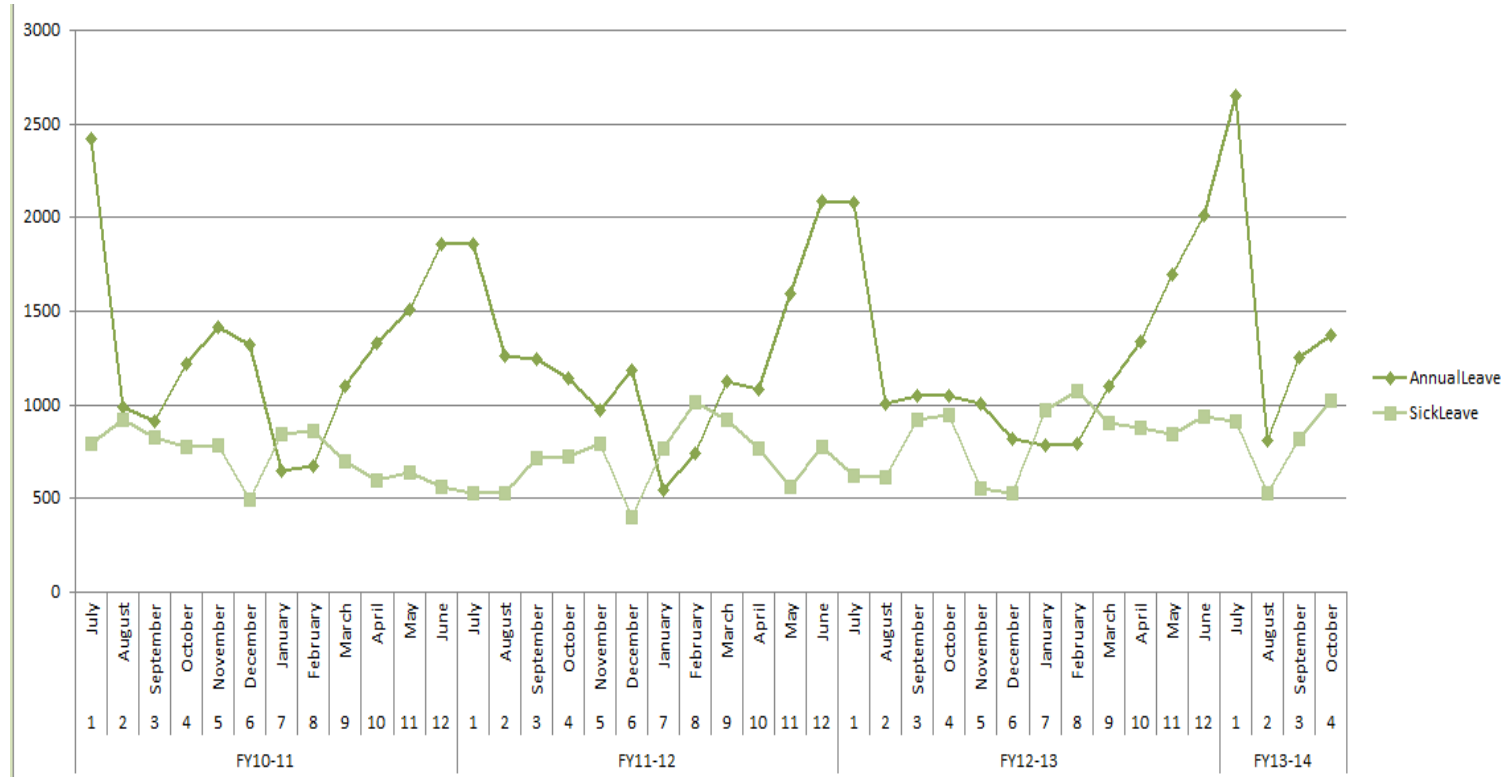


MUIT Turnover Rate





MUIT Leave Usage 2005-2013





MUIT Budget FY 2005-13

