

Information Technology Vital Statistics
Information Technology Services
Fall 2011 – version 2011-11-30

Applications	Specifics	Count
Student Information System	Banner 8.4 – Banner Web (# of users)	32,470
	Banner 8.4 – Baseline (# of active users)	310
	Banner 8.4 – Pidms (# unique people) (active within past 180 days – as of 10/14/11) (rounded to nearest 10)	386,150
	CAPP usage 7/1/2010-6/30/2011	
	Student Requests	162,560
	Faculty Requests	49,270
	XAP Applications, Total to Date	670
	XAP Applications, rcvd since 1/1/11	40
	XAP Applications, for Fall 2011	60
	Total courses offered Fall 2011	1,074
	Total sections offered Fall 2011	2,463
	Total Enrolled Fall 2011 (enrolled in a total of 37,420 seats)	7830
	In-house Jobs Scheduler: # of active jobs run yearly, monthly, weekly, daily:	741
	# of jobs that produce reports - (avg./month for last 4 months)	2,846
	Note: Many jobs run, but if have no data or nothing was processed just log that job is run.	
	Workflow usage - Student Withdrawals as of 10/19/2011	
	- Running	12
- Completed	78	
Argos usage # of reports	16	
Maximum Banner Admin Usage: BANINB	74	
BANINB2	33	
BANINB4	38	
Line Printer	Total # of Pages Printed	27,000
	Total # of Jobs Processed (Fa 10-Su 11) (does not include multiple copies printed)	568
Backup Tapes	# currently in use as of 10/27/2011 (Dell PV-132, Dell TL2000, MA1-Dell TL200, MA1-Dell TL2000 (Picaso), Quantum PX500, URTL2000, and Library)	266
Operations	Jobs processed – starting new processes to	?

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	create metrics	
E-mail and Collaboration System	Exchange Mail Faculty/Staff Student Organizations and forwarding Google Apps (as of November 2011)	 1,867 17,927 21,531
Web site – www.utm.edu <i>NOTE: In 2011, pageviews were down, analytics were left off during conversion</i>	Pageviews 1/2011 – 10/01/2011 (10 mo) External Internal Returning Visitors New Visitor Tennessee Visitors	1,842,445 76.60% 23.40% 54.98% 45.02% 69.42%
Mobile Apps	Usage by OS Usage by app	 ?
Library System	Innovative Interfaces (no counts avail) Reserves on Blackboard – fall 2011	 ---- 23
Uniprint/CBORD – Skyhawk Card	2010-2011 – Printing in labs - total # jobs - total pages printed	 147,336 531,888
CBORD	# of ports managed	140
Basis Lock System	# of locks managed	86
Video Streaming	Windows streamer <i>Version 9</i> (# of users) Darwin Streaming <i>Version 5.0.1.1</i>	109
Online Learning	Adobe Connect Pro (# of users) iTunesU Fall 2011 (# of academic courses) iTunesU Fall 2011 (# of non-academic) Echo 360 Fall 2011 (# of rooms) Personal Capture 2011 (# of PCAP sections as of 10/6/2011) Fall 2011 (#of courses) Spring 2011 (# of courses) Wimba Voice Tools Fall 2011 # of voice items in use	 174 49 25 10 48 24 40 530
Student Training	Online Tutor accesses – missing stats	?
Video Network – DL rooms	Fall 2011 – 19 classes, 3 @ 3 sites, 1@4 sites, 29 sites	29
	Total Online Meetings Oct 2010-Sept 2011 8 Academic Affairs 2 RGC 15 ECOS 20 HR	 144

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	5 Equity and Diversity 2 University Relations 16 ITS 1 Music 9 Alumni Affairs 21 Chancellor 1 President 10 VCFA 8 VCAA 11 VPAA & SSC 1 Thesis Defense 3 Inst. Research 1 Inst. Of Agriculture 1 UTHS 1 Faculty UT System 1 UWA 1 Social Work 1 UT Knoxville 3 F & A 1 Physical Plant 1 UT Editorial Board	
Online Course Management System	Blackboard 9.1 (# of faculty – Fall 2011) Blackboard 9.1 (# of courses – Fall 2011) Blackboard Storage (272 app, 175 database) Blackboard Bandwidth (95th percentile) Enabled Users Blackboard Student Orientation Course accesses – 1/1/2011-11/16/2011 Total courses offered – fall 2011 Total course sections – fall 2011 % Blackboard sections % Blackboard courses Blackboard Logins -average active users per day (1/2011-11/2011) -average # of successful logins/day(1/2011-11/2011) - Unique logins over last 180 days	347 971 447GB 3415kb 10,731 2,366 1,074 2,463 39% 90% 5,423 27,901 8,828
Mediasite Web Casting	2011 Events recorded 2011 Views	25 1342
Active Directory	AD Entries as of November 4, 2011 ForestWide Computer Objects ForestWide Group Objects ForestWide Total Person Objects Staff User Entries Faculty User Entries Student User Entries # of systems authenticating against AD	4,492 596 20,442 1,160 785 18,335 10

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	SharePoint Portal Orgsync EzProxy Computer Store Download Blackboard Rave Wireless Texting Temporary Account Creation TracDat BannerWeb iTunesU	
Storage (Production)	“Raw” Storage Area Network capacity Usable Storage Area Network capacity Used Storage Free storage	39.2 TB 28.2 TB 24.5 TB 3.7 TB
Storage (DR)	“Raw” Storage Area Network capacity Usable Storage Area Network capacity Used Storage Free Storage	32.2 TB 28.2 TB 19.7 TB 8.4 TB
Ancillary Storage	University Relations Total Storage Used Storage (as of 10/25/11)	38.1 TB 2.69 TB
CommVault Backup	Total Clients Inactive Windows Servers SQL Server Exchange DB Exchange Mailbox Linux Servers	60 7 43 3 4 4 10
CommVault Growth Statistics		
Last Weekend Data Protection Jobs	11/5/2010 10/25/2011	
Last Weekend Data Size Backed Up	65 64	
Data Protection Jobs in Last 7 Days	2682.04 GB 5855.32GB	
Data Size Backed Up in Last 7 Days	400 346	
Total Data Protection Jobs in Last 24 Hours	5747.62 GB 10598.22 GB	
	65 60	
Total Data Size Backed Up in Last 24 Hours	354.29 GB 401.24 GB	

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Imaging	Xtender - BDMS - Banner Document Management System <i>Version 8.2</i> (# of users) AX (ApplicationXtender Document Manager) <i>Version 6.50.200</i> WX (ApplicationXtender Web Access) <i>Version 6.50.200</i> SX (ApplicationXtender Image Capture) <i>Version 6.50.200</i> <i>Documents Indexed as of 10/12/2011</i> <i>Total Pages Indexed as of 10/12/2011</i>	185 557,810 1,491,548
Portal – myUTMartin	SharePoint/MS Office SharePoint Server 2010 <i>version 14.0.4763.1000</i> 1 st login since May 1, 2011 Unique logins since inception Avg. total users/month Avg. student/month	 14,409 8891 8000
Employee - Timekeeping	Kronos <i>Version 4.36</i> (# in system)	608
Credit Card Payments for Fall 2011 (Jul 1, 11 – Oct 19, 11)	Touchnet Payment Gateway <i>Version 5.0 SP19</i> (# credit card transactions -\$2.9 M) Bill Payment Suite <i>Version 5.0 SP122</i> includes: - E-Bills (# bills loaded total) - E-Refunds(# of transactions- \$9.8 M) - E-Checks (# of transactions-\$1.4M) - Payment Plans for Spring 2011 - Payment Plans for Fall 2011 XAP Payments (# of transactions - July 1, 08 – Oct 19, 11 \$8220)	 5,965 30,476 4,623 3,144 481 328 279
Calendar	Goggle Calendars 2011	39
Test Grading and Evaluations	ScanTools # of tests graded fall 2010 – summer 2011 # of course evaluations fall 2010– summer 2011 (81 department requests)	 1,802 1,545
Online Evaluations through Banner	fall 2009-summer 2010 # of evaluations submitted # of instructors (from AGN, BEH, CHP, EDS, MMC) CHP, COM, EDS, EFL, ENR, FCS, GEN, HHP, HIP, MAT, MMC, MUS,	 16,590 340

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	NUR) # of sections # of courses	1,380 450
Ancillary Systems	FileMaker <i>Version 5.0 – 10.0</i> # of databases <i>utilized by # of departments</i>	478 23
Survey Systems	Dragon # of accounts # of surveys deployed As of 10/27/2011	70 1205
Autodialer	# of unique messages (spring/fall 2010) Note: does not include messages sent from Public safety.	8
TXT messaging system (RAVE)	Students active (as of Oct 2011) Faculty/staff active # txt messages sent (Nov 2010 – Oct 2011) # reg emails sent (Nov 2010 – Oct 2011) Blackboard Txt messages - same timeframe Blackboard emails sent - same timeframe	3752 556 96,409 28,853 34,769 40,574

Training sessions		
Instructional Technology Center	Faculty workshops- # of participants May 23 – 27, 2011 (4 participants)	4
	Walk-ins, one-on-one, etc. (1/2011- 10/2011)	62
	Scheduled Training Classes (1/2011- 10/2011) # of participants	513
	How to Teach Online – Course for Faculty 1/2011-10/2011	38
	# of faculty teaching online (fall 2011)	64

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Software Site License			
Microsoft Campus Agreement	Managed by UT System		
SPSS now PAWS June 2011 November 2011 – Windows	Faculty Staff Student	19 5 101	
SPSS now PAWS June 2011 – November 2011 – MAC	Faculty Staff Student	13 2 27	
MathLab	Launches 7/1/2010-6/30/2011	761	
ArcGIS	Launches 7/1/2010-6/30/2011	716	
SPSS	Launches 7/1/2010-6/30/2011	1168	
Echo360 Personal Capture	Fall 2011	131	
Citrix Virtualization Max Usage	XenApp	XenDesktop	
	1/1/2011	18	1
	2/1/2011	24	2
	3/1/2011	43	2
	4/1/2011	49	2
	5/1/2011	28	3
	6/1/2011	17	2
	7/1/2011	19	2
	8/1/2011	38	3
	9/1/2011	55	3
10/1/2011	59	3	

Application	Launches	Ave Session Time	Total Usage Time
ArcCatalog	67	0:08:37	9:37:52
ArcGlobe	5	0:10:05	0:50:29
ArcMap	636	0:49:07	520:41:13
ArcScene	8	0:13:11	1:45:32

Application	Launches	Ave Session Time	Total Usage Time
SPSS	1168	0:58:11	1132:46:53

Application	Launches	Ave Session Time	Total Usage Time
Matlab	761	1:19:58	1014:17:45

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ITV		
Interactive Video Rooms	Location	Count
	Martin Classrooms (3 in Gooch, 1 in Humanities), Alumni Affairs, UT Online, Student Success, Crisp testing, Admin Conference. RGC	10
	Knoxville	1
	Jackson	1
	Camden	2
	Selmer	1
	Paris	1
	Lake	1
	Covington	1
	McKenzie	1
	Prisons Morgan County, Tiptonville, Whiteville, Hardeman Co	4
	Hollow Rock-Bruceton	1
	Ripley	1
	Parsons	1
	Westview	1
	Gleason	1
	Halls	1
TOTAL		29

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Network Information	Specifics	Count
Hardwired Ports-Managed by Campus Manager	100 megabits (55%)	6,980
	1 gigabit (44%)	5,632
	10 gigabits (1%)	96
	Total ports (Oct 2011)	12,708
Campus Manager	Network Devices	12,027
Network Switches	Oct 2011	231
Wiring	Cat 3	115
	Cat5/5e	4120
	Cat6/6e	3899
Wireless	Access points currently active	540
T1's - Voice	Voice – Frontier (Full ISDN PRIs)	6
	Frontier (Partial ISDN PRI)	1
	Qwest (1+) (Full ISDN PRIs)	2
	Qwest (1+,0+) (Full ISDN PRI)	1
Video Network Connections	ENA - K-12 @ 10mb Covington, McKenzie, Hollow Rock- Bruceston, Lake Co., Westview, Gleason, Halls	7
	NeTN @ 8mb K-12 Benton Co., Henry Co.	2
	UTM Centers Selmer, Ripley, Jackson, Parsons	4
	UTK, public internet	2
	OIR prisons Whiteville, Tiptonville, Morgan Co., Hardeman Co	4
Data Network - Charter Comm	500 megabit (from 100 to 500 9/2010)	1
Data Network – AT&T NetTN provided by UT System	100 megabit (turned on October 2009)	1

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Hardware	Specifics	Count
Computers	Faculty and Staff (including labs) *acquisition date >12/20/2005	3,351
Printers	acquisition date >12/20/2003	663
	# of Pharos printers	10
Scanners	acquisition date >12/20/2003	80
Multifunction Devices	All	105
Physical Servers	Mixed use	77
Virtual Servers	Mixed use	177
	2011 – 77 physical servers supporting 249 applications, 121 total unique applications 2010 – 85 physical servers supporting 214 applications 2009 – 64 physical servers supporting ??? applications 2008 - 61 physical servers supporting 124 applications 2007 – 74 physical servers supporting 89 applications	
# of items inventoried – 2010	Computers, switches, projectors, etc.	1,133
Cost - # of items inventoried – 2010	Computers, switches, projectors, etc.	\$4.5m
# of base computer images	Ghost BA Image Citrix GP Image Mac GP Image (Library 212) Mac GP Image (Library 24 hr) Microsoft	4 ?

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Telephones	Specifics	Count
Analog Phones (Oct 2011)	Administrative Dorm/Apartment Emergency Elevator Public	1280 1405 7 32 42
Digital Phones	NEC DTerms Virtual Line Appearances	199 63
Voice-over-IP phones	DTerm IP	10
Wireless phones	Cordless Handset Dterms	5
TOTAL		3,043
Total calls in and out of Dorms July 2010 –June 2011		95,031
Total calls in and out for Admin July 2010-June 2011		1,578,967
Total Calls – In and Out bound	2006 2007 2008 2009-2010 2010-2011	2,586,490 2,447,072 2,154,176 2,032,183 1,673,998

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7/01/2010 – 6/30/2011				
Virtualized Labs (Citrix)	Computers	Total logins	Total Users	Average login
University Center	32	50640	4010	0:36:14 mins
Library 24 hr	19	55144	4500	0:43:35 mins
Library 24 hr Coffee Shop	10	25695	3142	0:45:58 mins
Library 215 (teaching room)	29	194	55	0:55:46 mins
Gooch 212 3/4/11 – 6/30/11	34	5295	789	0:48:20 mins
Browning 5/6/11 – 6/30/11	10	1366	144	0:52:34 mins

Classroom Technology		
	Location	Count
1	Martin Fine Arts Closed	145
2	Jackson	5
3	Selmer	11
4	Ripley	11
5	Parsons	9
	Total	181

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Classroom Technology Echo 360		
	Location	Count
1	College of Business 220	1
2	EPS 317	1
3	Brehm 258	1
4	Gooch 228	1
5	College of Business 36	1
6	Gooch 207	1
7	ITC Faculty Training Center	1
8	Student Success Center	1
9	Sociology 100	1
10	Sociology 101	1
Total		10

Summer 2011:		Fall 2011 (scheduled as of 10/5/11)	
Number of Echo recordings:	66	Number of Echo recordings:	342
Classroom recordings	46	Classroom recordings	211
Personal captures	20	Personal captures	131
Top users: T. Payne	16	Top users: J. Knight	42
M. Radford	10	J. Mehlhorn	36
C. West	8	B. Bradley	26
J. McKnight	6		
<p>Note: Captures can be reused from term to term. In Summer, 2011 there were 2 one-time captures. In Fall, 2011 there were 49 one-time captures. This is versus a continuing class recorded every session.</p>			

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General Access and Departmental Labs Fall 2011				
Lab Name/Department	Building	Room	# PCs	# Macs
Biology Lab	Brehm	233	20	0
Browning Lab / General Access	Browning	B17	10	0
Business General	Business Administration	25	24	0
Computer Science / MIS	Business Administration	124	9	2
Computer Science / MIS	Business Administration	227	40	0
Graphic Design	Clement Hall (Fine Arts)	41	0	17
Music Lab	Clement Hall (Fine Arts)	222B	16	0
HHP	Elam Center	3020	4	0
Engineering Lab	EPS	111	24	0
GIS Lab	EPS	221	0	15
Physics Lab	EPS	224	14	0
Physics II Lab	EPS	226	12	0
Chemistry II Lab	EPS	318	12	0
Engineering Lab	EPS	102 / 103	21	0
Chemistry Mobile Lab	EPS	308 / 314	7	0
Education Mobile Lab	Gooch	212	0	20
LRC / General Access	Gooch	212	34	0
Communications Lab	Gooch	308	0	18
Pacer Lab	Gooch	314	0	4
Family & Consumer Science	Gooch	321	6	0
Synergy	Gooch	325	25	0
Honors Lab	Holland McCombs	18	5	0
English Lab	Humanities	118	24	0
Writing Lab	Humanities	209	9	0
Foreign Language Lab	Humanities	415	0	30
Psychology Lab	Humanities	311 / 313	11	0
Math Lab	Humanities	B103	4	0
Library Checkout (Mobile)	Library	117	15	0
Library Teaching Lab	Library	215	29	0
Library Lab / General Access	Library	223	37	10
24 Hour Lab / General Access	Library	1st Floor	19	3
Coffee Shop / General Access	Library	Coffee Shop	10	0
Library Lobby Lab /General Access	Library	Study	10	0

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		Carrels		
Parsons Lab/ General Access	Parsons Center	Lab	24	0
Parsons Library/ General Access	Parsons Center	Library	6	0
Ripley Lab / General Access	Ripley Center	Lab	24	0
Ripley Library/ General Access	Ripley Center	Library	9	0
ROTC Military Science	ROTC Building	207	5	0
ROTC Cadet Command	ROTC Building	2nd Floor	2	0
Selmer Lab/ General Access	Selmer Center	Lab	21	0
Selmer Library Lab/ General Access	Selmer Center	Library	4	0
Sociology Lab	Sociology	203	6	0
University Center / General Access	University Center	224	32	8
Information Kiosk	University Center	Lobby	3	0
Totals	714		587	127

2nd level rotation computers				
Ag Lab	Ag Paviillion	104	8	0
Senior Research Lab	EPS	121	6	0
Electrical Lab	EPS	125	17	0
Chemistry Lab	EPS	306	8	0
Engineering Instruments Lab	EPS	G1	7	0
Engineering Controls Lab	EPS	G8	9	0
Library OPAC	Library	1st & 2nd Floor	24	0
Game Room	University Center	Game Room	7	0
TOTAL	86		86	0

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Software List 2011 - 2012	
All GP Labs	
Adobe Reader 10 Bloodshed Dev-C++ Collective Bargaining - Mgt Compass 3.2.4 Excel Tutor Firefox 3.6.8 Geometer's Sketchpad 4.07 Gleim CPA Test Prep Hyperstudio 5 Inspiration 8 Internet Explorer 8 iTunes 10 Kidspiration 2.1 LoggerPro 3.8 Maple 15 Matlab R2011a Microsoft Products Expression Studio Forefront Office 2010 Access Excel Infopath PowerPoint Publisher Word OneNote Office 2007 (Citrix Only) Visio 2007 Visual Studio Express Minitab 16 Netbeans IDE 7	Nvu 1.0 Opcat 3.1 PeachTree Accounting 2010 Putty QuickTime 7.6 R Software 2.13 Smithville 3.1 SPSS 19 Real Player 14 Respondus Lockdown Browser VLC Media Player Windows Media Player 12 Zoomtext 9.1 Library 24 hour SAS 9.3 Gooch 212-LRC ArcGIS 10 BA227 SAS 9.3 BA25, BA227, Gooch 325 SmartSync 2009 Visual Studio 2010

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New Computer Rotation	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
Lab/Classroom 05-06 Dell Optiplex SX280 06-07 Dell Optiplex GX620 07-08 Dell Optiplex 745 08-09 Dell Optiplex 740 09-10 HP DC5800 09-10 HPXW6600 10-11 HP DC6000 11-12 HP 6000 Pro (126) 11-12 HP All-In-One (88) (Off campus rotations added)	154	125	211	142	161	184	214
Projectors Replacements (5 year rotation)	27	11	11	4	3	15	20
Projectors New (to date for current year)	16	26	26	30	21	4	1
Total Projector Installs	43	37	37	34	24	19	21
Faculty Rotation Laptop Standard 08-09 Dell Latitude E6500 09-10 HP8530P Notebooks 10-11 HP8540P Notebooks 11-12 HP8560W Notebooks				43	44	41	34
Faculty Rotation Tablet PC 05-06 Gateway M275 06-07 Gateway M285-E 07-08 Gateway E155-C 08-09 Dell Tablet 09-10 HP 2730 10-11 HP 2740 11-12 HP 2740P Tablet	73	65	81	4	5	14	11
Faculty Rotation Special PC	4	2	0	2	2	0	2
Faculty Rotation Basic Mac 05-06 Apple PowerBook 06-07 Apple MacBook 07-08 Apple MacBook 08-09 Apple MacBook Pro 09-10 Apple MacBook Pro 10-11 Apple MacBook Pro 11-12 Apple MacBook Pro	13	8	8	17	11	19	31
Faculty Rotation Special Mac	3	3	3	9	22	5	2
Total Faculty Rotation	93	78	92	75	84	79	80
Admin Rotation Standard PC						108	
Admin Rotation Special Request						43	
Total Admin Rotation						151	

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New Multifunction Devices Sold	
7/1/07-6/30/08	10
7/1/08-6/30/09	9
7/1/09-6/30/10	15
7/1/10-6/30/11	15

Residential Network Authorization Statistics as of Oct 2011	
Windows (All Versions)	5039
Mac OS X (All Versions)	996
Android (All Versions)	584
iOS Devices	1969
Kindle	16
Xbox	32
Playstation	48
Wii	18
Total Registered Hosts	9627
Unregistered Hosts	2461
Switches	231
Ports	12626
Access Points	545
User Registrations	6665
Access manager Licenses in use	5349

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Service Request Tracking – Filemaker Stats		
	Jul 2010 – Jun 2011	
Area	Received	Completed
Helpdesk	9947	9943
Data and Video (TV / Networking)	69	69
Network Infrastructure (Wiring)	260	259
Voice Engineering (Telephone)	395	395
Copy, Print, Scan, Paper (Conv Copy)	524	524
Support Services (Repair)	1611	1605
Systems Administration and Security	1388	1292
Config/Install	743	622
Classroom Technology	363	361
	15,300	15,070

Helpdesk – Phone Calls		
	Jul 2010 – Jun 2011	
	Received	Abandoned
Visits	Unknown	
Emails	1,648	
Calls Received	30,785	2,918 or 9.48%
Chats	Counts Not Available	

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Helpdesk - Telephone Stats					
	Total # of Calls Taken	# Answered	Average Talk Duration	# Abandoned	Abandoned Average Duration
Jul 10	2310	2274	00:03:07	36	00:00:40
Aug 10	4956	4402	3:09	554	2:48
Sep 10	2677	2396	3:23	281	2:17
Oct 10	1578	1507	3:31	71	1:28
Nov 10	2102	1977	2:53	125	1:35
Dec 10	1830	1742	2:58	88	1:52
Jan 11	4384	3596	3:13	788	3:00
Feb 11	2645	2326	2:58	319	2:13
Mar 11	1789	1672	3:08	117	1:56
Apr 11	1858	1746	2:52	112	1:25
May 11	1885	1761	3:56	124	2:08
Jun 11	2169	1970	4:22	199	2:11
Total	30,183	27,369	3:16	2,814	2:26

Fall 2011 30-day hourly Avg	Average kbit/sec	Peek kbit/sec
Charter Network Connection	118,571	217,333

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Network Closets (Oct 2011) No UPS's except in the central server room

#	Building
2	Administration building
1	Ag Greenhouse
2	Ag Pavilion
2	Alumni Gym
2	ATF
6	Brehm
2	Browning
3	Business Admin
1	Chancellor's Residence
1	Child Care
1	Chill Water
9	Clement
1	Communications
7	Cooper
3	Crisp
1	Dairy Barn
2	Elam
2	Ellington
7	EPS
3	Fieldhouse
rebuilding	Fine Arts
3	Gooch
1	Greenhouse
11	Grove (10 Boxes on side of building)
2	Hannings Lane
1	Henson House
3	Humanities
1	International House
3	Library
1	McCombs
1	Motorpool
1	Physical Plant
1	Power Plant
2	ROTC
1	Sociology
1	Stadium
1	Steam Plant
1	Student Health
1	Swine Research
1	Tennis (Moore House)
5	University Center
12	University Courts (11 boxes on side of buildings)
31	University Village
1	Warehouse
3	Student Recreation Center
1	Old National Guard
149	Total

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SPAM filter stats	Daily Averages								
	2003	2004	2005	2006	2007	2008	2009*	2010	2011
Blocked SPAM	3,620	43,261	61,740	180,842	304,723	577,532	239,845	100,335	86,243
Blocked viruses		1,656	1,013	236	542	41	34	5	24
Quarantined SPAM		648	604	5,620	4,940	2,133	1,029	337	262
Tagged but allowed		1,477	1,935	3,653	7,270	3,439	1,931	1,564	795
Allowed or “good” mail		9,188	18,490	26,263	27,764	25,228	29,979	62,117	22,086
TOTAL average incoming mail	3,620	56,230	83,782	216,614	345,239	608,373	272,818	167,341	110,903

*student mail transitioned to Google as of May 2009

Spyware Filter Stats	From Install Date of April 11, 2008 – Sept 16, 2008	Feb. 2, 2009 – Aug. 1, 2009	Nov. 4, 2009 – Nov. 4, 2010	Nov. 4, 2010 – Oct 28, 2011
Policy	1,157,552		7,437,155	2,731,693
Spyware Webpages	73,849	4,168,071	313,340	129,573
Spyware Downloads	0		0	0
Virus Downloads	115		32	5
Spyware Protocol	56,251		1,216,426	722
Ads and Pop-Ups		149,260	31,195,280	23,192,489
Total	1,287,767	4,317,331	40,162,233	26,054,482

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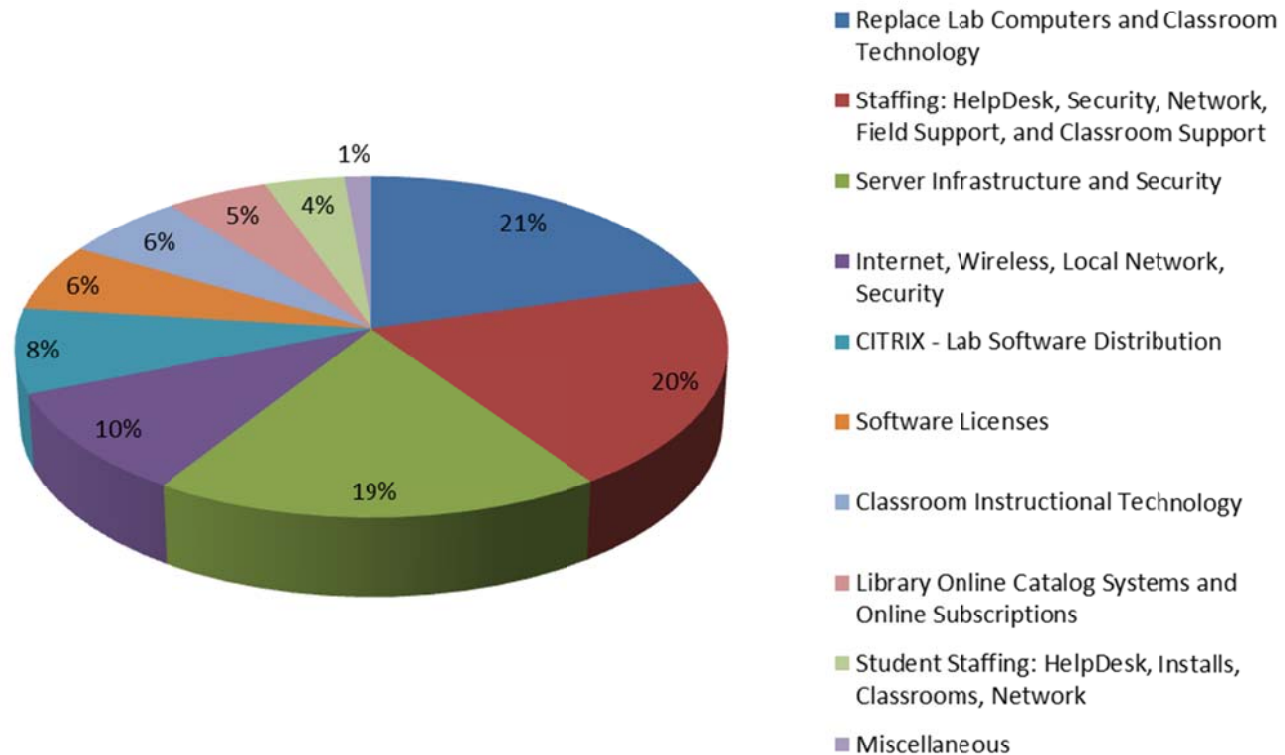
TippingPoint IPS Stats	May 8, 2007 - November 8, 2007	Sept 1, 2007 - Aug 31, 2008	Aug. 31, 2008 – Nov. 6, 2009	Nov. 6, 2010 – Oct. 28, 2011
Vulnerability Exploits		5,807	3219	110,664
Spyware Blocked	179,091	145,238	434,096	5848
PHP Exploits Blocked	207,699	338,625	145,065	38,431
Virus Downloads		3,953	36,888	697*
SQL Injection Blocks		62,951	27,415	86*
P2P Blocked				4,241,992
Total	386,790	556,574	696,683	4,396,935

*Procera is also blocking

Procera Packet Shaper	Nov. 10, 2010 – Oct. 28, 2011
Total Traffic	401.4 TiB
Rejected Packets	97,200,000
Attempted Conn. Refused	74,600,000

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Technology Fee Distribution 2010-2011



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Lab Usage July 1, 2010 – June 30, 2011

<u>Lab</u>	<u>Computers</u>	<u>Logins</u>	<u>Users</u>	<u>Ave. Login Duration</u>	<u>Total Time Used</u>
Classroom Ag Headquarters	1	441	16	1:20:16	590:04:05
Classroom Brehm	11	1959	110	2:14:26	4389:15:23
Classroom Business	8	5130	125	1:22:05	7018:44:44
Classroom Communications Building	1	0	0	0:00:00	0:00:00
Classroom Elam	3	165	14	0:51:16	141:01:05
Classroom EPS	12	2579	116	0:54:05	2325:18:33
Classroom Fieldhouse	7	4136	56	1:15:31	5206:12:57
Classroom FinArts	0	0	0	0:00:00	0:00:00
Classroom Gooch	29	7454	392	1:23:17	10347:35:40
Classroom Holland McCombs	4	195	15	6:23:24	1246:04:56
Classroom Hum	29	8734	247	1:40:44	14665:09:11
Classroom Library	3	24	12	0:42:58	17:11:21
Classroom PowerPlant	2	229	10	5:40:39	1300:10:05
Classroom Ripley	7	645	1	1:01:28	660:49:20
Classroom ROTC	2	320	14	0:59:10	315:36:30
Classroom Selmer	7	1103	2	0:59:46	1098:47:43
Classroom Soc	4	1352	82	0:58:08	1310:15:52
Departmental - Ag Pavilion	8	103	7	0:54:00	92:43:12
Departmental - Brehm 233 - Biology	20	8270	667	0:46:43	6440:37:02
Departmental - Business 124 - CS/MIS	13	619	45	1:00:15	621:38:06
Departmental - Business 227 - CS/MIS	41	15759	830	0:53:13	13981:06:15

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Departmental - Business 25- CS/MIS	26	11956	2049	0:50:49	10128:17:04
Departmental - Clement 041 - Graphic Design	16	1580	66	1:21:46	2153:15:09
Departmental - Clement 222a - Music	16	2877	175	0:37:32	1800:08:06
Departmental - Elam 3020 - HHP	4	424	76	1:11:41	506:33:59
Departmental - EPS - 305B	4	139	74	33:18:18	4629:24:11
Departmental - EPS 102/103 - Eng	21	6963	175	1:37:02	11261:57:02
Departmental - EPS 111 - Eng	14	0	0	0:00:00	0:00:00
Departmental - EPS 125 - Eng Electrical Lab	14	9	2	4:38:40	41:48:06
Departmental - EPS 206 - Rock Lab 3 Year	6	15	1	12:38:49	189:42:24
Departmental - EPS 221 - GIS	16	866	119	1:03:23	914:55:49
Departmental - EPS 223 - Physics MAC	10	410	3	1:24:41	578:45:04
Departmental - EPS 224 - Physics PC	17	2080	164	3:54:31	8130:01:04
Departmental - EPS 228 - Geology 3 Year	2	51	1	9:10:07	467:36:43
Departmental - EPS 314 - Chemistry	7	0	0	0:00:00	0:00:00
Departmental - EPS 318 - Chemistry	13	7893	974	0:42:21	5571:42:39
Departmental - Gooch 136H - Nursing	2	0	0	0:00:00	0:00:00
Departmental - Gooch 225 - Special Education	10	4	1	0:01:44	0:06:56
Departmental - Gooch 308 - Communications	18	3927	225	8:23:37	32962:47:28
Departmental - Gooch 314 - Pacer Lab	0	0	0	0:00:00	0:00:00
Departmental - Gooch 321 - FCS	6	2180	204	1:07:17	2445:07:08
Departmental - Gooch 325 - Synergy	25	9105	676	0:44:13	6710:44:35
Departmental - Holland McCombs - Honors Lab	5	947	88	1:00:56	961:44:41
Departmental - Hum 118 - English	24	12058	792	0:45:13	9088:11:26

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Departmental - Hum 209 - Writing Lab	6	7492	868	0:26:23	3294:27:26
Departmental - Hum 311 - Psychology	11	2925	48	1:23:04	4049:58:41
Departmental - Hum 415 - Foreign Language	26	200	2	7:01:08	1403:47:48
Departmental - Hum B103 - Math	0	116	5	1:53:08	218:45:13
Departmental - Library 215	29	194	55	0:55:46	180:21:39
Departmental - Library 248 - ITC	15	693	19	28:15:20	19581:08:37
Departmental - Library Cart	14	0	0	0:00:00	0:00:00
Departmental - Library Opac	4	0	0	0:00:00	0:00:00
Departmental - ROTC 207	6	873	58	2:54:44	2542:30:01
Departmental - Sociology 203	6	2212	226	0:37:38	1387:45:20
General Access - Browning Lab	10	10749	588	0:53:31	9590:04:29
General Access - Gooch 212	34	16418	1486	0:47:44	13063:15:29
General Access - Library 1st Floor	10	0	0	0:00:00	0:00:00
General Access - Library 223	43	38727	3610	0:48:10	31099:47:47
General Access - Library 24 Hour	22	56066	4533	0:43:55	41050:35:02
General Access - Library Coffee Shop	10	25695	3142	0:45:58	19692:19:48
General Access - OPAC	18	4910	3	0:51:44	4233:35:08
General Access - UC	40	54668	4165	0:38:53	35432:54:01
General Access - UC 2nd Floor Info Desk	3	506	2	1:02:41	528:38:13
General Access - UC Game Room	4	2275	445	0:36:40	1390:32:33
General Access-Ellington Lab	4	6123	562	0:41:00	4185:33:00
Library Wireless	15	2444	4	0:53:12	2167:09:08
Off Campus - McNairy Lab	21	3064	1	1:09:09	3531:27:52

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Off Campus - McNairy Library	4	1248	1	1:10:26	1465:04:34
Off Campus - Parsons Lab	25	3678	2	1:06:32	4078:57:58
Off Campus - Parsons Library	6	710	2	1:18:31	929:07:53
Off Campus - Ripley Lab	26	1631	1	1:14:13	2017:37:32
Off Campus - Ripley Library	17	2174	2	1:17:26	2805:54:16
Total	917	368522	7351	1:01:54	380247:00:44