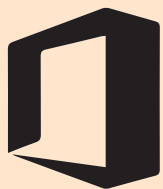


# FY2017 FACTS & FIGURES

Information Technology Services (ITS) provides information technology resources, systems, services, tools, and training to the university community. We aim to advance the university's strategic goals, support learning, enable scholarly endeavors, and improve institutional management by effectively leveraging the resources of ITS groups.

## ITS Service



**46,656**

Office 365 Accounts

**13,771**

Lynda.com Courses Viewed

**9,977**

Lynda.com Users (\*Average Monthly)



**58,284**

Banner Users

**INB**

**myMASON**

**38,658**

MyMason Users\*

**\$3,325,200**

PatriotTech Annual Sales



**1,916**

MicroStrategy users

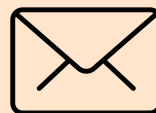
**431,930**

BI Reports Delivered

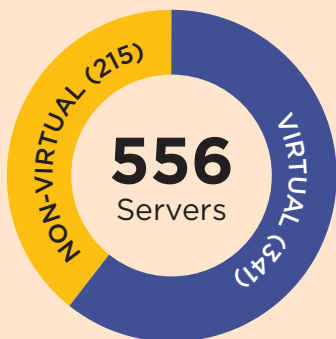


**1,030,000,000**

Inbound Email Messages



**87% REJECTED**  
(Spam, Viruses, etc.)



**4,189**

Wireless Access Points




**33,602**








Bb Users\*

**17,970**

Bb Mobile Users\*

**Bb**

<p><b>Lab Usage</b></p>  <p><b>66,841</b> Computer Lab Logins</p>	 <p><b>14,431</b> STAR Lab Users</p>	<p><b>4,692</b> Virtual Computing Lab (VCL) Users</p>  <p><b>56,378</b> VCL Reservations</p>
	<p><b>6,412</b> Collaborative Learning Hub Users</p>	

<p><b>ITS Support</b></p> <p><b>16,544</b> Collaborate Web Sessions</p> 	<p><b>Bb</b> <b>13,015</b> Blackboard Courses (Average Monthly)</p>	 <p><b>5,501</b> Students in Video Enhanced Courses</p>
	 <p><b>308</b> Spaces Supported</p>	 <p><b>64</b> Video Enhanced Courses Supported</p>
 <p><b>38,204</b> Support Center Calls Answered</p>	<p>Technology Enhanced Spaces <b>93%</b></p>	<p><b>3,562</b> Videoconference &amp; Telepresence Hours</p> 
<p><b>66</b> ASRB Requests Finished</p> 	<p><b>1,662</b> Videoconference &amp; Telepresence Events</p> 