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Monthly report : 2014 : 09

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September 2014 Monthly Report Executive Summary: DL/IMS

- The data below is based on 1008 allocated man-hours for the month of August. This is based on 21 workdays and includes six staff members. In this calculation, we are not counting off time (holidays, sick days, vacation days, or lunches).
- It has only been a few months since the team started keeping track of the number of Canvas supports calls. We have seen a 160% increase in the total number of support calls in the month of Sept 2014 over Aug 2014. This number is expected as the new semester is now underway.
- We had several faculty approach OLITS for course certification. We currently have 5 courses waiting for an internal review. This is why we have a 429% increase in the QM category.
- We have started the search for a new director so more data is needed to help answer questions of candidates. This resulted in an increase of 18% for report writing and 28% in data gathering.

SERVICES	HOURS	Percent change
Administrative Meetings	76.50	16%
Canvas Support	19.50	160%
Teaching Technology	169.00	-5%
Committees	15.50	-3%
Communication	142.25	16%
Data Gathering	25.50	28%
Faculty Meetings	34.50	10%
Initiatives (Dept.)	78.00	2%
Instructional Design	79.75	-4%
Professional Development	100.50	76%
QM	18.50	429%
Report Writing	13.00	18%
Special Projects (Lib/Campus)	7.00	-59%
Training	64.50	-22%
Video Production	66.50	-10%
Web Site	0.00	0%
ACTUAL: (Allocated Man Hours: 1008)	910.50	8%