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December 2014 Monthly Report Executive Summary: DL/IMS

- The data below is based on 952 allocated man-hours for the month of December. This is based on 17 workdays and includes seven staff members. In this calculation, we are not counting off time (holidays, sick days, vacation days, or lunches).
- As the semester comes to a close, we typically see an increase in the number of faculty needing assistance with grade submission and course copy for the New Year. This is why we had an increase of 164% in Canvas Support.
- Since we have so many faculty requesting support at the end of semester we offer open lab training. This number is represented in that 273% increase under the training category. This increase represents all design and professional development personnel staffing the room all week long.
- This month we implemented a new software tracking system called Toggl. This software provides more details in our monthly reports and reduces staff time producing reports. We also dropped Initiatives and website services from our reports. It will take a couple of months to work out all the fine details that the software offers and to establish a new baseline for reporting.
- The new construction will start soon on the new College of Business building. OLITS tech support staff is in the process of reviewing construction documents and equipment needs to ensure they meet USFSP classroom specification. Therefore we had an increase of 262% under special projects and 54% in report writing.

| SERVICES | HOURS | Percent change |
|---|---------------|-----------------------|
| Canvas Support | 29 | 164% |
| Committees | 4 | -86% |
| Communication | 126.5 | -5% |
| Data collection | 18 | 50% |
| Design support | 60 | 13% |
| Faculty meetings | 19 | 65% |
| Meetings | 54 | 0% |
| Professional development | 36 | -61% |
| QM | 35.25 | -25% |
| Report writing | 21.5 | 54% |
| Special projects | 47 | 262% |
| Tech support | 114 | -10% |
| Training | 180 | 273% |
| Video production | 57 | -40% |
| ACTUAL: (Allocated Man Hours: 952) | 801.25 | 9% |