2010 - 2011 Academic Year EEE Usage Overview

Tool Usage Statistics

<table>
<thead>
<tr>
<th></th>
<th>Class Websites</th>
<th>Dropbox</th>
<th>Evaluations</th>
<th>GradeBook</th>
<th>Message Board</th>
<th>Quiz</th>
<th>SignupSheet</th>
<th>Survey</th>
<th>Class Emails</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>2,339</td>
<td>1,934</td>
<td>4,273</td>
<td>1,871</td>
<td>368</td>
<td>534</td>
<td>549</td>
<td>1,839</td>
<td>30,552</td>
</tr>
<tr>
<td>Winter</td>
<td>2,260</td>
<td>1,860</td>
<td>3,683</td>
<td>1,726</td>
<td>358</td>
<td>464</td>
<td>259</td>
<td>773</td>
<td>30,187</td>
</tr>
<tr>
<td>Spring</td>
<td>2,121</td>
<td>1,800</td>
<td>3,653</td>
<td>1,508</td>
<td>320</td>
<td>364</td>
<td>627</td>
<td>2,006</td>
<td>27,571</td>
</tr>
<tr>
<td>Summer</td>
<td>626</td>
<td>659</td>
<td>1,310</td>
<td>612</td>
<td>120</td>
<td>395</td>
<td>205</td>
<td>389</td>
<td>6,805</td>
</tr>
<tr>
<td>Total</td>
<td>7,346</td>
<td>6,253</td>
<td>12,919</td>
<td>5,717</td>
<td>1,166</td>
<td>1,757</td>
<td>1,640</td>
<td>5,007</td>
<td>95,115</td>
</tr>
</tbody>
</table>
**Support Turn-around**

- 6% in 1 hour or less
- 9% in 2 hours
- 9% in 6 hours
- 14% in 12 hours
- 6% in 24 hours
- 6% in 48+ hours

**Support Email**

- Sep: In 368, Out 627
- Oct: In 409, Out 614
- Nov: In 349, Out 405
- Dec: In 199, Out 423
- Jan: In 332, Out 423
- Feb: In 378, Out 438
- Mar: In 349, Out 438
- Apr: In 277, Out 470
- May: In 299, Out 470
- Jun: In 394, Out 646
- Jul: In 416, Out 454
- Aug: In 270, Out 454

**Who accessed EEE?**

- **83.4%** of instructors
- **99.1%** of undergraduates

**Hits per day (millions)**

- 807,717,178 – total hits
- 27,524,341 – daily average
- 4,706,069 – highest in one day (Mar 28, 2011)

**GB transferred per day**

- 26,070.88 – total GB transferred
- 74.13 – daily average
- 296.75 – highest in one day (Dec 6, 2010)

**Who accessed EEE?**

- **83.4%** of instructors
- **99.1%** of undergraduates

**Including staff, TAs & grad students, total unique users who accessed EEE:**

- Fall: 36,874
- Winter: 33,284
- Spring: 35,203
- Sum. I: 28,985
- Sum. II: 33,419

**The EEE Team**

- Briandy Walden: Project Manager
- David Pritikin: Quality Assurance Manager
- Ray Vadnais: User Experience Architect
- Kelsey Layos: Operations Manager
- Jeff Chu: Lead Developer
- Su Wang: Developer

Thu Sep 27 2012 / Kelsey Layos