Figure 5: Online Student Concerns

Contact Type	Values Count	Percent of TTL
Student	510	83.06%
Faculty	104	16.94%
Grand Total	**614**	**100.00%**

Contact Origin	Values Count	Percent of TTL
Phone	594	96.74%
Email	18	2.93%
Voicemail	2	0.33%
Grand Total	**614**	**100.00%**

Contacts by Mon	Values Count	Percent of TTL
Jan 12	45	7.33%
Feb 12	66	10.75%
Mar 12	38	6.19%
Apr 12	38	6.19%
May 12	48	7.82%
Jun 12	60	9.77%
Jul 12	31	5.05%
Aug 11	113	18.40%
Sep 11	46	7.49%
Oct 11	63	10.26%
Nov 11	31	5.05%
Dec 11	35	5.70%
Grand Total	**614**	**100.00%**

Case Topic	Values Count	Percent of TTL
Log In Assistance	79	12.87%
Enrollment	55	8.96%
Course Content	52	8.47%
Discussion Board	49	7.98%
Faculty Support	43	7.00%
Assignment/Course Settings	31	5.05%
Email - Webmail	31	5.05%
Call Transfer	28	4.56%
General Information	26	4.23%
Drop Box	25	4.07%
How To	24	3.91%
Gradebook	22	3.58%
Browser Settings	17	2.77%
Password Resets	16	2.61%
General Navigation	12	1.95%
Browser Compatibility	11	1.79%
Assessment	8	1.30%
Library Access	8	1.30%
Course Email	7	1.14%
MS Office Software	6	0.98%
UnSupported Issue	6	0.98%
User Account Settings	6	0.98%
Account Setup	5	0.81%
Hangup/No Support Provided	4	0.65%
Course Application (i.e. video app)	4	0.65%
Desktop Support - Software	3	0.49%
Schedule	3	0.49%
Email	3	0.49%
Webmail	3	0.49%
Course Change	3	0.49%
Orientation/Webinar	2	0.33%
Security Password reset	2	0.33%
Email - Mobile	2	0.33%
Desktop Support - Maintenance	2	0.33%
Blackboard	2	0.33%
Platform Performance	2	0.33%
Student Issue	1	0.16%
Campus Info	1	0.16%
Desktop Support - Connection	1	0.16%
Contact Info	1	0.16%
Attendance	1	0.16%
Academic/Grade Concerns	1	0.16%
Student Portal	1	0.16%
Re-direct	1	0.16%
After-hours call	1	0.16%

Figure 5: Online Student Concerns

Reports	1	0.16%
Portal	1	0.16%
Interactive Classroom/Wimba	1	0.16%
Grand Total	**614**	**100.00%**

Figure 5: Online Student Concerns

Case Age - Averages	Values Count	Average of Age (Days)
Closed - Resolved	582	1.6
Closed - No Response/Resolution	30	108.4
New	2	44
Grand Total	**614**	**6.9**

Days to Close	Values Count	Count of Case Number
0	**544**	**88.60%**
1	**9**	**1.47%**
2	**11**	**1.79%**
3	**6**	**0.98%**
4	**1**	**0.16%**
5	**1**	**0.16%**
7	**1**	**0.16%**
9	**2**	**0.33%**
10	**1**	**0.16%**
11+ Days	**38**	**6.19%**
Grand Total	**614**	**100.00%**