

No Of Notebook PC Loans Per Week

◆ 2005-2006 ■ 2006-2007

Average Total # of Notebook PC available for loan = 560



CSC Student Terminal Area Entrance Count By Faculty

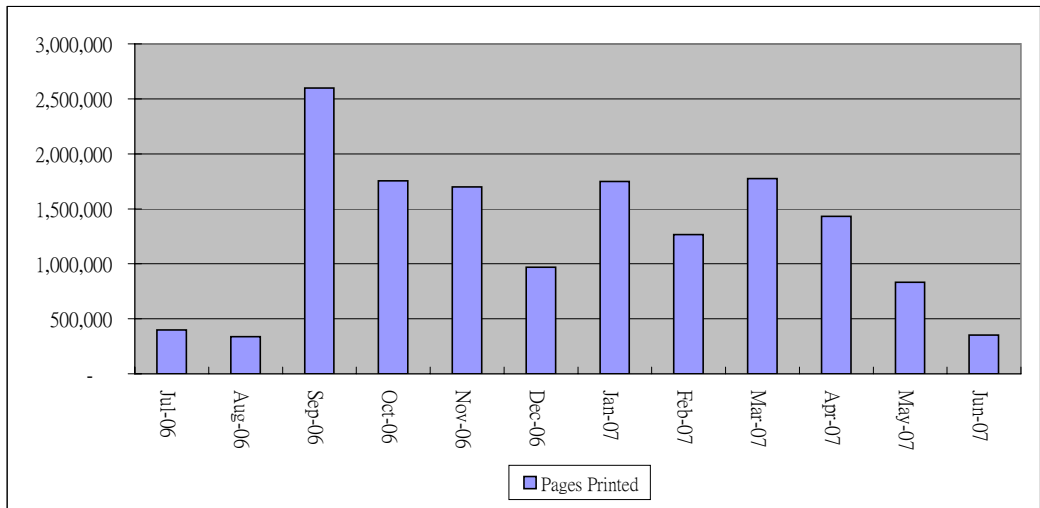
Faculty	2004-2005	2005-2006	2006-2007
C3	306,941	367,473	332,535
CE	438	1,245	7,010
FB	355,968	369,022	317,062
FH	147,892	174,326	178,660
FL	20,129	24,027	21,499
FS	254,920	273,168	263,410
SM	8,012	7,380	8,456
Others	97,408	84,966	74,424
Total	1,191,708	1,301,607	1,203,056



Print Quota System Report (Jul/06 to Jun/07)

21,546 distinct users used this service

Month	Pages Printed
Jul-06	398,233
Aug-06	338,969
Sep-06	2,597,870
Oct-06	1,755,191
Nov-06	1,699,134
Dec-06	968,190
Jan-07	1,749,912
Feb-07	1,266,716
Mar-07	1,775,687
Apr-07	1,430,971
May-07	833,470
Jun-07	352,933
Total	15,167,276



Wireless LAN Usage Statistics from July 2006 to Jun 2007

	Staff		Student	
	User Count	Login Count	User Count	Login Count
Jul-06	306	5,078	1,630	11,433
Aug-06	455	8,441	2,066	15,761
Sep-06	498	8,547	6,659	31,808
Oct-06	518	8,646	8,244	43,241
Nov-06	528	9,014	9,285	57,510
Dec-06	493	8,943	5,626	34,959
Jan-07	522	11,721	5,276	31,301
Feb-07	520	10,265	7,395	37,899
Mar-07	568	13,851	8,868	55,015
Apr-07	569	11,632	8,735	52,426
May-07	590	15,697	4,476	38,270
Jun-07	614	17,572	2,470	27,168

Summary of Number of Network Connections (July 2006-June 2007)

Connection Type	Total
Student LAN	5,080
Staff LAN	6,240
Internet Only	2,710
Wireless LAN	16,250
Grand Total	30,280

Application of New Network Connections	Count
Student LAN	49
Staff LAN	1,877
Internet Only	378
Student Residences	4,640
Wireless LAN (no. of registration)	5,000
Grand Total	11,944

CSC Help Desk Annual Statistics 1 July 2006 - 30 June 2007

Calls by Months				
Months	CSC WR	Phone	Total	% Phone
Jul-06	353	1873	2226	84%
Aug-06	371	2059	2430	85%
Sep-06	537	2490	3027	82%
Oct-06	498	1601	2099	76%
Nov-06	545	1471	2016	73%
Dec-06	274	1205	1479	81%
Jan-07	398	1860	2258	82%
Feb-07	319	1182	1501	79%
Mar-07	497	1585	2082	76%
Apr-07	405	1139	1544	74%
May-07	333	1483	1816	82%
Jun-07	350	1445	1795	81%
Grand Total	4880	19393	24273	80%

Calls by Problem Areas	
Problem Areas	Total
E-mail	3692
Software Applications	3144
PC & Accessories	2877
MS Windows & MS Office	2432
User Accounts	2363
Internet / Web	1609
Boot up to LAN	1567
Printer Management	1550
LT & Classrooms	1315
Telephone Systems	1163
Virus & Security	276
Dial-up / CLP	119
e-learning	11
Service Disruptions	2
<i>Miscellaneous Inquiries</i>	1128
<i>Maintenance consultation</i>	1025
Grand Total	24273