

**CENTRE FOR EDUCATIONAL AND INFORMATION TECHNOLOGY (CEIT)**

**FISCAL YEAR 2005/2006**

(Application Services, Technology Services and Client & Learning Services)

**APPLICATIONS SERVICES**

MyDouglas Student Role Accounts (mixed)	29,900
MyDouglas Student Role Accounts (only)	29,205
MyDouglas Employee Role Accounts (mixed*)	3,174
MyDouglas Faculty Role Accounts**	2,281
MyDouglas Employee Role Accounts (only)	893
MyDouglas Administrative function Accounts	40
MyDouglas Accounts: Unduplicated Subtotal	32,379
Banner User Accounts	463
<b>Total: User Accounts</b>	<b>32,842</b>

**Functional Enhancements Hours\*\*\***

Banner AR	63
Banner Finance	306
Banner General	33
Banner HR	132
Banner Student	288
Banner Web	114
Luminus/MyDouglas	60
<b>Total: Functional Enhancements Hours</b>	<b>996</b>

\* Former students may acquire an Employee role.

\*\* Faculty have both a Faculty and an Employee role

\*\*\* Functional enhancements require effort of 3 to 5 person days

**CLIENT & LEARNING SERVICES**

<b>Project Labour by Area of Specialty</b>	<b>Labour (Hours)</b>
WebCT	49
Media/Event Support	276
Graphics, web development, photography and video	1,218
<b>Total: Labour Hours</b>	<b>1,543</b>

**Media Equipment**

Rooms with LCD projectors	105
Number of E-classrooms	28
<b>Total: Reported Media Equipment</b>	<b>133</b>

**WebCT Accounts (Active)**

Students	22,738
Courses	404

**Services Provided**

<b>Training</b>	
Students	1,935
Employees	1,065
<b>Total: Training Hours</b>	<b>3,000</b>

<b>Student Cards Issued</b>	<b>5,590</b>
-----------------------------	--------------

**Technical Support**

Help Desk Calls	17,131
Number of calls resolved by the Help Desk	10,850
Calls requiring In-Person Service	6,281
<b>Total: Combined Services Provided</b>	<b>34,262</b>

**Video Conference Support**

Inter-campus meetings	677.5
Off-campus meetings	102.25
<b>Total: Video Conference Hours</b>	<b>779.75</b>

**TECHNOLOGY SERVICES**

Groupwise User Accounts	1,528
-------------------------	-------

Desktop Systems (PC's,Laptops,MACs)	1,998
-------------------------------------	-------

**CEIT STAFFING**

Administration	4
Applications Services Staff	8
Technology Services Staff	11
Client & Learning Services Staff	15
<b>Total: CEIT Staffing</b>	<b>38</b>

Source: Centre for Educational and Information Technology