

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

**FISCAL YEAR 2008/2009**

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

**APPLICATIONS SERVICES**

**MyDouglas Student/Employee Role Accounts**

Student	95,492
Employee / Student	2,073
Employee / Faculty	1,766
Faculty	2,698
Faculty / Student	640
Employee / Faculty / Student	555
Employee	3,990
Administrative function Accounts	11

**MyDouglas Accounts Total 107,225**

Banner User Accounts 582

**Total: User Accounts 107,807**

**Large Applications Supported**

Banner AR
Banner Finance
Banner General
Banner HR
Banner Student
Student Self Service
Faculty Self Service
Luminus/MyDouglas
Active CMS
BlackBoard/WebCT6
LaserFiche

**CLIENT & LEARNING SERVICES**

**E-Learning Rooms**

Laptop Ready Rooms - NWC <sup>1</sup>	38
Laptop Ready Rooms - DLC <sup>1</sup>	31
eClassrooms - NWC <sup>2</sup>	45
eClassrooms - DLC <sup>2</sup>	36

**Total: E-Learning equipped rooms<sup>4</sup> 150**

**Blackboard (Active) (prev. WebCT6 Accounts)**

Student Accounts	91,581
Intergrated Courses	9,521
Non Intergrated Courses	421

**Training Hours Provided**

Students	1,097
Employees	738

**Total: Training Hours 1,835**

**Student Cards Issued 13,277**

**Alumni Cards Issued 48**

**FastTrax stickers Issued<sup>3</sup> 2,482**

**Technical Support**

Number of calls resolved by the Help Desk	13,400
Calls requiring In-Person Service	8,546

**Total HelpDesk Calls 21,946**

**TECHNOLOGY SERVICES**

**Groupwise User Accounts 2,210**

**Desktop Systems (PC's,Laptops,MACs) 2,500**

**CEIT STAFFING**

Administration 4

Applications Services Staff 7

Technology Services Staff 13

Client & Learning Services Staff 21

**Total: CEIT Staffing 45**

<sup>1</sup> Classrooms with network connection, video projector, and DVD/VHS playback.

<sup>2</sup> As above, with the addition of an instructor's computer and desk.

<sup>3</sup> Reflects activity from April 1, 2008 to March 31, 2009. This only includes Fast Trax issues by CEIT.

<sup>4</sup> Due to renovations and conversion of some Laptop-Ready to eClassrooms, some numbers may not correspond.

**Source:** Centre for Educational and Information Technology