



# AUXILIARY SERVICES IT

## AS IT MONTHLY REPORTS

For February 2016

TO CREATE  
THE BEST USC  
EXPERIENCE.

BEST PEOPLE.  
BEST PRODUCT.  
BEST SERVICE.

USC BOOKSTORES. USC HOSPITALITY.  
USC HOUSING. USC TRANSPORTATION.  
USC RADISSON. USC COLISEUM.

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# USCAUXILIARY SERVICESIT

## AGENDA

- Service Desk Reports
- Aging Report
- Website Reports
- Email Campaign Reports
- Customer Satisfaction Report

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# USCAUXILIARYSERVICESIT

## Service Desk Reports February 2016

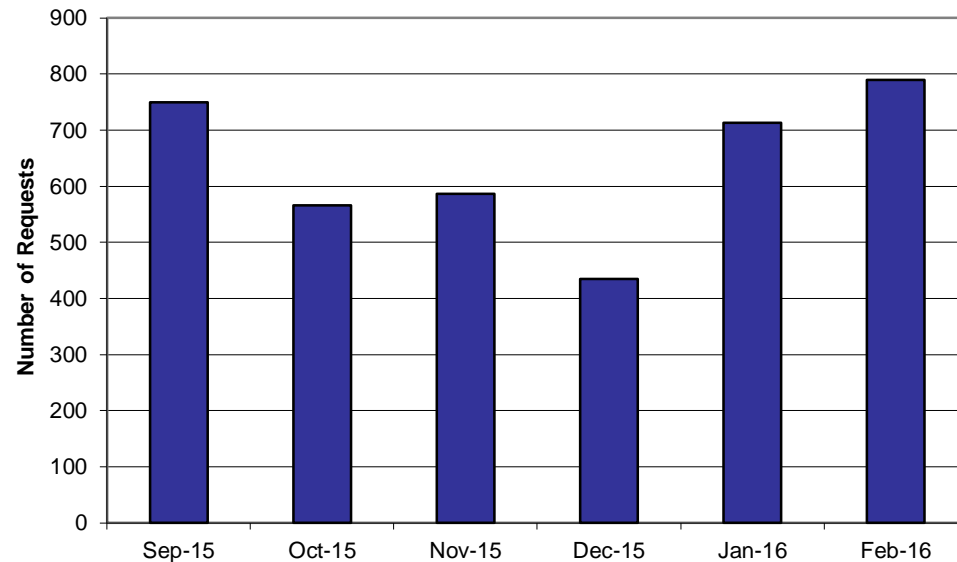
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### Total New Requests



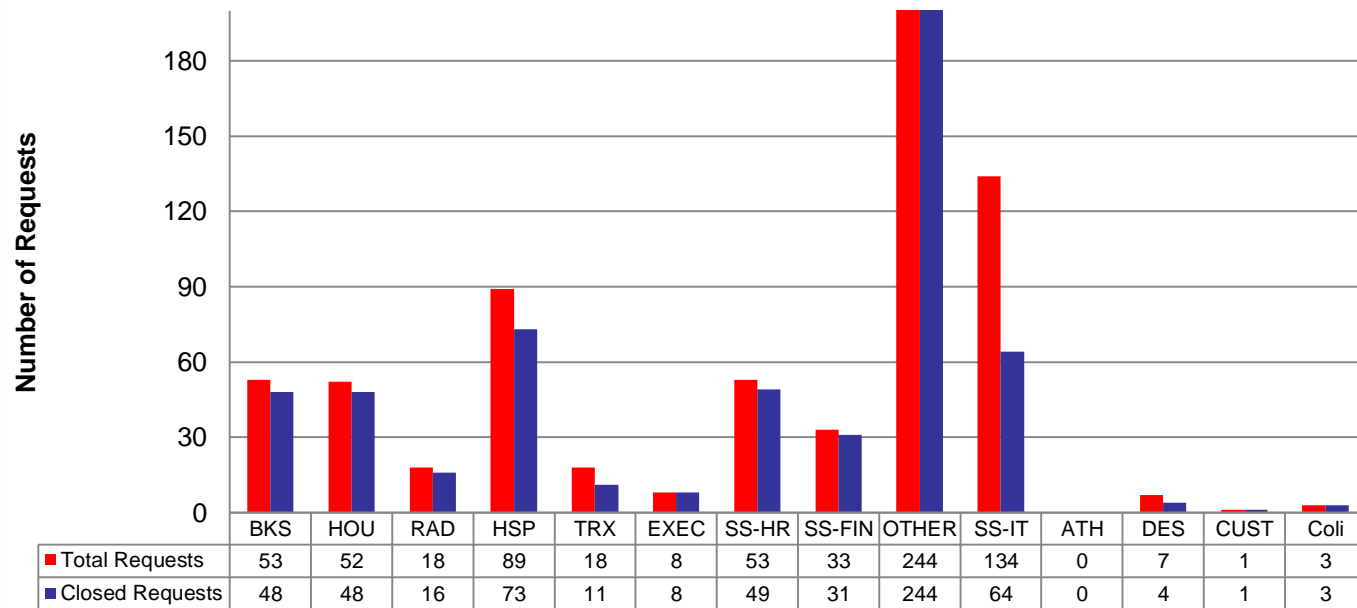


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## Service Desk Reports

### February 2016

Total New Vs Closed Requests



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## Service Desk Reports

### February 2016

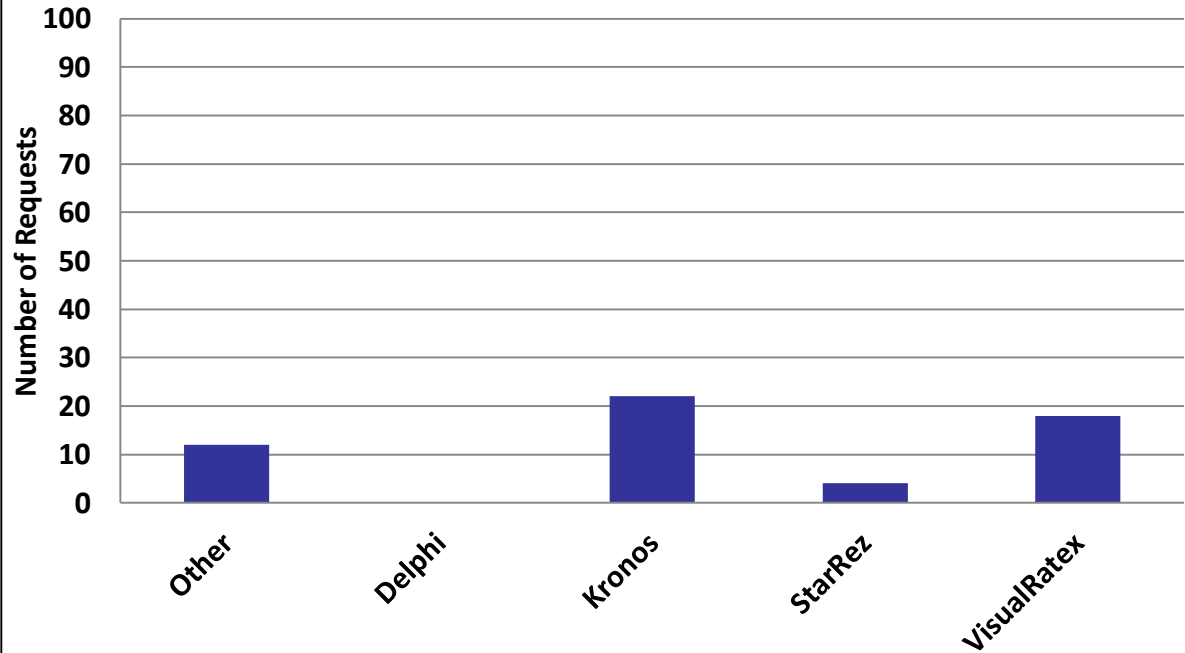
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Requests By BU System



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## Service Desk Reports

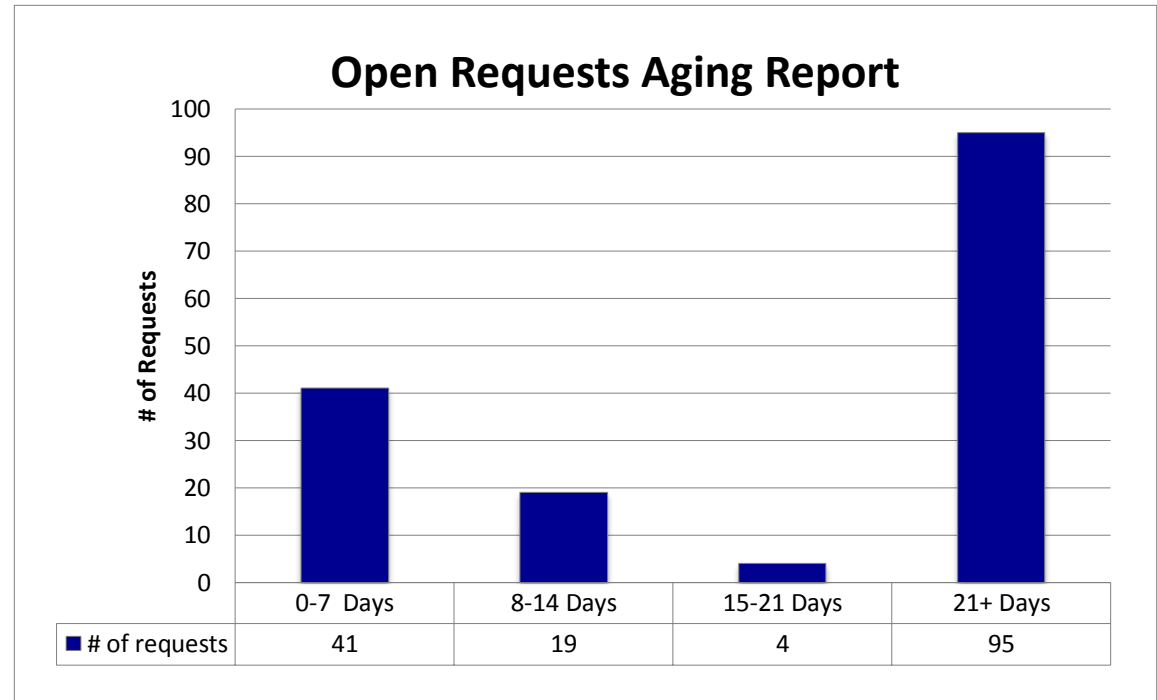
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## Service Desk Reports

### February 2016

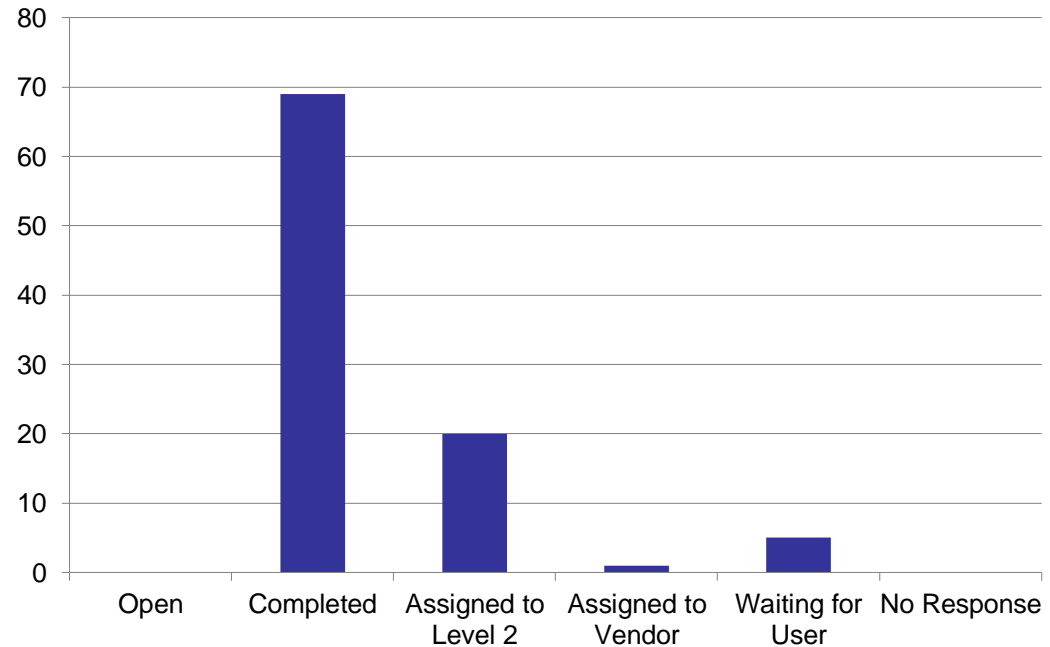
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# of Web Requests Opened By Status





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## Service Desk Reports

### February 2016

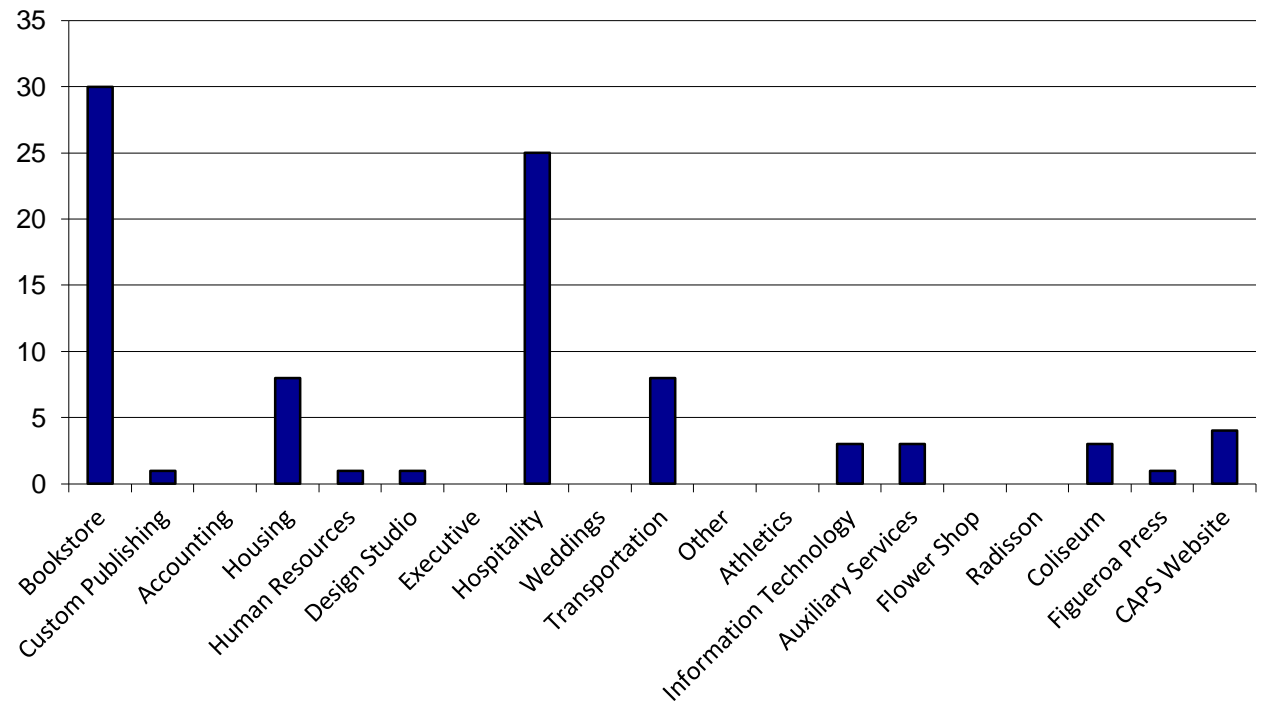
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# of Web Requests Closed By Unit







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## Service Desk Reports

### February 2016

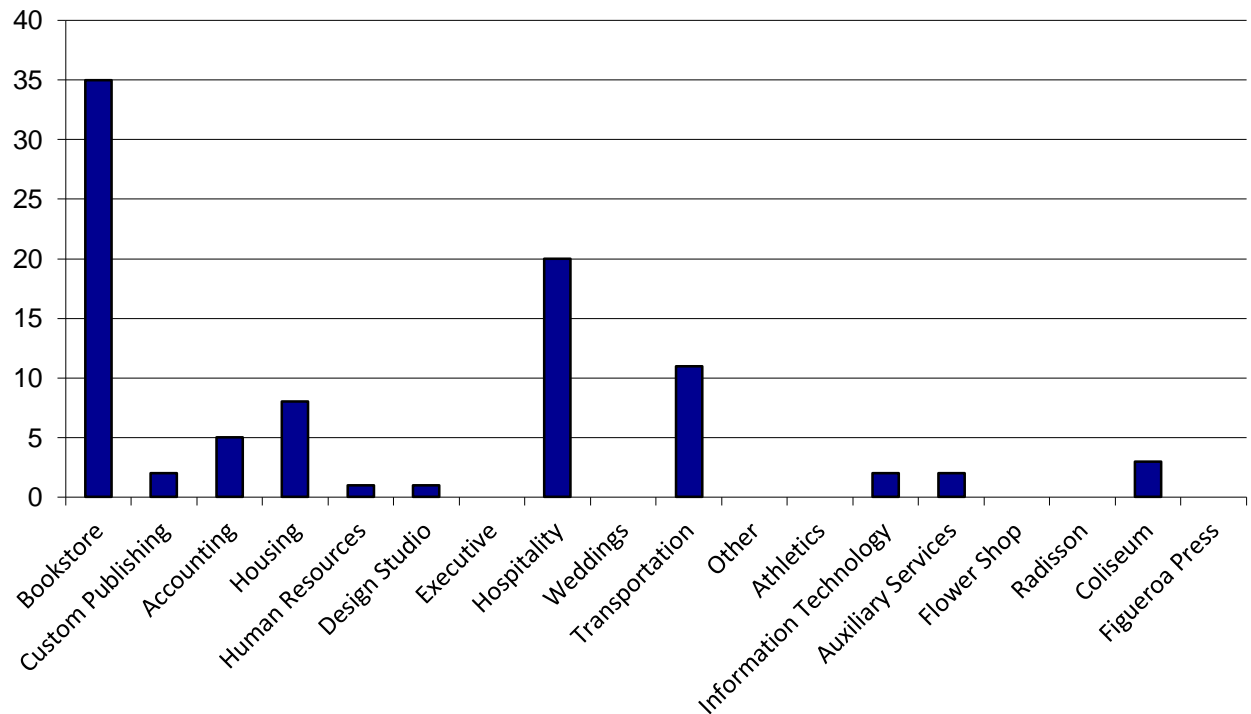
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# of Web Requests Opened By Unit



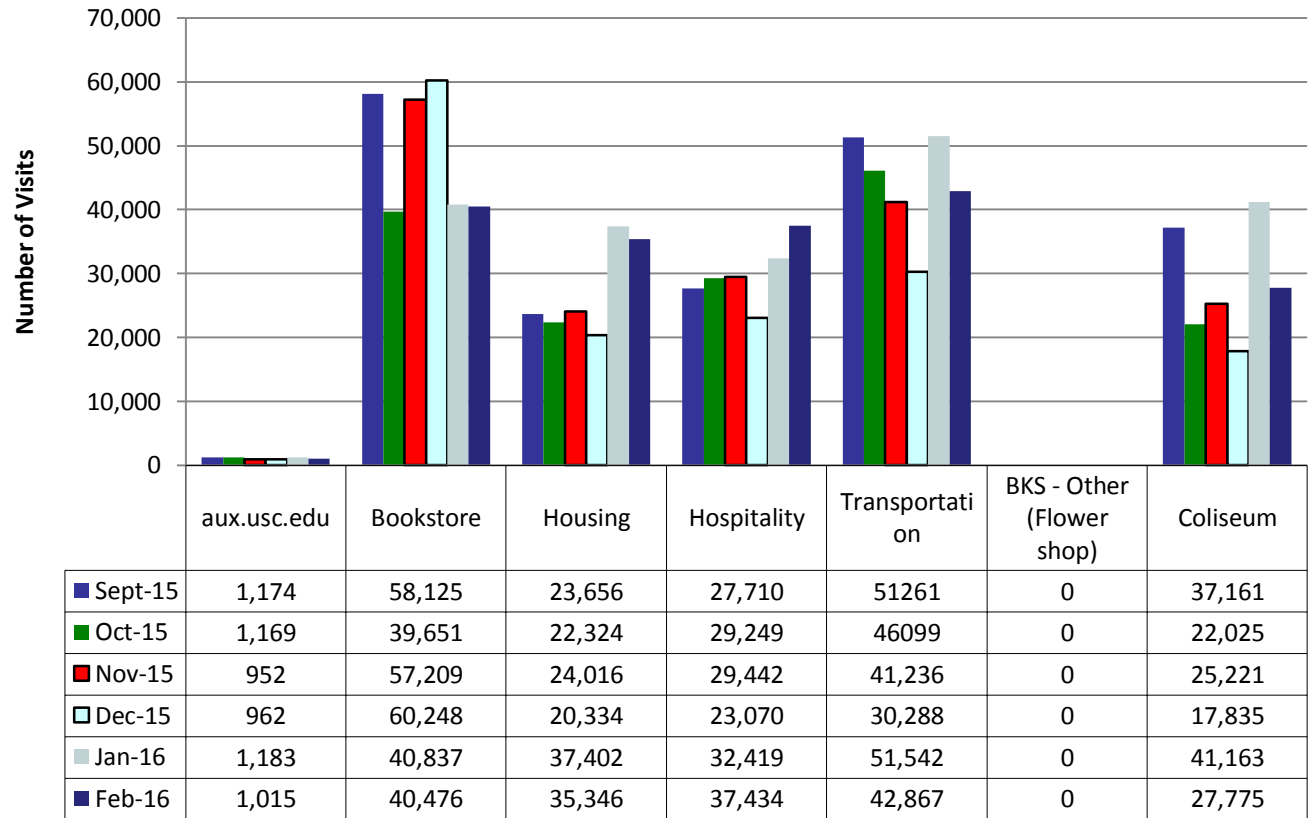


# USCAUXILIARYSERVICESIT

## Website Reports

### February 2016

#### Web Visits Per Month - BU Main Sites



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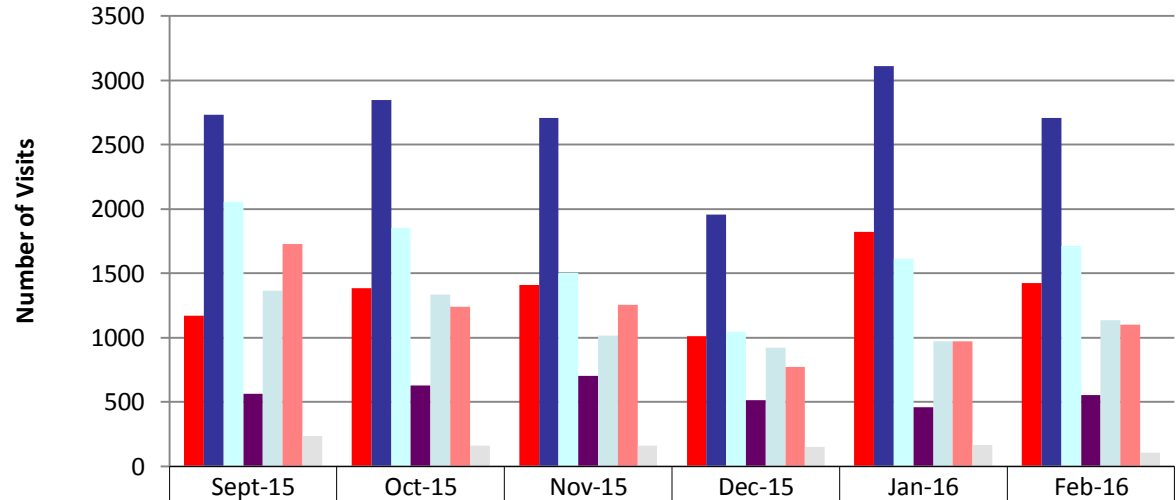


# USCAUXILIARYSERVICESIT

## Website Reports

### February 2016

Web Visits Per Month - HSP Micro Sites



	Sept-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
■ McKays	1173	1383	1410	1010	1822	1424
■ The Lab	2731	2850	2708	1959	3111	2709
■ Moreton Fig	2056	1854	1504	1046	1612	1713
■ Rosso Oro's Pizzeria	566	630	703	514	460	552
■ Seeds Marketplace	1367	1336	1016	921	973	1135
■ Traditions	1727	1241	1257	773	973	1099
■ The Edmondson	234	161	163	151	168	104

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## Website Reports

### February 2016

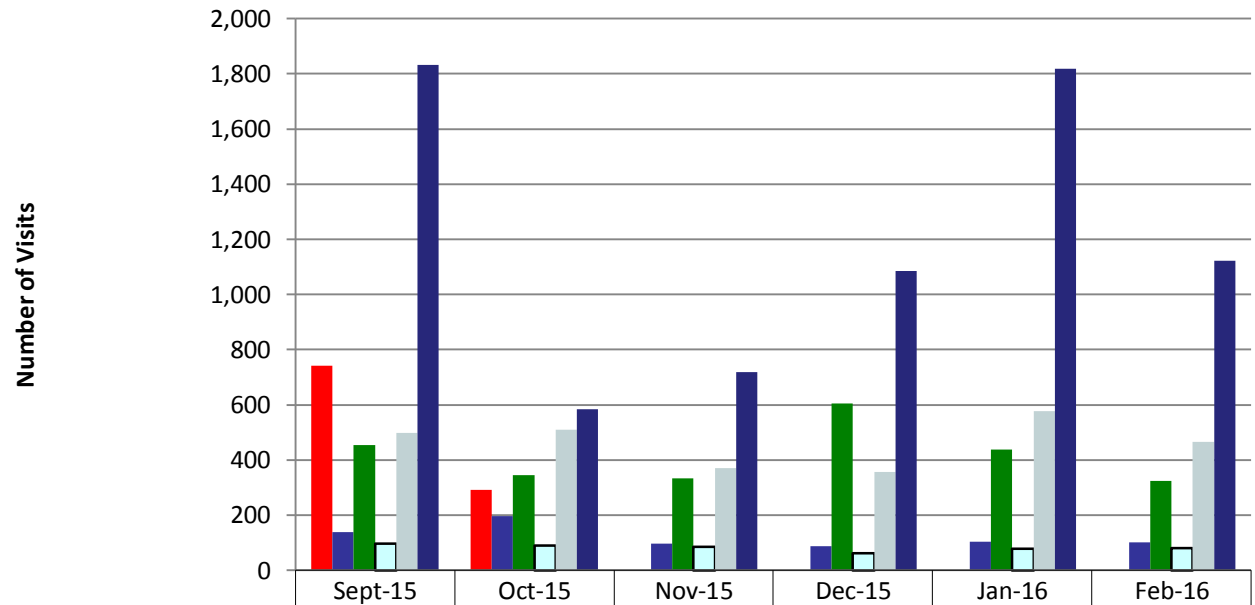
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Web Visits Per Month - Other Sites



	Sept-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
■ CampSark	742	292	0	0	0	0
■ Figueroa Press	139	197	97	88	104	102
■ Gamble-house Store	454	345	334	604	438	324
■ USC Radisson Event	96	89	86	62	77	81
■ Weddings at USC	497	510	370	356	578	465
■ Custom-publishing	1,833	585	719	1,086	1,819	1,122

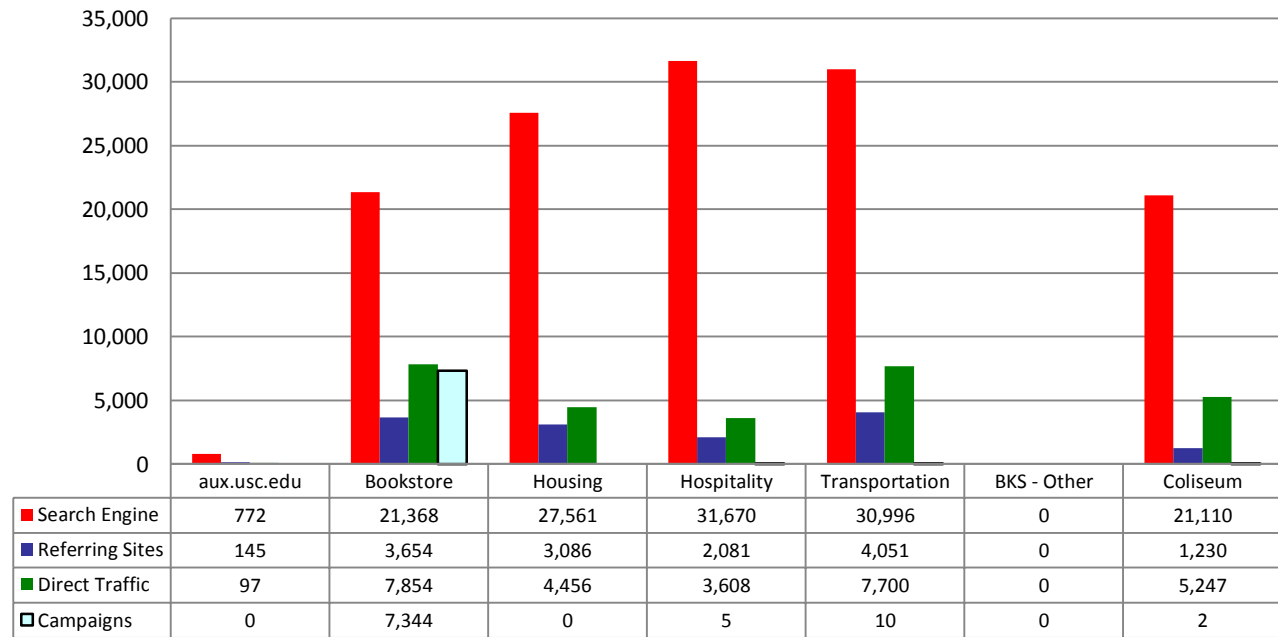


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## Website Reports

### February 2016

#### February 2016 Traffic Sources - BU Main Sites



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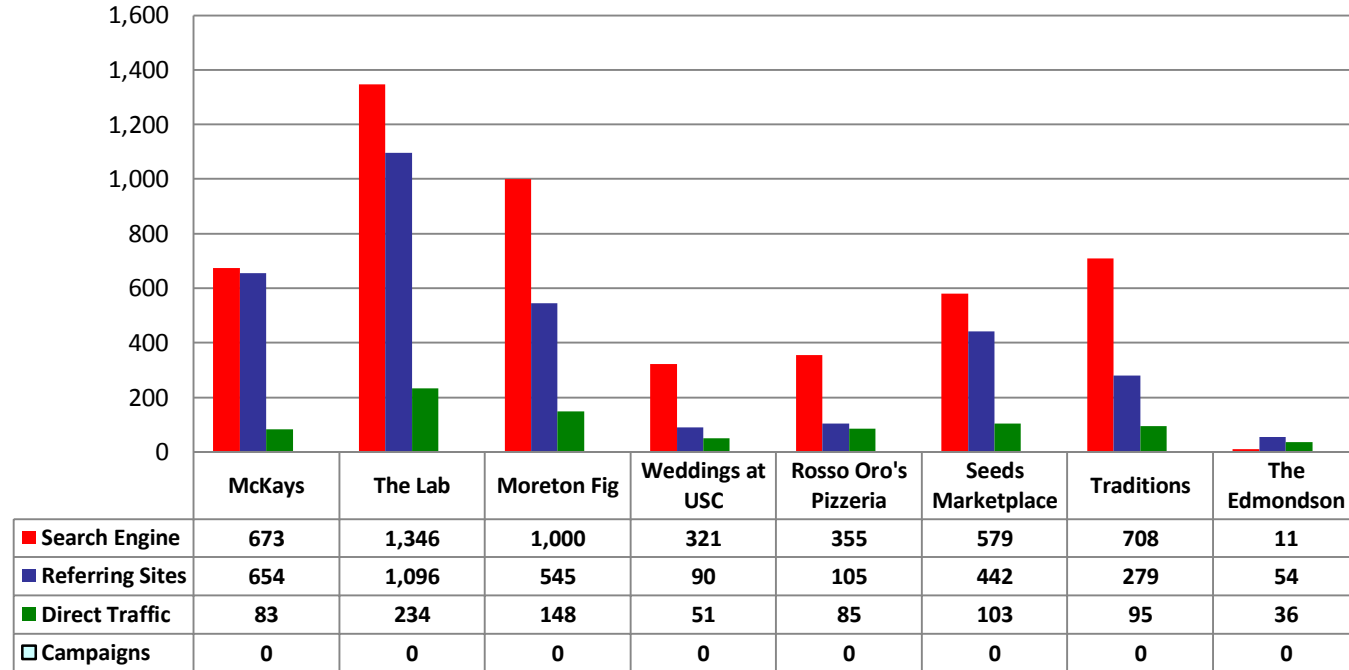


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## Website Reports

### February 2016

#### February 2016 Traffic Sources - HSP Micro Sites



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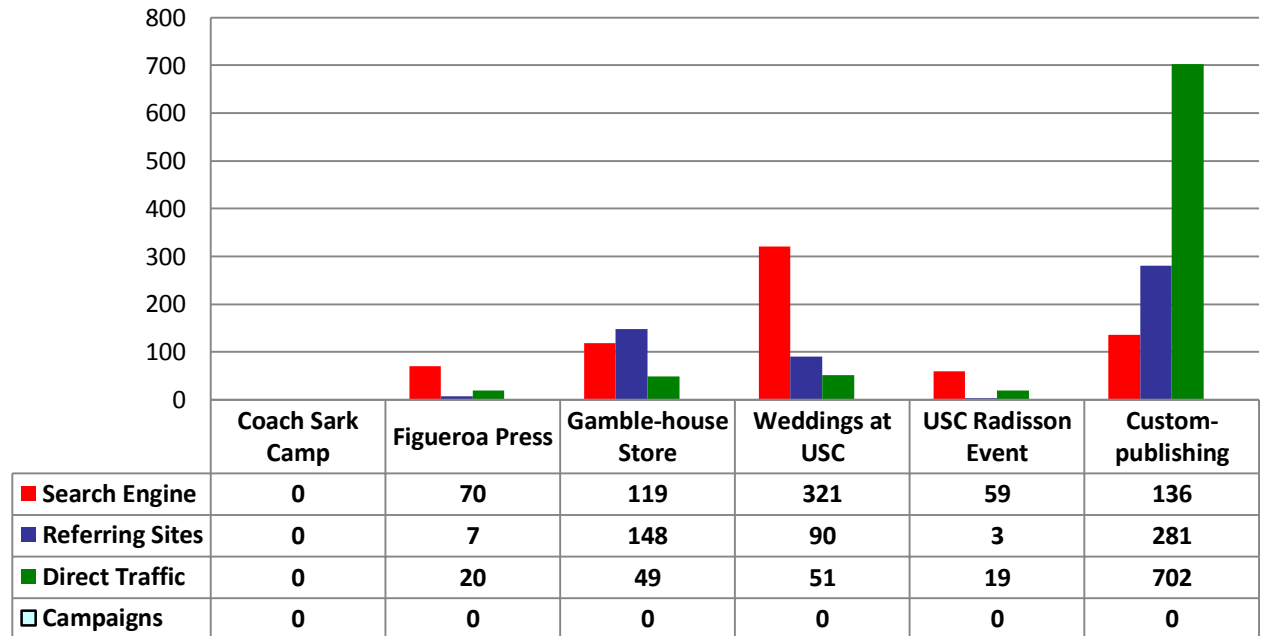
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# USCAUXILIARYSERVICESIT

## Website Reports February 2016

### February 2016 Traffic Sources - Other Sites



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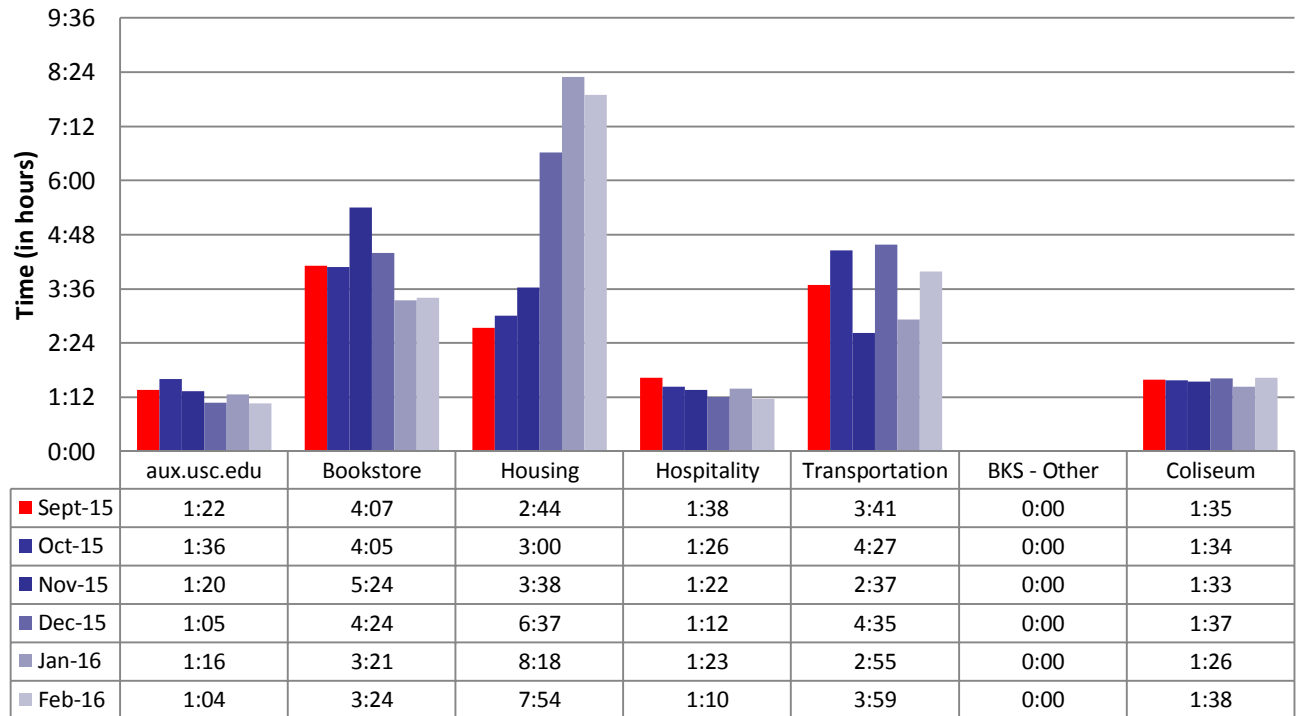


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## Website Reports

### February 2016

Average Time Spent on Website - BU Main Sites



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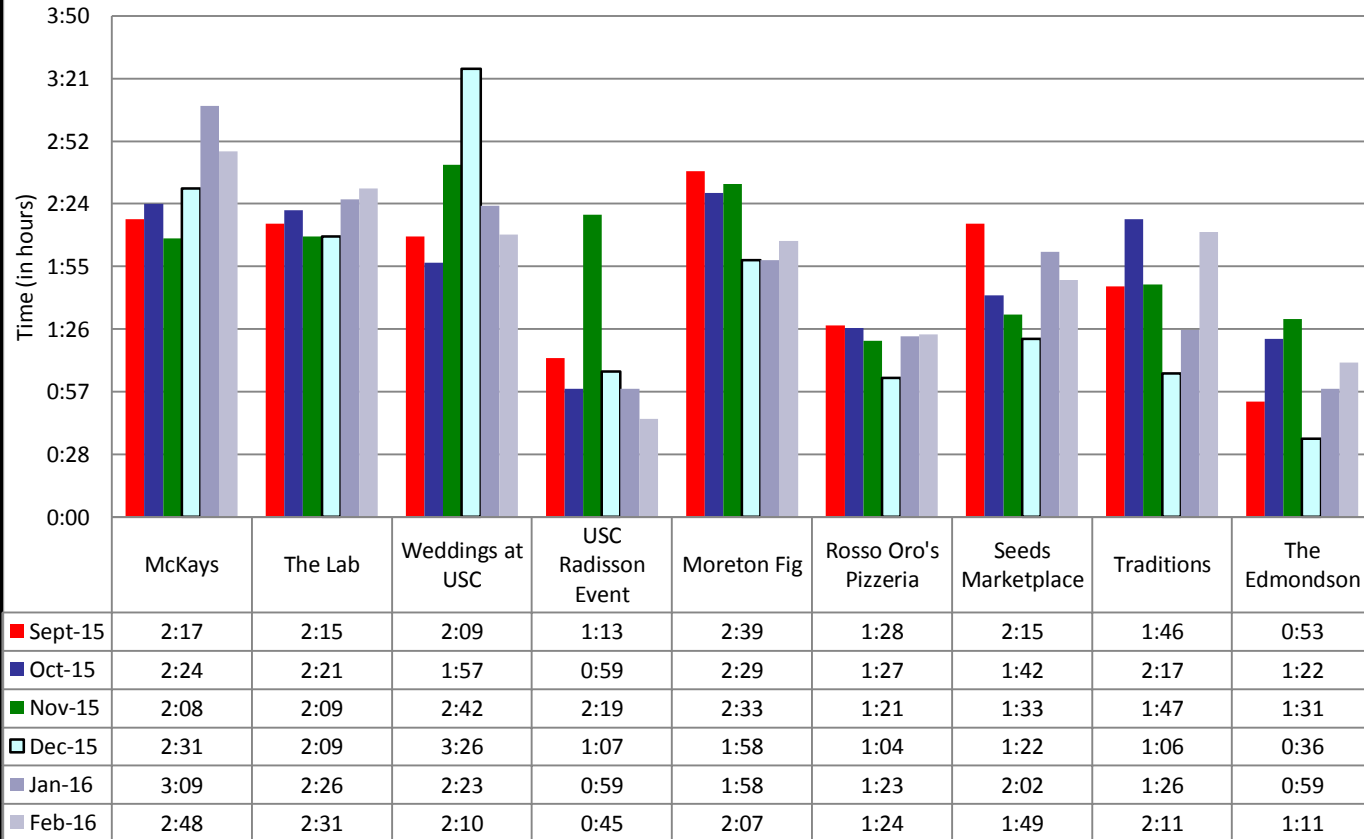


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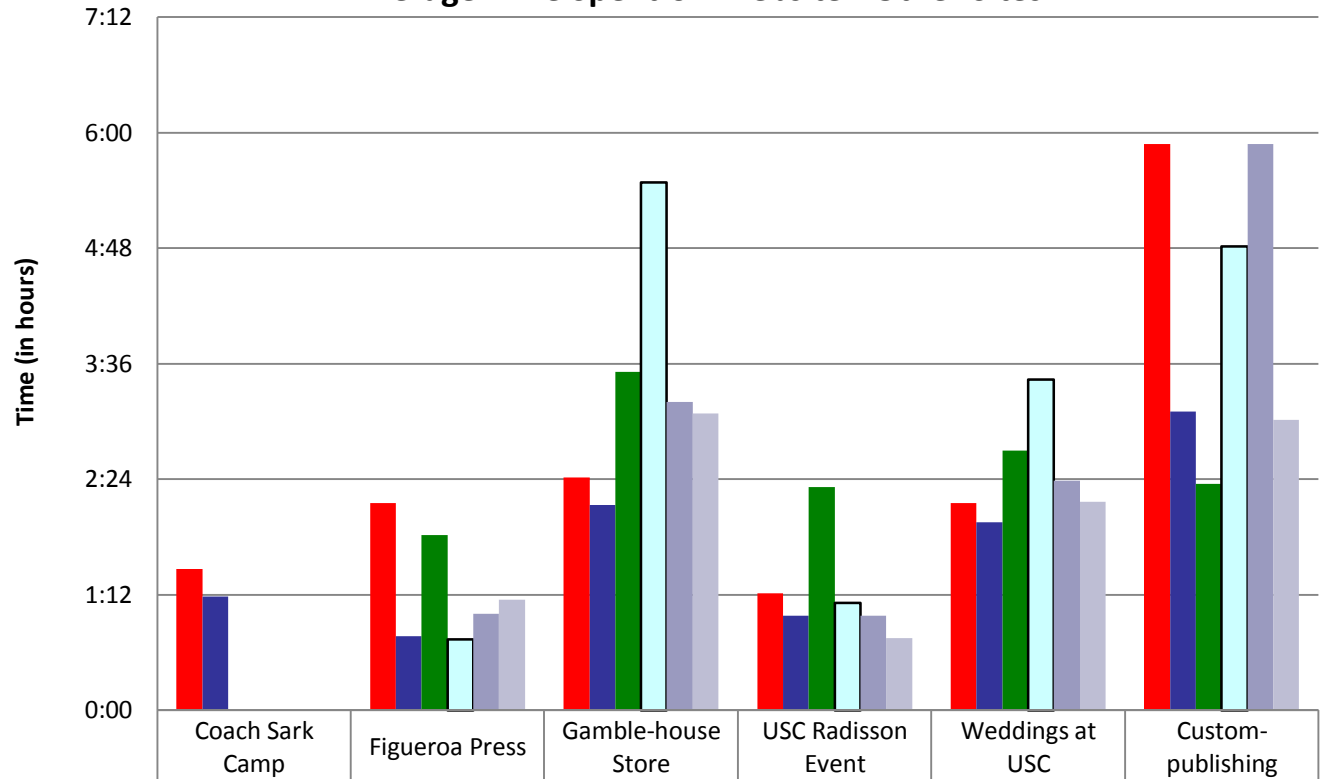


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Average Time Spent on Website - Other Sites



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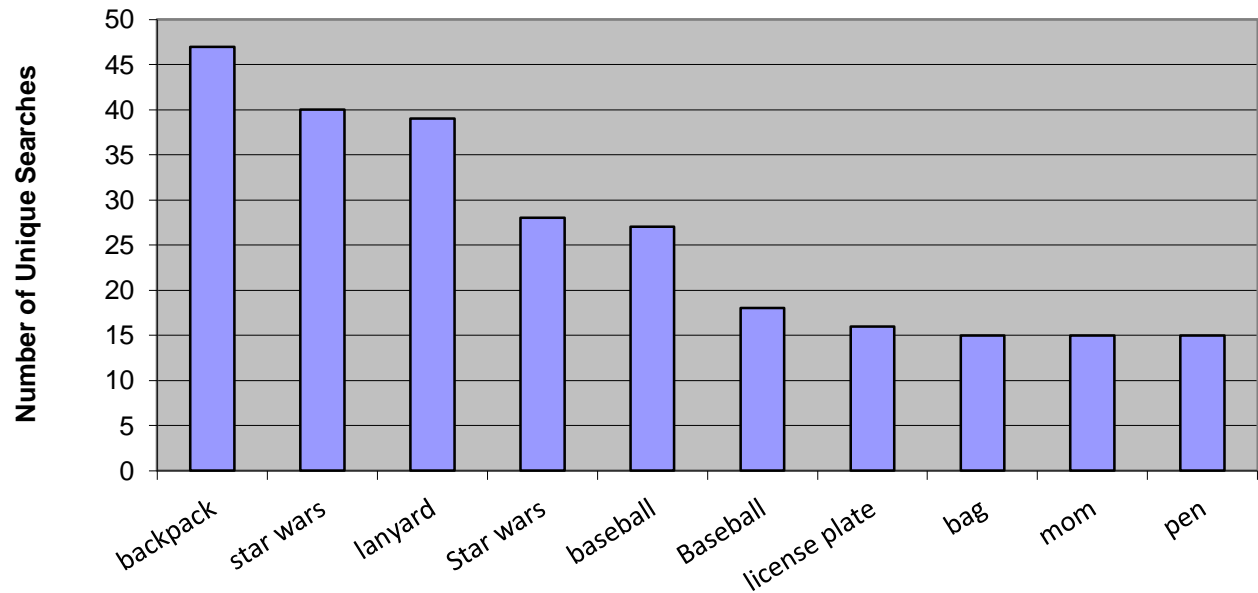
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Bookstore Charts  
10 Most Searched Items - February 2016





## Website Reports February 2016

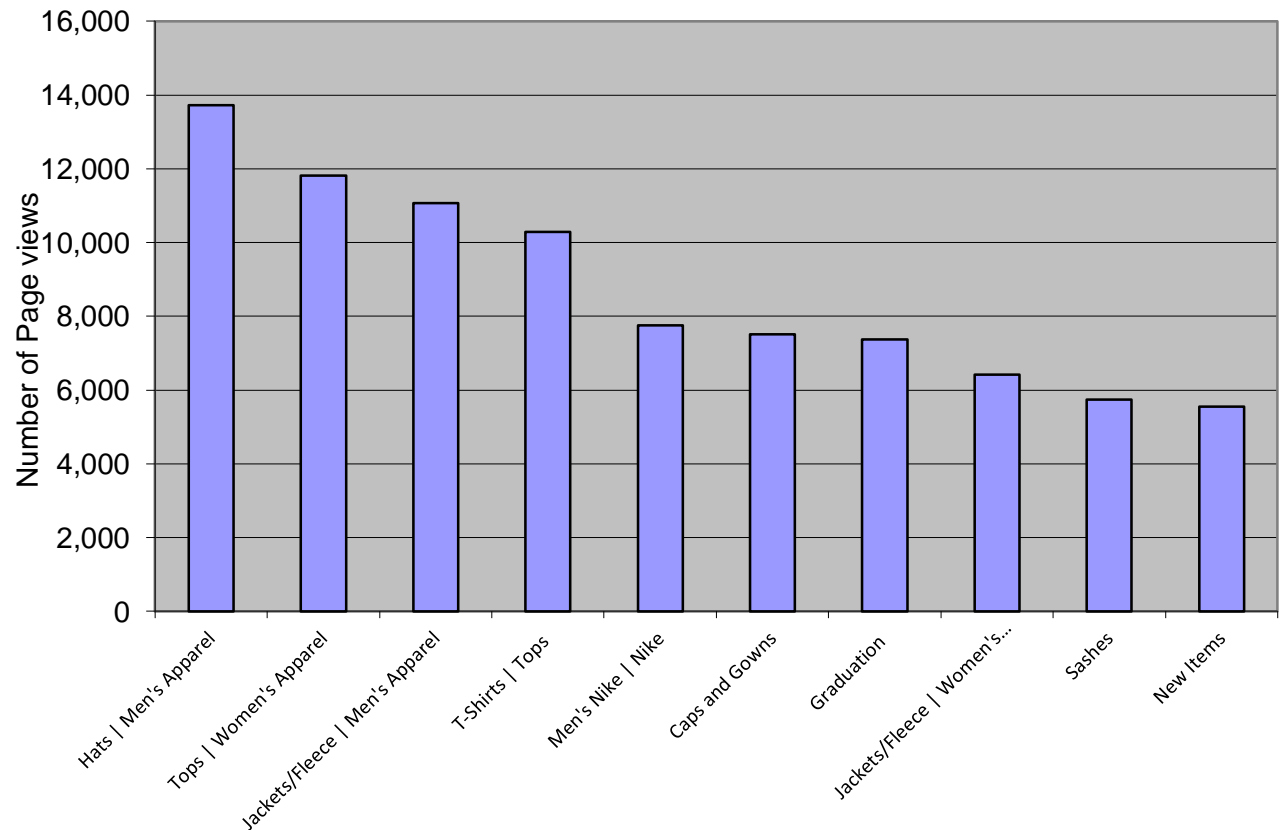
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**Bookstore Charts**  
10 Most Viewed Pages - February 2016





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## Website Reports February 2016

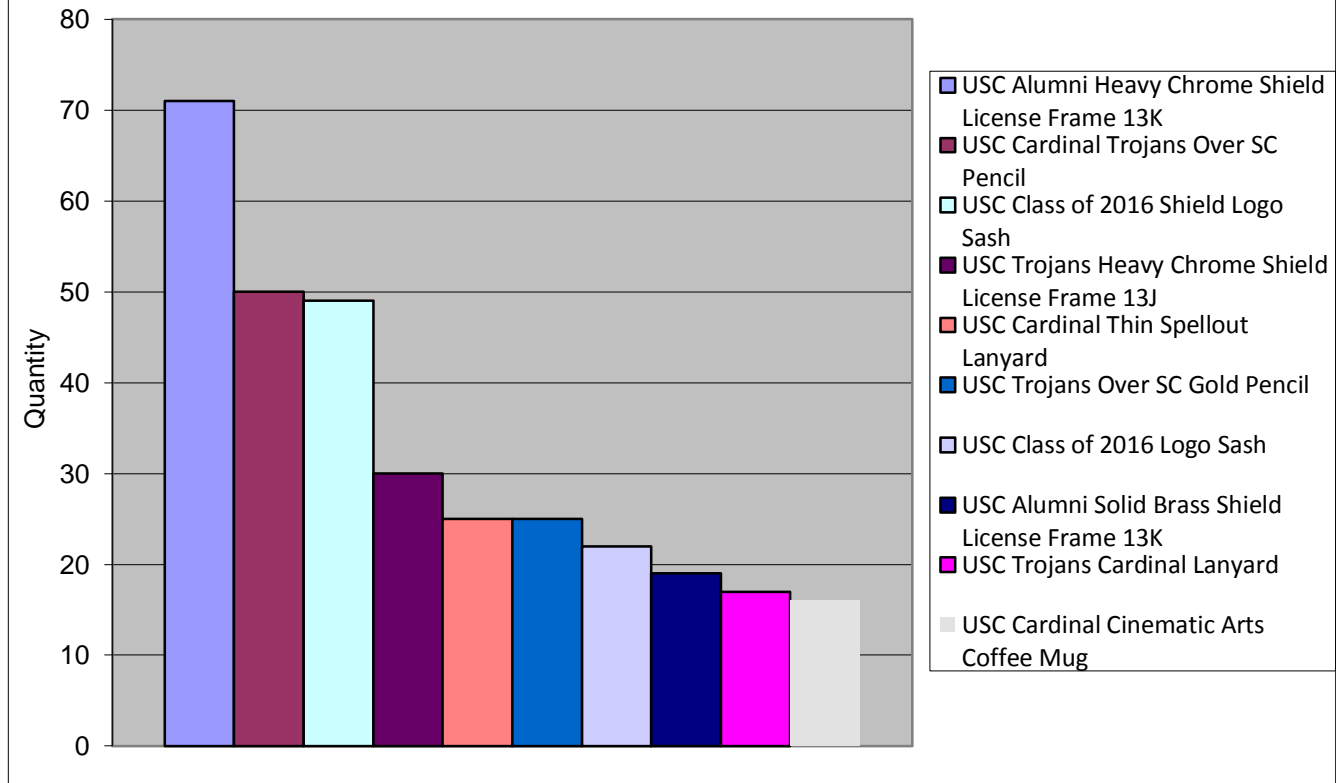
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Bookstore Charts  
10 Most Purchased Products February 2016





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## Website Reports

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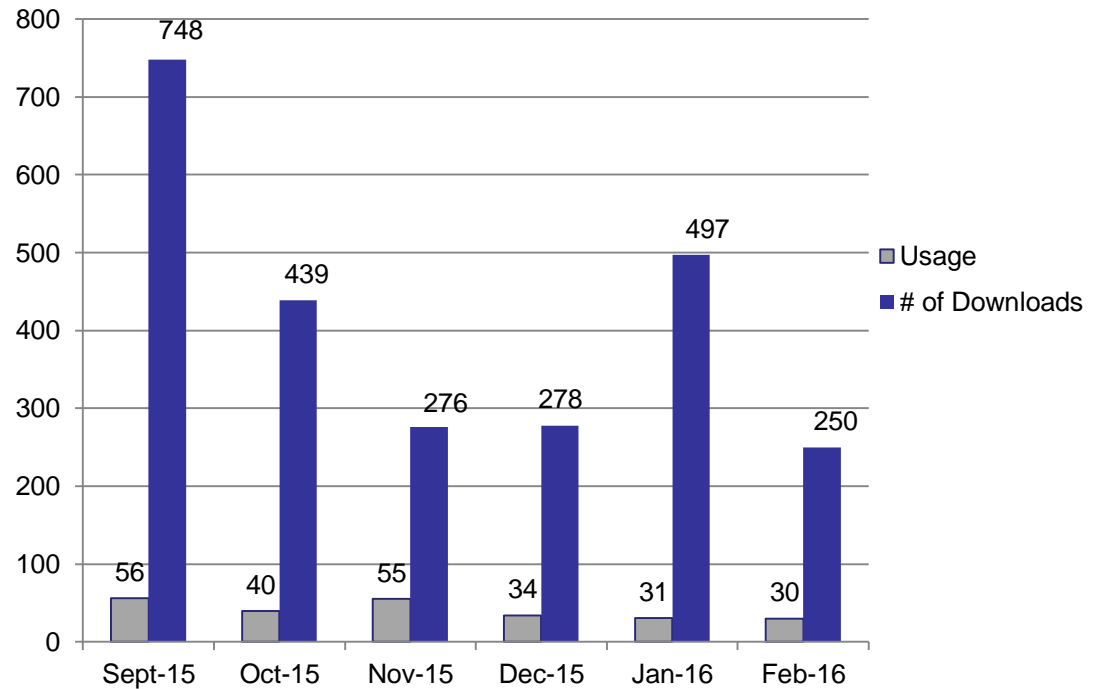
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### TSP Mobile App Stats





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## Email Campaign Reports

### February 2016

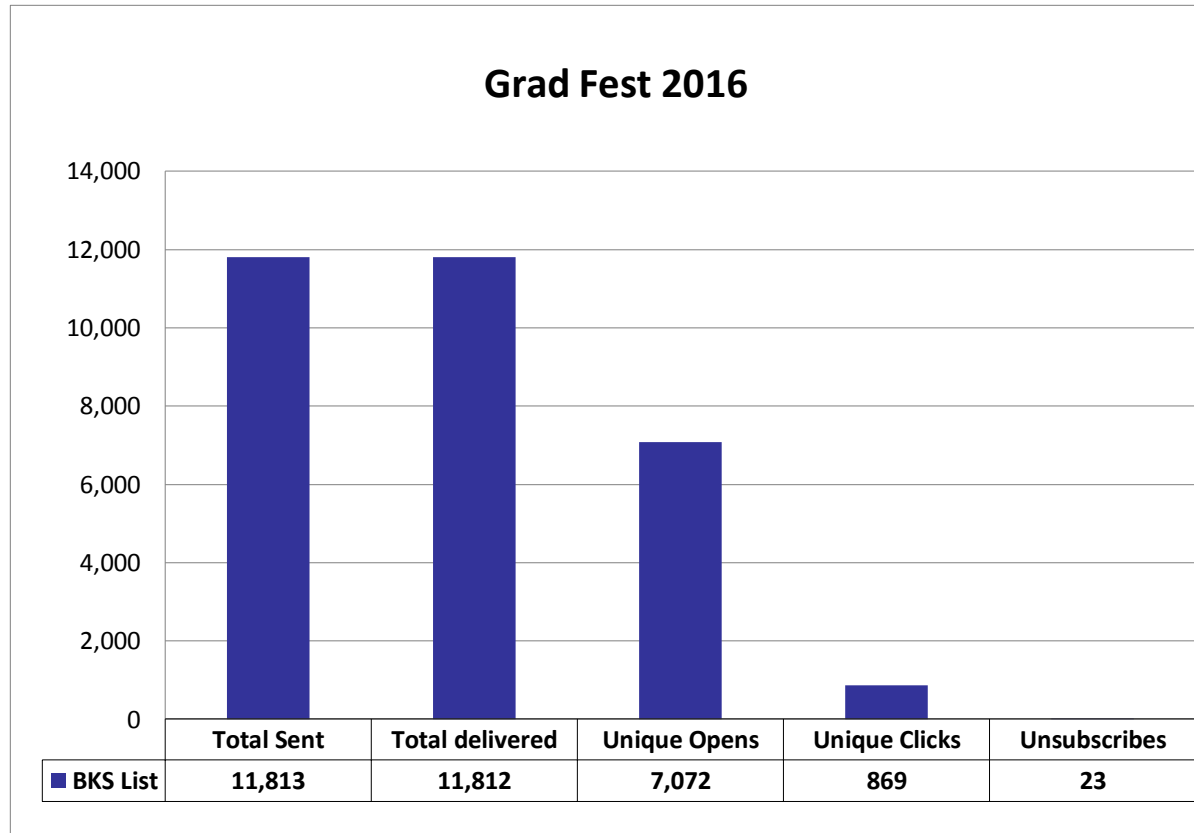
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Grad Fest 2016





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## Email Campaign Reports

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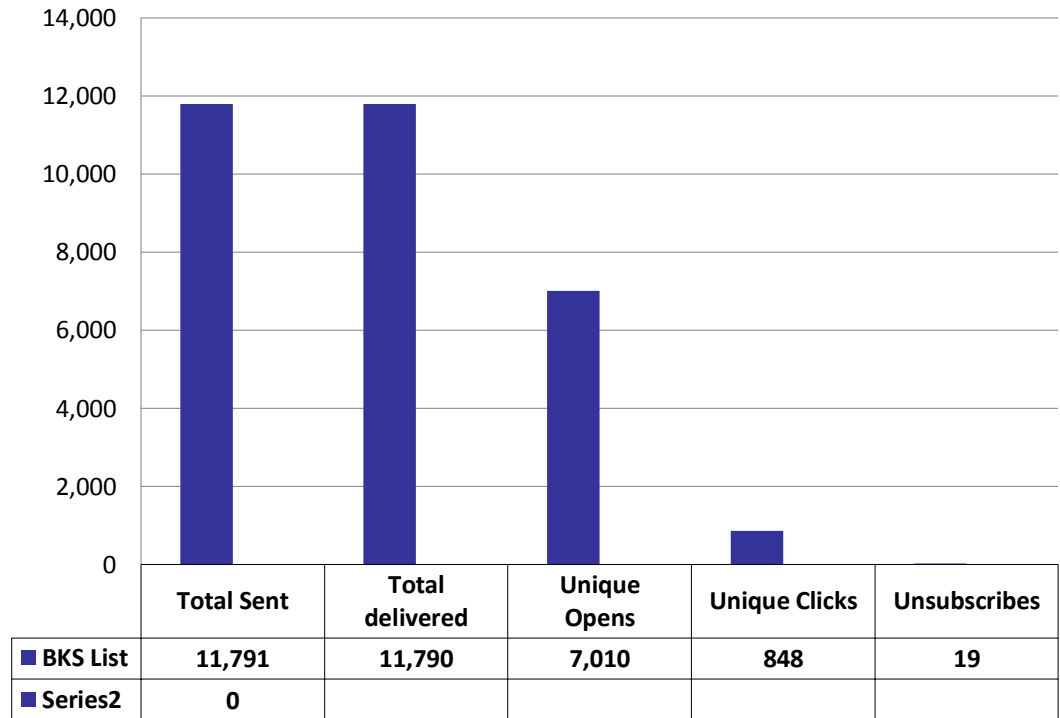
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## Customer Satisfaction Report

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# Thank You !!