



AUXILIARY SERVICES IT

AS IT MONTHLY REPORTS

For September 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.

USC Auxiliary Services



USCAUXILIARY SERVICESIT

AGENDA

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

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USCAUXILIARYSERVICESIT

Service Desk Reports September 2016

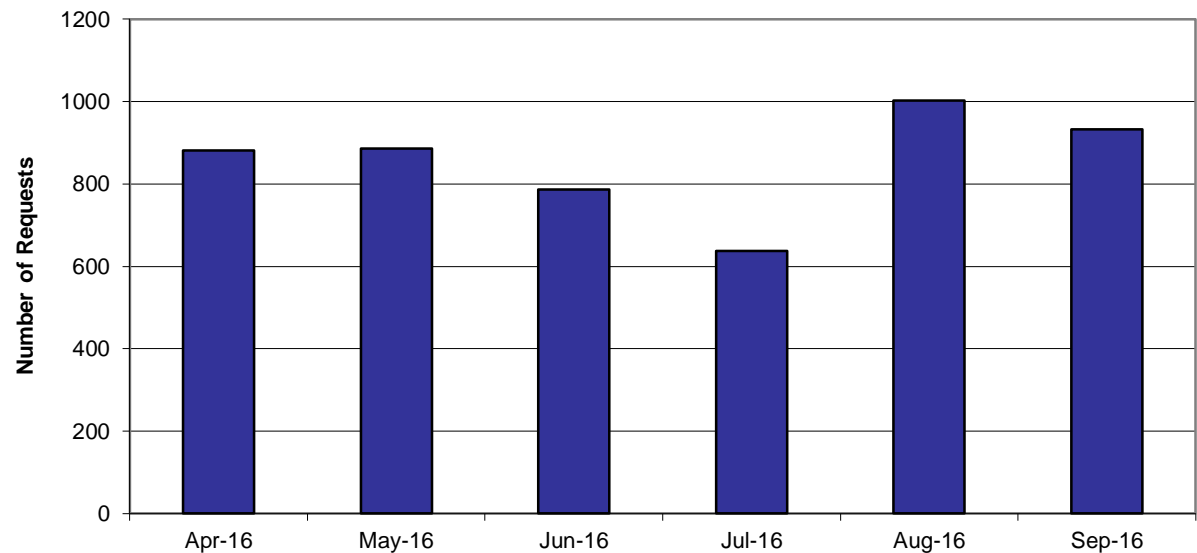
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Total New Requests





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Service Desk Reports September 2016

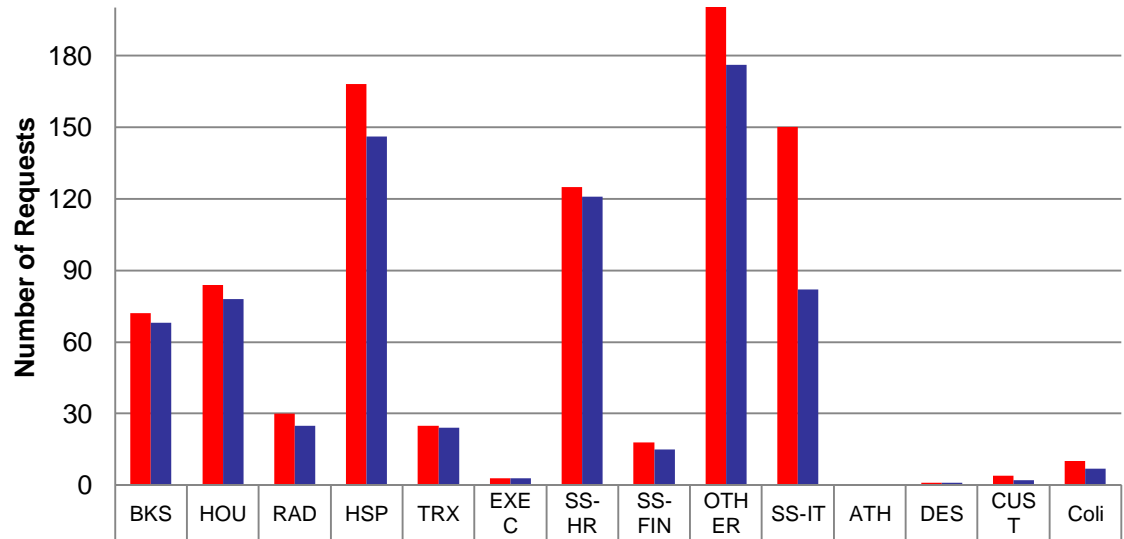
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Total New Vs Closed Requests



■ Total Requests	72	84	30	168	25	3	125	18	242	150	0	1	4	10
■ Closed Requests	68	78	25	146	24	3	121	15	176	82	0	1	2	7

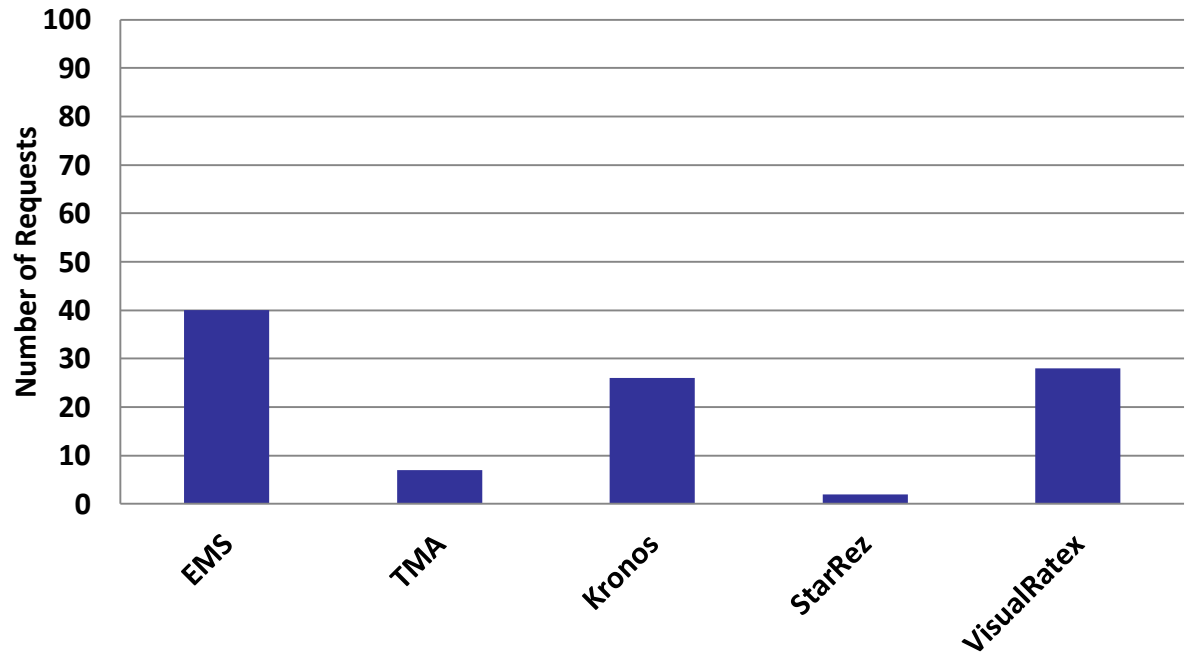


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Service Desk Reports

September 2016

Requests By BU System



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Service Desk Reports

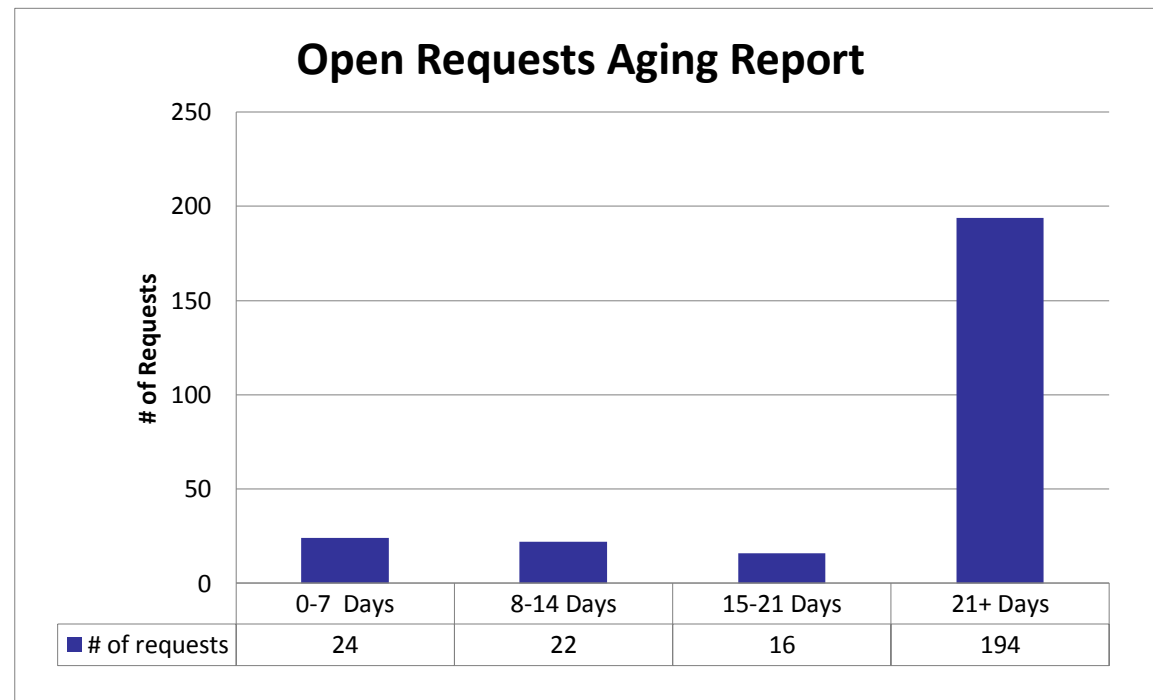
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Service Desk Reports

September 2016

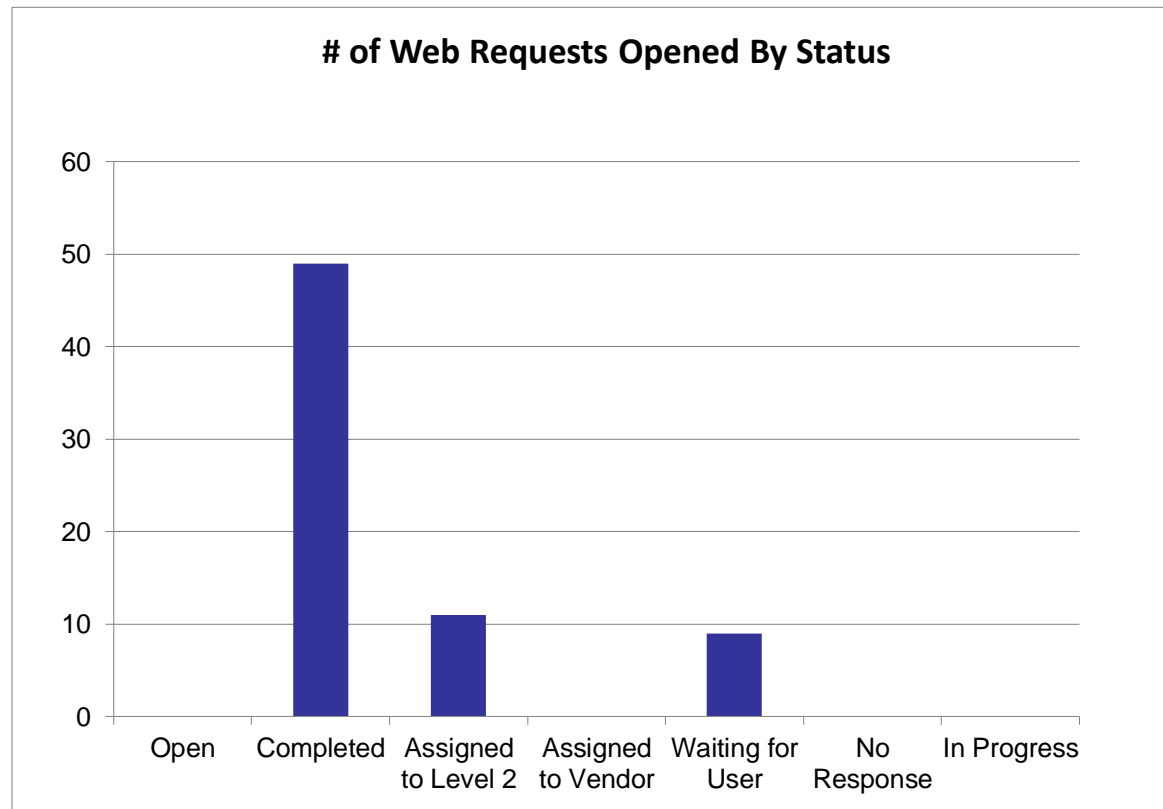
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of Web Requests Opened By Status





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Service Desk Reports

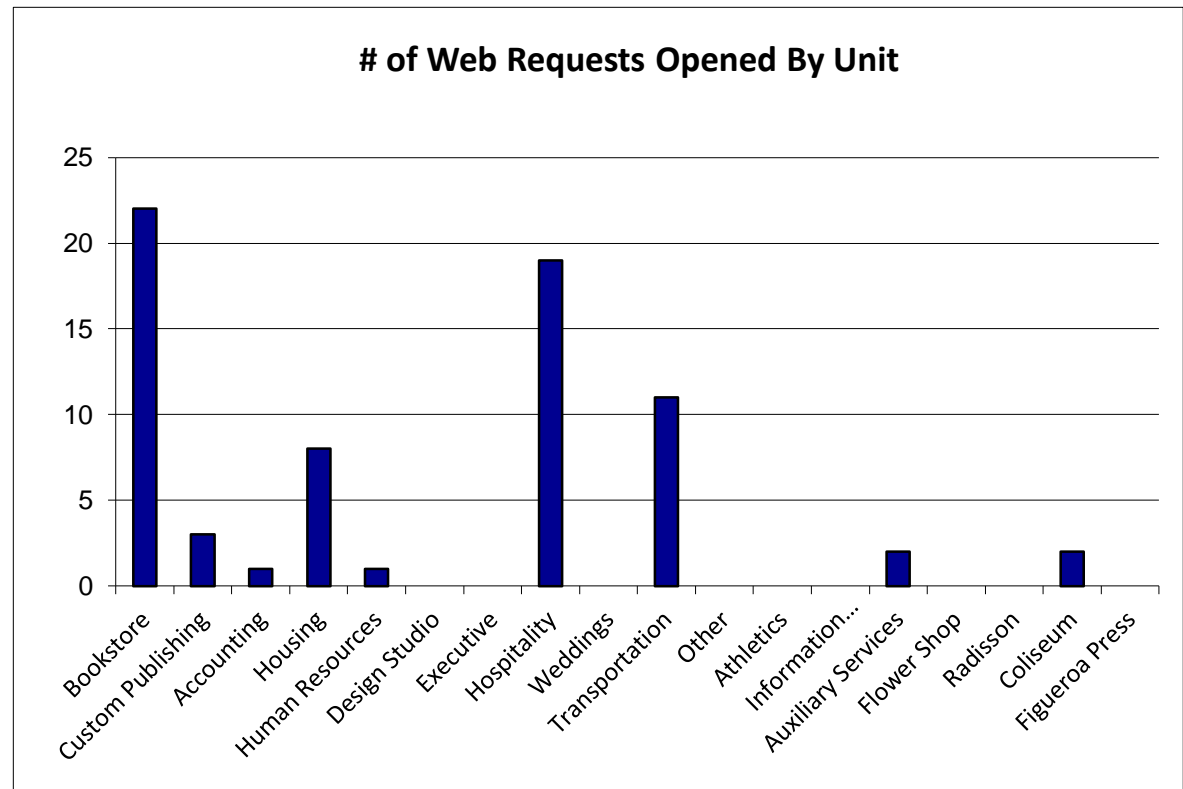
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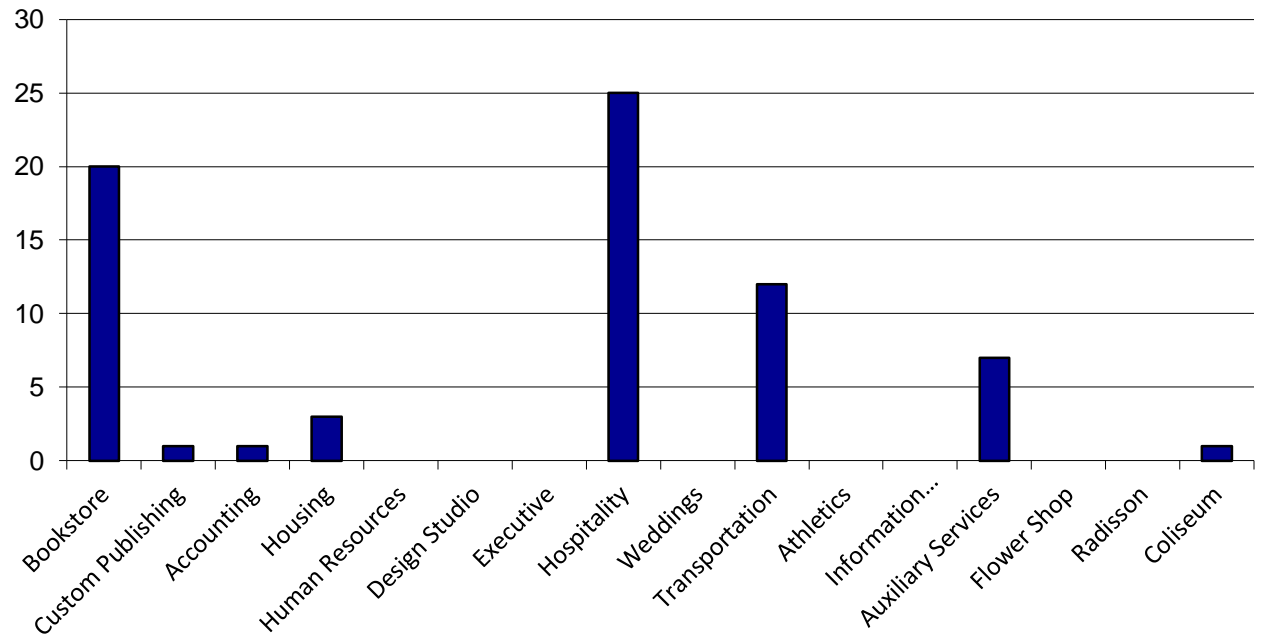
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of Web Requests Closed By Unit



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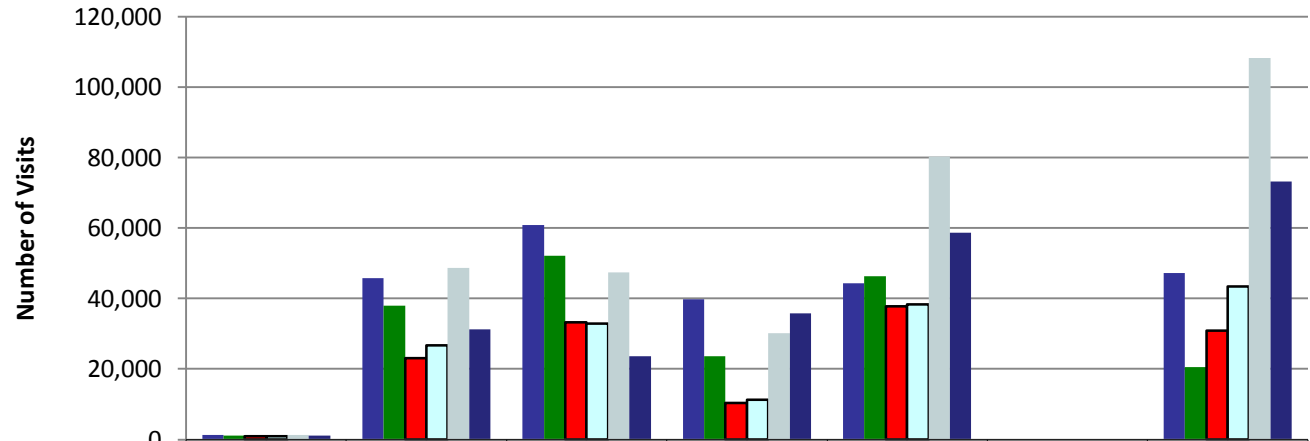


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Website Reports

September 2016

Web Visits Per Month - BU Main Sites



	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	BKS - Other (Flower shop)	Coliseum
■ April-16	1,204	45,806	60,889	39,713	44,228	0	47,134
■ May-16	1,145	37,914	52,092	23,658	46,236	0	20,462
■ June-16	962	22,992	33,307	10,379	37,806	0	30,853
■ Jul-16	955	26,744	32,927	11,268	38,237	0	43,401
■ Aug-16	1,359	48,649	47,333	30,216	80,352	0	108,176
■ Sep-16	1,091	31,202	23,701	35,784	58,658	0	73,112

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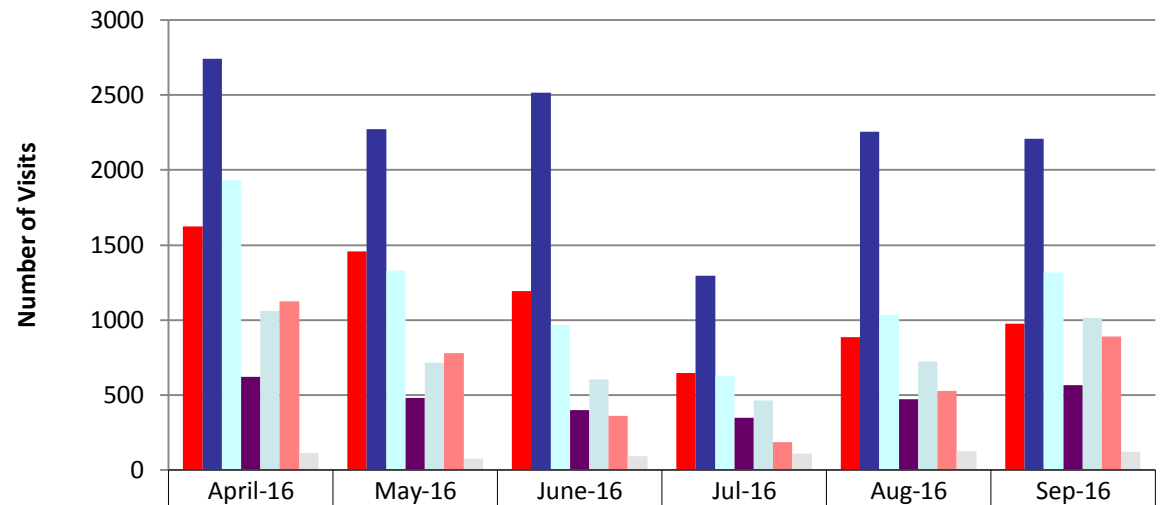


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Website Reports

September 2016

Web Visits Per Month - HSP Micro Sites



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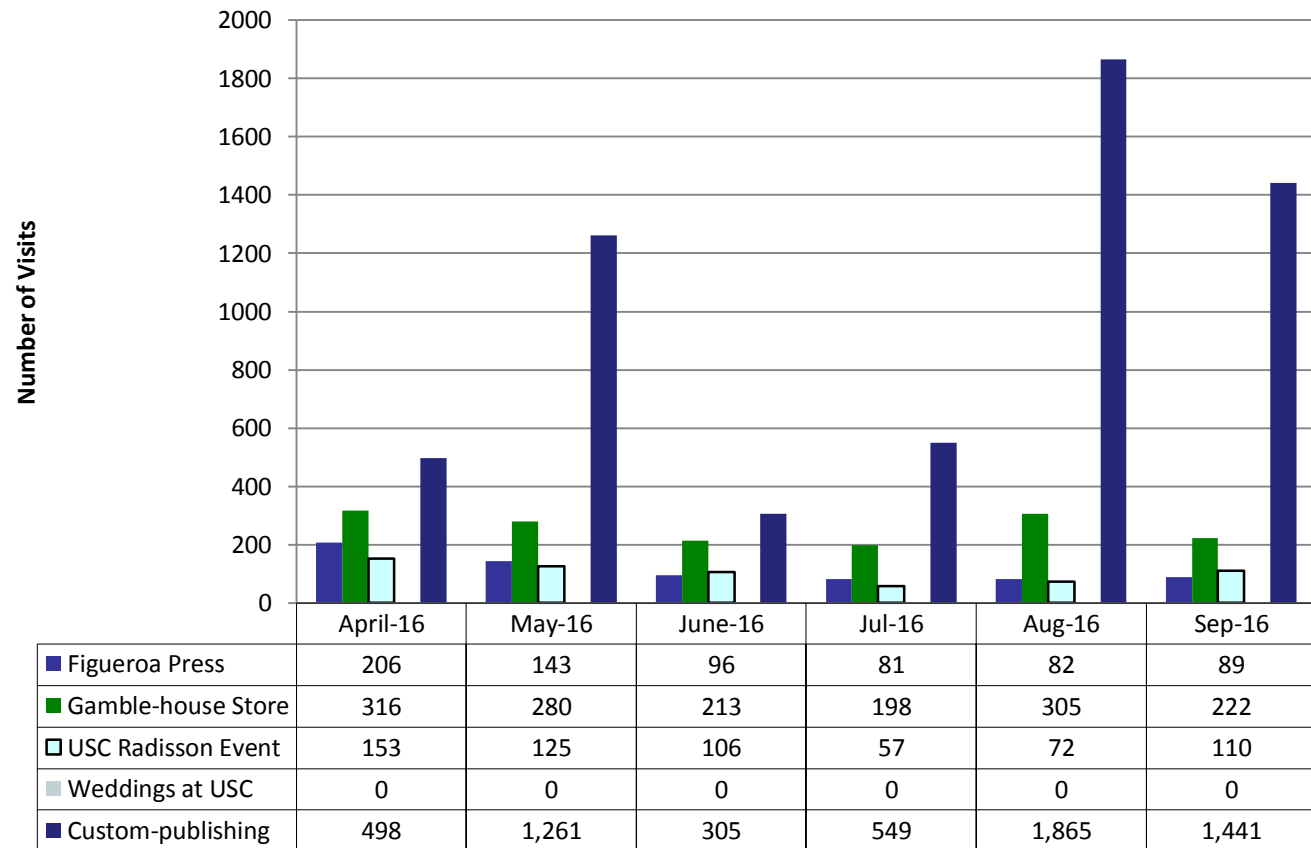


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Website Reports

September 2016

Web Visits Per Month - Other Sites



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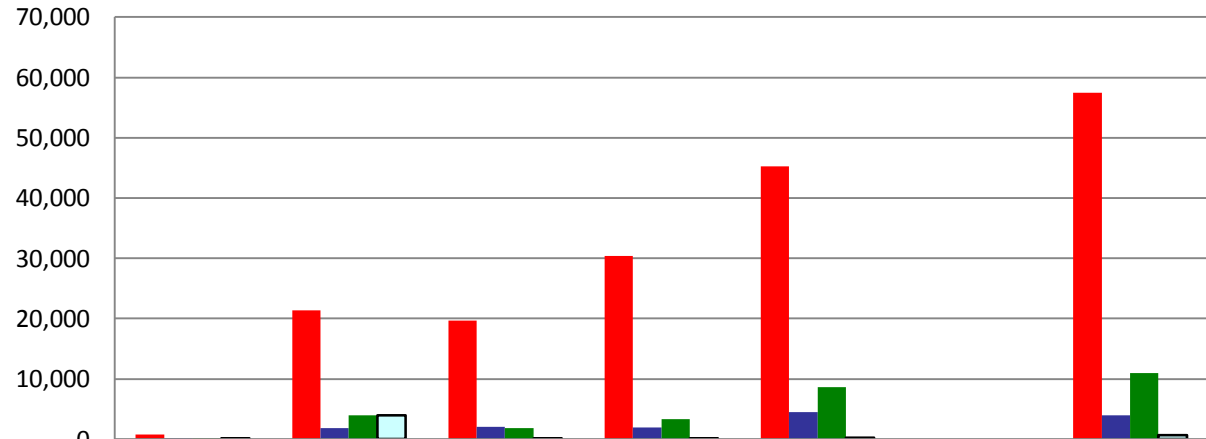


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Website Reports

September 2016

September 2016 Traffic Sources - BU Main Sites



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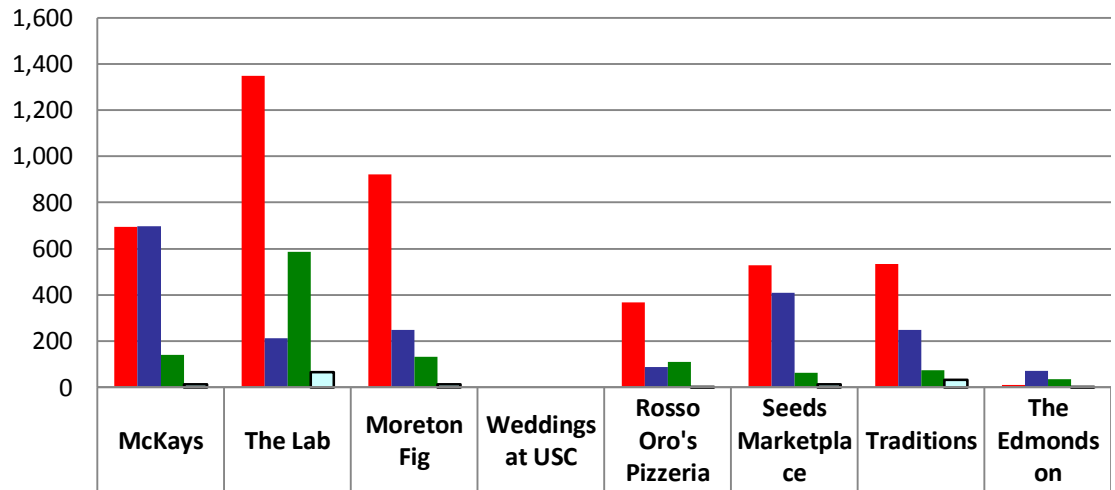


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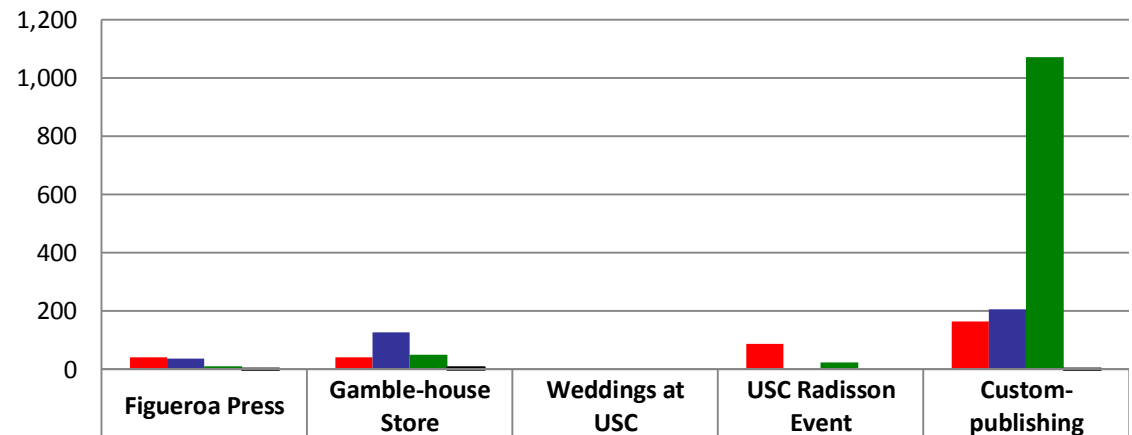


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Website Reports

September 2016

September 2016 Traffic Sources - Other Sites



	Figueroa Press	Gamble-house Store	Weddings at USC	USC Radisson Event	Custom-publishing
Search Engine	41	40	0	86	164
Referring Sites	36	127	0	1	206
Direct Traffic	11	50	0	23	1,070
Campaigns	1	5	0	0	1

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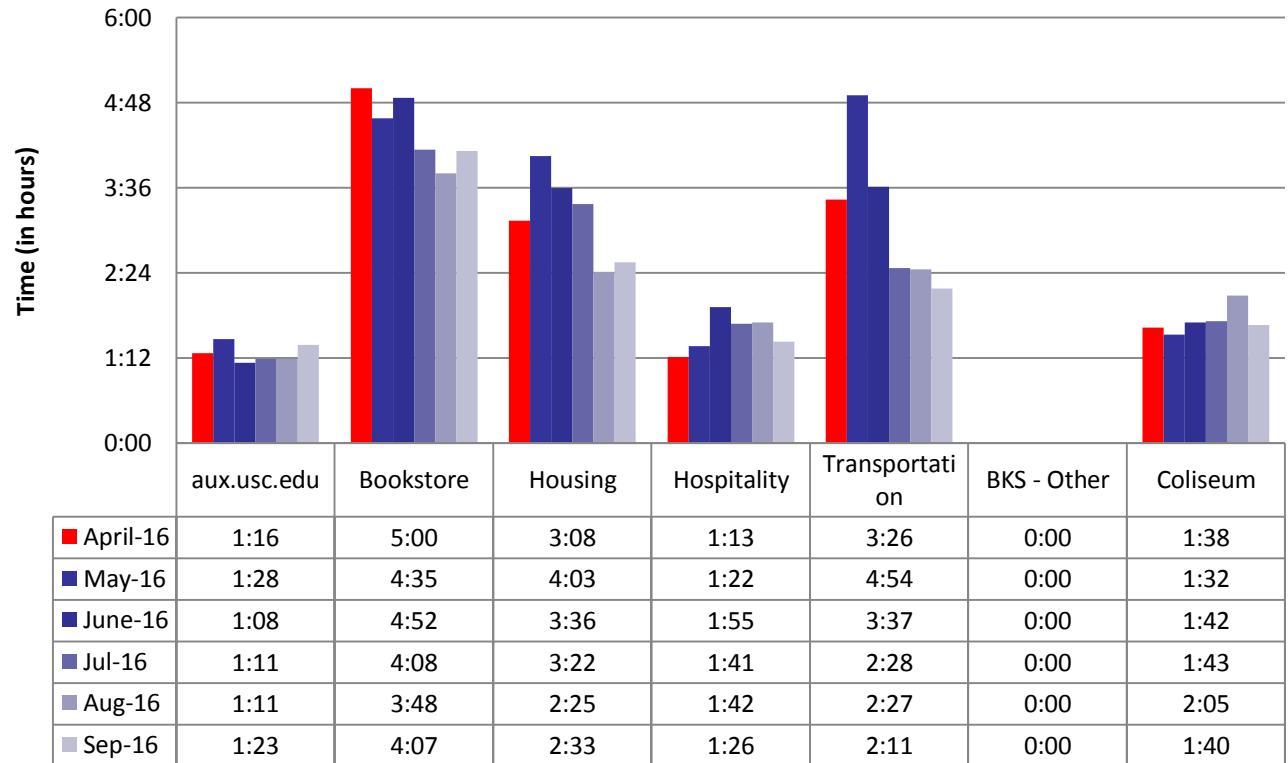


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Website Reports

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Average Time Spent on Website - BU Main Sites



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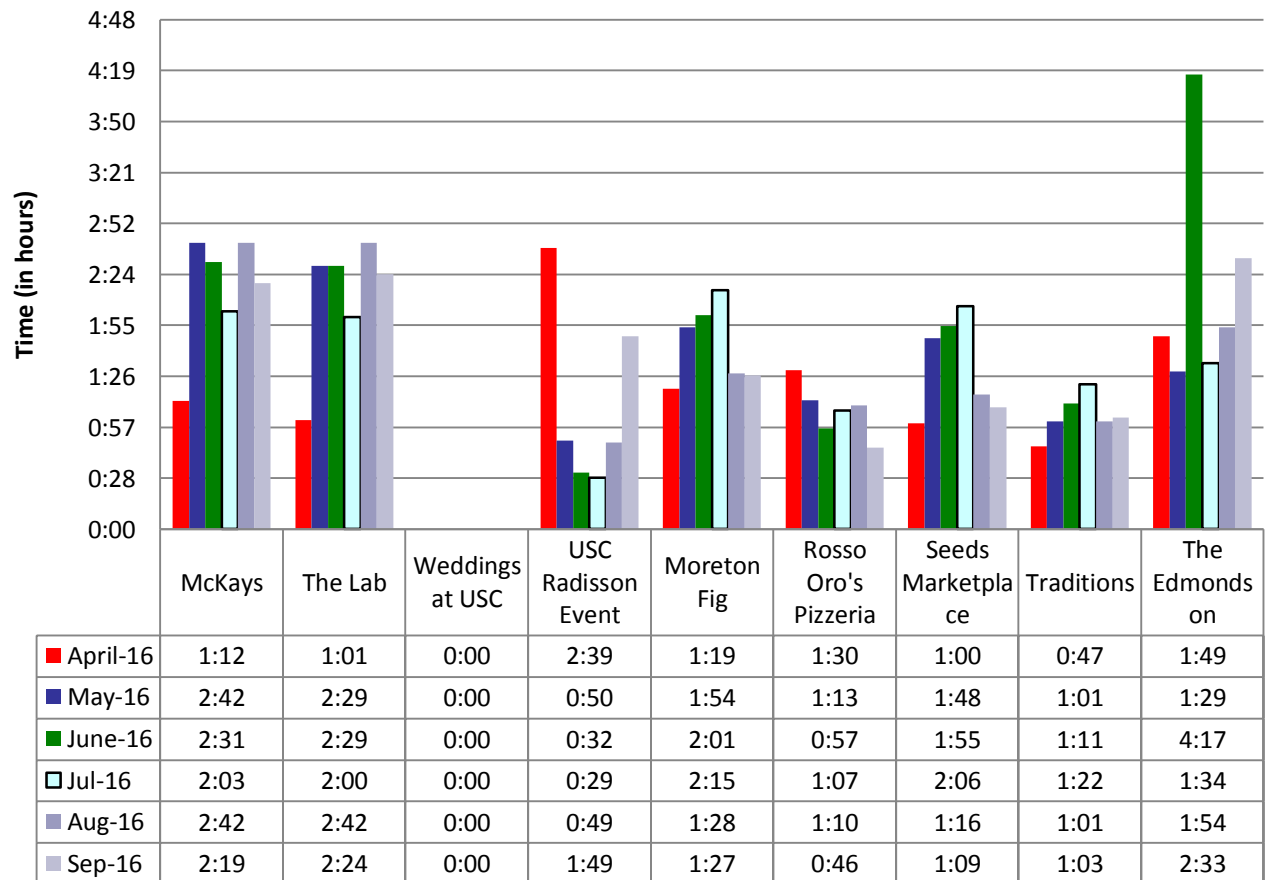
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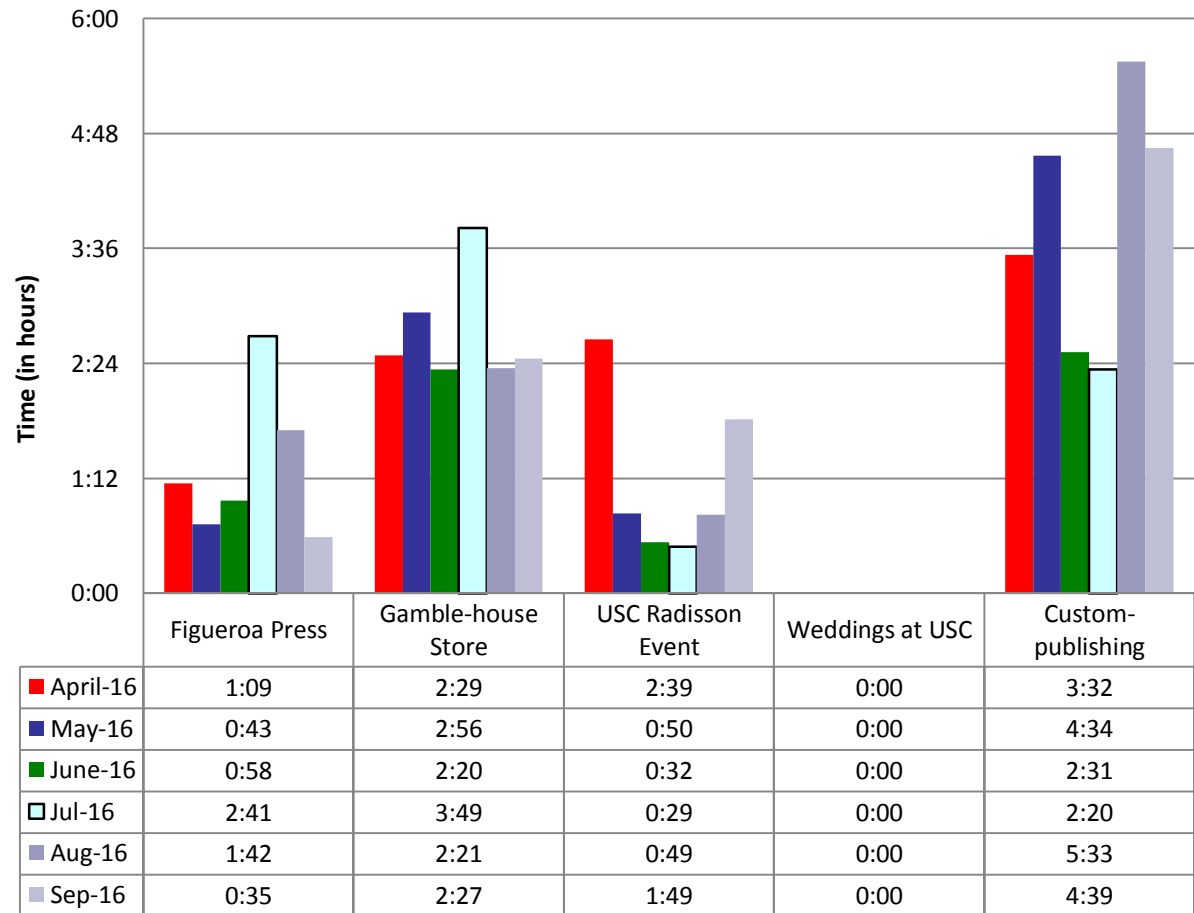
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Average Time Spent on Website - Other Sites





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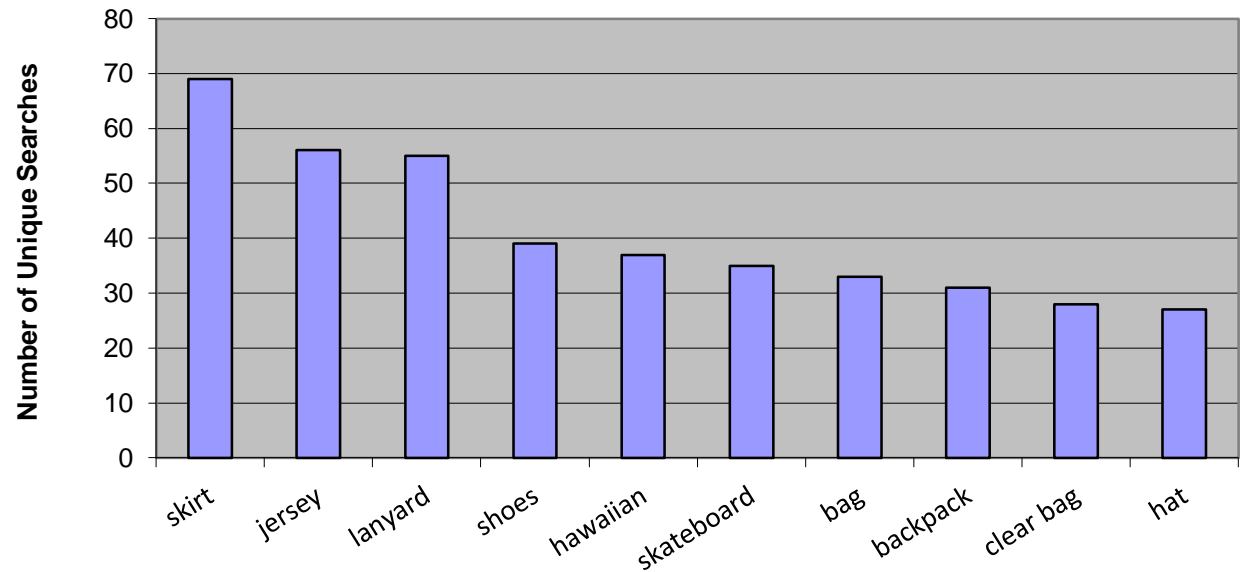
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Bookstore Charts
10 Most Searched Items - September 2016





Website Reports September 2016

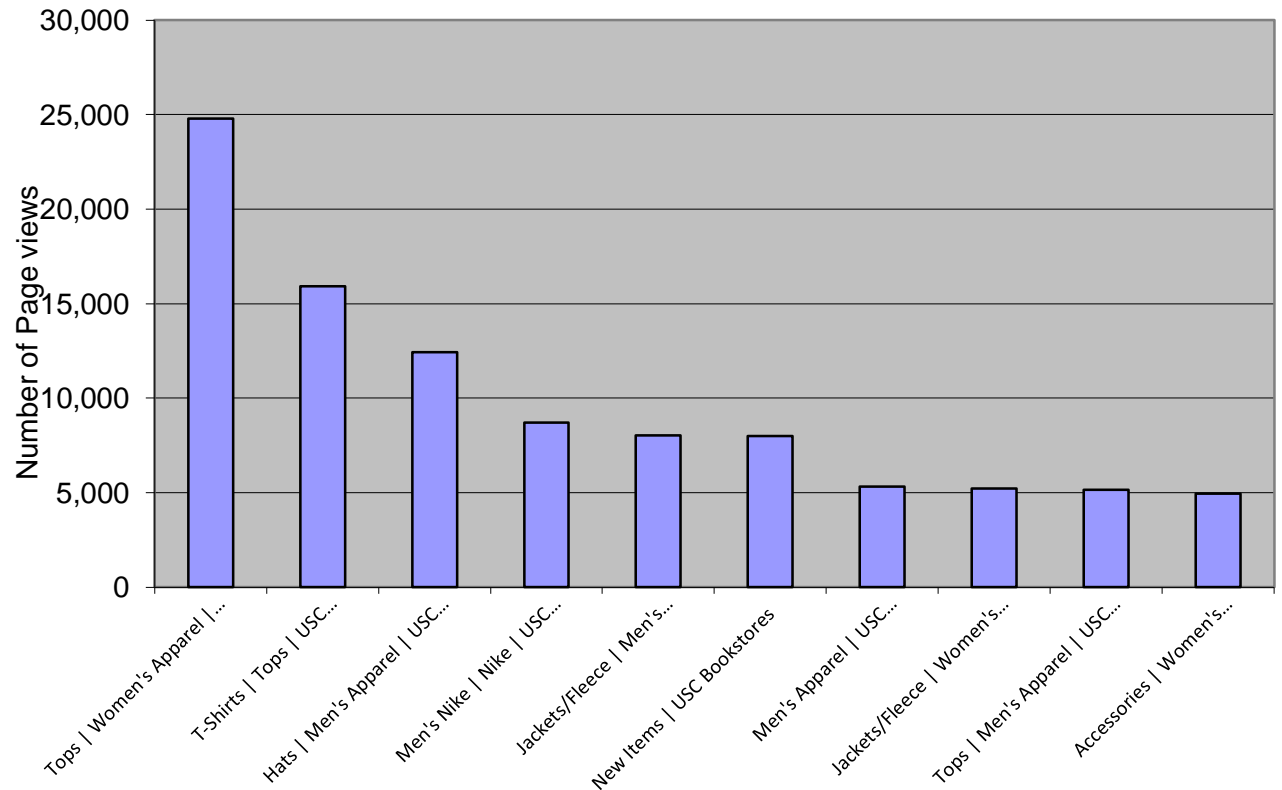
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Bookstore Charts
10 Most Viewed Pages - September 2016





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Website Reports September 2016

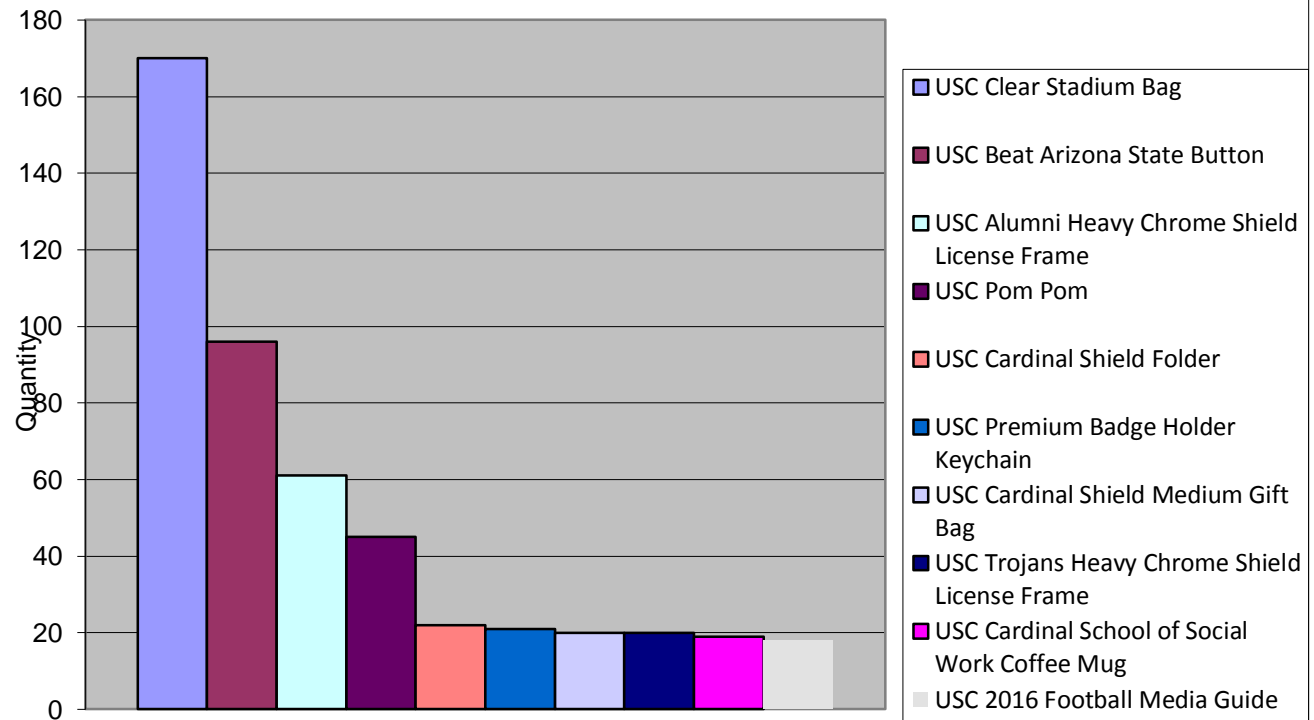
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Bookstore Charts
10 Most Purchased Products September 2016





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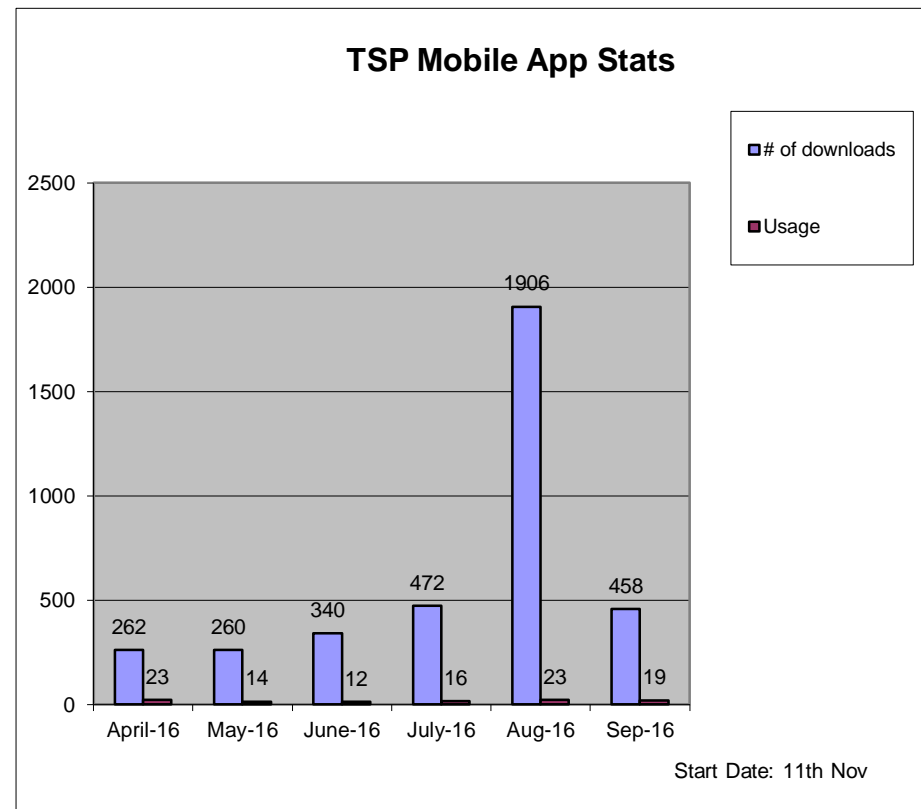
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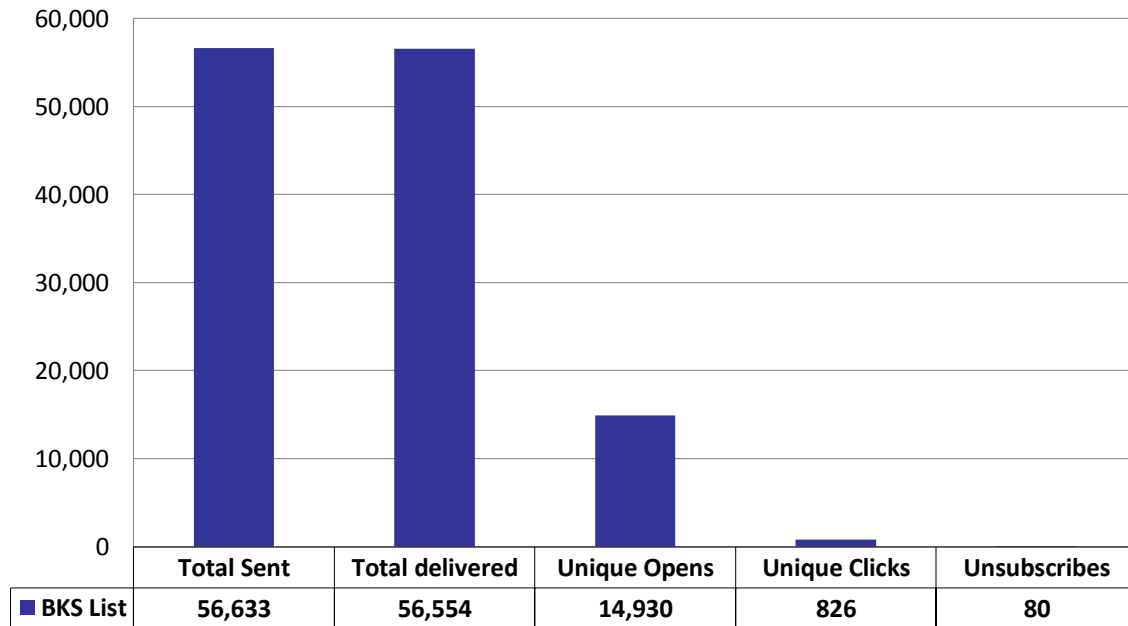
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The Best Tailgate is a Trojan Tailgate - 9/24/2016





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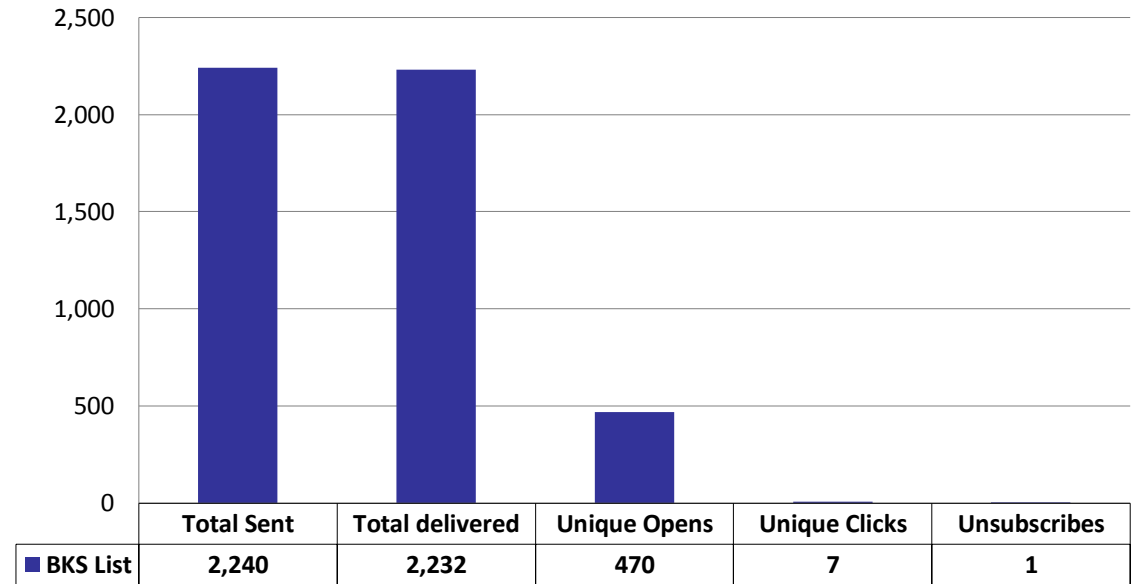
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Get Your Smashbox Photo Shoot! - 9/20/2016





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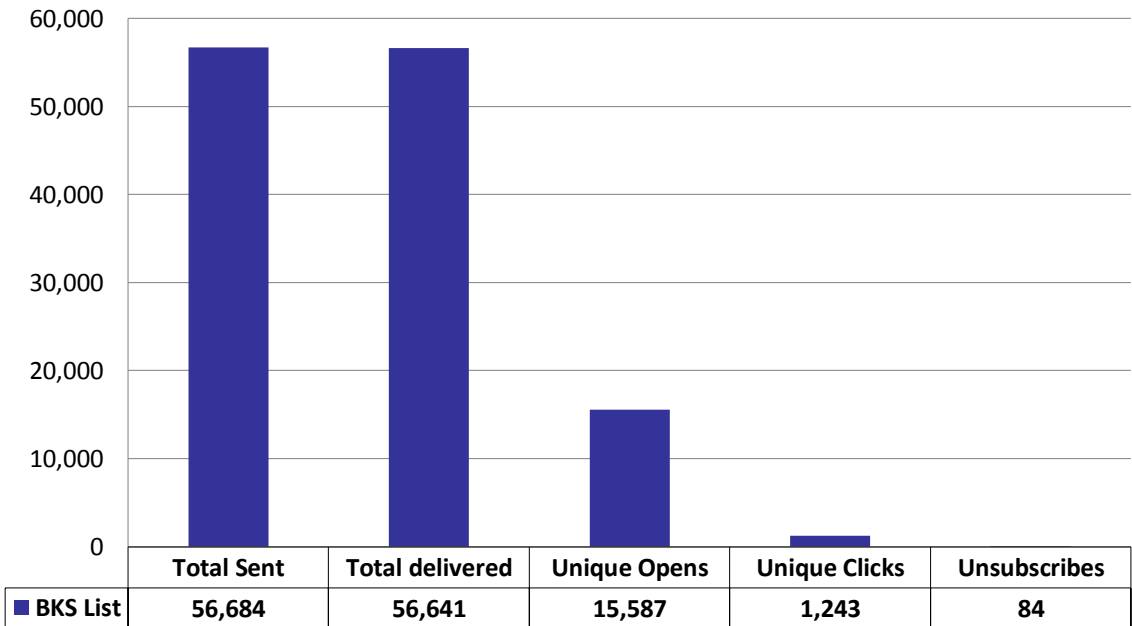
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New Women of Troy Apparel Collection - 9/17/2016





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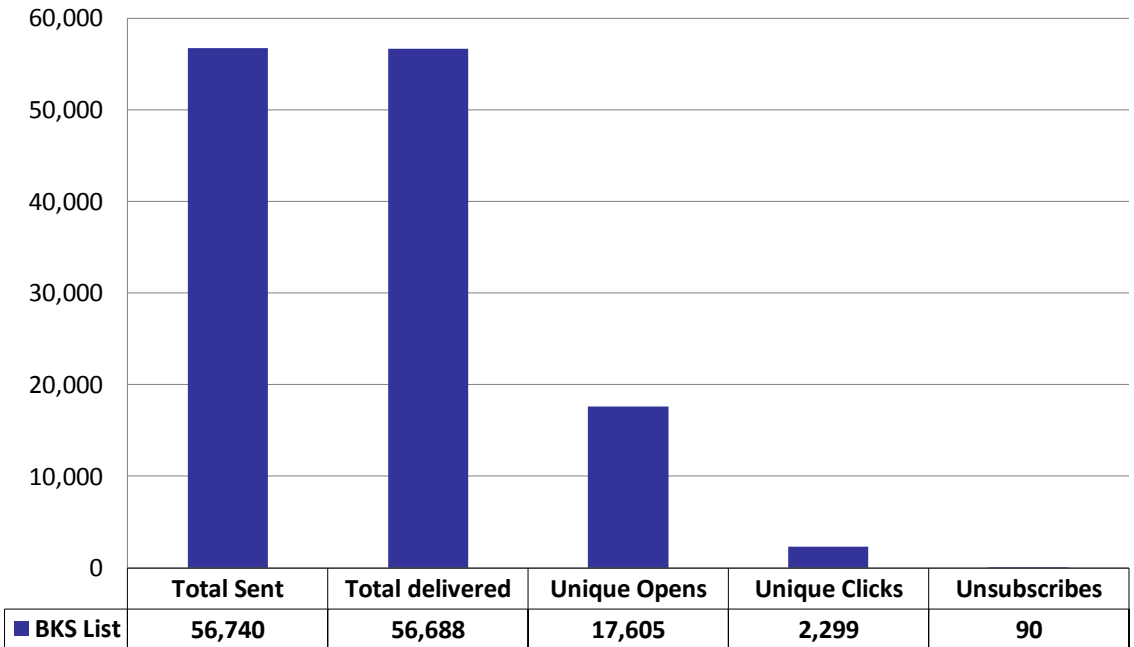
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The New Official Store of USC Catalog is Here! - 9/12/2016





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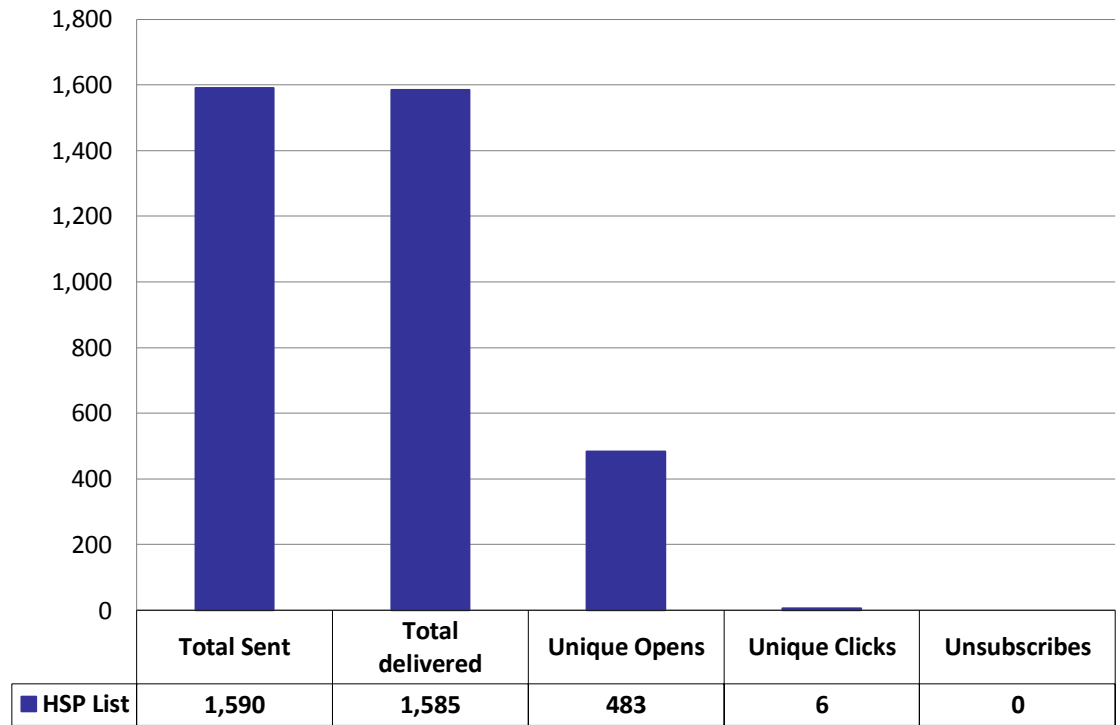
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Invitation to Equity Perspectives on Community "Development" Panel -
9/13/2016





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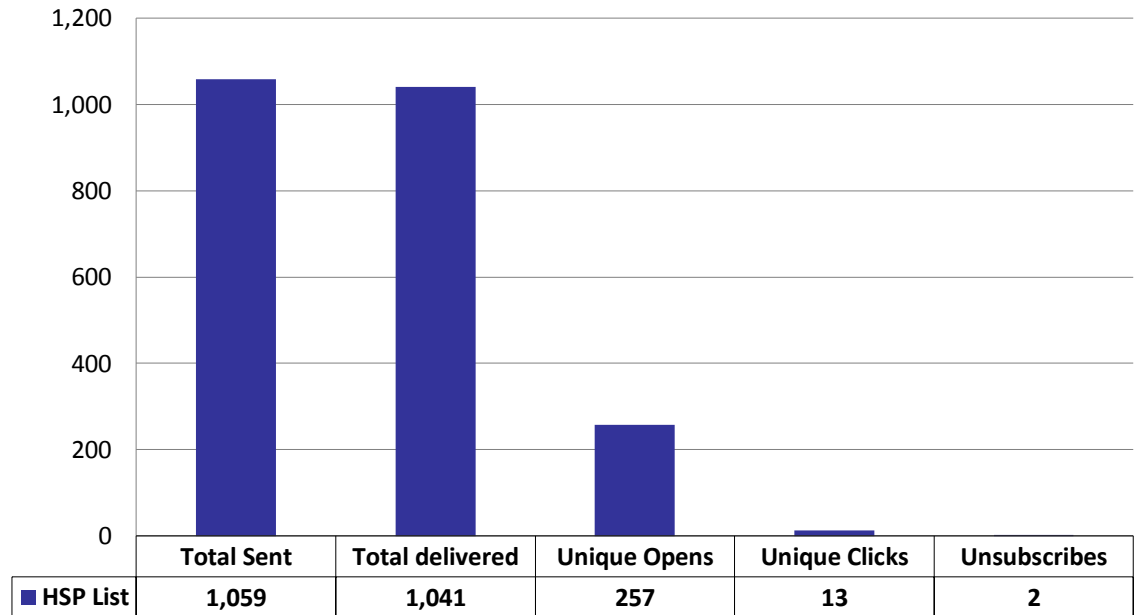
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Game Day Dining - Beat Utah State! - 9/8/2016





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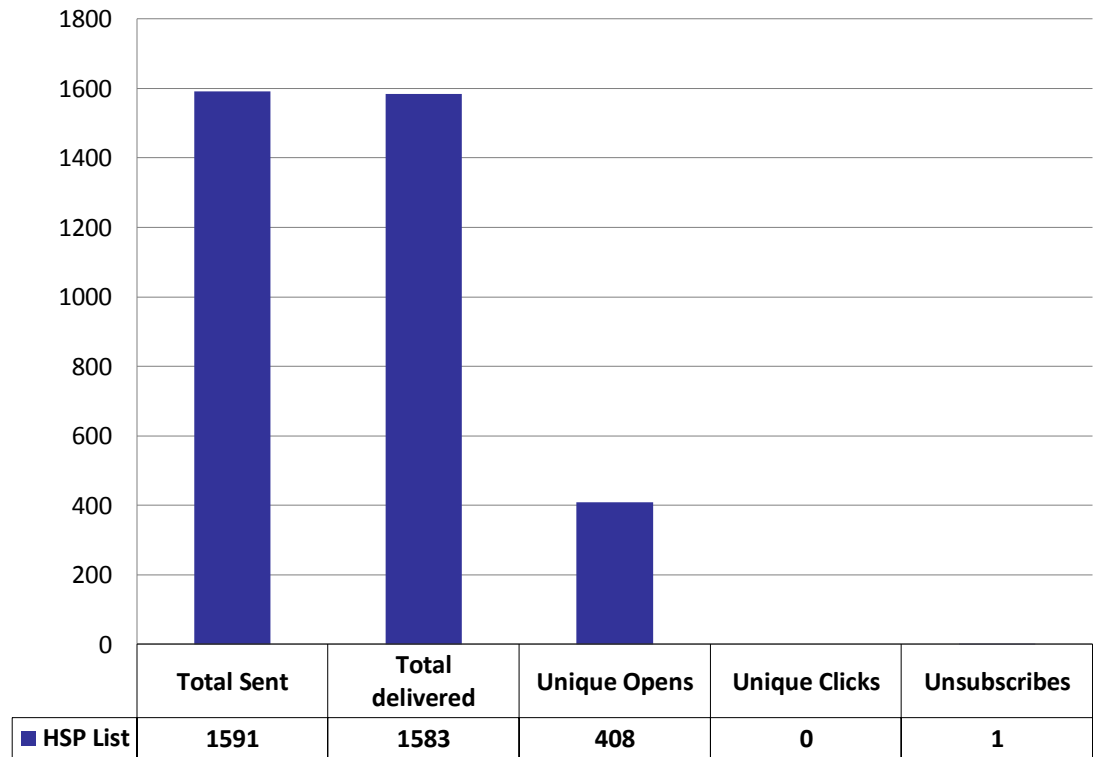
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University Club - Closed this Monday - 9/2/2016





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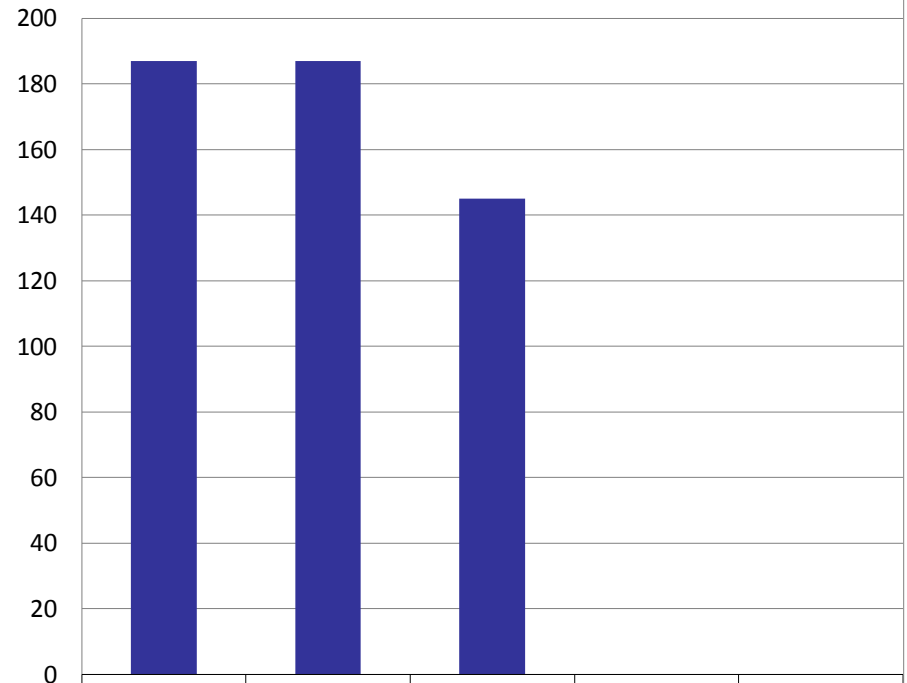
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Open off duty positions for Sep 18 - 9/16/2016



■ OPEN OFF DUTY POSITIONS FOR
SEP 18

Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
187	187	145	0	0



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September 2016

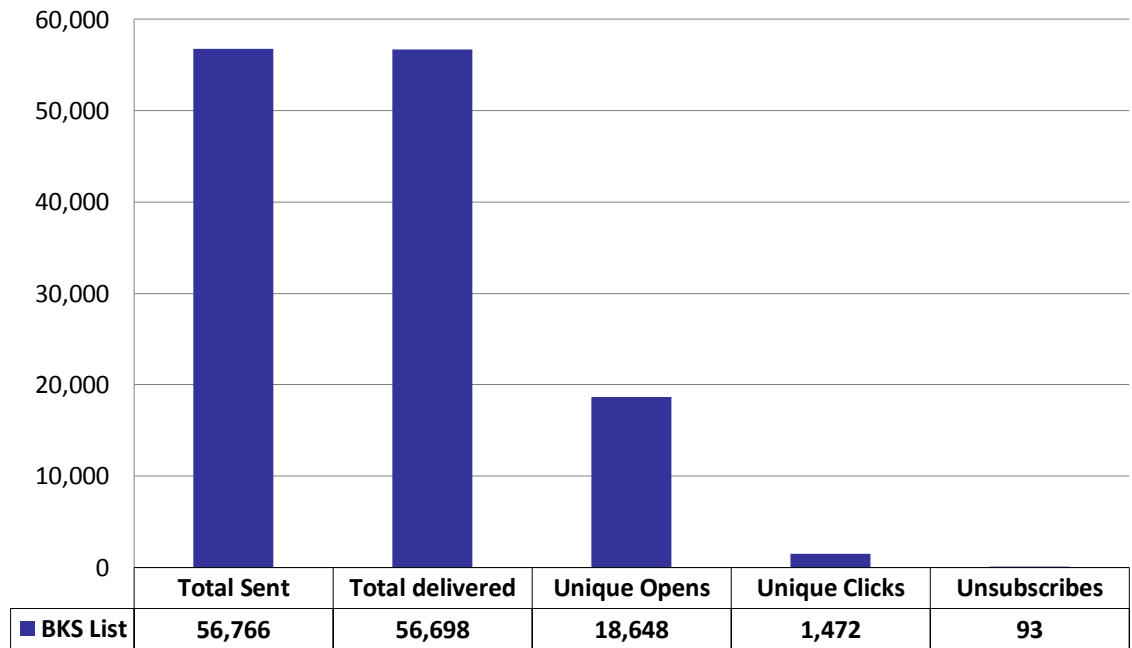
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Sophisticated SC - 9/3/2016





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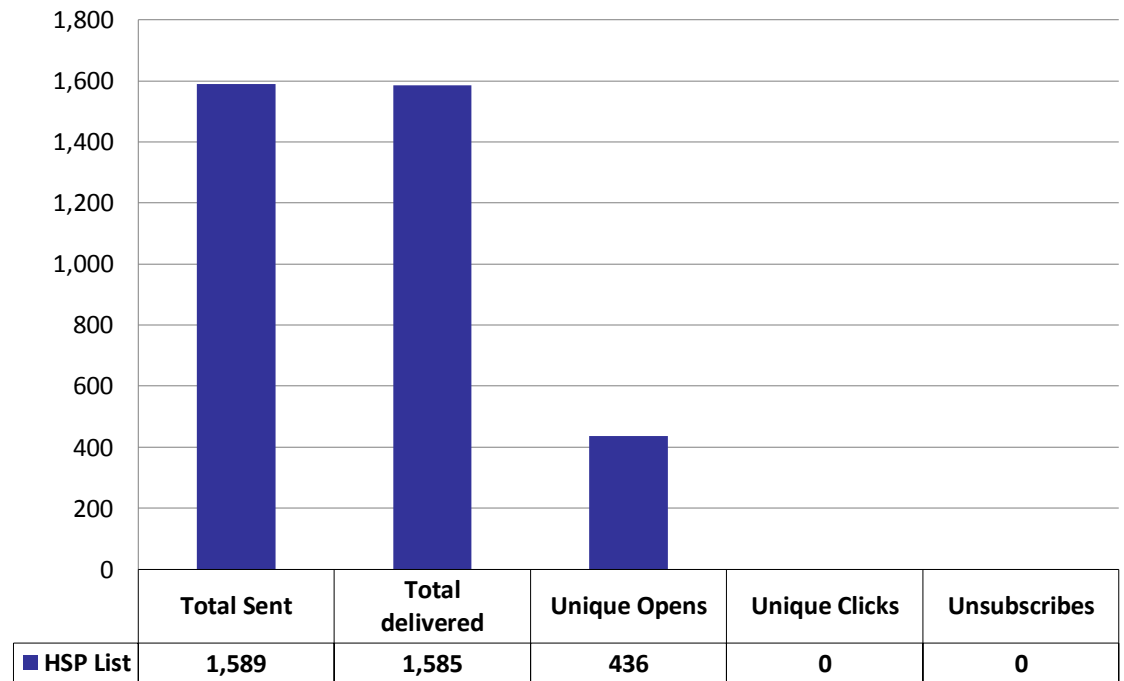
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University Club - Football Pre-Game Buffet this Saturday - 9/29/2016





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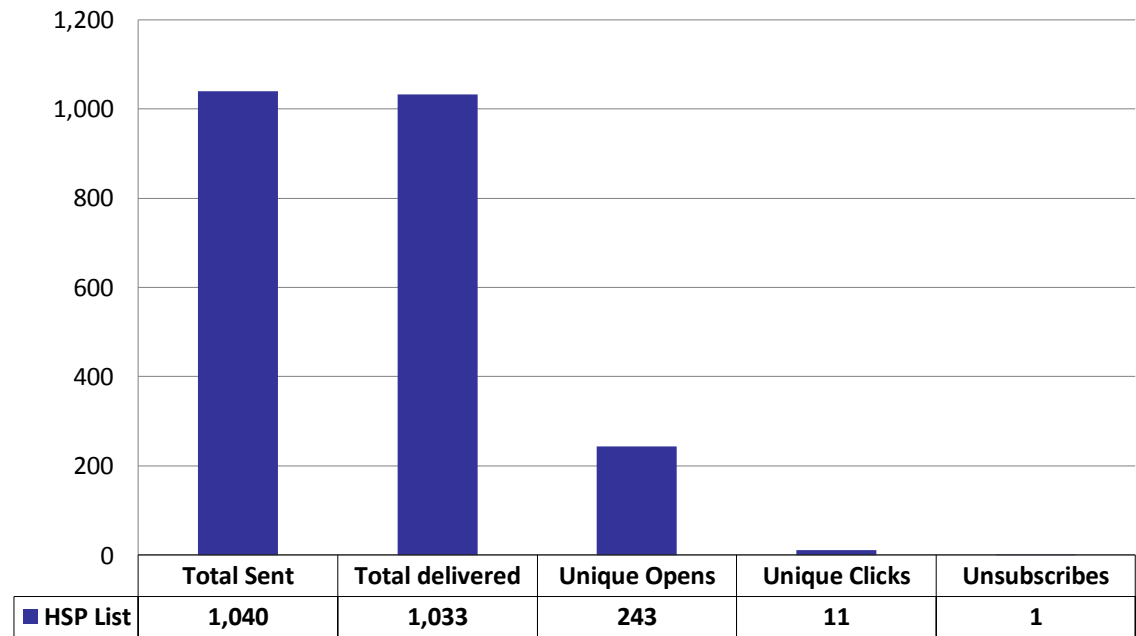
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Game Day Dining - Beat Arizona State - 9/29/2016





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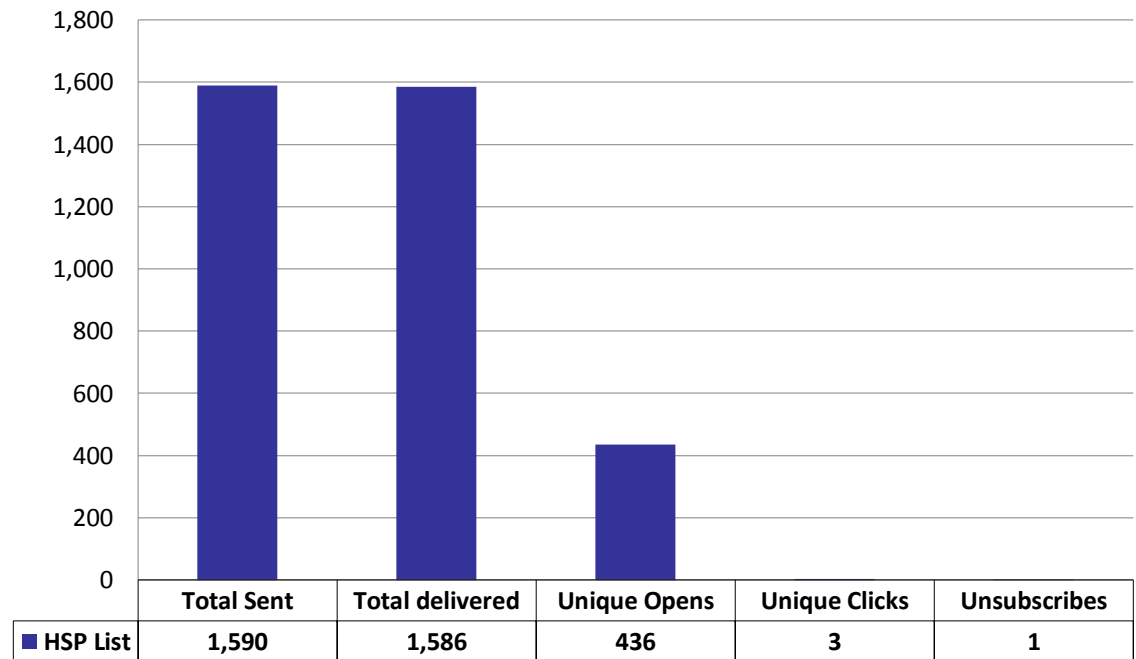
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Reminder for Equity Perspectives on Community "Development" Panel -
9/28/2016





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Email Campaign Reports

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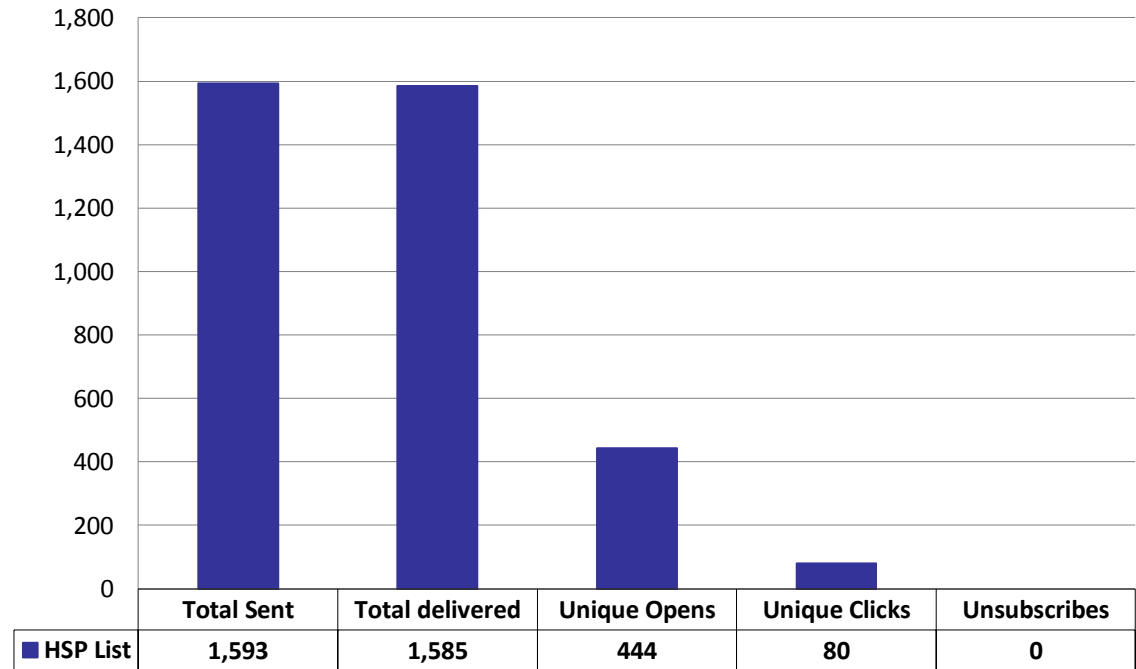
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University Club - This Week - September 12, 2016 - 9/12/2016





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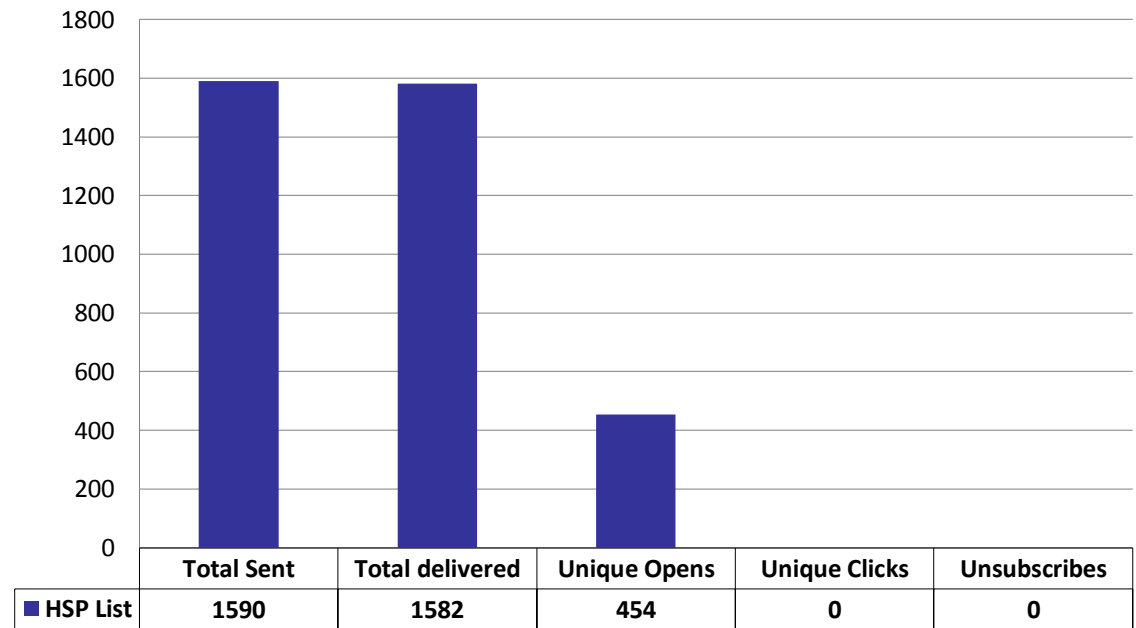
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University Club - Football Pre-Game Buffet this Saturday - 9/7/2016





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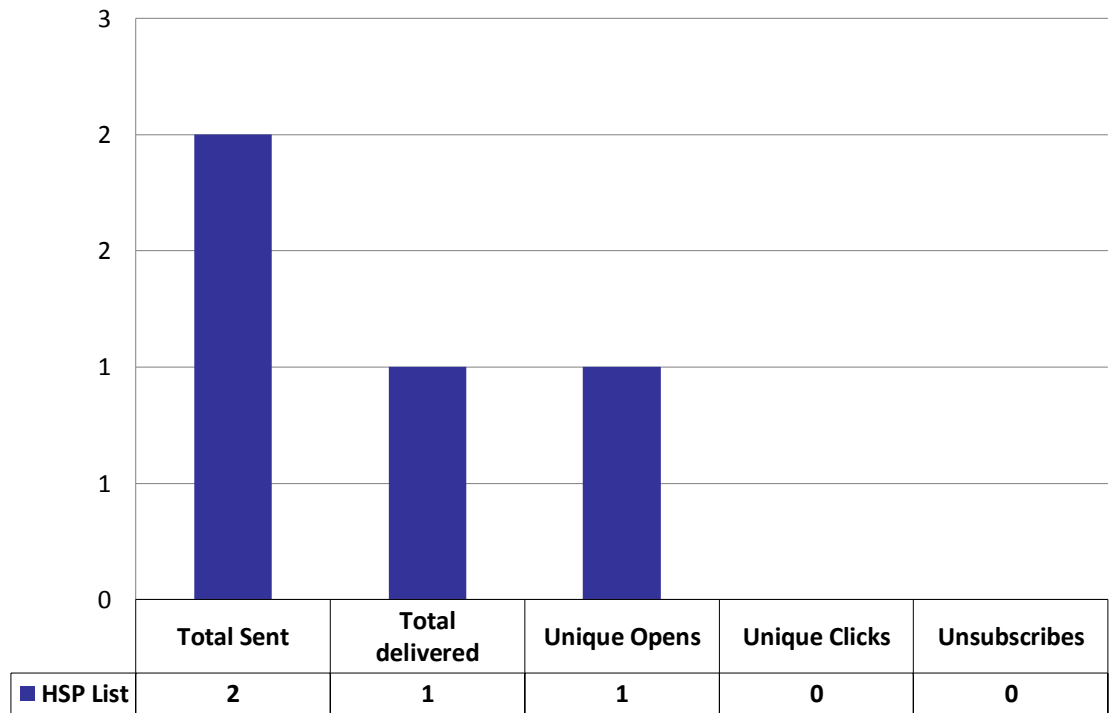
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Game Day Dining - Beat Utah State - 9/2/2016





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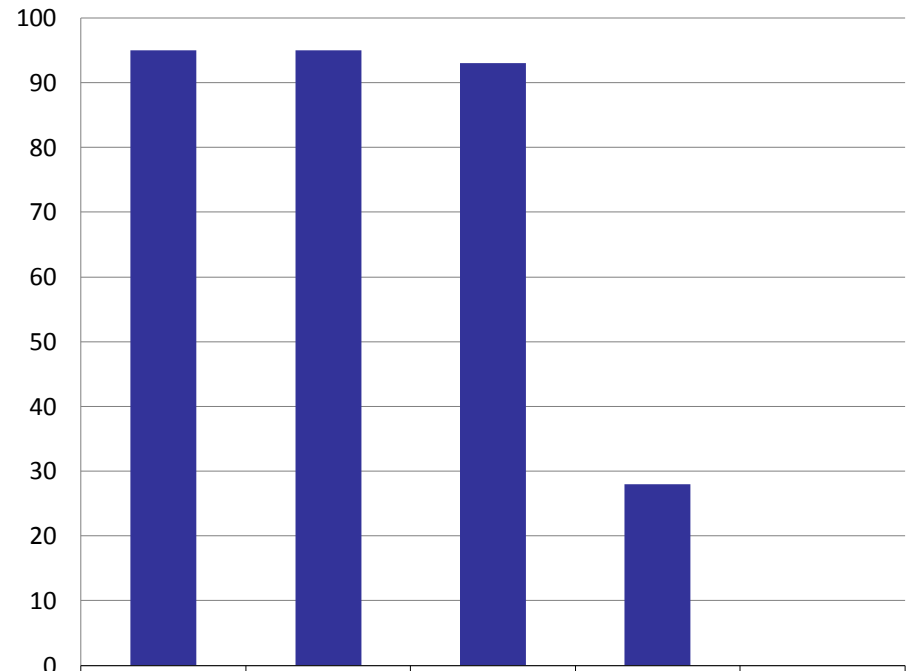
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USC VS. ARIZONA STATE - 9/27/2016



■ LAPD INTERIOR DETAIL USC VS. ARIZONA STATE

Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
95	95	93	28	0



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September 2016

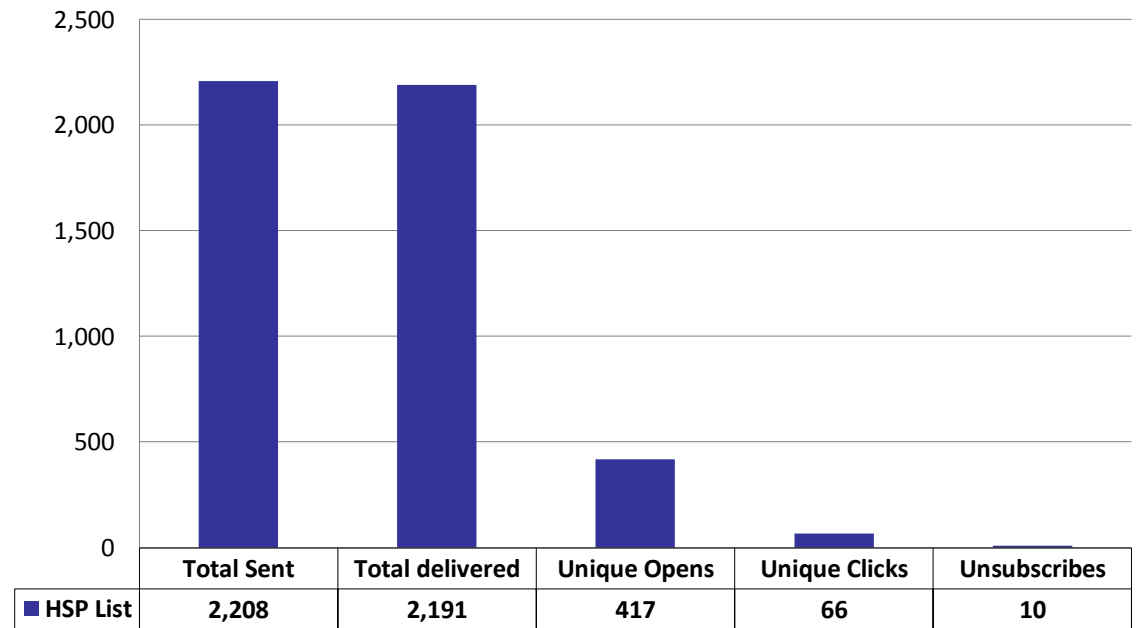
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Eat on Campus September 26 - Oct 2, 2016 - 9/26/2016





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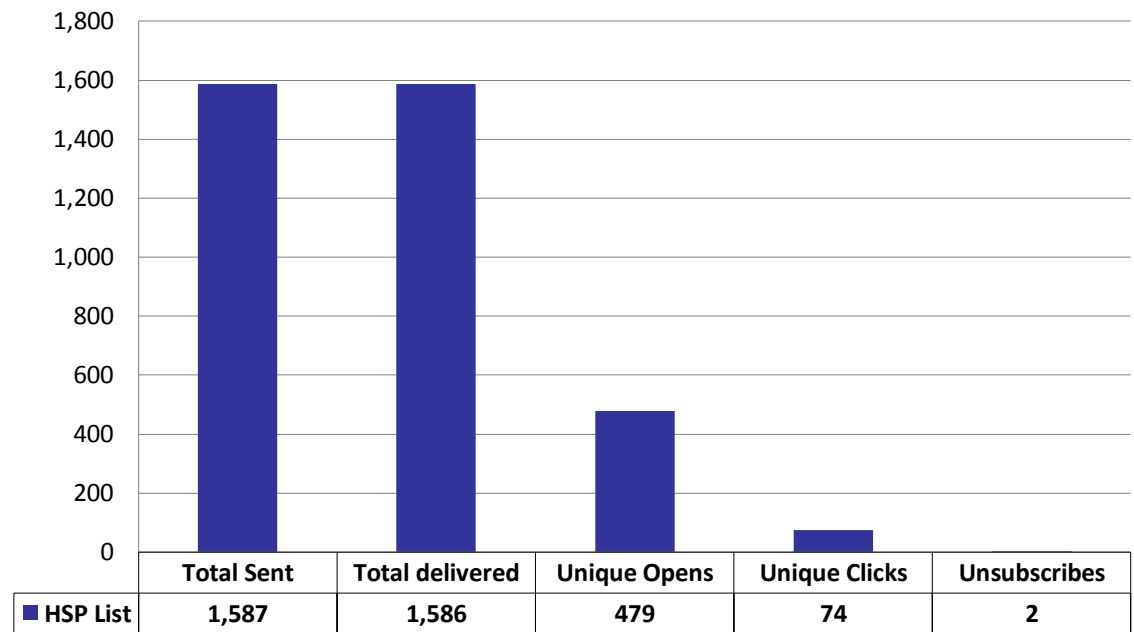
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University Club - This Week - September 19, 2016 - 9/19/2016





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September 2016

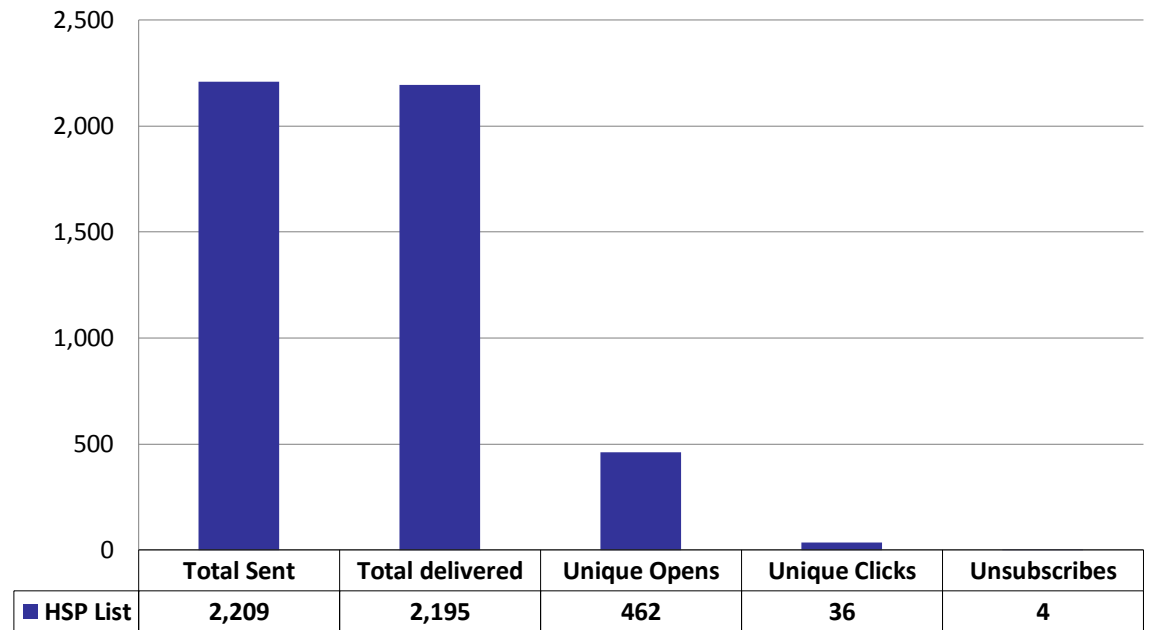
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****Eat on Campus**** September 19 - 25, 2016 - 9/19/2016



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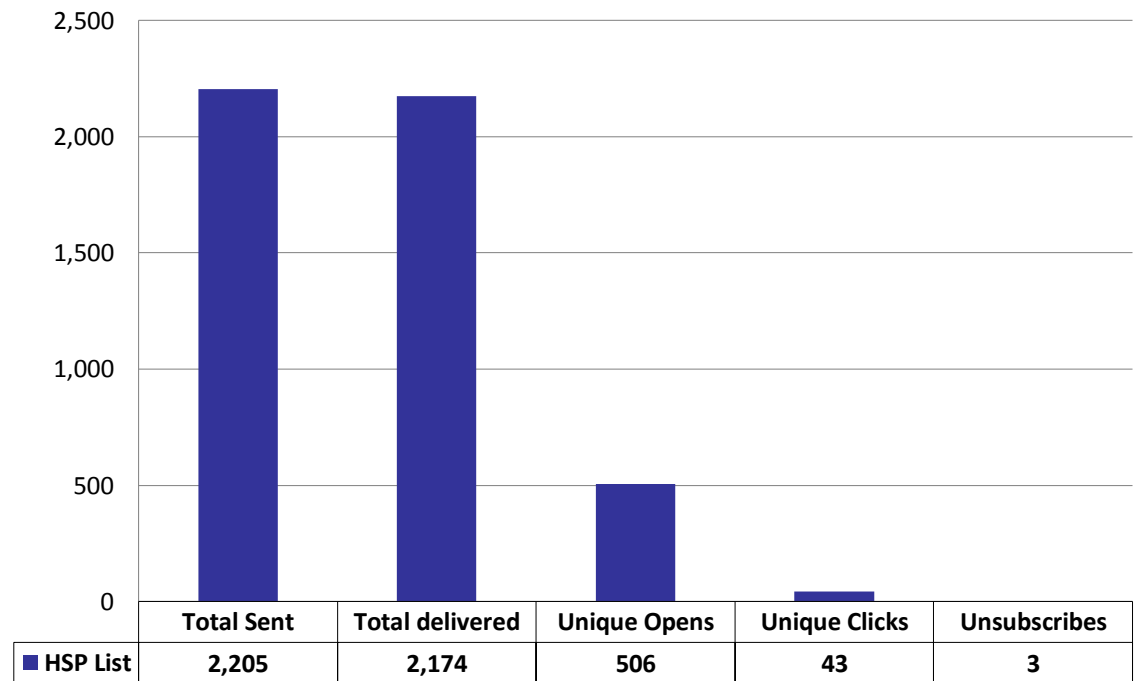
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Eat on Campus September 12 - 18, 2016 - 9/12/2016





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September 2016

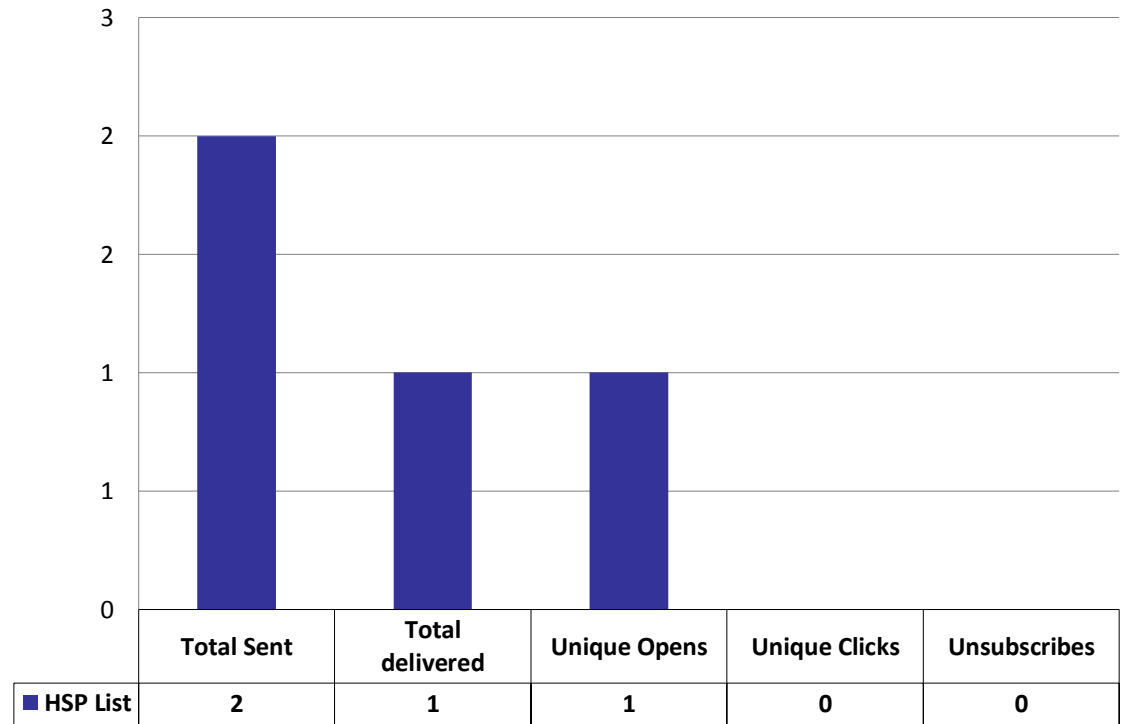
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Game Day Dining - Beat Utah State - 9/8/2016





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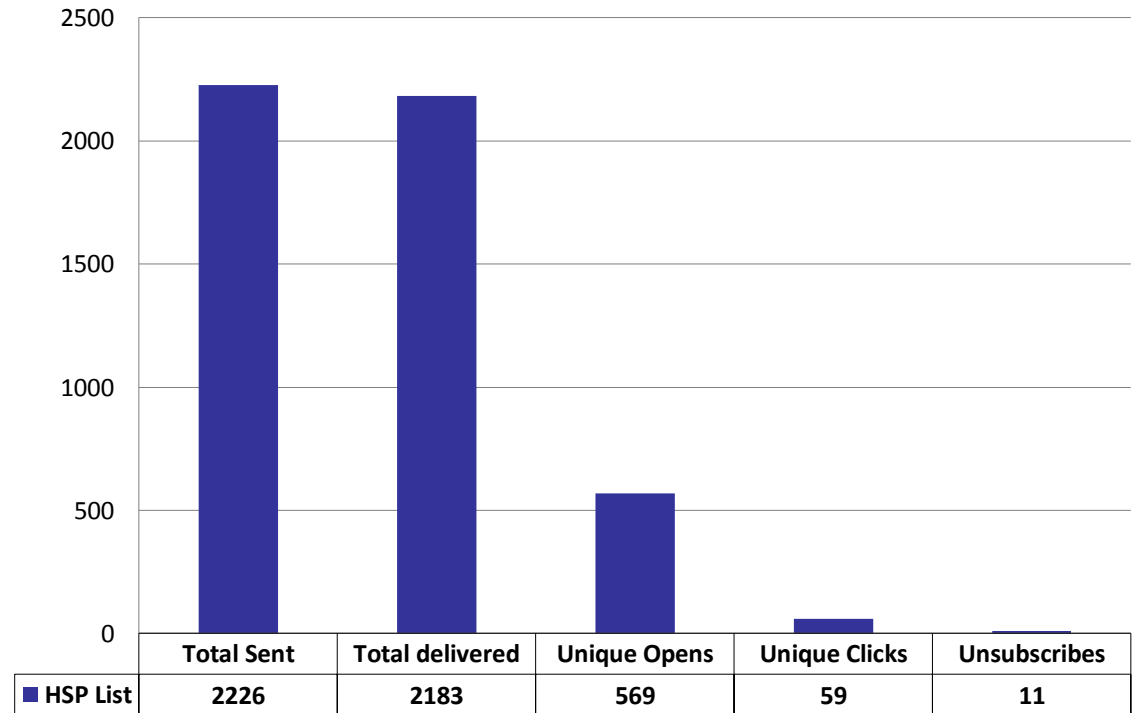
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Eat on Campus September 6 - 11, 2016 - 9/6/2016





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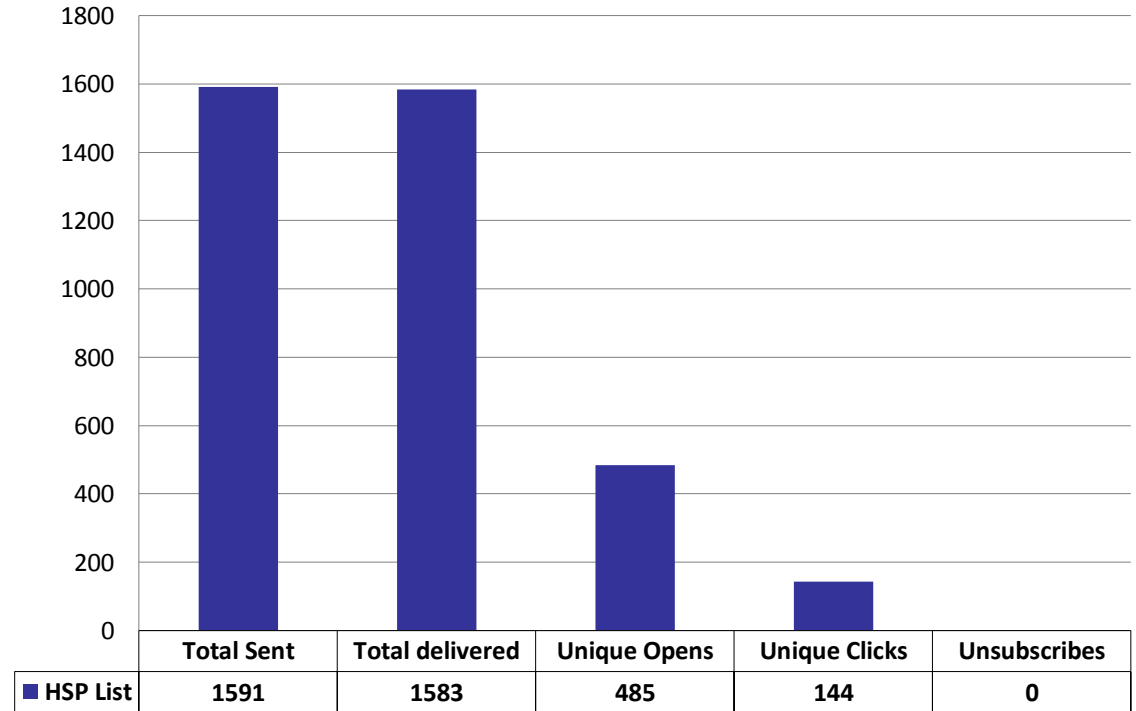
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USC University Club September Newsletter - 2016 - 9/1/2016





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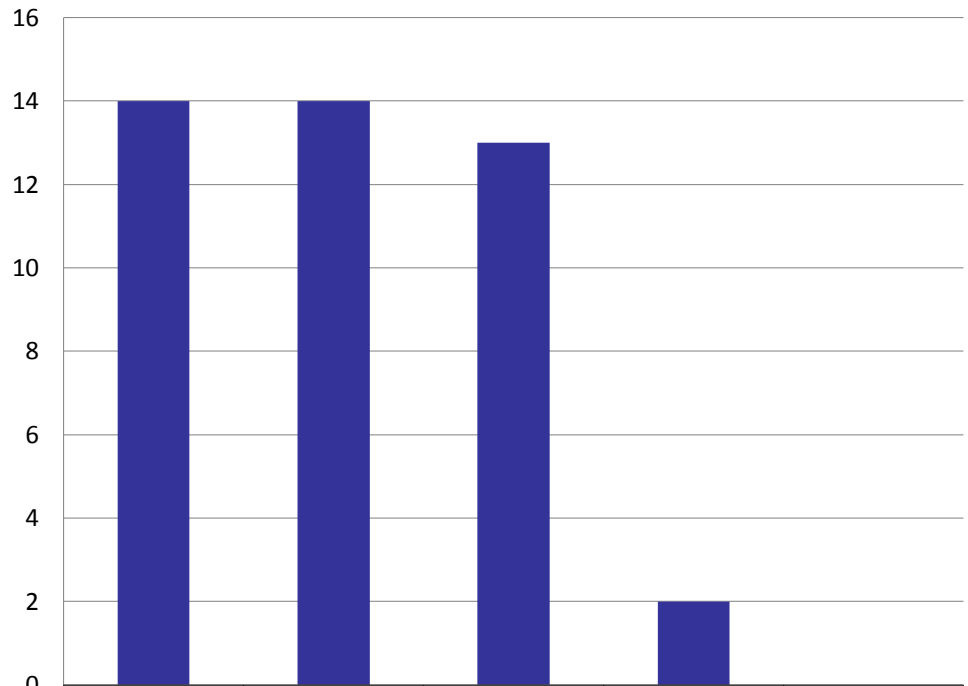
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USC VS. ARIZONA STATE - 9/27/2016



■ LAPD SUPERVISORS USC VS.
ARIZONA STATE

	Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
	14	14	13	2	0



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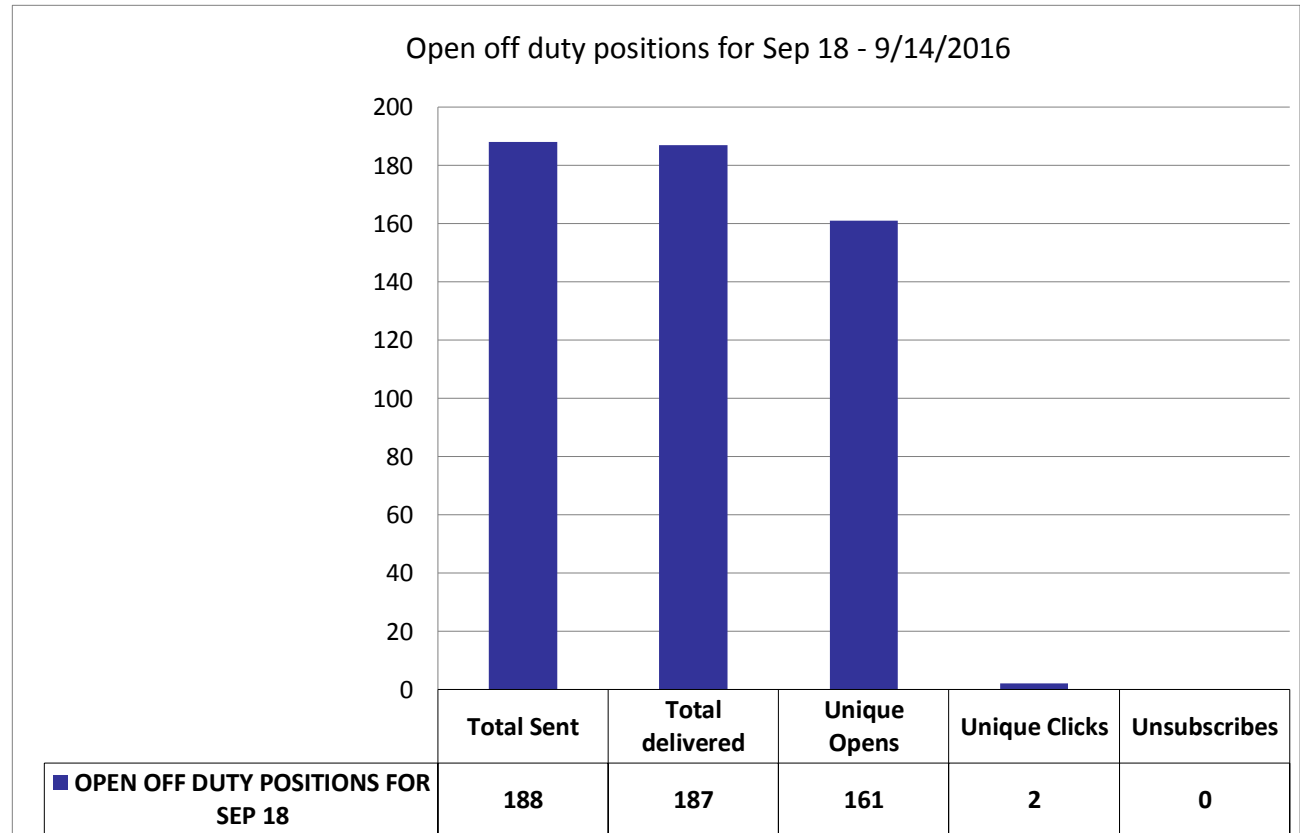
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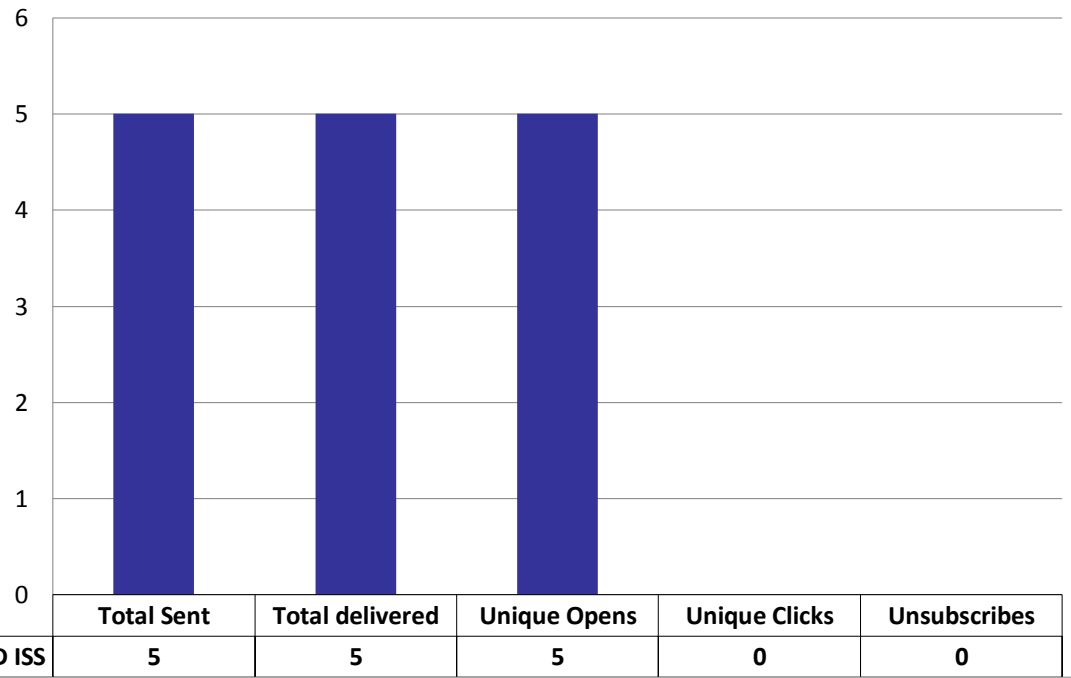
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Reception and Iss Rams vs. Seattle Seahawks - 9/13/2016





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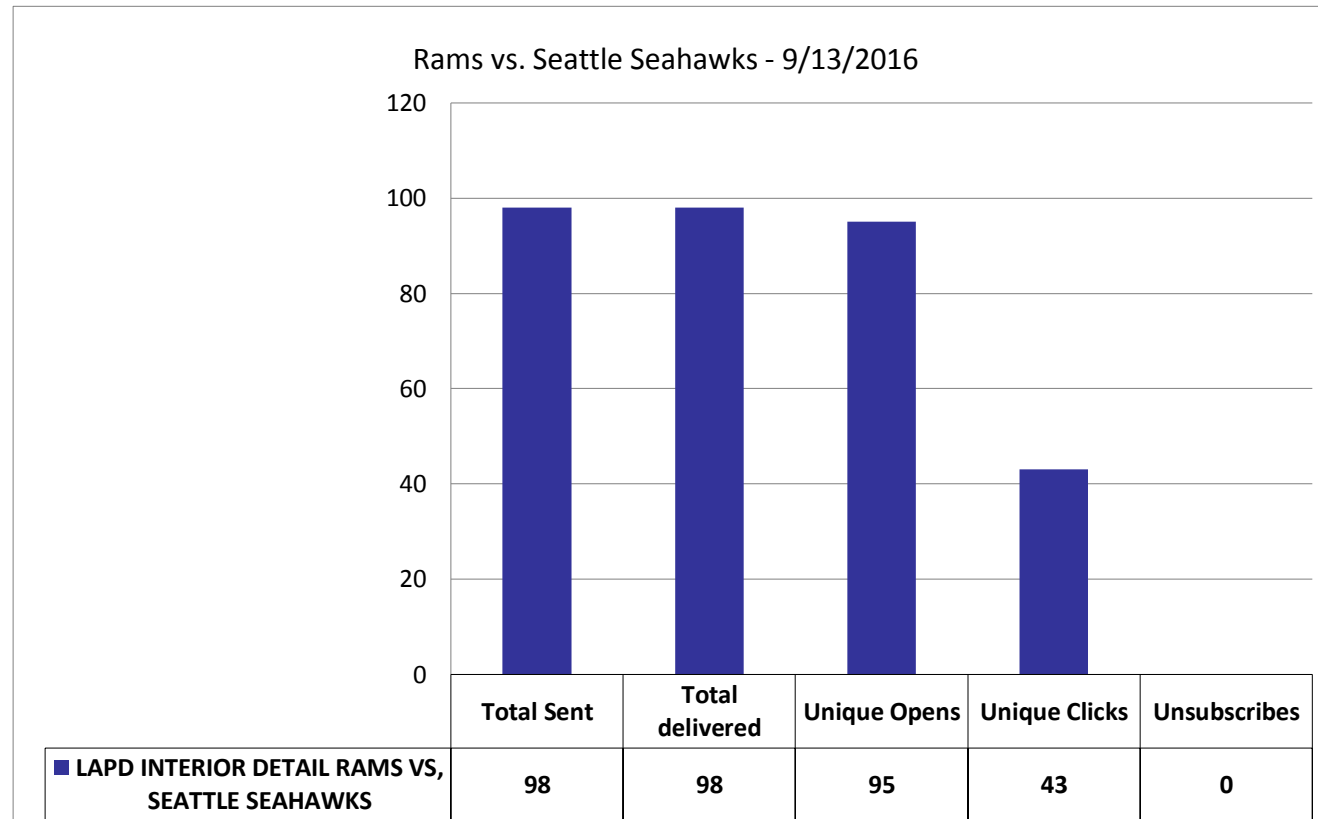
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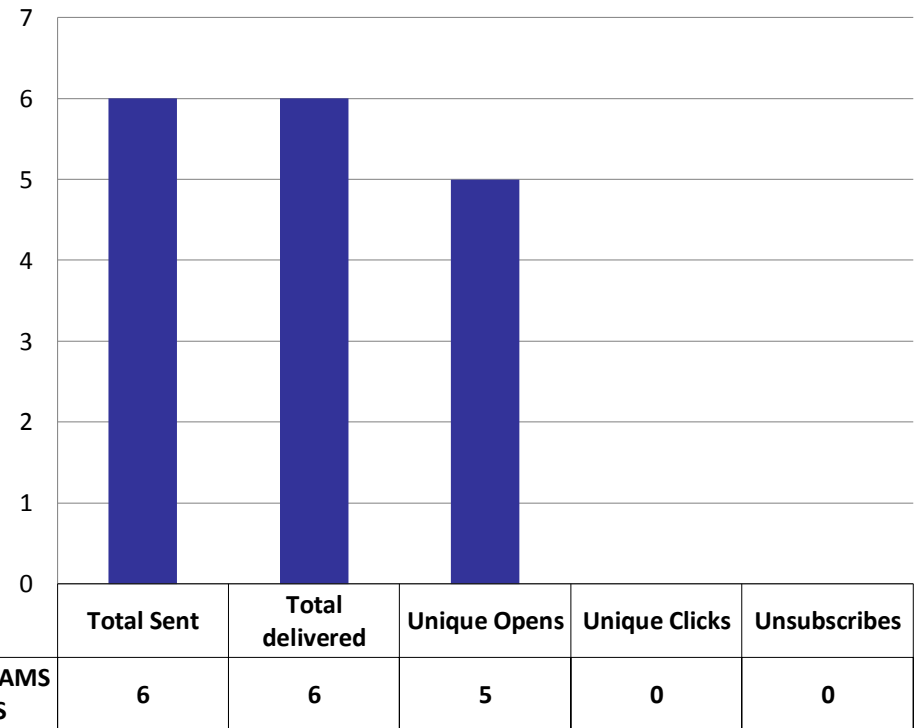
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Rams vs. Seattle Seahawks - 9/13/2016





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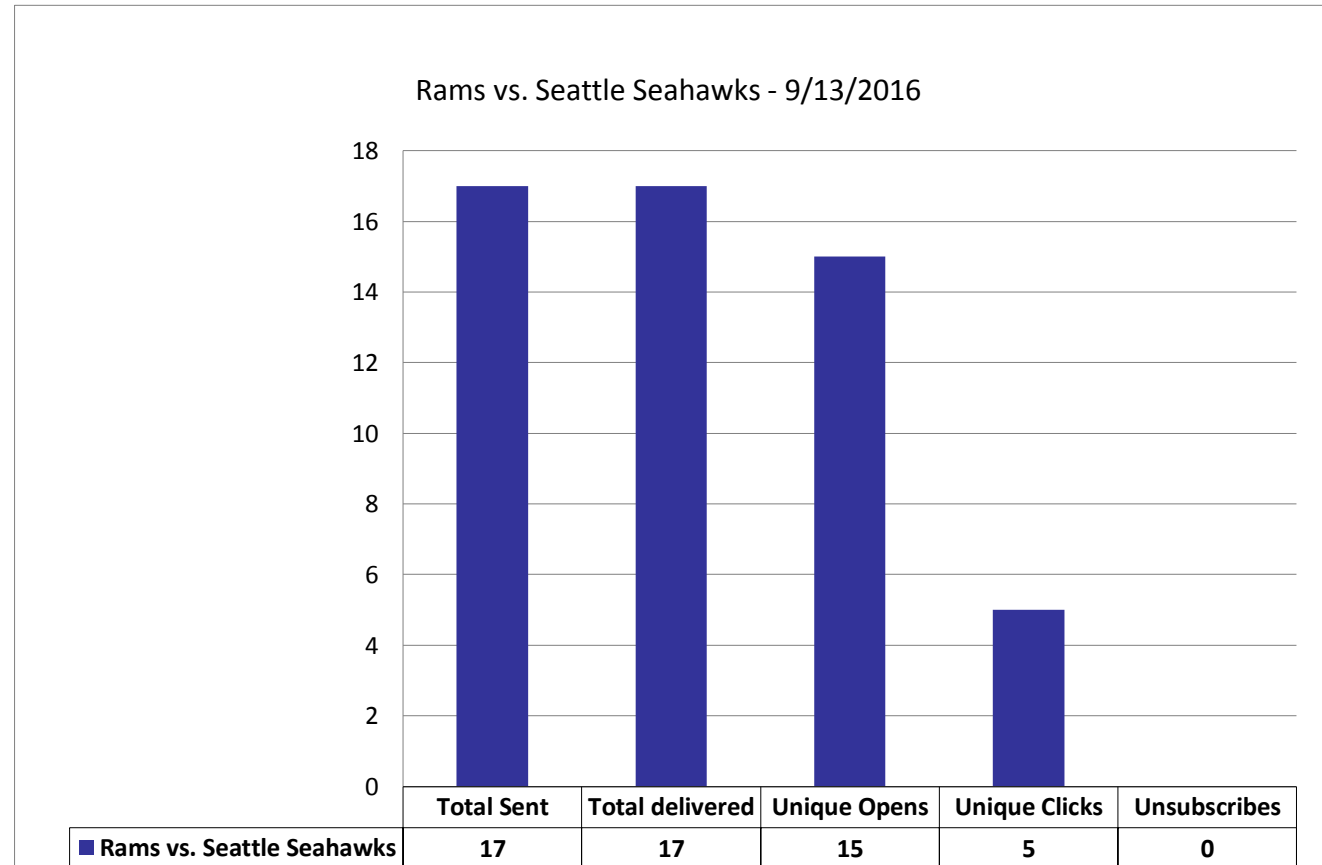
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Customer Satisfaction Report

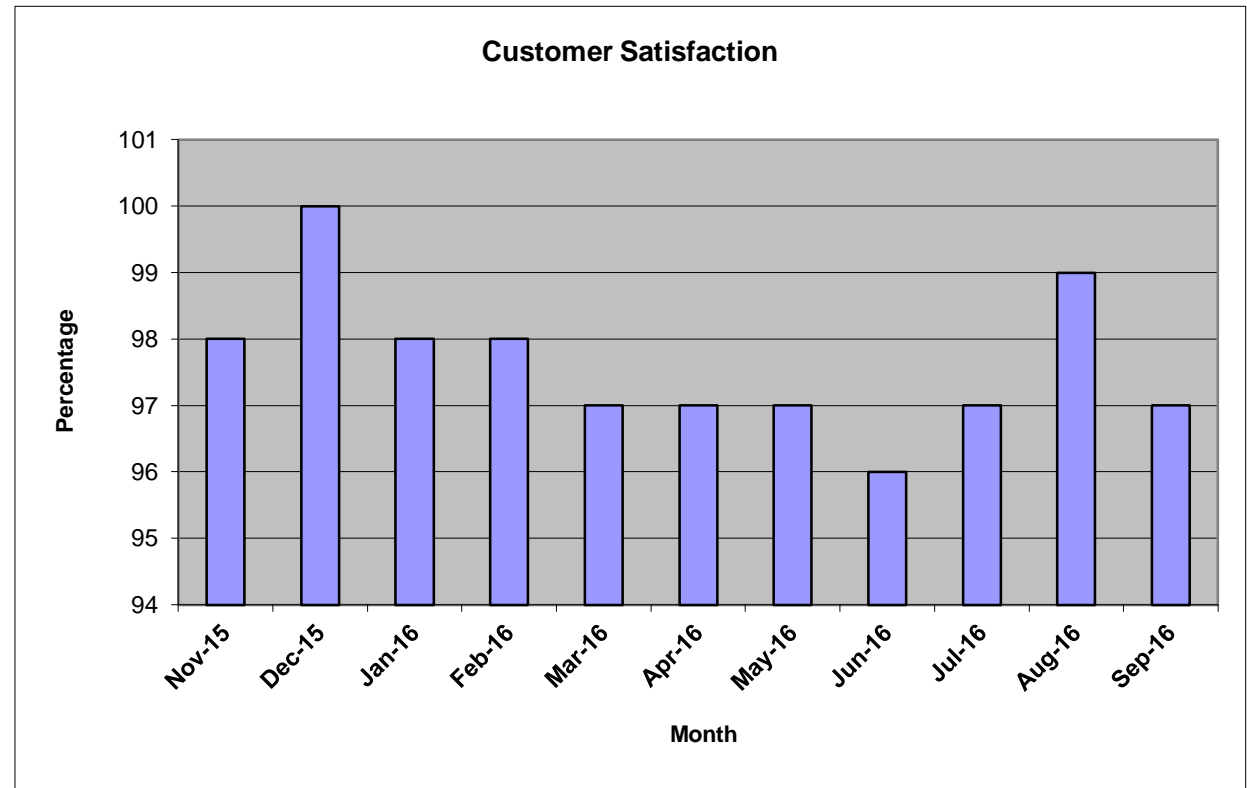
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Thank You !!