**May 2013 Goodwin College and School of Education Ticketing System Report**

**Compiled by:**

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| TOPIC REPORT | |  |  |  |  |  |  |  |
|  | 2012/10Oct | 2012/11Nov | 2012/12Dec | 2013/01Jan | 2013/02Feb | 2013/03Mar | 2013/04Apr | 2013/05May |
| Assignments | 0 | 2 | 4 | 6 | 4 | 3 | 8 | 1 |
| Bb Collaborate | 0 | 1 | 0 | 7 | 1 | 9 | 7 | 1 |
| Broken Link | 4 | 1 | 0 | 2 | 1 | 1 | 2 | 6 |
| Cannot View Presentation | 10 | 8 | 0 | 0 | 0 | 0 | 0 | 0 |
| Collaborate | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 |
| Discussion Board | 3 | 2 | 1 | 4 | 1 | 1 | 4 | 2 |
| Email | 3 | 0 | 0 | 1 | 3 | 2 | 0 | 0 |
| General Blackboard Learn | 2 | 4 | 2 | 6 | 2 | 8 | 3 | 4 |
| Missing Course | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Other | 5 | 9 | 2 | 11 | 4 | 5 | 5 | 5 |
| Presentation/Lecture | 1 | 0 | 0 | 6 | 2 | 0 | 4 | 0 |
| Quizzes/Tests | 3 | 1 | 3 | 1 | 4 | 4 | 1 | 5 |
| Surveys and AEFIS | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 |
| Voice Thread | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 |
| Wimba | 0 | 1 | 1 | 2 | 2 | 5 | 0 | 0 |

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| OS REPORT |  |  |  |  |  |  |  |  |
|  | 2012/10Oct | 2012/11Nov | 2012/12Dec | 2013/01Jan | 2013/02Feb | 2013/03Mar | 2013/04Apr | 2013/05May |
| Linux | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |
| Macintosh | 6 | 9 | 4 | 10 | 7 | 12 | 21 | 14 |
| OS Unknown | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Windows 7 | 16 | 12 | 6 | 30 | 16 | 17 | 8 | 6 |
| Windows NT 4.0 | 0 | 1 | 0 | 1 | 2 | 2 | 1 | 2 |
| Windows Vista | 2 | 3 | 0 | 4 | 1 | 3 | 3 | 1 |
| Windows XP | 5 | 4 | 3 | 4 | 0 | 7 | 2 | 1 |
| iPhone | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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| BROWSER REPORT | |  |  |  |  |  |  |  |
|  | 2012/10Oct | 2012/11Nov | 2012/12Dec | 2013/01Jan | 2013/02Feb | 2013/03Mar | 2013/04Apr | 2013/05May |
| Browser Unknown | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Chrome | 13 | 12 | 4 | 16 | 6 | 15 | 7 | 9 |
| Internet Explorer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Internet Explorer 7 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 0 |
| Internet Explorer 8 | 4 | 3 | 2 | 5 | 1 | 4 | 2 | 0 |
| Internet Explorer 9 | 3 | 3 | 0 | 8 | 5 | 6 | 1 | 2 |
| Mozilla Firefox | 11 | 11 | 6 | 20 | 14 | 17 | 25 | 11 |

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| COLLEGE REPORT | |  |  |  |  |  |  |  |
|  | 2012/10Oct | 2012/11Nov | 2012/12Dec | 2013/01Jan | 2013/02Feb | 2013/03Mar | 2013/04Apr | 2013/05May |
| G | 14 | 7 | 3 | 14 | 8 | 2 | 10 | 1 |
| O | 5 | 4 | 3 | 7 | 8 | 16 | 6 | 14 |
| T | 12 | 18 | 7 | 31 | 11 | 24 | 19 | 9 |