Service Statistics	r 2026 ɐr 2026 r 2026 · 2026 t 2026 ɹ 2026 ɐu 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Client Services Request Opened		365	385	315	245	N/A
Client Services Request Closed		422	327	316	251	N/A
Throughput		123%	87%	104%	103%	N/A
4 Hour Response		95%	90%	92%	96%	N/A
Average time to Resolution (d:h:m))		3:6:37	4:3:28	4:2:7	4:6:30	N/A
Telecommunications Request Opened		25	18	17	43	N/A
Telecommunications Request Closed		17	19	39	33	N/A
Throughput		63%	64%	260%	77%	N/A
Year to Date Closed		1,424	985	639	284	N/A
Client Services Survey Results (Positive Responses)		75%	100%	100%	100%	N/A
Client Services Surveys Completed		4	13	14	5	

System, Network and Application Uptime	r 2026 ɐr 2026 ɐr2026 · 2026 t 2026 ɹ 2026 ɐu 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Canvas Availability		99.20%	100%	100%	100%	100%
Loyno.edu (Website) Availability		100%	100%	99.95%	100%	100%
Internet Availability		100%	100%	100%	100%	100%
Number of Network Incidents: Downtime >15 Minutes						