Service Statistics	r 2026 er 2026 r 2026 · 2026 t 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Client Services Request Opened		332	200	365	385	315	245	N/A
Client Services Request Closed		309	222	422	327	316	251	N/A
Throughput		104%	111%	123%	87%	104%	103%	N/A
4 Hour Response		95%	97%	95%	90%	92%	96%	N/A
Average time to Resolution (d:h:m))		3:6:27	4:2:15	3:6:37	4:3:28	4:2:7	4:6:30	N/A
Telecommunications Request Opened		31	29	25	18	17	43	N/A
Telecommunications Request Closed		29	34	17	19	39	33	N/A
Throughput		90%	107%	63%	64%	260%	77%	N/A
Year to Date Closed		2,018	1,680	1,424	985	639	284	N/A
Client Services Survey Results (Positive Responses)		100%	100%	75%	100%	100%	100%	N/A
Client Services Surveys Completed		4	4	4	13	14	5	

System, Network and Application Uptime	r 2026 er 2026 er2026 · 2026 t 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Canvas Availability		99.69%	100%	99.20%	100%	100%	100%	100%
Loyno.edu (Website) Availability		100%	100%	100%	100%	99.95%	100%	100%
Internet Availability		98.46%	100%	100%	100%	100%	100%	100%
Number of Network Incidents: Downtime >15 Minutes								