

Service Statistics	r 2026	r 2026	r 2026	r 2026	August 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Client Services Request Opened					496	332	200	365	385	315	245	N/A
Client Services Request Closed					486	309	222	422	327	316	251	N/A
Throughput					100%	104%	111%	123%	87%	104%	103%	N/A
4 Hour Response					94%	95%	97%	95%	90%	92%	96%	N/A
Average time to Resolution (d:h:m))					4:1:19	3:6:27	4:2:15	3:6:37	4:3:28	4:2:7	4:6:30	N/A
Telecommunications Request Opened					59	31	29	25	18	17	43	N/A
Telecommunications Request Closed					57	29	34	17	19	39	33	N/A
Throughput					93%	90%	107%	63%	64%	260%	77%	N/A
Year to Date Closed					2,561	2,018	1,680	1,424	985	639	284	N/A
Client Services Survey Results (Positive Responses)					100%	100%	100%	75%	100%	100%	100%	N/A
Client Services Surveys Completed					12	4	4	4	13	14	5	

System, Network and Application Uptime	r 2026	r 2026	r 2026	r 2026	August 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Canvas Availability					100%	99.69%	100%	99.20%	100%	100%	100%	100%
Loyno.edu (Website) Availability					100%	100%	100%	100%	100%	99.95%	100%	100%
Internet Availability					100%	98.46%	100%	100%	100%	100%	100%	100%
Number of Network Incidents: Downtime >15 Minutes					0	0	0	0	0	0	0	0