Service Statistics	r 2026 er 2026 r 2026	September 2026	August 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Client Services Request Opened		342	496	332	200	365	385	315	245	N/A
Client Services Request Closed		358	486	309	222	422	327	316	251	N/A
Throughput		104%	100%	104%	111%	123%	87%	104%	103%	N/A
4 Hour Response		96%	94%	95%	97%	95%	90%	92%	96%	N/A
Average time to Resolution (d:h:m))		5:5:31	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		31	59	31	29	25	18	17	43	N/A
Telecommunications Request Closed		31	57	29	34	17	19	39	33	N/A
Throughput		100%	93%	90%	107%	63%	64%	260%	77%	N/A
Year to Date Closed		2,950	2,561	2,018	1,680	1,424	985	639	284	N/A
Client Services Survey Results (Positive Responses)		100%	100%	100%	100%	75%	100%	100%	100%	N/A
Client Services Surveys Completed		4	12	4	4	4	13	14	5	

System, Network and Application Uptime	r 2026 er 2026 er2026	September 2026	August 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Canvas Availability		100%	100%	99.69%	100%	99.20%	100%	100%	100%	100%
Loyno.edu (Website) Availability		99.77	100%	100%	100%	100%	100%	99.95%	100%	100%
Internet Availability		100%	100%	98.46%	100%	100%	100%	100%	100%	100%
Number of Network Incidents: Downtime >15 Minutes		0	0	0	0	0	0	0	0	0