Service Statistics	r 2026 ɜr 2026	October 2026	September 2026	August 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Client Services Request Opened		336	342	496	332	200	365	385	315	245	N/A
Client Services Request Closed		369	358	486	309	222	422	327	316	251	N/A
Throughput		110%	104%	100%	104%	111%	123%	87%	104%	103%	N/A
4 Hour Response		90%	96%	94%	95%	97%	95%	90%	92%	96%	N/A
Average time to Resolution (d:h:m))		6:7:37	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	31	59	31	29	25	18	17	43	N/A
Telecommunications Request Closed		39	31	57	29	34	17	19	39	33	N/A
Throughput		132	100%	93%	90%	107%	63%	64%	260%	77%	N/A
Year to Date Closed		3,358	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%	100%	75%	100%	100%	100%	N/A
Client Services Surveys Completed		12	4	12	4	4	4	13	14	5	

System, Network and Application Uptime	r 2026 ɜr 2026	October2026	September 2026	August 2026	July 2026	June 2026	May 2026	April 2026	March 2026	February 2026	January 2026
Canvas Availability		100%	100%	100%	99.69%	100%	99.20%	100%	100%	100%	100%
Loyno.edu (Website) Availability		98.72%	99.77	100%	100%	100%	100%	100%	99.95%	100%	100%
Internet Availability		100%	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	0