

Academic Year 24-25 Recap

August 15 - April 30

TICKETS:

Total Tickets Resolved: 736

Ticket Term:

Fall '24: 381

Spring '25: 355

Ticket Categories:

Category	# Tickets
Brightspace Course Support	288
Brightspace General	195
Brightspace Admin	179
TLS Other	127
Engage and Course Merchant	73
Training/Consultation Requests	15
Video	13
Total	890*

*Subtotal is higher than Total Tickets Resolved as some tickets have multiple categories.

Top 10 Sub-Categories	# Tickets
Brightspace Access	156
Brightspace Gradebook	91
Brightspace Quiz	77
Brightspace Integration	64
TLS Other	49
Brightspace Roles	42
Brightspace Content	39
Brightspace Merging	30
Engage/CM Engage Course Support	29
TLS Escalation	27
Total	604

Methodology:

- Categorized each ticket into the above categories using ServiceNow Tags
- Listed top 10 Sub-Categories (~67% of tickets)

TRAININGS:

Total Trainings Offered: 56

Total Attendees: 224

Total Unique Attendees: 110

Top 5 Topics and Events:

Topics	Attendees
Brightspace	107
AI	28
Panopto	17
Merging	10
Accessibility & ReadSpeaker	5
Total	167

Event	Attendees
Tech Day	160
General Training	25
EdTech Essentials	23
EdTech Connect & TechBytes	9
Merge Training	5
Total	222

Methodology:

- Tracked attendance of all PD Programs offered/managed by TLS
- Added special events (Tech Day & Rhody Ed Tech Essentials)

SUPPORT:

Total Drop-Ins: 206

Fall '24: 97

Spring '25: 109

Total Drop-In Tickets: 156

Fall '24: 83

Spring '25: 73

Total Walk-Ins: 39

Fall '24: 21

Spring '25: 18

Methodology:

- Report generated from Zoom following proper criteria, duplicates removed.
- Counted all tickets with "Walk-In" or "Virtual Agent" contact type.
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ACTIVE BRIGHTSPACE COURSES:

Total Active Brightspace Users: 19,530

Students: 17,662

Faculty: 1,868

URI Online Sections (Online Only): 301

Online Fall '24: 105

Online Spring '25: 104

Online Summer '25: 92

Traditional Term Online Sections: 2016

Fall '24: 628

J-Term '25: 169

Spring '25: 624

Summer '25: 595

Methodology:

- Section report was generated via eCampus Query following proper criteria
- User report generated via Brightspace, only learners with 10 or more logins.

PANOPTO:

Total Active Users (Faculty & Students): 11,294

Fall '24: 3,903

Spring '25: 7,391

Total Active Video Creators: 474*

Fall '24: 348

Spring '25: 260

*Lower than the sum of Fall and Spring because it counts unique users; some users are active in both terms.

Total New Videos Added: 9,281

Fall '24: 4,549

Spring '25: 4,732

Duration of New Videos Added: 19,353 hours

Fall '24: 9,066

Spring '25: 10,287

Methodology:

- Report was generated via Admin privileges in Panopto following proper criteria
- No way to differentiate Faculty and Student activity