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