



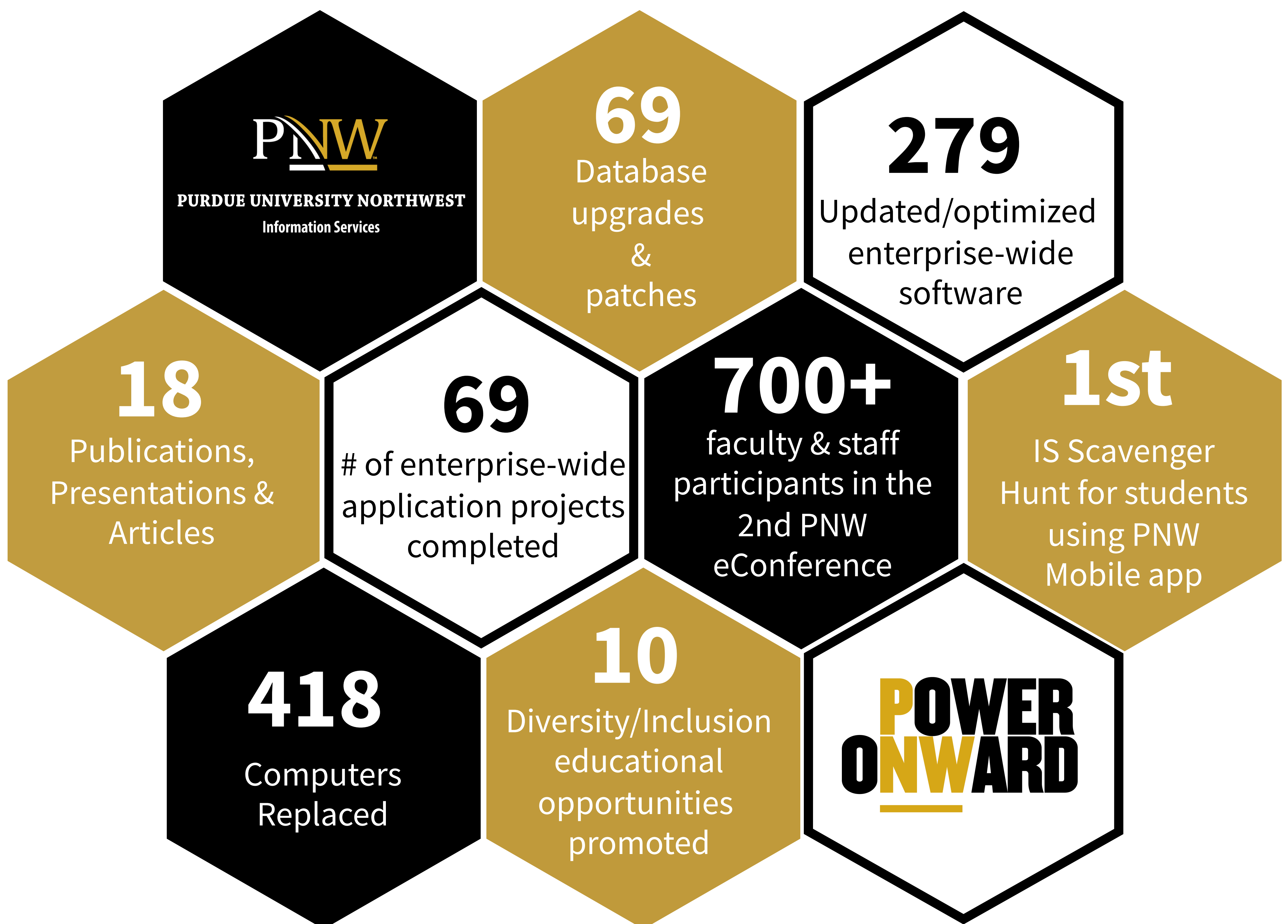
**PURDUE UNIVERSITY NORTHWEST**  
Information Services

## ANNUAL REVIEW 2021-2022

# PNW IS by the numbers

**PNW's IS impact stretches across the University, providing thousands with tech support, ensuring wireless connections between all campus locations, and supplying resources to work digitally.**

## 2021-2022 Highlights





# Customer Service Center



**219-989-2888**

for all of PNW, to get your  
questions answered

**We're here for you**

call us, email [csc@pnw.edu](mailto:csc@pnw.edu), or  
visit our **Help and Support**  
webpage

## Help Desk tech support

Whether you're on or off campus, the CSC Help Desk is available to help with anything tech-related from resetting your password to helping you set up your new device. Need to know more about PNW's web conferencing tools, storage capabilities, classroom technology or computer labs? We've got you covered.

**14,581**

phone calls  
answered

**15,956**

tickets  
created

**417**

virtual helpdesk  
contacts

**8,212**

emails  
answered

**97%**

satisfaction  
rating

**4,795**

walkup  
Contacts

# Office of Instructional Technology

For assistance, contact us at [oit@pnw.edu](mailto:oit@pnw.edu)  
or visit the **OIT webpage** for a complete  
listing of our services.

Whether student, faculty, or staff, the OIT provides solutions to enhance instruction and increase efficiencies for student learning and success. From Brightspace course management and design, screen recording tools, to leveraging survey tools for your office, OIT is here to help you pair the technology to obtain your goals.

## Trainings Conducted

**1,450**

Student  
Training  
Impact

**202**

Faculty/Staff  
Training  
Impact

## Help Desk Support

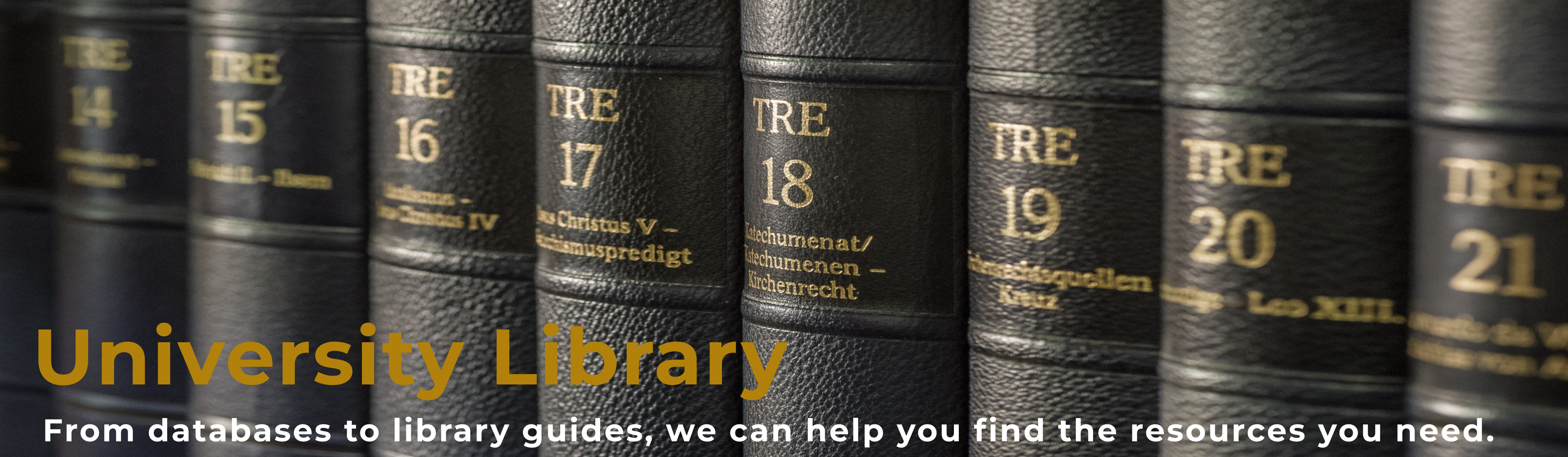
**2,607**

On demand  
1-1  
Consultations

**94%**

satisfaction  
rating





# University Library

From databases to library guides, we can help you find the resources you need.

**71**  
**1,580**

In-Person Sessions  
# Participants

**43**  
**1,029**

Online sessions  
# Participants

**196**  
**395**

Reference Consultations  
# Participants

**620**

Libchat

**8**

Archive Projects

**93**

Embedded Class Courses

## We're here for you

call us

219-989-2224 Hammond  
219-785-5248 Westville

email us

[UniversityLibrary@pnw.edu](mailto:UniversityLibrary@pnw.edu)

visit  
our webpage

**31** Databases  
Added

## Connecting PNW today and tomorrow

Research, virtual instruction,  
web conferencing, email, instant  
messaging - our network is  
essential to almost everything  
we do at PNW.

**567** average daily  
wireless  
devices

**532 Mbps** average  
monthly  
internet traffic

**1,463** peak wireless  
devices

**2.50 Gbps** peak monthly  
internet traffic

**735**  
wireless  
access points



# The increasingly digital workplace

Innovative tools powered by IS solutions and staff have been making an impact for years at PNW, and even more so with the sudden switch to remote. Official documents can be signed. Millions of files can be stored. Cloud-based platforms allow for easy collaboration. And it can all be done digitally.



**3,901 Windows**

**104 macOS**

**39 iOS**

centrally managed  
computers at PNW

**25,291**

documents indexed in  
the Banner document  
management  
platform

**4,325**

Cognos reports  
processed

## Staying connected in the Cloud

PNW's official email system offer students, staff, and faculty a quick and secure way to communicate, and cloud capabilities provide the necessary tools for learning and collaboration.

**224,000**

PNW email  
messages handled  
per day

**195,000**

Spam Filtered  
per day

**51,960**

PNW email  
accounts

**41.9 TB**

total size of all  
emails in PNW  
email environment

**unlimited**

email  
storage

# Welcome to your virtual office



The transition to remote has required effective, easy-to-use technologies, and PNW has provided the tools to make this happen.

**638,809**

# of Zoom meetings

**3,238,928**

# participants in  
Zoom meetings

**162,952,551**

minutes of Zoom meetings

**25,530**

active Zoom users

**842**

# of Zoom meetings  
by one user

**February 2022**

Busiest month in Zoom

**77,463**

# meetings

**1- US  
2-India  
3-China  
4-Vietnam  
5-Nigeria**

Countries  
calling in  
to Zoom  
meetings