PNW

PURDUE UNIVERSITY NORTHWEST
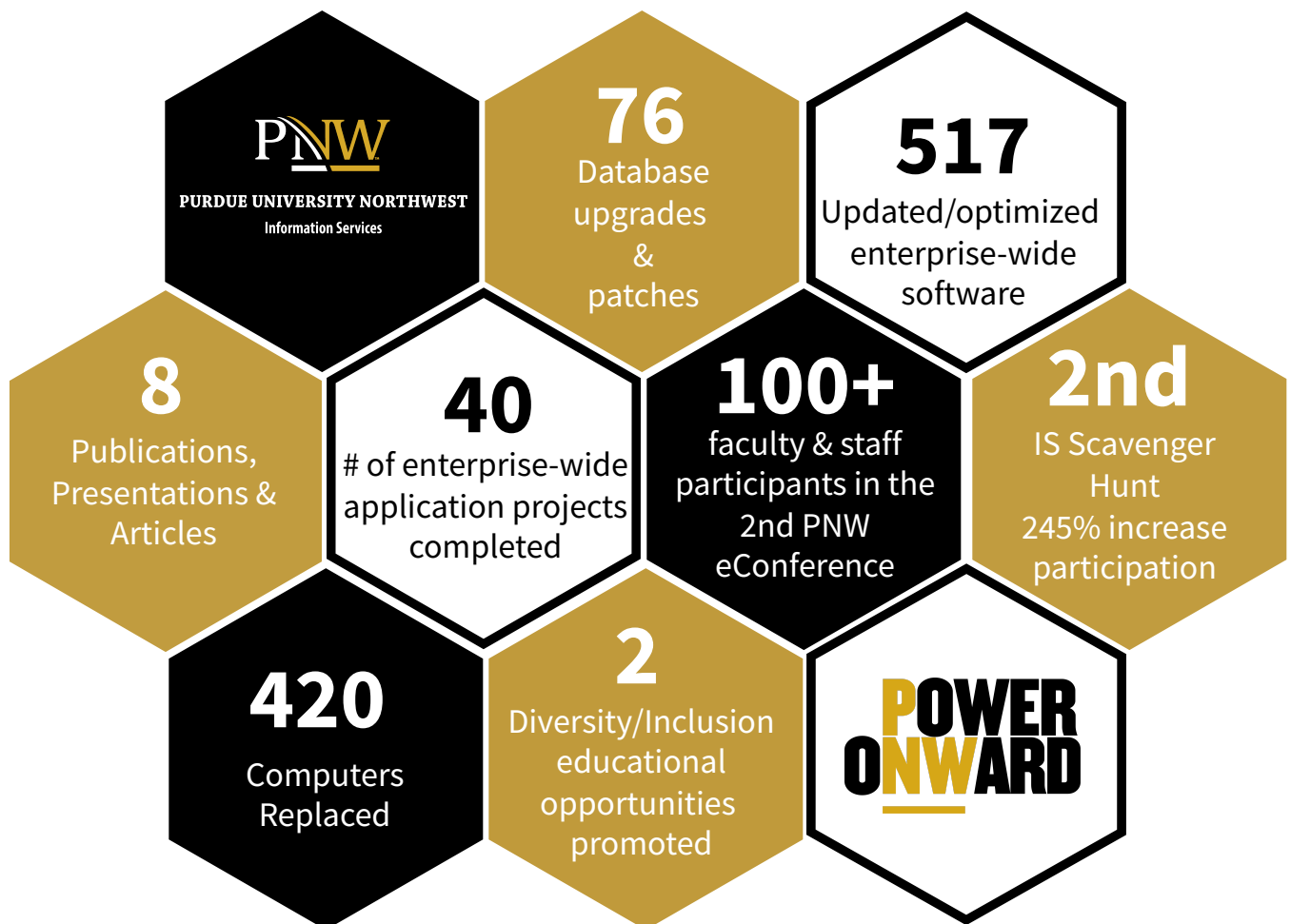### Information Services

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.

2022-2023 Highlights

PNW
PURDUE UNIVERSITY NORTHWEST
Information Services

76
Database upgrades & patches

517
Updated/optimized enterprise-wide software

8
Publications, Presentations & Articles

40
# of enterprise-wide application projects completed

100+
faculty & staff participants in the 2nd PNW eConference

2nd
IS Scavenger Hunt 245% increase participation

420
Computers Replaced

2
Diversity/Inclusion educational opportunities promoted

POWER ONWARD

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**, 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.

7,209 phone calls answered

875 virtual helpdesk contacts

19,007 tickets created

1,872 emails answered

1,977 walkup Contacts

Instructional Technology

For assistance, contact us at **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

6,285 Student Training Course Impact

360 Faculty/Staff Training Course Impact

Help Desk Support

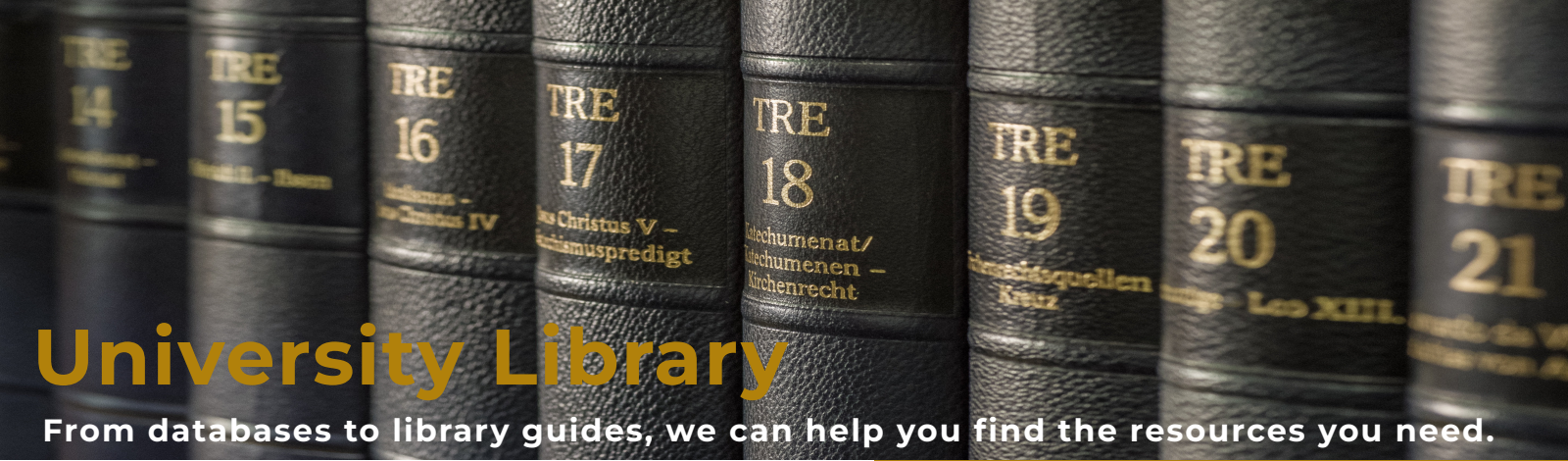**2,000+** On demand 1-1 Consultations

Tested & Implemented

120 Updates

52 New Features to Brightspace

University Library

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

71 In-Person Sessions

1,651 # Participants

73 Online sessions

1,650 # Participants

239 Reference Consultations

509 # Participants

1,370 Libchat

12 Archive Projects

152 Embedded Class Courses

We're here for you

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

email us
UniversityLibrary@pnw.edu

visit
our webpage

33 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.

735 average daily wireless devices

646 Mbps average monthly internet traffic

2,079 peak wireless devices

2.30 Gbps peak monthly internet traffic

785 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.

3,761 Windows
222 macOS
86 iOS
centrally managed computers at PNW

14,456
admissions applicatons processed

595,805
student registration activity/transactions

25,463
documents indexed in the Banner document management platform

13,819
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.

158,570
PNW email messages handled per day

120,280
Spam Filtered per day

10,940
PNW email accounts

48.3 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.

544,604
# of Zoom meetings

2,737,337
 # participants in Zoom meetings

119,812,983
minutes of Zoom meetings

23,139
active Zoom users

1,814
# of Zoom meetings by one user

October 2022
Busiest month in Zoom

54,091
 # meetings

1- US
2-India
3-China
4-Ghana
5-Nigeria

Countries calling in to Zoom meetings