

Portal Help Metrics

Table of Contents

- PORTAL HELP METRICS 1**
- ACADEMIC DIVISION/UNIT: FACULTY OF ARTS AND SCIENCE (INCLUDES COLLEGES) 1
- ACADEMIC DIVISION/UNIT: FACULTY OF APPLIED SCIENCE AND ENGINEERING 2
- ACADEMIC DIVISION/UNIT: UNIVERSITY OF TORONTO MISSISSAUGA 2
- ACADEMIC DIVISION/UNIT: TORONTO SCHOOL OF THEOLOGY 2
- ACADEMIC DIVISION/UNIT: FACULTY OF MEDICINE 3
- ACADEMIC DIVISION/UNIT: UNIVERSITY OF TORONTO SCARBOROUGH (UTSC)..... 3
- ACADEMIC DIVISION/UNIT: JOSEPH L. ROTMAN SCHOOL OF MANAGEMENT 3
- ACADEMIC DIVISION/UNIT: LESLIE L. DAN FACULTY OF PHARMACY 4
- ACADEMIC DIVISION/UNIT: LAWRENCE S. BLOOMBERG FACULTY OF NURSING..... 4
- ACADEMIC DIVISION/UNIT: ADMINISTRATIVE DEPARTMENT 4
- ACADEMIC DIVISION/UNIT: ONTARIO INSTITUTE FOR STUDIES IN EDUCATION (OISE) 4
- ACADEMIC DIVISION/UNIT: FACTOR-INWENTASH FACULTY OF SOCIAL WORK 5
- ACADEMIC DIVISION/UNIT: SCHOOL OF CONTINUING STUDIES 5
- ACADEMIC DIVISION/UNIT: DALLA LANA SCHOOL OF PUBLIC HEALTH 5
- ACADEMIC DIVISION/UNIT: OTHER 6
- ACADEMIC DIVISION/UNIT: FACULTY OF INFORMATION 6
- ACADEMIC DIVISION/UNIT: FACULTY OF LAW 6
- ACADEMIC DIVISION/UNIT: JOHN H. DANIELS FACULTY OF ARCHITECTURE, LANDSCAPE, AND DESIGN 6
- ACADEMIC DIVISION/UNIT: SCHOOL OF GRADUATE STUDIES..... 7
- ACADEMIC DIVISION/UNIT: FACULTY OF KINESIOLOGY AND PHYSICAL EDUCATION 7
- ACADEMIC DIVISION/UNIT: FACULTY OF MUSIC 7
- ACADEMIC DIVISION/UNIT: FACULTY OF DENTISTRY 8
- ACADEMIC DIVISION/UNIT: MULTI-DIVISIONAL CENTRES AND INSTITUTES 8
- ACADEMIC DIVISION/UNIT: FACULTY OF FORESTRY 8
- ACADEMIC DIVISION/UNIT: SIMCOE HALL..... 8
- ACADEMIC DIVISION/UNIT: U OF T LIBRARIES 9
- STUDENT CASES..... 9

Number of cases received from Faculty/Staff: 3289
 Number of Organization Requests*: 290
 Number of cases received from Students: 678

Academic Division/Unit: Faculty of Arts and Science (includes Colleges)

2016-2017 Total Number of Cases: 1198

Request Category** and Number of Requests

Content Storage: 108

Grade Center: 92

Turnitin: 82

Assessment Tools: 79

ROSI Assignment/HRIS Status: 71

Number of Organization Requests: 47

Academic Division/Unit: Faculty of Applied Science and Engineering

2016-2017 Total Number of Cases: 262

Request Category** and Number of Requests:

Integration: 34

ROSI Assignment/HRIS Status: 26

Course Access: 21

Enrollment Reactivation: 21

Content Storage: 16

Number of Organization Requests: 15

Academic Division/Unit: University of Toronto Mississauga

2016-2017 Total Number of Cases: 248

Request Category** and Number of Requests:

Content Storage: 38

Content/Grade Retrieval: 34

Course Categorization: 29

Turnitin: 21

Other: 14

Number of Organization Requests: 7

Academic Division/Unit: Toronto School of Theology

2016-2017 Total Number of Cases: 198

Request Category** and Number of Requests:

Manual Enrollment Request: 115

Content/Grade Retrieval: 19

Enrollment Reactivation: 8

Course Access: 7

Technical Issue: 5

Number of Organization Requests: 10

Academic Division/Unit: Faculty of Medicine

2016-2017 Total Number of Cases: 160

Request Category** and Number of Requests:

Enrollment Reactivation: 22

Course Access: 16

Technical Issue: 10

Other: 9

Turnitin: 9

Number of Organization Requests: 24

Academic Division/Unit: University of Toronto Scarborough (UTSC)

2016-2017 Total Number of Cases: 152

Request Category** and Number of Requests:

Turnitin: 15

Content Storage: 14

Grade Center: 14

Content/Grade Retrieval: 10

ROSI Assignment/HRIS Status: 10

Number of Organization Requests: 5

* Organization Requests are typically departmental requests for creating and using Portal organizations. Portal Organizations provide a vibrant, active on-line meeting space for University community groups such as academic communities of interest and administrative committees and offices.

** The “Request Category” data reflects the top five queries for each Faculty/division in order to better highlight the most common questions and categories that are received by CTSI from each group.

Academic Division/Unit: Joseph L. Rotman School of Management

2016-2017 Total Number of Cases: 72

Request Category and Number of Requests:

Assessment Tools: 11

Group Management/Signup: 9

Course Categorization: 7

Course Merge: 5

Turnitin: 5
Number of Organization Requests: 0

Academic Division/Unit: Leslie L. Dan Faculty of Pharmacy

2016-2017 Total Number of Cases: 72

Request Category and Number of Requests:

Assessment Tools: 16
Enrollment Reactivation: 10
Technical Issue: 6
Content Storage: 3
Content Tools: 3
Number of Organization Requests: 0

Academic Division/Unit: Lawrence S. Bloomberg Faculty of Nursing

2016-2017 Total Number of Cases: 69

Request Category and Number of Requests:

Content Storage: 13
Content/Grade Retrieval: 9
Turnitin: 8
Course Access: 6
Enrollment Reactivation: 4
Number of Organization Requests: 4

Academic Division/Unit: Administrative Department

2016-2017 Total Number of Cases: 65

Request Category and Number of Requests:

Training/Consultation Request: 28
Other: 10
Webinar Tool: 6
Content Tools: 5
Failed Login: 2
Number of Organization Requests: 55

Academic Division/Unit: Ontario Institute for Studies in Education (OISE)

2016-2017 Total Number of Cases: 56

Request Category and Number of Requests:

Content/Grade Retrieval: 8

Course Categorization: 6

Technical Issue: 6

Course Access: 5

Other: 5

Number of Organization Requests: 4

Academic Division/Unit: Factor-Inwentash Faculty of Social Work

2016-2017 Total Number of Cases: 51

Request Category and Number of Requests:

Content Tools: 7

Turnitin: 6

Assessment Tools: 4

Communication Tools: 4

Grade Center: 4

Number of Organization Requests: 4

Academic Division/Unit: School of Continuing Studies

2016-2017 Total Number of Cases: 48

Request Category and Number of Requests:

Technical Issue: 8

Webinar Tool: 8

Course Categorization: 7

Assessment Tools: 4

Content Storage: 4

Number of Organization Requests: 0

Academic Division/Unit: Dalla Lana School of Public Health

2016-2017 Total Number of Cases: 44

Request Category and Number of Requests:

Course Access: 6

Training/Consultation Request: 5

Add Course Staff: 3

Assessment Tools: 3

Turnitin: 3

Number of Organization Requests: 10

Academic Division/Unit: Other

2016-2017 Total Number of Cases: 43

Request Category and Number of Requests:

Other: 24

Turnitin: 11

Toolbox Integration Request: 2

Blackboard Mobile: 1

Integration: 1

Number of Organization Requests: 0

Academic Division/Unit: Faculty of Information

2016-2017 Total Number of Cases: 39

Request Category and Number of Requests:

Content Tools: 5

Grade Center: 4

Course Access: 3

Enrollment Reactivation: 3

Interactive Tools: 3

Number of Organization Requests: 0

Academic Division/Unit: Faculty of Law

2016-2017 Total Number of Cases: 37

Request Category and Number of Requests:

Content/Grade Retrieval: 7

Course Categorization: 5

Course Merge: 5

Enrollment Reactivation: 4

Content Storage 2

Number of Organization Requests: 0

Academic Division/Unit: John H. Daniels Faculty of Architecture, Landscape, and Design

2016-2017 Total Number of Cases: 36

Request Category and Number of Requests:

Content Storage: 7
Assessment Tools: 6
Add Course Staff: 4
Technical Issue: 4
Manual Enrollment Request: 3
Number of Organization Requests: 2

Academic Division/Unit: School of Graduate Studies

2016-2017 Total Number of Cases: 33

Request Category and Number of Requests:

Content Storage: 5
Course Access: 4
Enrollment Reactivation: 4
Multi-issue Request: 3
Packages and Utilities: 3
Number of Organization Requests: 1

Academic Division/Unit: Faculty of Kinesiology and Physical Education

2016-2017 Total Number of Cases: 26

Request Category and Number of Requests:

Course Access: 4
Content Storage: 3
Add Course Staff: 2
Content/Grade Retrieval: 2
Enrollment Reactivation: 2
Number of Organization Requests: 0

Academic Division/Unit: Faculty of Music

2016-2017 Total Number of Cases: 19

Request Category and Number of Requests:

Add Course Staff: 4
Content Tools: 3
Other: 2
View/Download Class Roster: 2
Content Storage: 1
Number of Organization Requests: 2

Academic Division/Unit: Faculty of Dentistry

2016-2017 Total Number of Cases: 18

Request Category and Number of Requests:

Content Storage: 4

Content Tools: 2

Course Categorization: 2

Enrollment Reactivation: 2

Turnitin: 2

Number of Organization Requests: 1

Academic Division/Unit: Multi-Divisional Centres and Institutes

2016-2017 Total Number of Cases: 15

Request Category and Number of Requests:

ROSI Assignment/HRIS Status: 2

Webinar Tool: 2

Content Tools: 1

Course Access: 1

Grade Center: 1

Number of Organization Requests: 8

Academic Division/Unit: Faculty of Forestry

2016-2017 Total Number of Cases: 8

Request Category and Number of Requests:

Add Course Staff: 2

Content Storage: 2

Add Student: 1

Assessment Tools: 1

Group Management/Signup: 1

Number of Organization Requests: 0

Academic Division/Unit: Simcoe Hall

2016-2017 Total Number of Cases: 7

Request Category and Number of Requests:

Content Tools: 3

Change Personal Information: 1

Grade Center: 1

Group Management/Signup: 1
Other: 1
Number of Organization Requests: 18

Academic Division/Unit: U of T Libraries

2016-2017 Total Number of Cases: 4

Request Category and Number of Requests:

Toolbox Integration Request: 2
Group management/Signup: 1
Lecture Capture Tool: 1
Number of Organization Requests: 0

Student Cases

2016-2017 Number of Cases: 678

Top 5 Request Categories and Number of Cases:

Course Access: 125
Other: 119
Failed Login: 53
Technical Issue: 51
Change Personal Information: 39