

Statistics

Staff Assistance Provided (time in minutes)

face to face contacts	#students	#visits	tot staff time	student time	Staff/student ratio	students using clinic	Clinic only ratio
1. may04	63	69	7136	6841	1.04	1805	2.36
2. aug04	25	28	2554	2579	0.99	1405	0.98
3. dec04	34	35	3130	3105	1.01	3965	0.46
4. may05	61	70	4925	4742	1.04	2553	1.07

Percentage of Students we have assisted (face to face) or advised (phone/email)

term	student submissions	#students	% helped f2f	all contacts	% advise
1. may04	180	63	35%	82	46%
2. aug04	113	25	22%	31	27%
3. dec04	139	34	24%	50	36%
4. may05	179	61	34%	83	46%

How Support was Provided

number of visits/tickets

Count of whom	how			Grand Total
	Email	F2F	Phone	
gradterm				
may04	32	69	23	124
aug04	4	28	6	38
dec04	20	35	10	65
may05	27	70	24	121
Grand Total	83	202	63	348

percentage of visits/tickets per term

Count of whom	how		
	Email	F2F	Phone
gradterm			
may04	26%	56%	19%
aug04	11%	74%	16%
dec04	31%	54%	15%
may05	22%	58%	20%
Grand Total	24%	58%	18%

total time spent in minutes

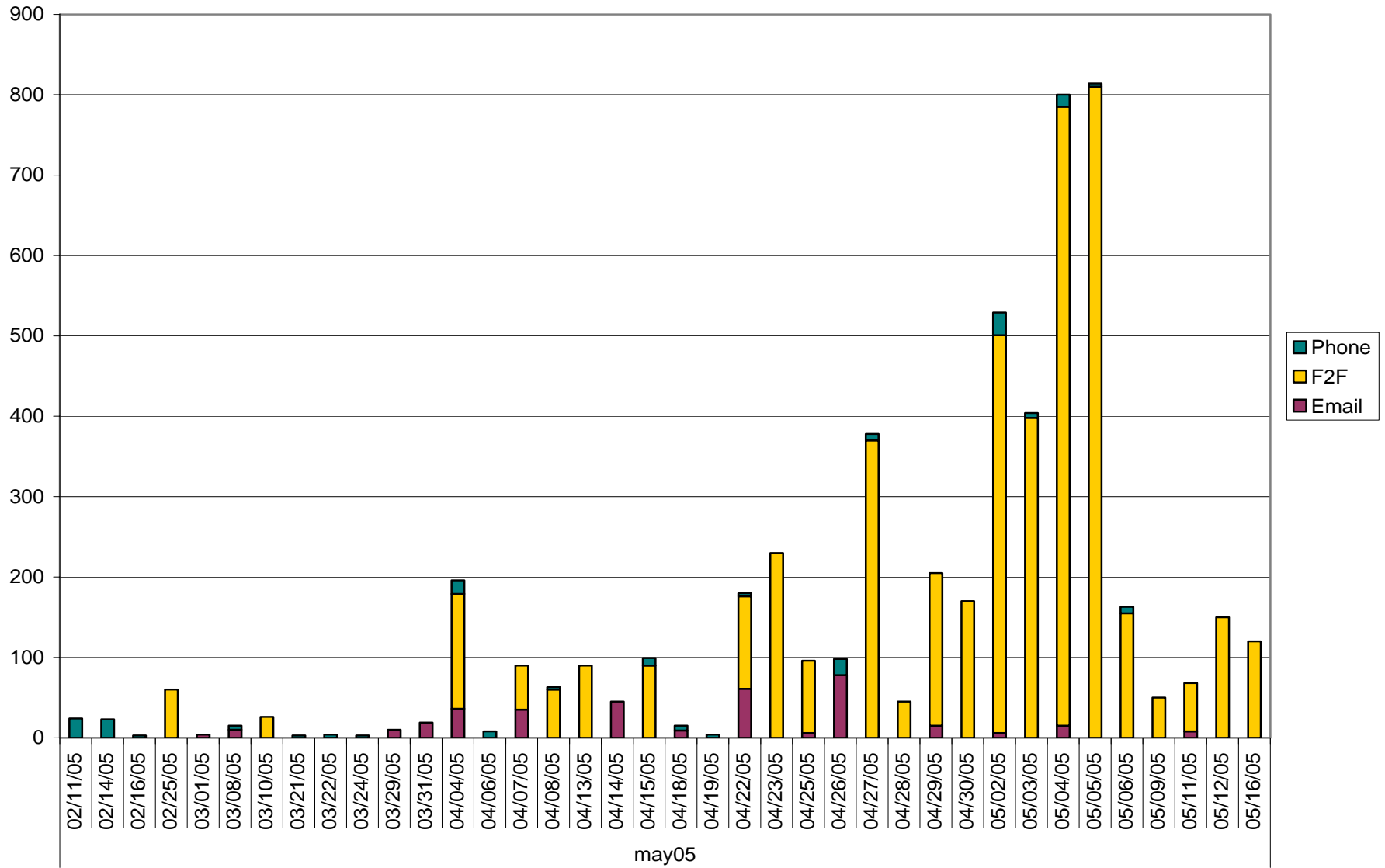
Sum of time	how			Grand Total
	Email	F2F	Phone	
gradterm				
may04	605	6841	229	7675
aug04	67	2579	72	2718
dec04	273	3105	130	3508
may05	357	4742	205	5304
Grand Total	1302	17267	636	19205

percentage of time spent per term

Sum of time	how		
	Email	F2F	Phone
gradterm			
may04	8%	89%	3%
aug04	2%	95%	3%
dec04	8%	89%	4%
may05	7%	89%	4%
Grand Total	7%	90%	3%

Student Performance Statistics (in hours)

face to face contacts	average hrs per student	median	minimum	maximum	std dev
1. may04	1.7	1.3	30	5.0	1.0
2. aug04	1.6	1.5	30	3.3	0.8
3. dec04	1.4	1.3	30	4.6	0.9
4. may05	1.2	1.0	30	5.5	0.8



Spring 2005 Contacts throughout the term

More information on Types of Support

select type of support:

how	(All)
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time listed in minutes; count is individual visits/tickets

		gradterm				
Problem type	Data	may04	aug04	dec04	may05	Grand Total
Access to ETD system	Sum of time	112	48	34	38	232
	Count of whom	6	2	3	3	14
Appointment	Sum of time	2745	946	1145	1645	6481
	Count of whom	30	10	16	19	75
Change of Distribution	Sum of time	53			3	56
	Count of whom	1			1	2
Clinic information	Sum of time	33		23	25	81
	Count of whom	4		4	5	13
Correction after submission	Sum of time	7		4		11
	Count of whom	1		1		2
General Questions	Sum of time	135	25	100	168	428
	Count of whom	12	4	8	18	42
Resubmit	Sum of time		30		125	155
	Count of whom		1		2	3
Routine Clinic assistance	Sum of time	3965	1405	1805	2553	9728
	Count of whom	37	14	16	45	112
Schedule an appt.	Sum of time	142	17	96	91	346
	Count of whom	14	1	7	11	33
Special assistance	Sum of time				220	220
	Count of whom				2	2
Submission assistance	Sum of time	97	33	41	24	195
	Count of whom	7	2	3	3	15
Technical Assistance	Sum of time	255	16	140	168	579
	Count of whom	10	1	6	8	25
Tutorial	Sum of time	131	198		101	430
	Count of whom	2	3		3	8
Walkin (non-clinic)	Sum of time			120	143	263
	Count of whom			1	1	2
Total Sum of time		7675	2718	3508	5304	19205
Total Count of whom		124	38	65	121	348

times are in minutes