



Online Form/Survey Creation Tools and Guidelines

SelectSurvey has been renewed until 6/30/23. We recommend the ITC assess this tool to determine if it should be renewed, as several faculty have asked for other tools instead such as Qualtrics or SurveyMonkey. We also recommend moving to an election software rather than using SelectSurvey. See the [Online Forms Tools and Guidelines document](#) for details about each tool currently available.

Online Archive Update

IT is working with Microsoft to investigate and address concerns related to limitations of the Online Archive feature. We will provide an update at our next ITC meeting.

macOS Monterey 12.6 Update Reminder

Due to the announced Apple vulnerability, we have made the required security update available to install on CCSU-owned Mac computers. It is highly recommended that you also apply advertised security updates to your Apple mobile devices (both personally-owned and CCSU-owned). Refer to the email sent on Wednesday 9/14/22 for full details regarding upgrading your Mac.

Your Feedback is welcome!

<https://web.ccsu.edu/it/forms/feedbackForm.asp>



ITC Updates

Support Statistics

Tickets by Source	July 22	Aug 22	Sep 22
Phone	614	1217	1166
E-Mail	326	729	658
Walk-in	10	105	142
Service Request	567	1116	891
Chat/VM	15	33	15
Internal	279	212	213
BB Help Desk	22	55	44
Total	1833	3467	3129

Top Incident Services	July 22	Aug 22	Sep 22
Systems	624	1257	1056
Desktop	391	543	585
Other	145	345	330
Facility	24	110	157
Security	18	28	58
Network	24	69	55

Top Incident Categories	July 22	Aug 22	Sep 22
Computer	327	421	461
BlueNet	290	520	324
General Question	71	138	144
Email	66	195	139
Office365	68	146	130