

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Administration & Finance, Vp F	
Phone	1
Total Ticket Count	
	1
Admissions	
Email	2
Phone	4
Walk-In	1
Staff Member	3
Total Ticket Count	
	10
Advising & Registration	
Email	2
Phone	4
Total Ticket Count	
	6
Africana	
Email	1
Total Ticket Count	
	1
Africana Studies	
Web	1
Phone	4
Staff Member	1
Total Ticket Count	
	6
American Studies	
Email	8
Phone	6
Total Ticket Count	
	14
Ancient Studies	
Email	2
Phone	1
Total Ticket Count	
	3
Annual Giving/Major Gifts	
Phone	2
Total Ticket Count	
	2
Applications	
Email	19
Phone	9

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Walk-In	1
Staff Member	16
Total Ticket Count	45
Biology - Academic	
Email	19
Phone	5
Total Ticket Count	24
Biology Administration	
Email	4
Phone	5
Staff Member	1
Total Ticket Count	10
Bookstore	
Email	3
Walk-In	1
Total Ticket Count	4
Business Services	
Email	1
Total Ticket Count	1
CSEE - Instruction	
Phone	2
Total Ticket Count	2
Campus Card	
Phone	4
Total Ticket Count	4
Career Development Center	
Email	4
Phone	2
Total Ticket Count	6
Center for Art & Visual Cultur	
Phone	1
Total Ticket Count	1
Center for Emerg & Disaster R	
Email	1
Total Ticket Count	1
Center for Women and Info Te	
Email	9

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Phone	2
Staff Member	1
Total Ticket Count	12
Chemical & Biochemical Eng	
Email	3
Phone	1
Walk-In	1
Total Ticket Count	5
Chemistry BioChem - Academi	
Email	24
Phone	8
Total Ticket Count	32
Chemistry & BioChemistry Adm	
Email	4
Phone	2
Total Ticket Count	6
Chpdm	
Phone	1
Total Ticket Count	1
Civil Engineering	
Email	1
Phone	1
Total Ticket Count	2
College of Eng-Adminstr	
Email	5
Phone	1
Total Ticket Count	6
Computer Sci Elec Engineering	
Email	49
Web	2
Phone	5
Walk-In	1
Total Ticket Count	57
Counseling	
Phone	4
Total Ticket Count	4

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Ctr UrbanEnviron'l Res & Edu	
Email	2

Total Ticket Count	2
Ctr for Health Pgm Dev & Mgt	
Email	1

Total Ticket Count	1
DPET Admin Affairs	
Email	1

Total Ticket Count	1
DPET Marketing	
Email	16
Phone	1
Walk-In	2
Staff Member	1

Total Ticket Count	20
Dean of Arts Humanities Soc Sc	
Email	1
Phone	1

Total Ticket Count	2
Delta	
Email	1
Web	1
Phone	1

Total Ticket Count	3
Dept of Emerg Health Servs	
Email	1

Total Ticket Count	1
Econ Administrative Sciences	
Phone	1

Total Ticket Count	1
Economics Dept	
Email	2
Phone	7
Walk-In	1

Total Ticket Count	10
Education - Academic	
Email	14

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Web	2
Phone	11
Total Ticket Count	27
Emer Health Serv - PACE	
Email	2
Total Ticket Count	2
English	
Email	22
Web	1
Phone	15
Staff Member	1
Total Ticket Count	39
Entrepreneurship	
Email	3
Walk-In	1
Total Ticket Count	4
Environmental Safety & Health	
Phone	1
Total Ticket Count	1
Erickson School of Aging Stds	
Email	3
Web	4
Phone	2
Total Ticket Count	9
FS Operations	
Email	9
Phone	1
Walk-In	1
Staff Member	18
Total Ticket Count	29
Faculty Devel Center	
Staff Member	1
Total Ticket Count	1
Financial Acctg & Reporting	
Email	16

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Staff Member	7
Total Ticket Count	23
Financial Aid	
Email	2
Phone	1
Walk-In	2
Total Ticket Count	5
Food Services	
Phone	1
Total Ticket Count	1
General Accounting	
Email	11
Staff Member	2
Total Ticket Count	13
Geography	
Email	8
Phone	6
Staff Member	1
Total Ticket Count	15
Gerontology	
Email	2
Phone	6
Walk-In	1
Total Ticket Count	9
Goddard Earth Scis & Tech Cn	
Email	1
Phone	1
Total Ticket Count	2
Graduate School Admin	
Email	10
Web	2
Phone	11
Total Ticket Count	23
Grants & Contracts	
Email	14

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Phone	1
Total Ticket Count	15
History	
Email	2
Total Ticket Count	2
History Academic	
Email	12
Phone	6
Staff Member	2
Total Ticket Count	20
Honors College	
Email	4
Phone	1
Total Ticket Count	5
Human Relations	
Email	1
Phone	1
Staff Member	1
Total Ticket Count	3
Human Resources	
Email	4
Phone	10
Staff Member	15
Total Ticket Count	29
IS Department	
Email	12
Web	1
Phone	3
Staff Member	1
Total Ticket Count	17
IS Flex Master	
Phone	3
Total Ticket Count	3
IT Administration	
Email	2
Total Ticket Count	2

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Institutional Research	
Email	16
Phone	6

Total Ticket Count	22
Instructional Systems Design	
Email	12
Walk-In	3

Total Ticket Count	15
Instructional Technol	
Email	3
Web	4
Phone	5

Total Ticket Count	12
Intensive English	
Email	19
Phone	3
Walk-In	2

Total Ticket Count	24
Intercoll Sports Admin	
Email	3
Phone	10

Total Ticket Count	13
Interdisciplinary Science Prog	
Phone	2

Total Ticket Count	2
Interdisciplinary Studies	
Phone	4

Total Ticket Count	4
International Educ. Services	
Phone	1

Total Ticket Count	1
Jnt Ctr Earth Sys Technology	
Email	13
Phone	2
Walk-In	1

Total Ticket Count	16
K-12 Initiatives	

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Email	1
Total Ticket Count	1
Language Literacy and Culture	
Email	4
Phone	1
Total Ticket Count	5
Learning Resource Center	
Phone	1
Total Ticket Count	1
Legal Affairs	
Email	14
Phone	2
Staff Member	1
Total Ticket Count	17
Library	
Email	39
Web	3
Phone	10
Total Ticket Count	52
MIPAR	
Email	2
Web	1
Phone	2
Total Ticket Count	5
Mail Services	
Phone	1
Total Ticket Count	1
Math/Science Center	
Phone	1
Total Ticket Count	1
Mathematics and Statistics	
Email	8
Web	1
Phone	1
Walk-In	1
Total Ticket Count	11

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Mechanical Engineering	
Email	17
Web	5
Walk-In	1
Staff Member	5
Total Ticket Count	28
Meyerhoff	
Email	3
Phone	2
Total Ticket Count	5
Modern Languages & Linguis	
Email	3
Phone	2
Total Ticket Count	5
Music	
Email	2
Phone	6
Total Ticket Count	8
New Media	
Email	3
Total Ticket Count	3
OIT Business Systems	
Email	65
Phone	12
Staff Member	25
Total Ticket Count	102
OIT Infrastructure & Support	
Email	24
Web	2
Phone	207
Walk-In	1
Staff Member	7
Total Ticket Count	241
Ofc of Enrollment Management	
Email	12

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

	Total Ticket Count	12
Ofc of Sponsored Programs		
Email		27
Phone		2
	Total Ticket Count	29
Off-Campus Student Services		
Email		1
Phone		2
	Total Ticket Count	3
Office of Budget		
Phone		1
Staff Member		1
	Total Ticket Count	2
Office of Mktg & Creative Srv		
Email		1
Phone		2
	Total Ticket Count	3
Office of Procurement		
Email		5
	Total Ticket Count	5
Office of Provost		
Email		4
Phone		3
	Total Ticket Count	7
Office of the Bursar (NEW)		
Email		10
Phone		4
	Total Ticket Count	14
Office of the President		
Email		4
Phone		1
	Total Ticket Count	5
Orientation		
Email		2
Phone		1
	Total Ticket Count	3
Philosophy Admin		

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Email	6
Phone	4
Total Ticket Count	10
Physical Education	
Email	3
Web	1
Phone	11
Staff Member	1
Total Ticket Count	16
Physics	
Email	9
Web	2
Phone	1
Total Ticket Count	12
Plant Operations & Maintenanc	
Email	4
Phone	1
Total Ticket Count	5
Political Science	
Email	7
Phone	5
Walk-In	1
Total Ticket Count	13
Professional Program	
Email	13
Walk-In	3
Total Ticket Count	16
Program Development DPET	
Email	6
Phone	1
Walk-In	1
Total Ticket Count	8
Psychology	
Email	2
Total Ticket Count	2

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Psychology Admin	
Email	28
Phone	11
Staff Member	2

Total Ticket Count	41
Public Affairs Scholars	
Email	1

Total Ticket Count	1
Public Policy S- Academic	
Email	3
Phone	8
Walk-In	1

Total Ticket Count	12
Resident Student Association	
Phone	1

Total Ticket Count	1
Residential Life	
Phone	14
Staff Member	1

Total Ticket Count	15
Residential Life - Gen Admin	
Email	14
Phone	7

Total Ticket Count	21
School of Social Work	
Email	14
Phone	3

Total Ticket Count	17
Shady Grove Program	
Email	3
Phone	1

Total Ticket Count	4
Shriver Center	
Email	5
Web	1
Phone	1

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Sociology		Total Ticket Count	7
	Email		1
	Phone		1
Sociology Dept		Total Ticket Count	2
	Email		9
	Web		1
	Phone		11
	Walk-In		1
	Staff Member		1
Student Accounts Receivable		Total Ticket Count	23
	Email		2
Student Affairs - Bus Serv Cnt		Total Ticket Count	2
	Email		2
Student Judicial		Total Ticket Count	2
	Email		3
	Phone		2
Student Life		Total Ticket Count	5
	Email		10
	Web		4
	Phone		7
	Staff Member		1
Student Support Services Disab		Total Ticket Count	22
	Email		3
	Phone		1
Summer Programs		Total Ticket Count	4
	Email		5
	Walk-In		2
Total Ticket Count		Total Ticket Count	7

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

Technology Center		
Email		1
Web		3
Phone		1
	Total Ticket Count	5
Telecommunications		
Email		3
Phone		2
	Total Ticket Count	5
Theater		
Email		1
Web		2
Phone		1
	Total Ticket Count	4
Transportation Services		
Email		1
Web		2
Phone		1
	Total Ticket Count	4
UMBC Police		
Email		1
Phone		1
	Total Ticket Count	2
UTE NSF		
Email		2
	Total Ticket Count	2
University Commons		
Email		4
Web		1
Phone		2
	Total Ticket Count	7
University Health Services		
Email		4
Phone		15
Staff Member		2

Ticket Origin Count per Department

from 09/01/2005 to 09/30/2005

VP Institutional Advancement	
Total Ticket Count	21
Email	3
Web	2
Phone	9
VP Institutional Advancement	
Total Ticket Count	14
Vice Pres Admin	
Email	2
Vice Pres Admin	
Total Ticket Count	2
Vice Pres Std Affairs	
Email	2
Phone	1
Vice Pres Std Affairs	
Total Ticket Count	3
Vice Provost Activities	
Email	9
Phone	3
Vice Provost Activities	
Total Ticket Count	12
Visual Arts	
Email	15
Phone	6
Walk-In	1
Staff Member	1
Visual Arts	
Total Ticket Count	23
Women's Center	
Phone	1
Staff Member	1
Women's Center	
Total Ticket Count	2
Women's Studies	
Email	1
Women's Studies	
Total Ticket Count	1
Email	395
Web	18
Phone	186
Fax	7
Walk-In	23

