Institutional Effectiveness RITE Services: Helping You Soar!

Creative Media Services — Multimedia

Total Videos since July 1, 2017
50+

Total Social Media Stats
(Facebook & YouTube)
- 70,000 + total views
- 1,815 total likes
- 870 shares

Bengal Magazine Stats
(Athletics)
- 8 shows
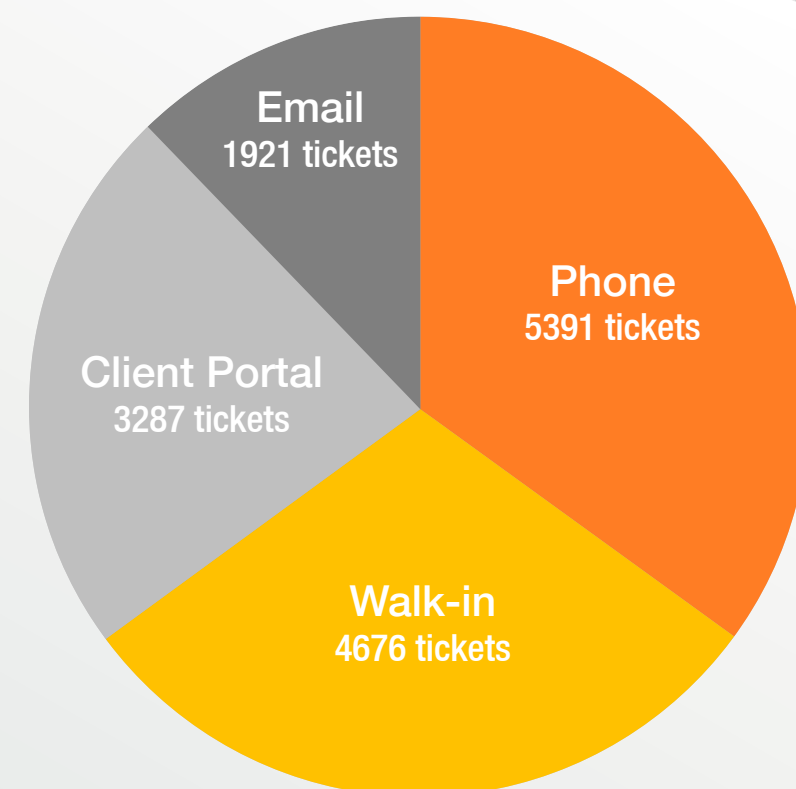- 30+ Student Athletes highlighted.
- 1,200 total views on YouTube.

Most Successful Video *(Facebook & YouTube)*
"You Are Welcome Here"
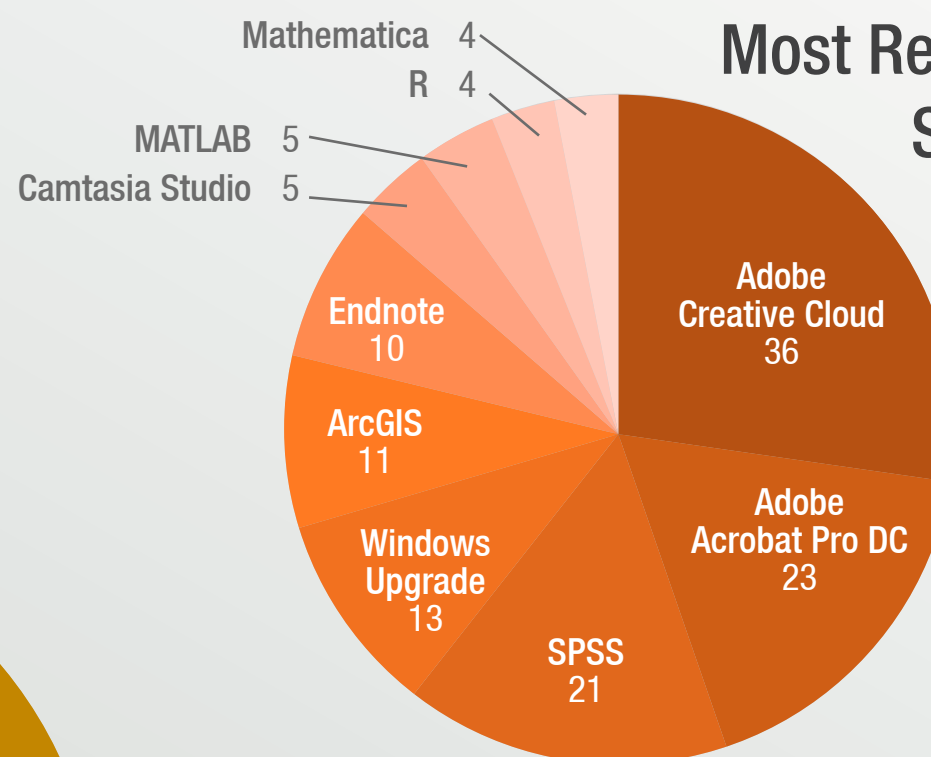- 46,500 total views
- 1000 total likes
- 455 shares

Technology Support Services (TSS)

Ticket Source

- Email 1921 tickets
- Phone 5391 tickets
- Client Portal 3287 tickets
- Walk-in 4676 tickets

Total Tickets 15275 tickets

Our new Service Request Portal was implemented this past summer so the TSS data presented here is from July 1, 2017 until March 15, 2018.
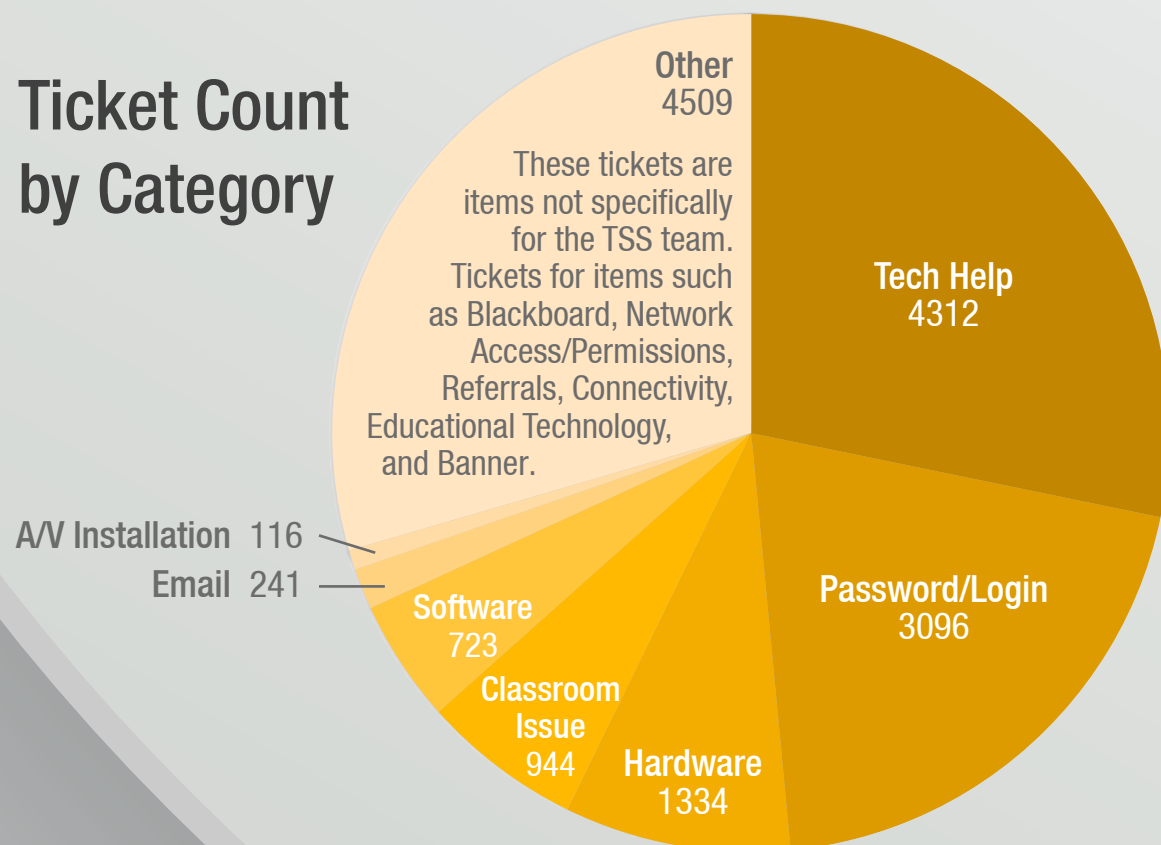
Most Requested Software

- Mathematica 4
- R 4
- MATLAB 5
- Camtasia Studio 5
- Endnote 10
- ArcGIS 11
- Windows Upgrade 13
- Adobe Creative Cloud 36
- Adobe Acrobat Pro DC 23
- SPSS 21

Ticket Count by Category

- Other 4509 — These tickets are items not specifically for the TSS team. Tickets for items such as Blackboard, Network Access/Permissions, Referrals, Connectivity, Educational Technology, and Banner.
- Tech Help 4312
- Password/Login 3096
- Hardware 1334
- Classroom Issue 944
- Software 723
- Email 241
- A/V Installation 116

Creative Media Services

On average per year, our office provides over 3000+ hours of design work alone which equates to about $100,000 in free graphic design for the whole campus.

Graphics

In 2016–17, we completed 1418 project requests. Those consisted of 1,817 large format posters, 38,830 flyers and postcards, 125 outdoor signs, 39 vinyl wall graphics, and numerous specialty items.

In 2017, the SRCC and the Faculty & Staff Fall Forum switched to online programs. Our office provides the design and layout, saving them over $15,000 annually in freelance and printing costs.

Creative Media Services — Photography

RITE Photography conducts over 150 event and location shoots on and off campus as well as over 130 studio shoots for Buffalo State College each year.

Student photography assistants complete, on average, over 50 photography shoots for faculty, staff and students.

RITE Photography maintains a photo archive of over 130,000 Buffalo State College images available to the campus community at: **photos.buffalostate.edu**

RESOURCES for INFORMATION, TECHNOLOGY and EDUCATION (RITE)
BUFFALO STATE · The State University of New York

The Technology Support Services team provides direct front–end support to the entire campus community. This team manages and supports all campus–owned end–user equipment, including office and lab PCs, smart classrooms, printers and mobile devices. Creative Media Services provides graphics and printing, multimedia production, and photography services to the campus.

riteportal.buffalostate.edu