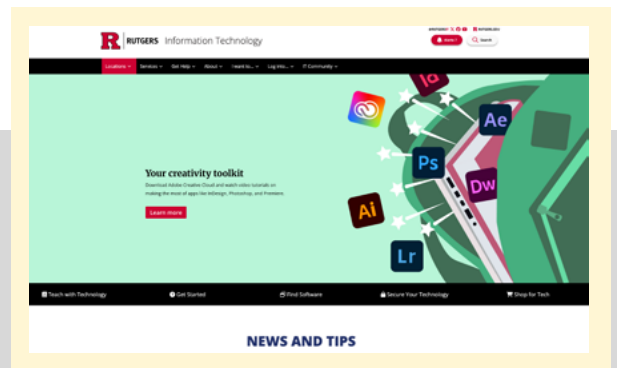


Rutgers IT by the numbers

Our impact stretches across the university, providing thousands with tech support, ensuring wireless connections from campus to campus, and supplying resources to work anywhere, anytime.

Your gateway to Rutgers IT
it.rutgers.edu



8,188,095
webpage views

1,310,000
clicks to website
from Google
search results

27,000,000
user interactions – including
clicks, scrolls, downloads,
and form submissions

6,057,493,000,000,000
bytes of Internet traffic



RUWireless
394,231
devices onboarded

167,222
average daily
devices connected

14,421
wireless
access points

OIT Help Desk: Here to help, ready to solve

833-OIT-HELP

One toll-free number for all of Rutgers. Or email help@oit.rutgers.edu.

6,809

walk-in help sessions

99.75%

OIT Help Desk satisfaction rating

65,473

phone calls answered



Tech on demand with the Rutgers IT Help portal

ithelp.rutgers.edu

814,425

knowledge articles viewed

19,405

incidents submitted

OIT computer labs

46 computer labs across locations

514,679

in-person logins for total of **397,163** hours

40,969

remote logins for total of **50,104** hours

Sites@Rutgers

1,400+

sites provisioned

275,000

unique visitors per month

Accessibility

- » **1,400+** attendees participated in digital accessibility training offerings
- » Reviewed over **100** websites and **152** products for accessibility issues

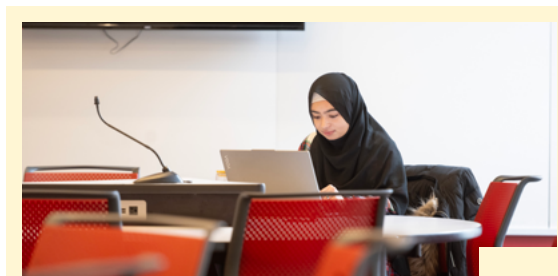
myRutgers

- » **149,121** total unique users
- » **15,432,533** total number of sessions
- » **60,609** number of app downloads

OneDrive and SharePoint

7,122,913

active files daily



ScarletApps



197,774

ScarletMail
accounts

7,391,671

emails handled
per week

1.03 PB

storage for
Google Drive

Rutgers Connect

53,200

Connect
accounts

12,880,000

emails handled
per week

401 TB

email storage

Empowering work with tech tools

Tableau

» **6,739** registered users

Perceptive Content

» **37,500,000** pages processed

DocuSign

» **243,000** Rutgers documents sent

Rutgers Active Directory

» **42,110** workstations migrated

Mailman

3,838

mailing lists

38,434,987

messages sent

Box

59,564

users

2.7 PB

data stored in Box

Enhancing education with Canvas

49,463

Canvas courses provisioned

293

integrated applications



24,414

course sections published

62

external applications available
for all courses

Software Portal

9,600
orders processed

12,939
licenses issued

70+
software titles
available

Delivering resilient, secure tech

99.8%
data center availability

5,967,544
malicious network
attacks blocked

31,221
centrally managed computers

Advancing research through advanced computing



2,515,103,725
total Amarel compute hours

\$100,972,495
current research funding involving
Office of Advanced Research
Computing resources

6,533
number of Rutgers
faculty, staff, and
students using Amarel
for research, training,
and education purposes



Meetings hosted this year

Web conferencing is key for collaboration and communication within the Rutgers community.

1,316,499
Zoom

59,315
Webex

237,924
Microsoft Teams