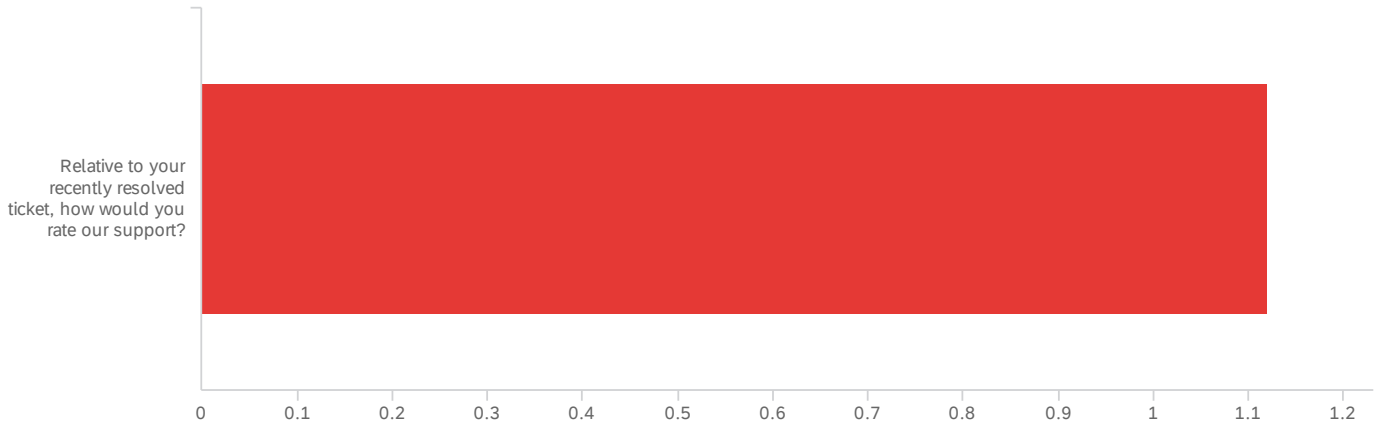# Default Report

DoIT RT Satisfaction Survey

September 27, 2024 5:49 AM EDT
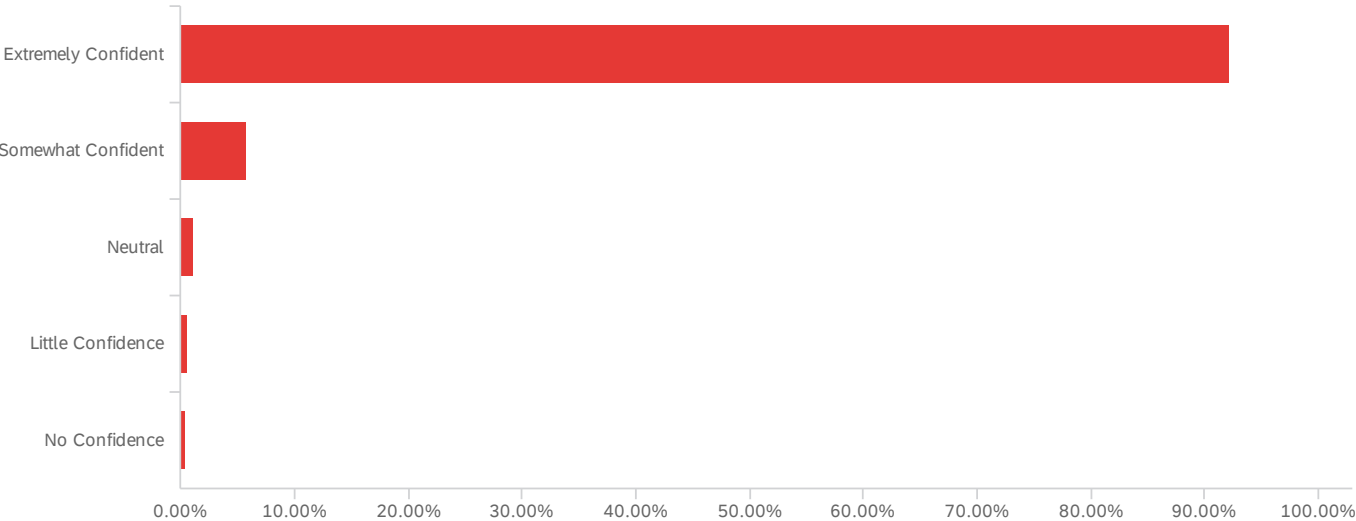
Q1 - Relative to your recently resolved ticket, how would you rate our support?

#	Field		Choice Count
1	Excellent	91.77%	10011
2	Good	6.02%	657
3	Adequate	1.09%	119
4	Poor	0.53%	58
5	Unacceptable	0.59%	64
			10909

Showing rows 1 - 6 of 6

Q2 - Based on your experience, what is your level of confidence that a future ticket will be re…

#	Field		Choice Count
1	Extremely Confident	92.18%	10040
2	Somewhat Confident	5.79%	631
3	Neutral	1.07%	117
4	Little Confidence	0.54%	59
5	No Confidence	0.41%	45
			10892

Showing rows 1 - 6 of 6

Q3 - Overall, what is your impression of DoIT performance?
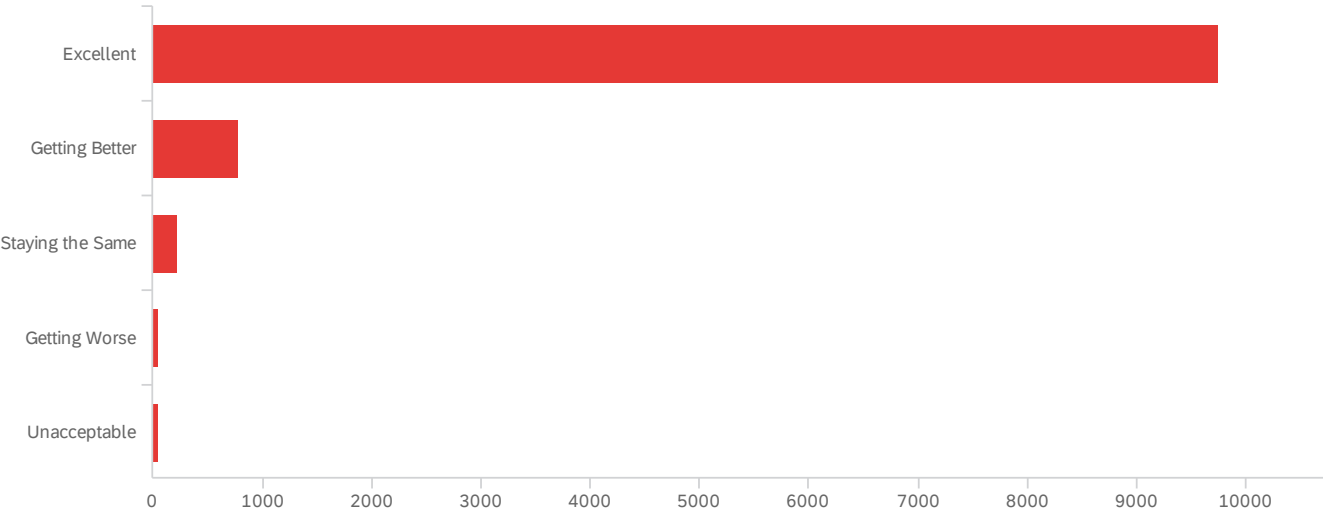
#	Field		Choice Count
1	Excellent	89.76%	9752
2	Getting Better	7.23%	786
3	Staying the Same	2.08%	226
4	Getting Worse	0.45%	49
5	Unacceptable	0.47%	51
			10864

Showing rows 1 - 6 of 6

groupid
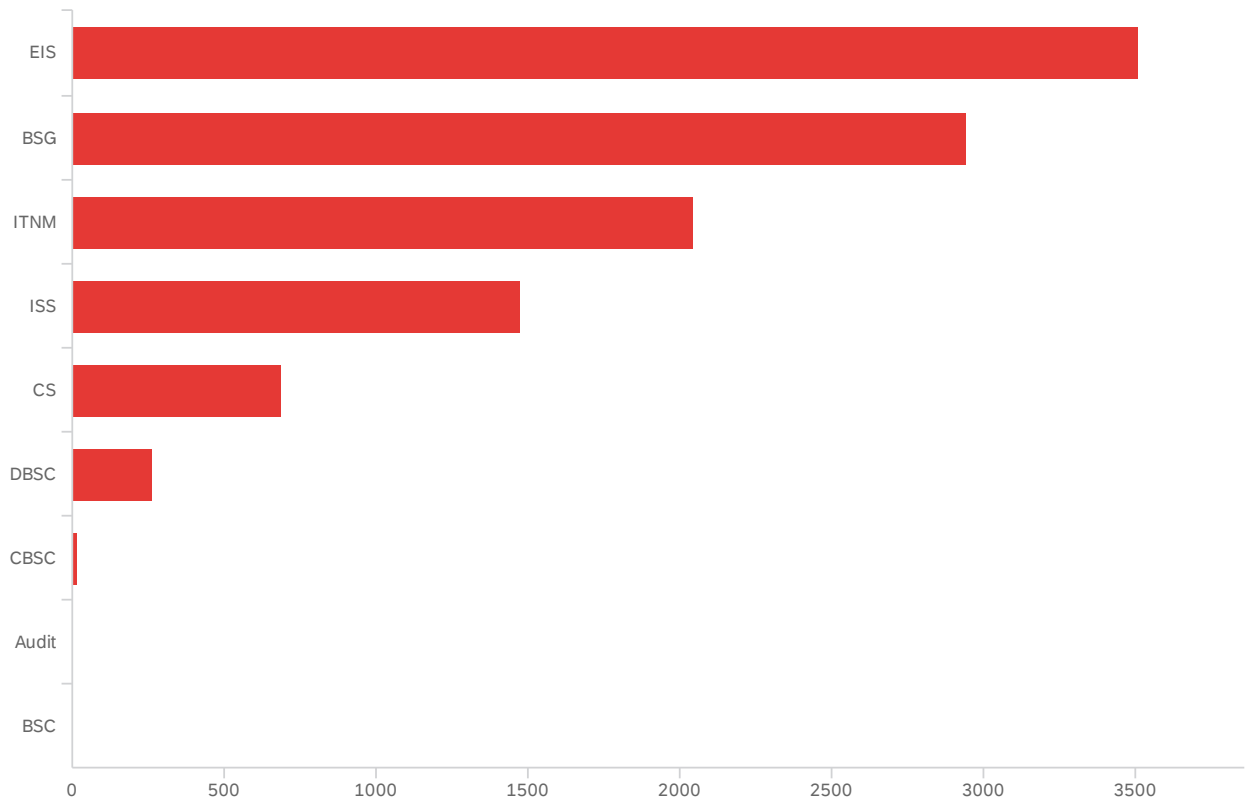
#	Field		Choice Count
EIS	EIS	32.09%	3510
BSG	BSG	26.92%	2945
ITNM	ITNM	18.69%	2044
ISS	ISS	13.47%	1473
CS	CS	6.27%	686
DBSC	DBSC	2.39%	261
CBSC	CBSC	0.14%	15
Audit	Audit	0.03%	3
BSC	BSC	0.01%	1
			10938

ticketsubject

⚠️
Error loading data
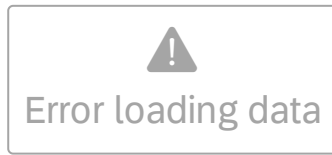
#	Field	Choice Count	
REX (Report Exchange) Access	REX (Report Exchange) Access	3.21%	198
Correct an Article	Correct an Article	2.91%	180
Password Reset	Password Reset	1.54%	95
REX (Report Exchange) Request	REX (Report Exchange) Request	0.97%	60
POI Affiliation Request	POI Affiliation Request	0.84%	52
New Config file	New Config file	0.42%	26
CNMS Chart String Config File Update	CNMS Chart String Config File Update	0.34%	21
[Hilltop]-FTP Account set-up	[Hilltop]-FTP Account set-up	0.31%	19
[Hilltop]-Other	[Hilltop]-Other	0.26%	16
[Hilltop]-Windows server issue/access	[Hilltop]-Windows server issue/access	0.21%	13
[Hilltop]-Workstation issue	[Hilltop]-Workstation issue	0.21%	13
coeitSSC config file update	coeitSSC config file update	0.19%	12

#	Field	Choice Count	
Update config file	Update config file	0.18%	11
PW Reset	PW Reset	0.16%	10
Video submission from Biological Science	Video submission from Biological Science	0.15%	9
[Hilltop]-Software installation/setup	[Hilltop]-Software installation/setup	0.13%	8
Password Reset Request	Password Reset Request	0.13%	8
Residential Request - I am having trouble connecting to the internet via a wired connection	Residential Request - I am having trouble connecting to the internet via a wired connection	0.13%	8
3rd Floor Admin Door Access Code	3rd Floor Admin Door Access Code	0.11%	7
Suggest an Article	Suggest an Article	0.11%	7
Video submission from Health Information Technology	Video submission from Health Information Technology	0.11%	7
Video submission from Psychology	Video submission from Psychology	0.11%	7
[Hilltop]-Poe/Linux server issue/Access	[Hilltop]-Poe/Linux server issue/Access	0.10%	6
CNMS Config File Update	CNMS Config File Update	0.10%	6
Connecting to Eduroam	Connecting to Eduroam	0.10%	6
DPS Order Form	DPS Order Form	0.10%	6
Spam	Spam	0.10%	6
Video submission from Math/Stat	Video submission from Math/Stat	0.10%	6
[Hilltop]-Printer issue	[Hilltop]-Printer issue	0.08%	5
Blackboard	Blackboard	0.08%	5
BOX	BOX	0.08%	5

#	Field		Choice Count
DUO Bypass Code	DUO Bypass Code	0.08%	5
Long Distance Code Request	Long Distance Code Request	0.08%	5
Other	Other	0.08%	5
Printer	Printer	0.08%	5
Residential Request - My ethernet jack is physically damaged	Residential Request - My ethernet jack is physically damaged	0.08%	5
REX	REX	0.08%	5
Software	Software	0.08%	5
Suspicious Email	Suspicious Email	0.08%	5
3rd Floor Admin Door Access Code for new employee	3rd Floor Admin Door Access Code for new employee	0.06%	4
[Hilltop]-Door Codes	[Hilltop]-Door Codes	0.06%	4
Approval for Administrative Rights Waiver Request	Approval for Administrative Rights Waiver Request	0.06%	4
Email and Black Board account set up and access	Email and Black Board account set up and access	0.06%	4
laptop	laptop	0.06%	4
Long Distance Code	Long Distance Code	0.06%	4
PeopleSoft Account Locked	PeopleSoft Account Locked	0.06%	4
Phone not working	Phone not working	0.06%	4
Request FAC Number for New Employee	Request FAC Number for New Employee	0.06%	4
REX-Finance Access	REX-Finance Access	0.06%	4
Split-Merge Courses	Split-Merge Courses	0.06%	4

#	Field	Choice Count	
Unable to Access Timesheet	Unable to Access Timesheet	0.06%	4
Account Activation	Account Activation	0.05%	3
Active Directory	Active Directory	0.05%	3
Adobe CC	Adobe CC	0.05%	3
COEIT config file	COEIT config file	0.05%	3
Course Availability Override	Course Availability Override	0.05%	3
Course Import File	Course Import File	0.05%	3
Disk quota exceeded	Disk quota exceeded	0.05%	3
Duo Issue	Duo Issue	0.05%	3
Eduroam	Eduroam	0.05%	3
Fwd: UMBC PART TIME JOB OFFER	Fwd: UMBC PART TIME JOB OFFER	0.05%	3
imaging request for new laptop	imaging request for new laptop	0.05%	3
issues starting win 10 pc	issues starting win 10 pc	0.05%	3
Issues with Box	Issues with Box	0.05%	3
IT support	IT support	0.05%	3
Name Change	Name Change	0.05%	3
Need to have VM joined to AD	Need to have VM joined to AD	0.05%	3
New CRI Computer	New CRI Computer	0.05%	3
New REX AD Groups	New REX AD Groups	0.05%	3
Password Reset Link	Password Reset Link	0.05%	3
Password reset link needed	Password reset link needed	0.05%	3

#	Field		Choice	Count
Permission Denied	Permission Denied		0.05%	3
Phishing Attempt	Phishing Attempt		0.05%	3
Phone Assignment	Phone Assignment		0.05%	3
Phone cord replacement needed	Phone cord replacement needed		0.05%	3
Printer Access	Printer Access		0.05%	3
PRINTER CONNECTION	PRINTER CONNECTION		0.05%	3
Printer setup	Printer setup		0.05%	3
Printing Issues	Printing Issues		0.05%	3
Removal of REX-Finance Access	Removal of REX-Finance Access		0.05%	3
Report Request	Report Request		0.05%	3
Request for password reset	Request for password reset		0.05%	3
REX access	REX access		0.05%	3
REX-Finance for 5/23 Training Session	REX-Finance for 5/23 Training Session		0.05%	3
RS-5 November Invoice	RS-5 November Invoice		0.05%	3
script for csprd	script for csprd		0.05%	3
shmem open failed	shmem open failed		0.05%	3
taki - issue installing python packages on TAKI	taki - issue installing python packages on TAKI		0.05%	3
Upload CCMS_DcardApplication Config File to Production	Upload CCMS_DcardApplication Config File to Production		0.05%	3
Upload new config file	Upload new config file		0.05%	3
VPN - Cannot download/connect	VPN - Cannot download/connect		0.05%	3

#	Field	Choice	Count
10022 - Visual Arts-Ableton-Ableton Live	10022 - Visual Arts-Ableton-Ableton Live	0.03%	2
3rd floor Admin door access code needed	3rd floor Admin door access code needed	0.03%	2
[5/23] Computer Issue	[5/23] Computer Issue	0.03%	2
[8/17] Webex Audio Issues	[8/17] Webex Audio Issues	0.03%	2
[8/30] Residential Request - Other	[8/30] Residential Request - Other	0.03%	2
[Fwd: Payroll Notification]	[Fwd: Payroll Notification]	0.03%	2
[Fwd: You Have 1 New Message]	[Fwd: You Have 1 New Message]	0.03%	2
[Hilltop]-Guest/Training Account Activation	[Hilltop]-Guest/Training Account Activation	0.03%	2
Ability to Export in WebNow	Ability to Export in WebNow	0.03%	2
access code for security panels	access code for security panels	0.03%	2
Access Issues	Access Issues	0.03%	2
Access to Qualtrics	Access to Qualtrics	0.03%	2
Access to REEP workflow	Access to REEP workflow	0.03%	2
Account Deactivation	Account Deactivation	0.03%	2
Account Request: Ankur Padia	Account Request: Ankur Padia	0.03%	2
Account Request: Huachuan Wang	Account Request: Huachuan Wang	0.03%	2
Account Request: Qunfang Long	Account Request: Qunfang Long	0.03%	2
Account Request: Redwan Walid	Account Request: Redwan Walid	0.03%	2
Account Request: Tiantian Xie	Account Request: Tiantian Xie	0.03%	2
Account Request: Timothy Munuhe	Account Request: Timothy Munuhe	0.03%	2
Account Request: Tirth Jitendra Patel	Account Request: Tirth Jitendra Patel	0.03%	2

#	Field	Choice	Count
Active Directory Access	Active Directory Access	0.03%	2
AD Access	AD Access	0.03%	2
ada - Connection Failed	ada - Connection Failed	0.03%	2
ada Account Request: Akshay Peshave	ada Account Request: Akshay Peshave	0.03%	2
ada Account Request: Tulay Adali	ada Account Request: Tulay Adali	0.03%	2
add "privileged user" status	add "privileged user" status	0.03%	2
Add 4 new users to 2 SDS Test Administration Queues	Add 4 new users to 2 SDS Test Administration Queues	0.03%	2
Add Graduation Rate column to Course Repeats Summary Report	Add Graduation Rate column to Course Repeats Summary Report	0.03%	2
Add student to BSG/Applications AD group	Add student to BSG/Applications AD group	0.03%	2
Add User to Delegated account	Add User to Delegated account	0.03%	2
Adding a Concurrent Student in NavBar	Adding a Concurrent Student in NavBar	0.03%	2
Admin 3rd floor door access code	Admin 3rd floor door access code	0.03%	2
Adobe	Adobe	0.03%	2
Adobe desktop software	Adobe desktop software	0.03%	2
Advising Center Changes	Advising Center Changes	0.03%	2
Alumni account	Alumni account	0.03%	2
Alumni, no DUO, needs access UMBC UNIX/LINUX	Alumni, no DUO, needs access UMBC UNIX/LINUX	0.03%	2
Alumnus With Email Issue	Alumnus With Email Issue	0.03%	2
ARC meeting today	ARC meeting today	0.03%	2

#	Field	Choice Count	
BSG AD access for Len Mancini	BSG AD access for Len Mancini	0.03%	2
Campus ID	Campus ID	0.03%	2
Campus ID not working for RLC	Campus ID not working for RLC	0.03%	2
Cannot Login	Cannot Login	0.03%	2
card swipe access -lenel system	card swipe access -lenel system	0.03%	2
Cashnet Daily Load Report	Cashnet Daily Load Report	0.03%	2
CCMS - Create Sign-in queue	CCMS - Create Sign-in queue	0.03%	2
Change to New Student Online Orientation and Registration Completion Status Report	Change to New Student Online Orientation and Registration Completion Status Report	0.03%	2
Class list download question	Class list download question	0.03%	2
CNMS - Payroll IDs update	CNMS - Payroll IDs update	0.03%	2
CNMS Chart String Update	CNMS Chart String Update	0.03%	2
CNMS Config File - Chart String Update	CNMS Config File - Chart String Update	0.03%	2
CNMS RT - Config File Update	CNMS RT - Config File Update	0.03%	2
CNMS RT - Update Payroll Calendar	CNMS RT - Update Payroll Calendar	0.03%	2
CNMS RT Config File Updates	CNMS RT Config File Updates	0.03%	2
CNMS RT Payroll & Hiring - Missing Fields in E-mail Confirmation	CNMS RT Payroll & Hiring - Missing Fields in E-mail Confirmation	0.03%	2
CNMS RT Update - Payroll IDs	CNMS RT Update - Payroll IDs	0.03%	2
CNMS SSC Data Update	CNMS SSC Data Update	0.03%	2
CNMS SSC: E-mail Notifications Not Received & Ticket Saved Searches	CNMS SSC: E-mail Notifications Not Received & Ticket Saved Searches	0.03%	2

#	Field		Choice Count	
Columbus Center user needs UMBC affiliate account	Columbus Center user needs UMBC affiliate account		0.03%	2
Computer	Computer		0.03%	2
Computer cleaned and connected to printer	Computer cleaned and connected to printer		0.03%	2
Computer needs re-imaged	Computer needs re-imaged		0.03%	2
Concerns with webmail being discontinued	Concerns with webmail being discontinued		0.03%	2
course	course		0.03%	2
Course File Access Issue	Course File Access Issue		0.03%	2
Credit Load Report for Students Enrolled in Internship/Independent Study/Research/Study Abroad	Credit Load Report for Students Enrolled in Internship/Independent Study/Research/Study Abroad		0.03%	2
CS 9.2 DMO instance	CS 9.2 DMO instance		0.03%	2
CUDA example does not work	CUDA example does not work		0.03%	2
Data Request	Data Request		0.03%	2
Desktop Support: Imaging New Laptop	Desktop Support: Imaging New Laptop		0.03%	2
Develope prototype for Chemistry pertaining to travel	Develope prototype for Chemistry pertaining to travel		0.03%	2
DIRECTORY NOT FOUND	DIRECTORY NOT FOUND		0.03%	2
Disk quota exceeded error	Disk quota exceeded error		0.03%	2
DMB-All Email List	DMB-All Email List		0.03%	2
DocuSign	DocuSign		0.03%	2
Downloading Panopto videos	Downloading Panopto videos		0.03%	2
DPS Sonography E-Mail Groups	DPS Sonography E-Mail Groups		0.03%	2

#	Field	Choice Count	
DTN Access	DTN Access	0.03%	2
Duo Bypass Code ID Verification	Duo Bypass Code ID Verification	0.03%	2
Email List Request	Email List Request	0.03%	2
Ethernet Connection	Ethernet Connection	0.03%	2
FA 113A: request for help setting up ldap authentication in a mac lab	FA 113A: request for help setting up ldap authentication in a mac lab	0.03%	2
FERPA Acknowledgement	FERPA Acknowledgement	0.03%	2
FSPRD (2) Retire PS eTravel process	FSPRD (2) Retire PS eTravel process	0.03%	2
Fwd: Administrative Assistant Needed	Fwd: Administrative Assistant Needed	0.03%	2
Fwd: Get Paid To Drive	Fwd: Get Paid To Drive	0.03%	2
Fwd: Job Offer	Fwd: Job Offer	0.03%	2
Fwd: Rusty Postlewate	Fwd: Rusty Postlewate	0.03%	2
Fwd: UMBC account	Fwd: UMBC account	0.03%	2
Fwd: UMBCPS #1314 Awaiting PURCHASE	Fwd: UMBCPS #1314 Awaiting PURCHASE	0.03%	2
Getting Started on Ultra or Blackboard	Getting Started on Ultra or Blackboard	0.03%	2
GL Validation Error - CashNet	GL Validation Error - CashNet	0.03%	2
GlobalProtect connect but still can't open REX report	GlobalProtect connect but still can't open REX report	0.03%	2
Graduate School Clearinghouse Data- for Class 2021	Graduate School Clearinghouse Data- for Class 2021	0.03%	2
Gui error: X server not responding	Gui error: X server not responding	0.03%	2
halo.umbc.edu	halo.umbc.edu	0.03%	2

#	Field	Choice	Count
Having Trouble with Adobe	Having Trouble with Adobe	0.03%	2
HELP - VM Fusion/CASTLE Access Problems	HELP - VM Fusion/CASTLE Access Problems	0.03%	2
Help with logging in to Taki	Help with logging in to Taki	0.03%	2
Imaging New Laptop	Imaging New Laptop	0.03%	2
Incompletes Report available?	Incompletes Report available?	0.03%	2
Increasing storage of group work space	Increasing storage of group work space	0.03%	2
Informatica notification re: license expiration date tomorrow	Informatica notification re: license expiration date tomorrow	0.03%	2
Insert missing PS_PERSON_SA rows in CSPRD	Insert missing PS_PERSON_SA rows in CSPRD	0.03%	2
Install Box Drive	Install Box Drive	0.03%	2
Install HP Laser Jet Pro Printer	Install HP Laser Jet Pro Printer	0.03%	2
Installing a scanner	Installing a scanner	0.03%	2
Internet Explorer	Internet Explorer	0.03%	2
Issues with MS Excel and Word 2016	Issues with MS Excel and Word 2016	0.03%	2
Issues with Pulse Secure and WebNow	Issues with Pulse Secure and WebNow	0.03%	2
Job 4741409 stuck	Job 4741409 stuck	0.03%	2
Job no response	Job no response	0.03%	2
Log in Issue	Log in Issue	0.03%	2
Lost Cell Phone vs Duo Authentication	Lost Cell Phone vs Duo Authentication	0.03%	2
MacMail sending has stopped working	MacMail sending has stopped working	0.03%	2
Message from FM SIGN SHOP (54278)	Message from FM SIGN SHOP (54278)	0.03%	2

#	Field	Choice	Count
Microsoft Office 2010 Product Key	Microsoft Office 2010 Product Key	0.03%	2
Migrate DocuSign Config File to PRD	Migrate DocuSign Config File to PRD	0.03%	2
Missing button	Missing button	0.03%	2
Missing emails	Missing emails	0.03%	2
Move Phone Line	Move Phone Line	0.03%	2
Moving files to Dept-Shared Google Drive from MyUMBC Google Drive	Moving files to Dept-Shared Google Drive from MyUMBC Google Drive	0.03%	2
MP101 - Projector Going In and Out	MP101 - Projector Going In and Out	0.03%	2
MS Teams	MS Teams	0.03%	2
My desktop	My desktop	0.03%	2
myUMBC Alt Text Feature Inquiry	myUMBC Alt Text Feature Inquiry	0.03%	2
Naval Preparatory Program Contracts	Naval Preparatory Program Contracts	0.03%	2
Need a new phone	Need a new phone	0.03%	2
Need help connecting laptop	Need help connecting laptop	0.03%	2
Need laptop wiped	Need laptop wiped	0.03%	2
Need new phone cord for Joyce Mburu	Need new phone cord for Joyce Mburu	0.03%	2
Need to Connect to Printer in CNMS	Need to Connect to Printer in CNMS	0.03%	2
Needs password reset	Needs password reset	0.03%	2
New BSG Student Workers (Tristan Oetker) - AD Access	New BSG Student Workers (Tristan Oetker) - AD Access	0.03%	2
New computer set up	New computer set up	0.03%	2
New Email Address	New Email Address	0.03%	2

#	Field	Choice Count	
New emloyee access	New emloyee access	0.03%	2
New Laptop	New Laptop	0.03%	2
New shared research disk space	New shared research disk space	0.03%	2
Other - Access denied while creating files/folder in knacc1 server + change my email account to ugwuabonyi@umbc.edu	Other - Access denied while creating files/folder in knacc1 server + change my email account to ugwuabonyi@umbc.edu	0.03%	2
Other - Updating java on cs-rsch1.rs.umbc.edu	Other - Updating java on cs-rsch1.rs.umbc.edu	0.03%	2
Other Arnold Foelster	Other Arnold Foelster	0.03%	2
PAHB132 Projector not showing	PAHB132 Projector not showing	0.03%	2
PC Compress - Out of Space	PC Compress - Out of Space	0.03%	2
PeopleSoft Error	PeopleSoft Error	0.03%	2
Permission	Permission	0.03%	2
Phire appears to be down	Phire appears to be down	0.03%	2
Phishing	Phishing	0.03%	2
Please add Danielle Bolden (XC09653) to CGE queues	Please add Danielle Bolden (XC09653) to CGE queues	0.03%	2
Please add privileged user status	Please add privileged user status	0.03%	2
Please make fund 1116 available for their use in the Etravel system	Please make fund 1116 available for their use in the Etravel system	0.03%	2
Please register me for a single day (Wednesday, 11/1) Conference Attendance for EDUCAUSE	Please register me for a single day (Wednesday, 11/1) Conference Attendance for EDUCAUSE	0.03%	2
Possible Computer Virus	Possible Computer Virus	0.03%	2
Printer Installation	Printer Installation	0.03%	2

#	Field	Choice Count	
Printer Issues	Printer Issues	0.03%	2
Printer Offline	Printer Offline	0.03%	2
Printer options	Printer options	0.03%	2
Pulse secure	Pulse secure	0.03%	2
Punch for Quottly Software to see the PS prod and dev gateway	Punch for Quottly Software to see the PS prod and dev gateway	0.03%	2
Question re. Shared Drive	Question re. Shared Drive	0.03%	2
Re: 2 Price quotes for Dell Latitude laptops	Re: 2 Price quotes for Dell Latitude laptops	0.03%	2
Removal and addition to current CAHSS RT form	Removal and addition to current CAHSS RT form	0.03%	2
Reports	Reports	0.03%	2
Request for access to a gl server directory	Request for access to a gl server directory	0.03%	2
Request for lynda.com access for art student	Request for lynda.com access for art student	0.03%	2
request for new phone installation	request for new phone installation	0.03%	2
Request to move user to Meyerhoff	Request to move user to Meyerhoff	0.03%	2
Request: Admissions Access to Archive Capture for REEP Workflow	Request: Admissions Access to Archive Capture for REEP Workflow	0.03%	2
Reset VM	Reset VM	0.03%	2
Residential Request - Other	Residential Request - Other	0.03%	2
Review of options to better secure first year GPA data	Review of options to better secure first year GPA data	0.03%	2
REX guided report: "Major Changes by Plan" -- allow multiple selections on Reporting Plan?	REX guided report: "Major Changes by Plan" -- allow multiple selections on Reporting Plan?	0.03%	2

#	Field	Choice Count	
REX Reports	REX Reports	0.03%	2
REX-Finance Access for 3/28 Training Session	REX-Finance Access for 3/28 Training Session	0.03%	2
RS-5 April Invoice	RS-5 April Invoice	0.03%	2
RS-5 December Invoice	RS-5 December Invoice	0.03%	2
RS-5 March Invoice	RS-5 March Invoice	0.03%	2
RT Form Adjustment	RT Form Adjustment	0.03%	2
RT Form Adjustments	RT Form Adjustments	0.03%	2
RT Ticketing System for OCAM	RT Ticketing System for OCAM	0.03%	2
RUMBA RSTARS PASSWORD RESET	RUMBA RSTARS PASSWORD RESET	0.03%	2
Running build script in CSDEV	Running build script in CSDEV	0.03%	2
SA peoplesoft account locked	SA peoplesoft account locked	0.03%	2
SADB1 process scheduler is down	SADB1 process scheduler is down	0.03%	2
SAR to AP testing for PUM image 14	SAR to AP testing for PUM image 14	0.03%	2
Search Match Results Error	Search Match Results Error	0.03%	2
SecureLink (CBORD Unattended Access) Issues	SecureLink (CBORD Unattended Access) Issues	0.03%	2
Sending Images in an Email	Sending Images in an Email	0.03%	2
Setting up a Network Copier for Staff	Setting up a Network Copier for Staff	0.03%	2
Setup for new IRADS analyst - Vasavi Koonapalli	Setup for new IRADS analyst - Vasavi Koonapalli	0.03%	2
Shared Drive	Shared Drive	0.03%	2

#	Field	Choice Count	
SHER150 - No Signal from Laptop to Projector	SHER150 - No Signal from Laptop to Projector	0.03%	2
Software Download Problem	Software Download Problem	0.03%	2
Software Installation Issue	Software Installation Issue	0.03%	2
SOND101 - Meet with instructor 1pm Tuesday 9/20	SOND101 - Meet with instructor 1pm Tuesday 9/20	0.03%	2
Spam Report	Spam Report	0.03%	2
Student Data Request (ENGINE) ... data needed ASAP	Student Data Request (ENGINE) ... data needed ASAP	0.03%	2
T-REX Access	T-REX Access	0.03%	2
taki - GRASS GIS install	taki - GRASS GIS install	0.03%	2
taki - Node is down?	taki - Node is down?	0.03%	2
taki - Python 3.6.6 is not loading	taki - Python 3.6.6 is not loading	0.03%	2
taki - Requesting increase in lab disk space	taki - Requesting increase in lab disk space	0.03%	2
taki Account Request: Ehsan Shakeri	taki Account Request: Ehsan Shakeri	0.03%	2
taki Account Request: Roger Chess	taki Account Request: Roger Chess	0.03%	2
Teressa's Laptop	Teressa's Laptop	0.03%	2
Teressa's Old Printer	Teressa's Old Printer	0.03%	2
The system is broken	The system is broken	0.03%	2
Time-Sensitive Request: REEP Form - Add Winter 2024 Option	Time-Sensitive Request: REEP Form - Add Winter 2024 Option	0.03%	2
Tracking Basis of Admission	Tracking Basis of Admission	0.03%	2
Trouble with UMBC Gmail from Thunderbird	Trouble with UMBC Gmail from Thunderbird	0.03%	2

#	Field	Choice Count	
Account	Account		
Two queries: access and recovery	Two queries: access and recovery	0.03%	2
UC 115D CASTLE Access	UC 115D CASTLE Access	0.03%	2
Unable to Connect to Eduroam	Unable to Connect to Eduroam	0.03%	2
Unable to Launch AWS Workspace	Unable to Launch AWS Workspace	0.03%	2
Unable to Log In to Desktop	Unable to Log In to Desktop	0.03%	2
updates to Atlas.ti	updates to Atlas.ti	0.03%	2
Upgrading myUMBC Account	Upgrading myUMBC Account	0.03%	2
User needs set up in DUO	User needs set up in DUO	0.03%	2
using box	using box	0.03%	2
Video submission from Economics	Video submission from Economics	0.03%	2
Video submission from EDUC	Video submission from EDUC	0.03%	2
Voicemail Password Reset	Voicemail Password Reset	0.03%	2
Voicemail Reset	Voicemail Reset	0.03%	2
voicemail set up research park	voicemail set up research park	0.03%	2
VoiceThread	VoiceThread	0.03%	2
VPN Connection	VPN Connection	0.03%	2
Walk In - Other	Walk In - Other	0.03%	2
Web Maintenance - Existing Website Updates	Web Maintenance - Existing Website Updates	0.03%	2
Web Maintenance - New sites.umbc.edu Site	Web Maintenance - New sites.umbc.edu Site	0.03%	2
WebAdmin access	WebAdmin access	0.03%	2

#	Field	Choice Count	
Webex freezes when screen sharing	Webex freezes when screen sharing	0.03%	2
WebEx Question	WebEx Question	0.03%	2
Workflow scan to I:drive	Workflow scan to I:drive	0.03%	2
Your PeopleSoft account is currently locked	Your PeopleSoft account is currently locked	0.03%	2
AD 300: Printer issues	AD 300: Printer issues	0.02%	1
Advisor List for Psychology students	Advisor List for Psychology students	0.02%	1
Desires second DUO Authentication Method - User Will Stop By TSC To Get Token	Desires second DUO Authentication Method - User Will Stop By TSC To Get Token	0.02%	1
DNS entry for the new server	DNS entry for the new server	0.02%	1
give read submit permission to graders	give read submit permission to graders	0.02%	1
Microsoft PowerPoint fade-out option	Microsoft PowerPoint fade-out option	0.02%	1
Ocularis Client not working	Ocularis Client not working	0.02%	1
purge and reset the voicemail box password	purge and reset the voicemail box password	0.02%	1
Request for DocuSign: create, edit and send permission for Mildred Homa	Request for DocuSign: create, edit and send permission for Mildred Homa	0.02%	1
SA performance in recent weeks?	SA performance in recent weeks?	0.02%	1
Vaccine Attestations for Susan Taylor	Vaccine Attestations for Susan Taylor	0.02%	1
#1 GM No matching values for existing Proposals	#1 GM No matching values for existing Proposals	0.02%	1
'Experience' Change Request to GS SA Custom Pages	'Experience' Change Request to GS SA Custom Pages	0.02%	1
"Access Denied" On Submitted Assignment	"Access Denied" On Submitted Assignment	0.02%	1
"Authorization Error -- Contact your Security	"Authorization Error -- Contact your Security	0.02%	1

#	Field	Choice Count	
Administrator"	Administrator"		
"exclusive" on SLURM	"exclusive" on SLURM	0.02%	1
"numDeriv" package in R not loading	"numDeriv" package in R not loading	0.02%	1
"Phone Services are Disconnected" Message	"Phone Services are Disconnected" Message	0.02%	1
"Restart Bonjour Service"	"Restart Bonjour Service"	0.02%	1
"wradlib" python package	"wradlib" python package	0.02%	1
(2) Dell Latitute E7470 computers	(2) Dell Latitute E7470 computers	0.02%	1
(3) FSPRD Req 0000028279 no encumbrance	(3) FSPRD Req 0000028279 no encumbrance	0.02%	1
**Urgent - FSTST is down	**Urgent - FSTST is down	0.02%	1
urgent high statkes test if frozen on mac need immediate help	**urgent** high statkes test if frozen on mac need immediate help	0.02%	1
**URGENT-PERFORMANCE FS92TST not available	**URGENT-PERFORMANCE FS92TST not available	0.02%	1
00010549 Project PRE Encumbrance on PS Grants Report	00010549 Project PRE Encumbrance on PS Grants Report	0.02%	1
1 Priority, Grants, cannot generate award Proposal # 0000009867	1 Priority, Grants, cannot generate award Proposal # 0000009867	0.02%	1
1 UMBC Owned Computers With No Power	1 UMBC Owned Computers With No Power	0.02%	1
10022 - Visual Arts-Papercut-Papercut NG	10022 - Visual Arts-Papercut-Papercut NG	0.02%	1
10118 - New Media-Imperavi Ltd.-Imperavi Redactor	10118 - New Media-Imperavi Ltd.-Imperavi Redactor	0.02%	1
10119 - OIT Infrastructure & Support-FastSpring-ChemDoodle and ChemDoodle 3D	10119 - OIT Infrastructure & Support-FastSpring-ChemDoodle and ChemDoodle 3D	0.02%	1
10138 - The Hilltop Institute-	10138 - The Hilltop Institute-Relevanssi/Paddle	0.02%	1

#	Field		Choice Count
Relevanssi/Paddle Buyer-Relevanssi	Buyer-Relevanssi		
10139 - Jnt Ctr Earth Sys Technology-Altium, Inc-Altium Designer Academic License	10139 - Jnt Ctr Earth Sys Technology-Altium, Inc-Altium Designer Academic License	0.02%	1
10146 - Comp Sci & Electrical Eng-Cadence Design Systems, Inc-Cadence University Software Package	10146 - Comp Sci & Electrical Eng-Cadence Design Systems, Inc-Cadence University Software Package	0.02%	1
10200 - Mechanical Engineering-Tecplot, Inc.-TAL-P-SU	10200 - Mechanical Engineering-Tecplot, Inc.-TAL-P-SU	0.02%	1
10212 - Center for Art & Visual Cultur-Filemaker An Apple Subsidiary-Filemaker Pro 16	10212 - Center for Art & Visual Cultur-Filemaker An Apple Subsidiary-Filemaker Pro 16	0.02%	1
10236 - Career Center-MONSTERGOVERNMENTSOLUTIONS.COM-Traitify/Woofound	10236 - Career Center-MONSTERGOVERNMENTSOLUTIONS.COM-Traitify/Woofound	0.02%	1
10236 - Career Center-The Vault-The Vault	10236 - Career Center-The Vault-The Vault	0.02%	1
10283 - Institutional Advancement-ZeroFOX-ZeroFOX Social Media & Brand Protection platform	10283 - Institutional Advancement-ZeroFOX-ZeroFOX Social Media & Brand Protection platform	0.02%	1
10363 - Office of Provost-IHS Global Inc.-Eviews	10363 - Office of Provost-IHS Global Inc.-Eviews	0.02%	1
10427 - IT Administration-Grammarly-Grammarly Premium	10427 - IT Administration-Grammarly-Grammarly Premium	0.02%	1
10439 - Shady Grove Program- You Can Book Me https://www.youcanbook.me/-You Can Book Me paid scheduling account	10439 - Shady Grove Program- You Can Book Me https://www.youcanbook.me/-You Can Book Me paid scheduling account	0.02%	1
10442 - Information Technology Systems-VMware-VMware Fusion 11 (Upgrade Version)	10442 - Information Technology Systems-VMware-VMware Fusion 11 (Upgrade Version)	0.02%	1
10494 - SAHAP-Grammerly-Grammarly	10494 - SAHAP-Grammerly-Grammarly	0.02%	1
10535 - Residential Life - Gen Admin-Macmillan Holdings LLC (Skyfactor)-	10535 - Residential Life - Gen Admin-Macmillan Holdings LLC (Skyfactor)-Assessment package	0.02%	1

#	Field		Choice Count	
Assessment package				
10584 - Language Literacy and Culture-Texyz Indexing Software-TExtract	10584 - Language Literacy and Culture-Texyz Indexing Software-TExtract	0.02%	1	
10589 - Professional Programs (DPS)-Adobe-Adobe Captivate 2017 Student & Teacher Edition for Windows	10589 - Professional Programs (DPS)-Adobe-Adobe Captivate 2017 Student & Teacher Edition for Windows	0.02%	1	
10599 - Dean of Natural & Math. Sci.-McGraw-Hill Global Education-ALEKS Placement, Preparation and Learning	10599 - Dean of Natural & Math. Sci.-McGraw-Hill Global Education-ALEKS Placement, Preparation and Learning	0.02%	1	
10622 - Ctr for Advanced Sensor Tech-IAR Systems-IAR Embedded Workbench for Texas Instrument MSP430	10622 - Ctr for Advanced Sensor Tech-IAR Systems-IAR Embedded Workbench for Texas Instrument MSP430	0.02%	1	
123456789012345678901234456789012	123456789012345678901234456789012	0.02%	1	
2 FSPRD Migration of State Interface Programs with Archiving Logic Additions	2 FSPRD Migration of State Interface Programs with Archiving Logic Additions	0.02%	1	
2 more manual inserts for csprd	2 more manual inserts for csprd	0.02%	1	
2 mousepads from the UMBC book store (for Brandt and Dondre)	2 mousepads from the UMBC book store (for Brandt and Dondre)	0.02%	1	
2 Query UM_GM_ITEMS_BY PROJ not working	2 Query UM_GM_ITEMS_BY PROJ not working	0.02%	1	
2 UMBC Owned Computers With No Power	2 UMBC Owned Computers With No Power	0.02%	1	
2016 - IRS 1098T Print & Transmittal File	2016 - IRS 1098T Print & Transmittal File	0.02%	1	
2017 Teaching Positions Survey : request for data, report on teaching activity for CSEE and IS Departments	2017 Teaching Positions Survey : request for data, report on teaching activity for CSEE and IS Departments	0.02%	1	
2018 CRA Taulbee Survey (CSEE and IS) Enrollment in Representative Courses	2018 CRA Taulbee Survey (CSEE and IS) Enrollment in Representative Courses	0.02%	1	
2018-2019 Enrollment and Degree Attainment Data (BRAID Research)	2018-2019 Enrollment and Degree Attainment Data (BRAID Research)	0.02%	1	

#	Field		Choice Count
2020-2021 Enrollment & Degree Attainment Data (BRAID Research)	2020-2021 Enrollment & Degree Attainment Data (BRAID Research)	0.02%	1
3 new laptops to be imaged	3 new laptops to be imaged	0.02%	1
3 Questions re. Scott's UMBC-owned laptop, monitor, and personal MacBook Pro	3 Questions re. Scott's UMBC-owned laptop, monitor, and personal MacBook Pro	0.02%	1
3/8 Polycom System in Admin 1013	3/8 Polycom System in Admin 1013	0.02%	1
3rd floor admin access codes for IES employees	3rd floor admin access codes for IES employees	0.02%	1
3rd floor admin door access	3rd floor admin door access	0.02%	1
3rd Floor Admin Door Access Code Request	3rd Floor Admin Door Access Code Request	0.02%	1
3rd floor Admin door access codes needed	3rd floor Admin door access codes needed	0.02%	1
3rd Floor Admin Door Code access	3rd Floor Admin Door Code access	0.02%	1
3rd floor administration door acces code	3rd floor administration door acces code	0.02%	1
3rd Floor Printer	3rd Floor Printer	0.02%	1
4 HP All-in-One Printers Need to be Set-up	4 HP All-in-One Printers Need to be Set-up	0.02%	1
403 error when accessing email	403 error when accessing email	0.02%	1
4th floor printer	4th floor printer	0.02%	1
4th floor printer has low ink and paper	4th floor printer has low ink and paper	0.02%	1
5 Adapters for Chromebooks	5 Adapters for Chromebooks	0.02%	1
5 Cables needed for new Macbook Pro	5 Cables needed for new Macbook Pro	0.02%	1
5th floor printer	5th floor printer	0.02%	1
9/9 Printer wiring needs to be temporarily moved	9/9 Printer wiring needs to be temporarily moved	0.02%	1

#	Field		Choice Count
900 Walker- 140C - iHARP Cisco room bar audio	900 Walker- 140C - iHARP Cisco room bar audio	0.02%	1
99 FSPRD (Completed) Last Name - Name Change	99 FSPRD (Completed) Last Name - Name Change	0.02%	1
9V batteries can cause fire	9V batteries can cause fire	0.02%	1
[1/10] Spring 2022 Classes	[1/10] Spring 2022 Classes	0.02%	1
[1/11*] MyUMBC Account	[1/11*] MyUMBC Account	0.02%	1
[1/14] Add UMBC Webmail to Iphone	[1/14] Add UMBC Webmail to Iphone	0.02%	1
[1/14] Need help to scan	[1/14] Need help to scan	0.02%	1
[1/16] My Acrobat pro license has expired and I need to send a letter of recommendation	[1/16] My Acrobat pro license has expired and I need to send a letter of recommendation	0.02%	1
[1/17 2:30PM] Duo Hardware Token	[1/17 2:30PM] Duo Hardware Token	0.02%	1
[1/22] POI Affiliation Request	[1/22] POI Affiliation Request	0.02%	1
[1/24 - 10AM via Webex] Unable to login to MYUMBC; Duo	[1/24 - 10AM via Webex] Unable to login to MYUMBC; Duo	0.02%	1
[1/25] Password Reset	[1/25] Password Reset	0.02%	1
[1/27]email	[1/27]email	0.02%	1
[1/28] Unable to view Course on my Blackboard	[1/28] Unable to view Course on my Blackboard	0.02%	1
[1/29] Password Reset	[1/29] Password Reset	0.02%	1
[1/29] Unable to submit RT tickets	[1/29] Unable to submit RT tickets	0.02%	1
[1/6] Authorization Error	[1/6] Authorization Error	0.02%	1
[1/8] Laptop initial use	[1/8] Laptop initial use	0.02%	1

#	Field		Choice Count	
[10/10] Trouble loging in	[10/10] Trouble loging in		0.02%	1
[10/12*] Box	[10/12*] Box		0.02%	1
[10/15] Google browser	[10/15] Google browser		0.02%	1
[10/1] Attachment Download Disabled - Email Tagged as Phishing	[10/1] Attachment Download Disabled - Email Tagged as Phishing		0.02%	1
[10/20*] User keeps getting logged out of Microsoft Office	[10/20*] User keeps getting logged out of Microsoft Office		0.02%	1
[10/20] PDF Editing Software Installation	[10/20] PDF Editing Software Installation		0.02%	1
[10/22] I cannot log into my.umbc.com	[10/22] I cannot log into my.umbc.com		0.02%	1
[10/27] uninstalled microsoft suite	[10/27] uninstalled microsoft suite		0.02%	1
[10/28] redirection to peoplesoft	[10/28] redirection to peoplesoft		0.02%	1
[10/5] New hire	[10/5] New hire		0.02%	1
[10/5] Unable to paste screenshot into blackboard	[10/5] Unable to paste screenshot into blackboard		0.02%	1
[10/6] excel not staying open	[10/6] excel not staying open		0.02%	1
[10/8] Connecting to Eduroam & Ethernet	[10/8] Connecting to Eduroam & Ethernet		0.02%	1
[10/9] AMST New Computer	[10/9] AMST New Computer		0.02%	1
[11/10] Can't Log-In to New Computer (Desktop)	[11/10] Can't Log-In to New Computer (Desktop)		0.02%	1
[11/12] Unofficial Transcripts Report does not open	[11/12] Unofficial Transcripts Report does not open		0.02%	1
[11/15] Internet Box	[11/15] Internet Box		0.02%	1
[11/16] Landline in room 105 not working in Building 1448 bowling road in BWTech	[11/16] Landline in room 105 not working in Building 1448 bowling road in BWTech		0.02%	1

	#	Field		Choice Count
[11/17] Duo Hardware Token Request		[11/17] Duo Hardware Token Request	0.02%	1
[11/29] Smartboard Traning for iHARP		[11/29] Smartboard Traning for iHARP	0.02%	1
[11/5] blackboard issues		[11/5] blackboard issues	0.02%	1
[12/14] Bypass Code		[12/14] Bypass Code	0.02%	1
[12/18] URGENT!!! Unable to access Box in order to print final exams and RT cover sheets for finals in SDS		[12/18] URGENT!!! Unable to access Box in order to print final exams and RT cover sheets for finals in SDS	0.02%	1
[12/1] Requesting Outlook Interface		[12/1] Requesting Outlook Interface	0.02%	1
[12/20 9AM] DUO Token		[12/20 9AM] DUO Token	0.02%	1
[12/21*] myUMBC Login		[12/21*] myUMBC Login	0.02%	1
[12/21] Can't connect to network printer		[12/21] Can't connect to network printer	0.02%	1
[12/4] security		[12/4] security	0.02%	1
[2/10] Issues accessing PIRATE modules		[2/10] Issues accessing PIRATE modules	0.02%	1
[2/13] cannot move to another group		[2/13] cannot move to another group	0.02%	1
[2/14] blackboard issue		[2/14] blackboard issue	0.02%	1
[2/17] Alarm code for Olivia Luzier		[2/17] Alarm code for Olivia Luzier	0.02%	1
[2/18] unable to open links		[2/18] unable to open links	0.02%	1
[2/21]Unable to log in		[2/21]Unable to log in	0.02%	1
[2/25] Accessing GL		[2/25] Accessing GL	0.02%	1
[2/25] No access to UMBC wireless connections - only printer options		[2/25] No access to UMBC wireless connections - only printer options	0.02%	1
[2/25] Phone keeps restarting + desktop loses internet access when it does		[2/25] Phone keeps restarting + desktop loses internet access when it does	0.02%	1

#	Field	Choice Count	
[2/3] Cannot connect to GL	[2/3] Cannot connect to GL	0.02%	1
[2/4] GL Login Error	[2/4] GL Login Error	0.02%	1
[2/5] docking station connection issue	[2/5] docking station connection issue	0.02%	1
[2/7] Duo Two-Factor Authentication	[2/7] Duo Two-Factor Authentication	0.02%	1
[2/8] Need to activate windows with laptop from home	[2/8] Need to activate windows with laptop from home	0.02%	1
[2/8] Printing From PHAROHS IN Biology Room 011	[2/8] Printing From PHAROHS IN Biology Room 011	0.02%	1
[2023Q4 SSL SCAN] SSL Vulnerability Report - schafer.irc.umbc.edu (130.85.89.75)	[2023Q4 SSL SCAN] SSL Vulnerability Report - schafer.irc.umbc.edu (130.85.89.75)	0.02%	1
[3/11] VPN Software Assistance	[3/11] VPN Software Assistance	0.02%	1
[3/27] Password Reset	[3/27] Password Reset	0.02%	1
[3/5] drop down chevrons unavailable	[3/5] drop down chevrons unavailable	0.02%	1
[3/9*] Residential Request - Other	[3/9*] Residential Request - Other	0.02%	1
[4/14 11AM] Request for Physical Token	[4/14 11AM] Request for Physical Token	0.02%	1
[4/16*] Adobe Acrobat Not Working	[4/16*] Adobe Acrobat Not Working	0.02%	1
[4/16] Account Upgrade Issue	[4/16] Account Upgrade Issue	0.02%	1
[4/18] UMBC work iPhone email	[4/18] UMBC work iPhone email	0.02%	1
[4/19] security of UMBC email when opening UMBC-owned laptop	[4/19] security of UMBC email when opening UMBC-owned laptop	0.02%	1
[4/1] Laptop not working No bootable devices message	[4/1] Laptop not working No bootable devices message	0.02%	1
[4/20] Adobe Acrobat Error	[4/20] Adobe Acrobat Error	0.02%	1

#	Field		Choice Count
[4/20] Blackboard	[4/20] Blackboard	0.02%	1
[4/25] My umbc gmail is not working	[4/25] My umbc gmail is not working	0.02%	1
[4/29] Adobe Programs	[4/29] Adobe Programs	0.02%	1
[4/29] Connecting to Eduroam	[4/29] Connecting to Eduroam	0.02%	1
[4/2] Question regarding blackboard collaborate session in bio 302	[4/2] Question regarding blackboard collaborate session in bio 302	0.02%	1
[4/4 1PM via Webex] Password Reset	[4/4 1PM via Webex] Password Reset	0.02%	1
[4/8] Brand new laptop needs to be set up	[4/8] Brand new laptop needs to be set up	0.02%	1
[4/8] UMBC Affiliation Expiration	[4/8] UMBC Affiliation Expiration	0.02%	1
[5/12] 100 Disk usage	[5/12] 100 Disk usage	0.02%	1
[5/13*] mcUMBC	[5/13*] mcUMBC	0.02%	1
[5/14*] Regarding myUMBC account	[5/14*] Regarding myUMBC account	0.02%	1
[5/22] Printer	[5/22] Printer	0.02%	1
[5/29] Re: Missing Items: Submit by March 1 for Scholarship Consideration	[5/29] Re: Missing Items: Submit by March 1 for Scholarship Consideration	0.02%	1
[5/2] Desktop Not Connecting To WiFi	[5/2] Desktop Not Connecting To WiFi	0.02%	1
[5/2] Mac is not receiving new email	[5/2] Mac is not receiving new email	0.02%	1
[5/30] Gmail Emails Disappearing	[5/30] Gmail Emails Disappearing	0.02%	1
[5/4*] Account Issue	[5/4*] Account Issue	0.02%	1
[5/5] Opening attached docuents	[5/5] Opening attached docuents	0.02%	1
[5/6] Hi there question about admission	[5/6] Hi there question about admission	0.02%	1
[6/13 12PM] 2FA hardware token	[6/13 12PM] 2FA hardware token	0.02%	1

#	Field	Choice Count	
[6/14] ODBC incompatibility for SAS and Excel	[6/14] ODBC incompatibility for SAS and Excel	0.02%	1
[6/1] STATA license help	[6/1] STATA license help	0.02%	1
[6/22] Enroll a New Device in Duo	[6/22] Enroll a New Device in Duo	0.02%	1
[6/22] iHARP Active Directory Admin Access	[6/22] iHARP Active Directory Admin Access	0.02%	1
[6/23] New Student Unable to Access myUMBC Account	[6/23] New Student Unable to Access myUMBC Account	0.02%	1
[6/26] Password Reset	[6/26] Password Reset	0.02%	1
[6/27] My emails are being flagged as junk	[6/27] My emails are being flagged as junk	0.02%	1
[6/28] Duo Add device	[6/28] Duo Add device	0.02%	1
[6/4*] Stopped receiving email in mid-March	[6/4*] Stopped receiving email in mid-March	0.02%	1
[6/4] Video/Microphone Access	[6/4] Video/Microphone Access	0.02%	1
[6/5] Need to Have Adobe Acrobat Installed	[6/5] Need to Have Adobe Acrobat Installed	0.02%	1
[6/8] HP Updates and ScanSnap scanner not working	[6/8] HP Updates and ScanSnap scanner not working	0.02%	1
[7/10] Cannot print to any printer	[7/10] Cannot print to any printer	0.02%	1
[7/10] new users to be added to south campus (PTRSC) computers	[7/10] new users to be added to south campus (PTRSC) computers	0.02%	1
[7/12] Cant access email	[7/12] Cant access email	0.02%	1
[7/14] Password Reset	[7/14] Password Reset	0.02%	1
[7/16] problem getting a UMBC ID	[7/16] problem getting a UMBC ID	0.02%	1
[7/18] DUO App Not Working	[7/18] DUO App Not Working	0.02%	1
[7/18] password reset	[7/18] password reset	0.02%	1

#	Field	Choice Count	
[7/20*] Account Won't Upgrade	[7/20*] Account Won't Upgrade	0.02%	1
[7/21] Issues with my UMBC account	[7/21] Issues with my UMBC account	0.02%	1
[7/21] Reloading Box Drive	[7/21] Reloading Box Drive	0.02%	1
[7/23] Hidden Courses	[7/23] Hidden Courses	0.02%	1
[7/27] Connecting to UMBC via VPN	[7/27] Connecting to UMBC via VPN	0.02%	1
[7/30] copying a Bb Ultra course into a Bb Ultra course	[7/30] copying a Bb Ultra course into a Bb Ultra course	0.02%	1
[7/30] Duo Bypass Code	[7/30] Duo Bypass Code	0.02%	1
[7/6]	[7/6]	0.02%	1
[7/6] POI Affiliation Request	[7/6] POI Affiliation Request	0.02%	1
[7/8] Unable to Connect to UMBC Network Connection	[7/8] Unable to Connect to UMBC Network Connection	0.02%	1
[7/9] Google Chat and Google Hangout	[7/9] Google Chat and Google Hangout	0.02%	1
[8/14] Campus ID Question	[8/14] Campus ID Question	0.02%	1
[8/17] Duo on a new device	[8/17] Duo on a new device	0.02%	1
[8/19] Reset UMBC Account Password	[8/19] Reset UMBC Account Password	0.02%	1
[8/1] DUO - New Phone; Bypass Needed	[8/1] DUO - New Phone; Bypass Needed	0.02%	1
[8/1] I can't access student schedule & registration	[8/1] I can't access student schedule & registration	0.02%	1
[8/20] No access to teaching schedule	[8/20] No access to teaching schedule	0.02%	1
[8/21] Intel reboot message	[8/21] Intel reboot message	0.02%	1
[8/22] Password Reset	[8/22] Password Reset	0.02%	1

#	Field	Choice Count	
[8/27*] email	[8/27*] email	0.02%	1
[8/28] File Missing on Blackboard	[8/28] File Missing on Blackboard	0.02%	1
[8/29] Adobe Installation Assistance	[8/29] Adobe Installation Assistance	0.02%	1
[8/29] Password Reset	[8/29] Password Reset	0.02%	1
[8/2] Accessing Former Director's Account	[8/2] Accessing Former Director's Account	0.02%	1
[8/30] Computer Issue	[8/30] Computer Issue	0.02%	1
[8/30] Not Connecting to Wired Network	[8/30] Not Connecting to Wired Network	0.02%	1
[8/3]issue with box app	[8/3]issue with box app	0.02%	1
[8/4] Duo Authentication	[8/4] Duo Authentication	0.02%	1
[8/4] Forwarding Emails Not Working	[8/4] Forwarding Emails Not Working	0.02%	1
[8/4] Password Reset	[8/4] Password Reset	0.02%	1
[8/8] Duo Bypass Code	[8/8] Duo Bypass Code	0.02%	1
[8/8] Unable to access "Timesheets"	[8/8] Unable to access "Timesheets"	0.02%	1
[9/10] Assistance with License for STATA	[9/10] Assistance with License for STATA	0.02%	1
[9/12 - 2:30PM] Request for a DUO key fob	[9/12 - 2:30PM] Request for a DUO key fob	0.02%	1
[9/12] Password Reset	[9/12] Password Reset	0.02%	1
[9/13 - Call 12:30PM] Help getting Duo installed/running	[9/13 - Call 12:30PM] Help getting Duo installed/running	0.02%	1
[9/13*] GL and eduroam logins	[9/13*] GL and eduroam logins	0.02%	1
[9/13]* trouble checking umbc email	[9/13]* trouble checking umbc email	0.02%	1
[9/16] Box	[9/16] Box	0.02%	1

#	Field	Choice Count	
[9/17] Help with Printer	[9/17] Help with Printer	0.02%	1
[9/18] WEBEX Meeting set-up Help	[9/18] WEBEX Meeting set-up Help	0.02%	1
[9/19*] Course Content Unavailable	[9/19*] Course Content Unavailable	0.02%	1
[9/1] Computer Not Printing	[9/1] Computer Not Printing	0.02%	1
[9/1] Problem with quiz for "Are you ready for online learning?" in Ultra	[9/1] Problem with quiz for "Are you ready for online learning?" in Ultra	0.02%	1
[9/20] duo	[9/20] duo	0.02%	1
[9/21] Lockdown Browser for Blackboard	[9/21] Lockdown Browser for Blackboard	0.02%	1
[9/24] Need to change my email current email address (dm55018@umbc.edu)	[9/24] Need to change my email current email address (dm55018@umbc.edu)	0.02%	1
[9/24] Trouble with UMBC Account	[9/24] Trouble with UMBC Account	0.02%	1
[9/26] Ethernet not working, post-registration	[9/26] Ethernet not working, post-registration	0.02%	1
[9/27] globalprotect login fails	[9/27] globalprotect login fails	0.02%	1
[9/28] map printer to mac in women's center	[9/28] map printer to mac in women's center	0.02%	1
[9/29] adobe not working	[9/29] adobe not working	0.02%	1
[9/3] cannot access box files through file explorer	[9/3] cannot access box files through file explorer	0.02%	1
[9/3] prompt thrown back at me to log in umbc eduroam wifi	[9/3] prompt thrown back at me to log in umbc eduroam wifi	0.02%	1
[9/5] course schedule fall 2023	[9/5] course schedule fall 2023	0.02%	1
[9/7] cannot log in on firefox	[9/7] cannot log in on firefox	0.02%	1
[9/7] one of my monitors went into power save mode	[9/7] one of my monitors went into power save mode	0.02%	1

#	Field		Choice Count
[9/9] umbc box login attempt	[9/9] umbc box login attempt	0.02%	1
[bestpractical.com #174106] rt 4.4 custom roles	[bestpractical.com #174106] rt 4.4 custom roles	0.02%	1
[contact cc it staff] umbc affiliate email address	[contact cc it staff] umbc affiliate email address	0.02%	1
[fwd: 17619 freyman]	[fwd: 17619 freyman]	0.02%	1
[fwd: document no 48413199]	[fwd: document no 48413199]	0.02%	1
[fwd: email quota] spam?	[fwd: email quota] spam?	0.02%	1
[fwd: faculty and staff benefits]	[fwd: faculty and staff benefits]	0.02%	1
[fwd: fw:[attention required] university of maryland revised business development, implementation, and review of guidelines and goals]	[fwd: fw:[attention required] university of maryland revised business development, implementation, and review of guidelines and goals]	0.02%	1
[fwd: umbc re-evaluated and up to date responsible use of technology resources for all employees] [iana #1136883]	[fwd: umbc re-evaluated and up to date responsible use of technology resources for all employees] [iana #1136883]	0.02%	1
[fwd: you have 1 important pending message]	[fwd: you have 1 important pending message]	0.02%	1
[hilltop] - dataport user assistance	[hilltop] - dataport user assistance	0.02%	1
[hilltop] - user having an issue with their laptop	[hilltop] - user having an issue with their laptop	0.02%	1
[hilltop] - webex support 8/29/23 9:30am	[hilltop] - webex support 8/29/23 9:30am	0.02%	1
[hilltop]-accidental email deletion	[hilltop]-accidental email deletion	0.02%	1
[hilltop]-cisco meraki issue	[hilltop]-cisco meraki issue	0.02%	1
[hilltop]-docusign issue	[hilltop]-docusign issue	0.02%	1
[hilltop]-dua access request	[hilltop]-dua access request	0.02%	1

#	Field	Choice Count	
[hilltop]-ftp account issues	[hilltop]-ftp account issues	0.02%	1
[hilltop]-issue connecting to poe with wsftp professional software on workstation	[hilltop]-issue connecting to poe with wsftp professional software on workstation	0.02%	1
[hilltop]-issue with webex calling	[hilltop]-issue with webex calling	0.02%	1
[hilltop]-other - outlook webex add-in	[hilltop]-other - outlook webex add-in	0.02%	1
[hilltop]-outlook not receiving mail until closed and reopened	[hilltop]-outlook not receiving mail until closed and reopened	0.02%	1
[hilltop]-printer issue thursday, 8/31 1 pm	[hilltop]-printer issue thursday, 8/31 1 pm	0.02%	1
[hilltop]-update stata on ruth	[hilltop]-update stata on ruth	0.02%	1
[hilltop]-webex	[hilltop]-webex	0.02%	1
[hilltop]-webex audio question	[hilltop]-webex audio question	0.02%	1
[hilltop][poe]-linux server issue/access	[hilltop][poe]-linux server issue/access	0.02%	1
[hilltop][ruth]-linux server issue/access	[hilltop][ruth]-linux server issue/access	0.02%	1
[hilltop][usher]-linux server issue/access	[hilltop][usher]-linux server issue/access	0.02%	1
[lab] ecs 005: request to update software	[lab] ecs 005: request to update software	0.02%	1
[lab] ecs122: software in lab	[lab] ecs122: software in lab	0.02%	1
[lab] engr 005: autodesk maya will not load	[lab] engr 005: autodesk maya will not load	0.02%	1
[upg] sql error on grants milestone notification setup page	[upg] sql error on grants milestone notification setup page	0.02%	1
A computer needs to be reimaged	A computer needs to be reimaged	0.02%	1
A faculty member in art does not show up in the OnGuard system	A faculty member in art does not show up in the OnGuard system	0.02%	1
A link in the travel request is missing	A link in the travel request is missing	0.02%	1

#	Field	Choice Count	
A new wing designation	A new wing designation	0.02%	1
A Spam Email Using a Student's Signiture	A Spam Email Using a Student's Signiture	0.02%	1
a student cannot access a card swipe door fa 348	a student cannot access a card swipe door fa 348	0.02%	1
A USER(Student) doesn not show up on my course	A USER(Student) doesn not show up on my course	0.02%	1
AAOU SSC Queue	AAOU SSC Queue	0.02%	1
AAOU SSC Queue Access	AAOU SSC Queue Access	0.02%	1
AAOU SSC RT Form Updates	AAOU SSC RT Form Updates	0.02%	1
Aaron Long's phone extension	Aaron Long's phone extension	0.02%	1
Academic Advising Abilities	Academic Advising Abilities	0.02%	1
Academic Building, Secure Building, and Eduroam access for rexanalytics	Academic Building, Secure Building, and Eduroam access for rexanalytics	0.02%	1
Academic Plans 3 & 4 are missing from 2 extracts	Academic Plans 3 & 4 are missing from 2 extracts	0.02%	1
Academic Success Center Phones in the Library	Academic Success Center Phones in the Library	0.02%	1
Accept/Decline Includes removed page	Accept/Decline Includes removed page	0.02%	1
Accept/Decline not showing Accepted "Star"	Accept/Decline not showing Accepted "Star"	0.02%	1
Access	Access	0.02%	1
Access code for 3rd floor Admin secured area	Access code for 3rd floor Admin secured area	0.02%	1
Access Code request to Admin 3rd floor door	Access Code request to Admin 3rd floor door	0.02%	1
Access code to 3rd floor doors for Executive Administrative Assistant	Access code to 3rd floor doors for Executive Administrative Assistant	0.02%	1

#	Field	Choice Count	
access comsol for classroom purposes via the vde	access comsol for classroom purposes via the vde	0.02%	1
access documents on bb	access documents on bb	0.02%	1
Access for March 28 REX-Finance Training Session	Access for March 28 REX-Finance Training Session	0.02%	1
Access for Melanie Keys	Access for Melanie Keys	0.02%	1
Access for Patricia Gilsbach - Campus ID MW88015	Access for Patricia Gilsbach - Campus ID MW88015	0.02%	1
Access maya	Access maya	0.02%	1
Access needed to run report	Access needed to run report	0.02%	1
Access Removal - CNMS Mailbox	Access Removal - CNMS Mailbox	0.02%	1
Access removal and approval in ImageNow	Access removal and approval in ImageNow	0.02%	1
Access required for Badges-DoIT queue	Access required for Badges-DoIT queue	0.02%	1
Access to for Wyatt Schott	Access to for Wyatt Schott	0.02%	1
Access to "Conduct Tile" in PeopleSoft for New Employees	Access to "Conduct Tile" in PeopleSoft for New Employees	0.02%	1
Access to "Direct Reports" Folder	Access to "Direct Reports" Folder	0.02%	1
Access to "Load Population From File" QBU Action	Access to "Load Population From File" QBU Action	0.02%	1
Access to Academic Advising	Access to Academic Advising	0.02%	1
Access to Admin > Groups	Access to Admin > Groups	0.02%	1
Access to Admissions related REX Reporting	Access to Admissions related REX Reporting	0.02%	1
Access to Advising Center	Access to Advising Center	0.02%	1

#	Field	Choice Count	
Access to all tables in the RTUSER schema in RT production database	Access to all tables in the RTUSER schema in RT production database	0.02%	1
Access to Approve in PHIRE	Access to Approve in PHIRE	0.02%	1
Access to BB Classes I'm not Enrolled In	Access to BB Classes I'm not Enrolled In	0.02%	1
Access to Box	Access to Box	0.02%	1
Access to Box File attachments	Access to Box File attachments	0.02%	1
Access to Calendar Denied	Access to Calendar Denied	0.02%	1
Access to Campus Card Database	Access to Campus Card Database	0.02%	1
Access to Class Content for ENMG664	Access to Class Content for ENMG664	0.02%	1
Access to Communication Center	Access to Communication Center	0.02%	1
Access to delegated email account	Access to delegated email account	0.02%	1
Access to Doc Imaging reports in REX	Access to Doc Imaging reports in REX	0.02%	1
Access to DoiT Student Adminitration queue	Access to DoiT Student Adminitration queue	0.02%	1
Access to Drive Folder [Privacy #2650863]	Access to Drive Folder [Privacy #2650863]	0.02%	1
Access to E-travel Request Form	Access to E-travel Request Form	0.02%	1
Access to email	Access to email	0.02%	1
Access to email, box, and google drive	Access to email, box, and google drive	0.02%	1
Access to ENGR building	Access to ENGR building	0.02%	1
Access to files I created in CSDEV	Access to files I created in CSDEV	0.02%	1
Access to folder in CSUAT that I HAVE in CSPRD	Access to folder in CSUAT that I HAVE in CSPRD	0.02%	1
Access to FSDB1 and HRDB1	Access to FSDB1 and HRDB1	0.02%	1

#	Field	Choice Count	
Access to gobbert_common and missing gobbert_user directory	Access to gobbert_common and missing gobbert_user directory	0.02%	1
access to growth chamber program	access to growth chamber program	0.02%	1
Access to HighPoint "General" tab in SADB1	Access to HighPoint "General" tab in SADB1	0.02%	1
Access to Internal folders	Access to Internal folders	0.02%	1
Access to MCC Reports	Access to MCC Reports	0.02%	1
Access to my PI common directory	Access to my PI common directory	0.02%	1
Access to OCSS	Access to OCSS	0.02%	1
Access to ORL AD for 3 new staff	Access to ORL AD for 3 new staff	0.02%	1
Access to P:\REX for Robbie Donaldson	Access to P:\REX for Robbie Donaldson	0.02%	1
Access to PAW procurement system	Access to PAW procurement system	0.02%	1
Access to Print from her Laptop to OCSS Printer	Access to Print from her Laptop to OCSS Printer	0.02%	1
Access to PS DEV DBA toolbox (https://bsg4.ps.umbc.edu/)	Access to PS DEV DBA toolbox (https://bsg4.ps.umbc.edu/)	0.02%	1
Access to PS Query SQL	Access to PS Query SQL	0.02%	1
Access to PS_UM_FA_CATGS and PS_UM_FA_OFFER in CSPRD for HelioCampus	Access to PS_UM_FA_CATGS and PS_UM_FA_OFFER in CSPRD for HelioCampus	0.02%	1
Access to QBU "Read Population from File"	Access to QBU "Read Population from File"	0.02%	1
Access to QBU function ADPR	Access to QBU function ADPR	0.02%	1
Access to Query Scheduler	Access to Query Scheduler	0.02%	1
Access to Report request	Access to Report request	0.02%	1

#	Field	Choice Count	
Access to REX	Access to REX	0.02%	1
Access to REX from home	Access to REX from home	0.02%	1
Access to REX servers in AWS	Access to REX servers in AWS	0.02%	1
Access to REX Stage Folder (Jen Moser)	Access to REX Stage Folder (Jen Moser)	0.02%	1
Access to Rex-Finance	Access to Rex-Finance	0.02%	1
access to rt at a glance	access to rt at a glance	0.02%	1
Access to RT for Mercedes Arias	Access to RT for Mercedes Arias	0.02%	1
access to rt queue	access to rt queue	0.02%	1
access to rt queues for amey ashtekar (en69057) as a student employee	access to rt queues for amey ashtekar (en69057) as a student employee	0.02%	1
Access to RT ticket system	Access to RT ticket system	0.02%	1
Access to run job of greater size on Maya	Access to run job of greater size on Maya	0.02%	1
Access to send envelopes in Docusign	Access to send envelopes in Docusign	0.02%	1
Access to server requested	Access to server requested	0.02%	1
Access to Service Indicator Assignment and Removal functions	Access to Service Indicator Assignment and Removal functions	0.02%	1
Access to shared (delegated) mailboxes	Access to shared (delegated) mailboxes	0.02%	1
Access to Shared Drive	Access to Shared Drive	0.02%	1
Access to shared drives on laptop Needs RUMBA also	Access to shared drives on laptop Needs RUMBA also	0.02%	1
Access to SQL Server SSAS from AWS Workspaces	Access to SQL Server SSAS from AWS Workspaces	0.02%	1
Access To Summer Course	Access To Summer Course	0.02%	1

#	Field	Choice Count	
Access to T-REX to see Working Budget	Access to T-REX to see Working Budget	0.02%	1
Access to Test Environment / Last name change	Access to Test Environment / Last name change	0.02%	1
Access To Test Scoring Queue	Access To Test Scoring Queue	0.02%	1
Access to the BB	Access to the BB	0.02%	1
Access to the DoSA-IT-Support queue	Access to the DoSA-IT-Support queue	0.02%	1
Access to the Event Participation Raw Data Download	Access to the Event Participation Raw Data Download	0.02%	1
Access to the GenStaff VDE	Access to the GenStaff VDE	0.02%	1
Access to the Retriever Ready Testing folder	Access to the Retriever Ready Testing folder	0.02%	1
Access to the SEP Dashboard	Access to the SEP Dashboard	0.02%	1
access to the server room in public	access to the server room in public	0.02%	1
Access to the SYSADM.PS_CC_TRANS_LINE table in FSPRD for the heliocampus user	Access to the SYSADM.PS_CC_TRANS_LINE table in FSPRD for the heliocampus user	0.02%	1
Access to TSC and DoIT Desktop queue	Access to TSC and DoIT Desktop queue	0.02%	1
Access to UMBC email	Access to UMBC email	0.02%	1
Access to view RT tickets in Accounts Payable and Plant Accounting	Access to view RT tickets in Accounts Payable and Plant Accounting	0.02%	1
Access to WebAmin Identity Lookup[	Access to WebAmin Identity Lookup[	0.02%	1
Access to Workday	Access to Workday	0.02%	1
Access to www / VirtHost / Web Servers	Access to www / VirtHost / Web Servers	0.02%	1
Access-Busserv Email	Access-Busserv Email	0.02%	1

#	Field	Choice Count	
Access/Removal Computer	Access/Removal Computer	0.02%	1
Accessing apps.sga.umbc.edu web dev space	Accessing apps.sga.umbc.edu web dev space	0.02%	1
Accessing COVID Training	Accessing COVID Training	0.02%	1
accessing docusign create functions	accessing docusign create functions	0.02%	1
Accessing Network	Accessing Network	0.02%	1
Accessing Personal Files on Box	Accessing Personal Files on Box	0.02%	1
accessing rex	accessing rex	0.02%	1
Accessing Rex	Accessing Rex	0.02%	1
Accessing REX through GlobalProtect	Accessing REX through GlobalProtect	0.02%	1
Accessing SPS/Workday - Can't Authenticate with OneLogin Protect	Accessing SPS/Workday - Can't Authenticate with OneLogin Protect	0.02%	1
Accessing SPSS through Virtual Desktop	Accessing SPSS through Virtual Desktop	0.02%	1
Accessing Templates in DocuSign	Accessing Templates in DocuSign	0.02%	1
accessing voicemail in office	accessing voicemail in office	0.02%	1
Accessories for Yoni's New iPhone	Accessories for Yoni's New iPhone	0.02%	1
Accidental Directory Deletion	Accidental Directory Deletion	0.02%	1
Accidentally deleted files in the I drive of the lab computer	Accidentally deleted files in the I drive of the lab computer	0.02%	1
Accomodations for Ultra Assignments	Accomodations for Ultra Assignments	0.02%	1
Account Access related Query	Account Access related Query	0.02%	1
Account continuation	Account continuation	0.02%	1
account creation	account creation	0.02%	1

#	Field	Choice	Count
Account Creation Test Account	Account Creation Test Account	0.02%	1
Account Deactivated	Account Deactivated	0.02%	1
Account Deactivation Question	Account Deactivation Question	0.02%	1
Account disabled	Account disabled	0.02%	1
Account for co-instructor	Account for co-instructor	0.02%	1
Account for Stephen Leroy	Account for Stephen Leroy	0.02%	1
Account Information	Account Information	0.02%	1
Account Inquiry	Account Inquiry	0.02%	1
account issue	account issue	0.02%	1
Account Locked	Account Locked	0.02%	1
account locked out	account locked out	0.02%	1
account needed	account needed	0.02%	1
account reopen (needs user profile	account reopen (needs user profile	0.02%	1
Account Request: Aishwarya Sapkale	Account Request: Aishwarya Sapkale	0.02%	1
Account Request: Ajinkya Baban Tejankar	Account Request: Ajinkya Baban Tejankar	0.02%	1
Account Request: Akash Vartak	Account Request: Akash Vartak	0.02%	1
Account Request: Alina Ali	Account Request: Alina Ali	0.02%	1
Account Request: Animikh Biswas	Account Request: Animikh Biswas	0.02%	1
Account Request: Aryana Arsham	Account Request: Aryana Arsham	0.02%	1
Account Request: Ashley Copenhaver	Account Request: Ashley Copenhaver	0.02%	1
Account Request: Aya Alsabagh	Account Request: Aya Alsabagh	0.02%	1

#	Field		Choice Count
Account Request: Benjamin Ambrose	Account Request: Benjamin Ambrose	0.02%	1
Account Request: Benjamin Gabrielson	Account Request: Benjamin Gabrielson	0.02%	1
Account Request: Binitkumar Gajera	Account Request: Binitkumar Gajera	0.02%	1
Account Request: Caroline Larkin	Account Request: Caroline Larkin	0.02%	1
Account Request: Catherine Wraback	Account Request: Catherine Wraback	0.02%	1
Account Request: Chaitanya Kulkarni	Account Request: Chaitanya Kulkarni	0.02%	1
Account Request: Chaoran Tu	Account Request: Chaoran Tu	0.02%	1
Account Request: Charity-Grace Chaney	Account Request: Charity-Grace Chaney	0.02%	1
Account Request: Christian Dixon	Account Request: Christian Dixon	0.02%	1
Account Request: Cynthia Matuszek	Account Request: Cynthia Matuszek	0.02%	1
Account Request: David Cash	Account Request: David Cash	0.02%	1
Account Request: Deep Patel	Account Request: Deep Patel	0.02%	1
Account Request: Devin Protzko	Account Request: Devin Protzko	0.02%	1
Account Request: DW Rowlands	Account Request: DW Rowlands	0.02%	1
Account Request: Elia Mascolo	Account Request: Elia Mascolo	0.02%	1
Account Request: Erebus Oh	Account Request: Erebus Oh	0.02%	1
Account Request: Erfan Turdi	Account Request: Erfan Turdi	0.02%	1
Account Request: Ethan Allnutt	Account Request: Ethan Allnutt	0.02%	1
Account Request: Farid Javani	Account Request: Farid Javani	0.02%	1
Account Request: Fariha Agbere	Account Request: Fariha Agbere	0.02%	1
Account Request: Fatih Ersan	Account Request: Fatih Ersan	0.02%	1

#	Field	Choice Count	
Account Request: Gaoussou Youssouf Kebe	Account Request: Gaoussou Youssouf Kebe	0.02%	1
Account Request: Gerson Kroiz	Account Request: Gerson Kroiz	0.02%	1
Account Request: Henrique Barbosa	Account Request: Henrique Barbosa	0.02%	1
Account Request: Hongjian Li	Account Request: Hongjian Li	0.02%	1
Account Request: Ishraq Md Anjum	Account Request: Ishraq Md Anjum	0.02%	1
Account Request: Iyanuoluwa Odebode	Account Request: Iyanuoluwa Odebode	0.02%	1
Account Request: James Zuber	Account Request: James Zuber	0.02%	1
Account Request: Jared Praniewicz	Account Request: Jared Praniewicz	0.02%	1
Account Request: Jeffrey White	Account Request: Jeffrey White	0.02%	1
Account Request: Jeremy Rubin	Account Request: Jeremy Rubin	0.02%	1
Account Request: Jessie Cooley	Account Request: Jessie Cooley	0.02%	1
Account Request: Jinqing Liang	Account Request: Jinqing Liang	0.02%	1
Account Request: John Winder	Account Request: John Winder	0.02%	1
Account Request: Jonathan Engbert	Account Request: Jonathan Engbert	0.02%	1
Account Request: Jonathon Brewster	Account Request: Jonathon Brewster	0.02%	1
Account Request: Justin Currie	Account Request: Justin Currie	0.02%	1
Account Request: Kan Liu - approved in ticket	Account Request: Kan Liu - approved in ticket	0.02%	1
Account Request: Kyle Pickford	Account Request: Kyle Pickford	0.02%	1
Account Request: Lee Boot	Account Request: Lee Boot	0.02%	1
Account Request: Liang Zhu	Account Request: Liang Zhu	0.02%	1

#	Field	Choice Count	
Account Request: Luke Richards	Account Request: Luke Richards	0.02%	1
Account Request: Manpreet Singh	Account Request: Manpreet Singh	0.02%	1
Account Request: Mark Marten	Account Request: Mark Marten	0.02%	1
Account Request: Mary Keenan	Account Request: Mary Keenan	0.02%	1
Account Request: Matthew Steinbrecher	Account Request: Matthew Steinbrecher	0.02%	1
Account Request: Md Badrul Hasan	Account Request: Md Badrul Hasan	0.02%	1
Account Request: Mengxi Wu	Account Request: Mengxi Wu	0.02%	1
Account Request: Michael Daniel Lucagbo	Account Request: Michael Daniel Lucagbo	0.02%	1
Account Request: Muthukumar Thevar	Account Request: Muthukumar Thevar	0.02%	1
Account Request: Myung Kyun Sung	Account Request: Myung Kyun Sung	0.02%	1
Account Request: Neh N. Patel	Account Request: Neh N. Patel	0.02%	1
Account Request: Neil Tran	Account Request: Neil Tran	0.02%	1
Account Request: Nicolas Castro Cienfuegos	Account Request: Nicolas Castro Cienfuegos	0.02%	1
Account Request: Nikki Nacion	Account Request: Nikki Nacion	0.02%	1
Account Request: Nisha Pillai	Account Request: Nisha Pillai	0.02%	1
Account Request: Nithya Prakash	Account Request: Nithya Prakash	0.02%	1
Account Request: Oyesh Singh	Account Request: Oyesh Singh	0.02%	1
Account Request: Parsa Nooralinejad Eslamloo	Account Request: Parsa Nooralinejad Eslamloo	0.02%	1
Account Request: Phuoc Nguyen	Account Request: Phuoc Nguyen	0.02%	1
Account Request: Pradyoth Harish Shandilya	Account Request: Pradyoth Harish Shandilya	0.02%	1

#	Field		Choice Count
Account Request: Qitao Xie	Account Request: Qitao Xie	0.02%	1
Account Request: Rachel Smith	Account Request: Rachel Smith	0.02%	1
Account Request: Ruchir Saheba	Account Request: Ruchir Saheba	0.02%	1
Account Request: Rushin Contractor	Account Request: Rushin Contractor	0.02%	1
Account Request: Ryan Grimes	Account Request: Ryan Grimes	0.02%	1
Account Request: Sai Vallurupalli	Account Request: Sai Vallurupalli	0.02%	1
Account Request: Samiha Sharlin	Account Request: Samiha Sharlin	0.02%	1
Account Request: Samuel Williams	Account Request: Samuel Williams	0.02%	1
Account Request: Sandesh Timilsina	Account Request: Sandesh Timilsina	0.02%	1
Account Request: Sanjay Purushotham	Account Request: Sanjay Purushotham	0.02%	1
Account Request: Sarthak Mehta	Account Request: Sarthak Mehta	0.02%	1
Account Request: Savio Kay	Account Request: Savio Kay	0.02%	1
Account Request: Seyyed Mohammad Saeed Damadi	Account Request: Seyyed Mohammad Saeed Damadi	0.02%	1
Account Request: Stephen Leroy	Account Request: Stephen Leroy	0.02%	1
Account Request: Supriya Sangondimath	Account Request: Supriya Sangondimath	0.02%	1
Account Request: Tanvir Mahmood	Account Request: Tanvir Mahmood	0.02%	1
Account Request: Tyler Josephson	Account Request: Tyler Josephson	0.02%	1
Account Request: Varun Mandalapu	Account Request: Varun Mandalapu	0.02%	1
Account Request: Xingyan Li	Account Request: Xingyan Li	0.02%	1
Account Request: Xuezhi Cang	Account Request: Xuezhi Cang	0.02%	1

#	Field	Choice Count	
Account Request: Yangling Zhou	Account Request: Yangling Zhou	0.02%	1
Account Request: Yingxi Shi	Account Request: Yingxi Shi	0.02%	1
Account Request: Yingying Zhu	Account Request: Yingying Zhu	0.02%	1
Account Request: Yun Jiao	Account Request: Yun Jiao	0.02%	1
Account Security - Duo	Account Security - Duo	0.02%	1
Account Upgrade Error	Account Upgrade Error	0.02%	1
Account was closed ; extension needed	Account was closed ; extension needed	0.02%	1
Accounting Entries Batch Publish did not Upload to FSDB2	Accounting Entries Batch Publish did not Upload to FSDB2	0.02%	1
Accounts to be deleted	Accounts to be deleted	0.02%	1
acessing eduroam	acessing eduroam	0.02%	1
Acrobat message	Acrobat message	0.02%	1
Acrobat on Laptop	Acrobat on Laptop	0.02%	1
activate account and password reset	activate account and password reset	0.02%	1
Activate Ethernet Jack AD 621 -1	Activate Ethernet Jack AD 621 -1	0.02%	1
activate jack in room ite 110e	activate jack in room ite 110e	0.02%	1
Activate Phone Line	Activate Phone Line	0.02%	1
Activate Phone: PHYS211	Activate Phone: PHYS211	0.02%	1
activating ms word in pc	activating ms word in pc	0.02%	1
activating myumbc account	activating myumbc account	0.02%	1
Activating Phone Jack	Activating Phone Jack	0.02%	1

#	Field		Choice Count
Active Directory & Network Printer Access Requests	Active Directory & Network Printer Access Requests	0.02%	1
Active Directory addition to OEI	Active Directory addition to OEI	0.02%	1
Active Directory and Printer Access	Active Directory and Printer Access	0.02%	1
Active Directory installation	Active Directory installation	0.02%	1
Active Directory Login Issue	Active Directory Login Issue	0.02%	1
AD 227A: Skype and Skype for business not working	AD 227A: Skype and Skype for business not working	0.02%	1
AD 303: Cannot get laptop to wirelessly network with a printer	AD 303: Cannot get laptop to wirelessly network with a printer	0.02%	1
AD 309: 1099 Pro Software Update	AD 309: 1099 Pro Software Update	0.02%	1
AD 400: Issues installing Python on UMBC owned desktop	AD 400: Issues installing Python on UMBC owned desktop	0.02%	1
AD 401: Trying to install the old VPN client	AD 401: Trying to install the old VPN client	0.02%	1
AD 402: Memory is Low error message	AD 402: Memory is Low error message	0.02%	1
AD 510: XeroxCQ9303 new system board installed	AD 510: XeroxCQ9303 new system board installed	0.02%	1
AD 515: Printer Access Removed	AD 515: Printer Access Removed	0.02%	1
AD 626: .Net 3.5 installation issue related to software upgrade	AD 626: .Net 3.5 installation issue related to software upgrade	0.02%	1
AD 628: Word doc access	AD 628: Word doc access	0.02%	1
AD 704: Printer Issue - Administration Building	AD 704: Printer Issue - Administration Building	0.02%	1
AD 809: Unable to connect to printer	AD 809: Unable to connect to printer	0.02%	1
AD 913 network check	AD 913 network check	0.02%	1

#	Field	Choice Count	
AD 923: MS Word Freezing/Crashing	AD 923: MS Word Freezing/Crashing	0.02%	1
AD 923: Outlook Assistance Needed	AD 923: Outlook Assistance Needed	0.02%	1
AD 923: Outlook Sent Mail	AD 923: Outlook Sent Mail	0.02%	1
AD 929 Conference Room Laptop Needs Windows 10	AD 929 Conference Room Laptop Needs Windows 10	0.02%	1
AD access for new DoIT BSG users	AD access for new DoIT BSG users	0.02%	1
AD Access For New Faculty	AD Access For New Faculty	0.02%	1
AD access restored for Laverne Lewis YB66405	AD access restored for Laverne Lewis YB66405	0.02%	1
AD access to Applications/BSG for Jared Fincke	AD access to Applications/BSG for Jared Fincke	0.02%	1
AD account for new Budget Director, Kristy Michel	AD account for new Budget Director, Kristy Michel	0.02%	1
AD group adjustments	AD group adjustments	0.02%	1
AD user and group updates	AD user and group updates	0.02%	1
AD/300: ADC VPN	AD/300: ADC VPN	0.02%	1
AD101 - LH3 projecting half of laptop display	AD101 - LH3 projecting half of laptop display	0.02%	1
AD101 Lee Hartman low voltage bid	AD101 Lee Hartman low voltage bid	0.02%	1
AD301 Report change	AD301 Report change	0.02%	1
AD301 Report not updating	AD301 Report not updating	0.02%	1
AD627 and AD614 install monitors	AD627 and AD614 install monitors	0.02%	1
AD711 - Display Connection Issue	AD711 - Display Connection Issue	0.02%	1
AD911 WebEx 1/16/20	AD911 WebEx 1/16/20	0.02%	1

#	Field		Choice Count

AD929 - Please Price New TV for Room	AD929 - Please Price New TV for Room	0.02%	1
AD929 Laptop-Projector Issue	AD929 Laptop-Projector Issue	0.02%	1
ada - ada work directory	ada - ada work directory	0.02%	1
ada - cannot connect to ada server via vscode	ada - cannot connect to ada server via vscode	0.02%	1
ada - conda env creation error	ada - conda env creation error	0.02%	1
ada - database on ada	ada - database on ada	0.02%	1
ada - error: need assistance	ada - error: need assistance	0.02%	1
ada - g13 node gpu issues	ada - g13 node gpu issues	0.02%	1
ada - getting permission for a user on my directory	ada - getting permission for a user on my directory	0.02%	1
ada - library/package loading error	ada - library/package loading error	0.02%	1
ada - mkdir permission denied	ada - mkdir permission denied	0.02%	1
ada - node not available	ada - node not available	0.02%	1
ada - not able to create conda environment	ada - not able to create conda environment	0.02%	1
ada - python not working after module load	ada - python not working after module load	0.02%	1
ada - repository not found	ada - repository not found	0.02%	1
ada - request for extra space on ada cluster or request to use taki v100	ada - request for extra space on ada cluster or request to use taki v100	0.02%	1
ada - request to setup slurm and learn about submitting a job	ada - request to setup slurm and learn about submitting a job	0.02%	1
ada - running out of /tmp space	ada - running out of /tmp space	0.02%	1
ada - some understanding questions	ada - some understanding questions	0.02%	1

#	Field		Choice Count
ada - temporarily suspending job preemption	ada - temporarily suspending job preemption	0.02%	1
ada - tsvetan common dirs missing	ada - tsvetan common dirs missing	0.02%	1
ada - uploading imagenet	ada - uploading imagenet	0.02%	1
ada - volumes allocation completely filled	ada - volumes allocation completely filled	0.02%	1
ada - weird initial account status	ada - weird initial account status	0.02%	1
ada - write permission issue	ada - write permission issue	0.02%	1
ada account request: abhishikta goutam bandyopadhyay	ada account request: abhishikta goutam bandyopadhyay	0.02%	1
ada account request: anuradha ravi	ada account request: anuradha ravi	0.02%	1
ada account request: aydin ayanzadeh	ada account request: aydin ayanzadeh	0.02%	1
ada account request: hao chen	ada account request: hao chen	0.02%	1
ada account request: jacob rubinstein	ada account request: jacob rubinstein	0.02%	1
ada account request: james lo	ada account request: james lo	0.02%	1
ada account request: kevin ishimwe	ada account request: kevin ishimwe	0.02%	1
ada account request: neel patel	ada account request: neel patel	0.02%	1
ada account request: prakhar dixit	ada account request: prakhar dixit	0.02%	1
ada account request: puck wen	ada account request: puck wen	0.02%	1
ada account request: qingyuan zheng	ada account request: qingyuan zheng	0.02%	1
ada account request: rj joyce	ada account request: rj joyce	0.02%	1
ada account request: seraj mostafa	ada account request: seraj mostafa	0.02%	1
ada account request: shuai xu	ada account request: shuai xu	0.02%	1

#	Field	Choice	Count
ada account request: tejas gokhale	ada account request: tejas gokhale	0.02%	1
ada account request: venkata kanduri	ada account request: venkata kanduri	0.02%	1
Adapter purchase request for new Laptops	Adapter purchase request for new Laptops	0.02%	1
ADC VPN connection for work Laptop	ADC VPN connection for work Laptop	0.02%	1
Add 'College' on Student Enrollment by Plan report	Add 'College' on Student Enrollment by Plan report	0.02%	1
Add 2 additional Custom Fields in Columbus Center ARC	Add 2 additional Custom Fields in Columbus Center ARC	0.02%	1
Add 2 users to shared email account SDSnotetaking@umbc.edu	Add 2 users to shared email account SDSnotetaking@umbc.edu	0.02%	1
Add 4 users to shared email acct disability@umbc.edu	Add 4 users to shared email acct disability@umbc.edu	0.02%	1
ADD Account number 7062000 Utilities Electricity	ADD Account number 7062000 Utilities Electricity	0.02%	1
Add Administrative Privileges for Lacey Wilburn KP97736	Add Administrative Privileges for Lacey Wilburn KP97736	0.02%	1
Add Adobe to Computer Inside OCSS Student Computer	Add Adobe to Computer Inside OCSS Student Computer	0.02%	1
Add and Link new table to SAMS software	Add and Link new table to SAMS software	0.02%	1
Add assess to UM_FP_ADM_UG_STDNT_USERS role	Add assess to UM_FP_ADM_UG_STDNT_USERS role	0.02%	1
Add Bob Andrew to REX AD groups	Add Bob Andrew to REX AD groups	0.02%	1
Add Bob Andrew to some AD groups	Add Bob Andrew to some AD groups	0.02%	1
Add Bob Andrew to some more AD groups	Add Bob Andrew to some more AD groups	0.02%	1
Add CAF Fields to Student Group Page	Add CAF Fields to Student Group Page	0.02%	1

#	Field	Choice Count	
Add Campus Filter to First Year Intervention Student File	Add Campus Filter to First Year Intervention Student File	0.02%	1
Add Cheryl Blackwell-Johnson to Delegated account	Add Cheryl Blackwell-Johnson to Delegated account	0.02%	1
Add column to Application Status Change report	Add column to Application Status Change report	0.02%	1
Add columns to University Honors Eligibility report	Add columns to University Honors Eligibility report	0.02%	1
Add course topic to Course Utilization Trend for Organizations report?	Add course topic to Course Utilization Trend for Organizations report?	0.02%	1
add degree type to "plan awards list" detail report?	add degree type to "plan awards list" detail report?	0.02%	1
Add Delana Gregg to Delegated Accounts, remove specified people	Add Delana Gregg to Delegated Accounts, remove specified people	0.02%	1
Add Diane Zeenny Ghorayeb (YA34731) to Student Queues	Add Diane Zeenny Ghorayeb (YA34731) to Student Queues	0.02%	1
Add dward to AD\pOITApplications-ImageNowAdmins	Add dward to AD\pOITApplications-ImageNowAdmins	0.02%	1
Add Email field to existing Report	Add Email field to existing Report	0.02%	1
Add Emily Wang, ewang5@umbc.edu, to Duo	Add Emily Wang, ewang5@umbc.edu, to Duo	0.02%	1
Add Faculty and Staff to Specific AD Global Group via IDMS	Add Faculty and Staff to Specific AD Global Group via IDMS	0.02%	1
Add fields to "Online and Face to Face Section Data"	Add fields to "Online and Face to Face Section Data"	0.02%	1
Add Fin Hold Amt to Unregistered Students with Financial Holds report	Add Fin Hold Amt to Unregistered Students with Financial Holds report	0.02%	1
add grader	add grader	0.02%	1

#	Field	Choice Count	
Add grading basis to Course Enrollment report	Add grading basis to Course Enrollment report	0.02%	1
Add hb50172 to the Applications/BSG AD group	Add hb50172 to the Applications/BSG AD group	0.02%	1
Add Instructor column to Potential Tutors report	Add Instructor column to Potential Tutors report	0.02%	1
Add Jac Chalker to the bsg/applications AD group	Add Jac Chalker to the bsg/applications AD group	0.02%	1
Add Jeremy Gude to REX AD groups	Add Jeremy Gude to REX AD groups	0.02%	1
Add kensch to AD groups	Add kensch to AD groups	0.02%	1
Add Lenel Access	Add Lenel Access	0.02%	1
Add LIMS number to feed to SHADOW.PS_UM_LDAP_RECS	Add LIMS number to feed to SHADOW.PS_UM_LDAP_RECS	0.02%	1
Add Miles Franklin (LO14134, milf1) to BSG/Applications AD group	Add Miles Franklin (LO14134, milf1) to BSG/Applications AD group	0.02%	1
Add myUMBC4 database server to REX Power User VPN group	Add myUMBC4 database server to REX Power User VPN group	0.02%	1
Add navigation to UM_UG_SCHEDULER	Add navigation to UM_UG_SCHEDULER	0.02%	1
Add new device to Imaging Research Center subnet	Add new device to Imaging Research Center subnet	0.02%	1
Add new Email to ADAPPPST Duplicate SSN Notifications	Add new Email to ADAPPPST Duplicate SSN Notifications	0.02%	1
Add New Employee to CCMS RT Queues	Add New Employee to CCMS RT Queues	0.02%	1
add new employee to rt system	add new employee to rt system	0.02%	1
Add new employees to COEIT Dean's Office printers	Add new employees to COEIT Dean's Office printers	0.02%	1

#	Field		Choice Count
Add new employees to email list	Add new employees to email list	0.02%	1
Add new minor to Erickson Majors Minors Report	Add new minor to Erickson Majors Minors Report	0.02%	1
add new record sher to subject tbl	add new record sher to subject tbl	0.02%	1
Add New Request Type to RT Form	Add New Request Type to RT Form	0.02%	1
Add new RT user for SDS Test Administration queues	Add new RT user for SDS Test Administration queues	0.02%	1
Add new RT user for SDS Test Administration queues and corresponding Box folder	Add new RT user for SDS Test Administration queues and corresponding Box folder	0.02%	1
Add New Telephone Line/Move Telephone Line	Add New Telephone Line/Move Telephone Line	0.02%	1
Add New User to Delegated Email Account: education@umbc.edu	Add New User to Delegated Email Account: education@umbc.edu	0.02%	1
Add new user to J-1 and H-1B queues	Add new user to J-1 and H-1B queues	0.02%	1
add one field to sams dev db: samsdev	add one field to sams dev db: samsdev	0.02%	1
Add Page to UM_UG_SPECIAL_USER role	Add Page to UM_UG_SPECIAL_USER role	0.02%	1
Add parameter to International F1 Visa Students report	Add parameter to International F1 Visa Students report	0.02%	1
Add parameters to "GRE Scores by Admitted Applicants"	Add parameters to "GRE Scores by Admitted Applicants"	0.02%	1
Add PC to BSG/Applications AD group	Add PC to BSG/Applications AD group	0.02%	1

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End of Report