

**Statistical Annex (Abridged)**

The following tables give details of various activities of the University Computing Service for the year 1 August 2003 to 31 July 2004, with figures for the previous year in italics. Those tables which break down information on an institutional basis all follow a similar pattern:

- (A) Overall summary (University by Faculty group, Colleges, and External groups)
- (B) Cambridge University Faculty and similar groups (by Faculty or Department, except that the Faculty of Clinical Medicine is not divided)
- (C) Colleges (by College)

In this shortened version of the Statistical Annex all the (B) and (C) tables have been omitted.

**Computing Service Expenditure**

Table 1 shows the estimated expenditure within the various sections of the Computing Service broken down by type as follows:

**Centrally Funded:** UEF, Equipment Grant, SRIF  
**Cost Recovery:** Recovered from service charges

Figures are for the financial year 2003–04 in units of £1,000.

TABLE 1 – SECTION EXPENDITURE

	Centrally Funded			Cost Recovery		Combined Total
	Staff	Equip.	Other	Staff	Equip./Other	
Directorate	153	1	4	0	0	157
Administration	63	3	39	0	0	105
Finance	51	1	4	22	0	78
Building Services	92	1	14	0	0	107
<b>ADMINISTRATION AND FINANCE</b>	<b>358</b>	<b>6</b>	<b>60</b>	<b>22</b>	<b>0</b>	<b>446</b>
<b>INSTITUTION LIAISON</b>	<b>101</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>108</b>
Information and User Administration	203	6	11	50	0	270
Sales, Reception and Print Room	165	7	14	46	685	917
LLCC	108	1	5	0	4	118
PandIS	74	0	8	120	194	396
<b>USER SERVICES</b>	<b>550</b>	<b>14</b>	<b>39</b>	<b>216</b>	<b>883</b>	<b>1,701</b>
Hardware Support	181	3	12	96	29	321
Software Support	442	10	14	0	2	468
Help Desk	147	3	9	0	0	159
Training	96	3	6	4	31	140
<b>TECHNICAL USER SUPPORT</b>	<b>866</b>	<b>19</b>	<b>41</b>	<b>100</b>	<b>63</b>	<b>1,089</b>
GBN	8	0	2	30	23	63
Network Installation	162	3	9	0	178	351
Network Systems	215	318	11	0	503	1,048
Network Support	151	3	8	0	0	161
PWF Systems	132	61	66	135	10	405
Managed Clusters	177	3	11	44	5	239
Operations	155	4	9	0	0	168
<b>NETWORK DIVISION</b>	<b>1,000</b>	<b>391</b>	<b>116</b>	<b>209</b>	<b>719</b>	<b>2,435</b>
Web Systems	97	1	11	0	0	109
Unix Support	201	94	28	0	13	335
Electronic Mail	96	49	16	0	0	161
Central Unix Service	96	35	13	0	0	144
Database and Archiving	57	4	4	0	0	66
Software Development	60	1	2	0	0	62
<b>UNIX SYSTEMS DIVISION</b>	<b>606</b>	<b>184</b>	<b>74</b>	<b>0</b>	<b>13</b>	<b>877</b>
HPCF	51	0	0	0	0	51
eScience	35	0	0	11	0	46
<b>FACILITIES MANAGEMENT</b>	<b>86</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>0</b>	<b>96</b>
<b>TOTAL COMPUTING SERVICE</b>	<b>3,566</b>	<b>616</b>	<b>336</b>	<b>558</b>	<b>1,677</b>	<b>6,753</b>

**University Data Network**

Tables 2(A) to 2(C) show Cambridge University Data Network connections by institution. The connections are essentially all ethernet in type and have been divided as follows:

<b>Slow ethernet</b>	All 10 Mbps or less
<b>Fast ethernet</b>	All 100 Mbps
<b>Gigabit ethernet</b>	All 1000 Mbps

Table 3 gives estimates for the number of IPv4-addresses in use within the University. Global addresses are those visible to the outside world, whilst private addresses are only available for use within the cam.ac.uk domain.

Figures are for the end of 2003–04; end of 2002–03 figures are in italics.

TABLE 2(A) – DATA NETWORK CONNECTIONS

	<b>Slow</b>		<b>Fast</b>		<b>Gigabit</b>	
Arts and Humanities	0	<i>1</i>	4	<i>3</i>	2	<i>2</i>
Humanities and Social Sciences	4	<i>5</i>	6	<i>4</i>	5	<i>5</i>
Physical Sciences	3	<i>3</i>	4	<i>5</i>	8	<i>7</i>
Technology	1	<i>1</i>	3	<i>4</i>	4	<i>5</i>
Biological Sciences	4	<i>5</i>	7	<i>7</i>	7	<i>5</i>
Clinical Medicine			5	<i>6</i>	4	<i>2</i>
Other GB Institutions	4	<i>6</i>	8	<i>8</i>	3	<i>2</i>
Council Institutions	8	<i>9</i>	15	<i>15</i>	1	<i>1</i>
Societies	1	<i>1</i>	1	<i>1</i>		
<b>TOTAL UNIVERSITY</b>	<b>25</b>	<b><i>31</i></b>	<b>53</b>	<b><i>53</i></b>	<b>34</b>	<b><i>29</i></b>
<b>COLLEGES</b>	<b>5</b>	<b><i>10</i></b>	<b>24</b>	<b><i>20</i></b>	<b>8</b>	<b>6</b>
Research Councils	1	<i>1</i>	3	<i>3</i>	1	<i>0</i>
Other external	3	<i>4</i>	1	<i>0</i>		
<b>TOTAL EXTERNAL</b>	<b>4</b>	<b><i>5</i></b>	<b>4</b>	<b><i>3</i></b>	<b>1</b>	<b><i>0</i></b>
<b>TOTAL</b>	<b>34</b>	<b><i>46</i></b>	<b>81</b>	<b><i>76</i></b>	<b>43</b>	<b><i>35</i></b>

TABLE 3 – IPv4-ADDRESSES

	<b>Global</b>		<b>Private</b>	
Total University	39,100	<i>34,000</i>	2,400	
Colleges	17,600	<i>16,800</i>	800	
<b>Total</b>	<b>56,700</b>	<b><i>52,300</i></b>	<b>3,200</b>	<b><i>1,400</i></b>

**JANET Traffic**

Tables 4(A) to 4(C) show the sum of ingoing and outgoing traffic at the gateway to JANET (in GB) by institution.

Figures are for 2003–04; figures for 2002–03 are in italics.

TABLE 4(A) – JANET TRAFFIC BY INSTITUTION

	<b>Traffic (GB)</b>			
Arts and Humanities	2,315	(0.7%)	<i>948</i>	<i>(0.4%)</i>
Humanities and Social Sciences	3,275	(1.0%)	<i>2,237</i>	<i>(0.9%)</i>
Physical Sciences	40,408	(12.5%)	<i>23,403</i>	<i>(9.6%)</i>
Technology	29,864	(9.2%)	<i>15,139</i>	<i>(6.2%)</i>
Biological Sciences	17,526	(5.4%)	<i>13,117</i>	<i>(5.4%)</i>
Clinical Medicine	9,201	(2.8%)	<i>4,649</i>	<i>(1.9%)</i>
Other GB Institutions	54,930	(16.9%)	<i>21,429</i>	<i>(8.8%)</i>
Council Institutions	11,119	(3.4%)	<i>4,527</i>	<i>(1.9%)</i>
Societies	1,381	(0.4%)	<i>636</i>	<i>(0.3%)</i>
<b>TOTAL UNIVERSITY</b>	<b>170,020</b>	<b>(52.4%)</b>	<b>86,085</b>	<b>(35.2%)</b>
<b>COLLEGES</b>	<b>148,456</b>	<b>(45.8%)</b>	<b><i>154,393</i></b>	<b><i>(63.2%)</i></b>
Research Council institutions	4,390	(1.4%)	<i>3,372</i>	<i>(1.4%)</i>
Other external	1,369	(0.4%)	<i>571</i>	<i>(0.2%)</i>
<b>TOTAL EXTERNAL</b>	<b>5,759</b>	<b>(1.8%)</b>	<b>3,942</b>	<b>(1.6%)</b>
<b>TOTAL</b>	<b>324,235</b>	<b>(100.0%)</b>	<b>244,420</b>	<b>(100.0%)</b>

**Electronic Mail**

Tables 5(A) to 5(C) show numbers of Hermes users and messages by institution.

**Users** Includes users who access Hermes directly and those who have their mail forwarded to another system such as the CUS.

**Messages** Includes both messages sent and messages received, which are typically in the ratio 1:12.

Figures are for 2003–04 with 2002–03 in italics.

TABLE 5(A) – HERMES

	<b>Users</b>				<b>Messages ('000s)</b>			
Arts and Humanities	2,320	(5.9%)	<i>1,835</i>	<i>(5.9%)</i>	5,958	(6.5%)	<i>4,800</i>	<i>(6.0%)</i>
Humanities and Social Sciences	5,677	(14.3%)	<i>4,284</i>	<i>(13.8%)</i>	9,494	(10.3%)	<i>7,527</i>	<i>(9.4%)</i>
Physical Sciences	3,461	(8.7%)	<i>2,637</i>	<i>(8.5%)</i>	9,409	(10.2%)	<i>7,537</i>	<i>(9.4%)</i>
Technology	2,804	(7.1%)	<i>1,937</i>	<i>(6.2%)</i>	7,400	(8.0%)	<i>5,819</i>	<i>(7.2%)</i>
Biological Sciences	2,955	(7.5%)	<i>2,463</i>	<i>(7.9%)</i>	7,883	(8.6%)	<i>6,018</i>	<i>(7.5%)</i>
Clinical Medicine	2,108	(5.3%)	<i>1,614</i>	<i>(5.2%)</i>	4,624	(5.0%)	<i>3,370</i>	<i>(4.2%)</i>
Other GB Institutions	1,639	(4.1%)	<i>1,062</i>	<i>(3.4%)</i>	5,219	(5.7%)	<i>3,656</i>	<i>(4.6%)</i>
Council Institutions	856	(2.2%)	<i>746</i>	<i>(2.4%)</i>	2,369	(2.6%)	<i>1,724</i>	<i>(2.1%)</i>
Societies	40	(0.1%)	<i>27</i>	<i>(0.1%)</i>	121	(0.1%)	<i>124</i>	<i>(0.2%)</i>
<b>TOTAL UNIVERSITY</b>	<b>21,860</b>	<b>(55.2%)</b>	<b><i>16,605</i></b>	<b><i>(53.4%)</i></b>	<b>52,477</b>	<b>(57.0%)</b>	<b><i>40,576</i></b>	<b><i>(50.5%)</i></b>
<b>COLLEGES</b>	<b>17,254</b>	<b>(43.6%)</b>	<b><i>14,166</i></b>	<b><i>(45.6%)</i></b>	<b>39,006</b>	<b>(42.4%)</b>	<b><i>39,290</i></b>	<b><i>(48.9%)</i></b>
Research Councils	337	(0.9%)	<i>226</i>	<i>(0.7%)</i>	404	(0.4%)	<i>318</i>	<i>(0.4%)</i>
Other external	123	(0.3%)	<i>78</i>	<i>(0.3%)</i>	199	(0.2%)	<i>140</i>	<i>(0.2%)</i>
<b>TOTAL EXTERNAL</b>	<b>460</b>	<b>(1.2%)</b>	<b>304</b>	<b>(1.0%)</b>	<b>603</b>	<b>(0.7%)</b>	<b>458</b>	<b>(0.6%)</b>
<b>TOTAL</b>	<b>39,574</b>	<b>(100.0%)</b>	<b><i>31,075</i></b>	<b><i>(100.0%)</i></b>	<b>92,085</b>	<b>(100.0%)</b>	<b><i>80,324</i></b>	<b><i>(100.0%)</i></b>

**Web and News Services**

The incoming traffic to the main University Web site ([www.cam.ac.uk](http://www.cam.ac.uk)) totalled 186m requests from 202 country-level domains in 2003–04, with a daily peak of 822,000 requests, compared to 148m, 190, and 662,000 respectively in 2002–03. The tables below show various statistics for the month of May, which gives a better indication of the term-time activity of the various services involved.

Table 6 shows the load statistics during May for the main University Web Server ([www.cam.ac.uk](http://www.cam.ac.uk)), the University Web Search Engine, and the University Web Cache. Note that because of firewalls and other local Web caches, the client system figures for use of the Web cache will be underestimates.

Table 7 shows the load statistics during May for the main University USENET news server.

Figures are for 2003–04; 2002–03 figures are in italics.

TABLE 6 – UNIVERSITY WEB SERVICES

	<b>May</b>	
<b>University Web Server (<a href="http://www.cam.ac.uk">www.cam.ac.uk</a>)</b>		
Total requests received	16.1m	<i>13.5m</i>
Total data sent	75GB	<i>61GB</i>
Proportion of requests from Cam, UK, World	42%, 8%, 50%	<i>46%, 8%, 46%</i>
<b>University Web Search Engine</b>		
University servers indexed	445	<i>408</i>
Documents indexed	339,000	<i>386,000</i>
Total number of searches	206,000	<i>193,000</i>
Volume of data sent	5.5GB	<i>5.2GB</i>
Proportion of requests from Cam, UK, World	42%, 11%, 47%	<i>38%, 10%, 52%</i>
<b>University Web Cache</b>		
Total requests received	406m	<i>460m</i>
Total volume of data	3.6GB	<i>3.4GB</i>
% hits (requests), % hits (data volume)	48%, 17%	<i>48%, 19%</i>
Client systems, client domains	15,223,159	<i>14,588,163</i>

TABLE 7 – UNIVERSITY NEWS SERVER

	<b>May</b>	
<b>University News Server</b>		
Total number of connections	449,000	<i>403,000</i>
Peak concurrent connections	155	<i>171</i>
Total number of newsgroups	15.3,000	<i>15.1,000</i>
Number of local newsgroups	239	<i>235</i>
Monthly volume	14.0GB	<i>18.8GB</i>
Number of individual postings	6.4m	<i>8.2m</i>

**Public Workstation Facility**

Tables 8(A) to 8(C) show numbers of users and sessions by institution. The figures for 2003–04 are somewhat of an underestimate of the actual numbers because the monitoring software was not active for short periods during this time, whilst infrastructure changes were being made to the systems. Note that the figures for Computing Service users include temporary identifiers issued to users on training courses.

<b>Users</b>	Number of individuals using the system <i>at least once</i> during the year
<b>Sessions</b>	Number of times logged-on during the year

Table 9 gives a list of the institutions that have a Computing Service Managed Cluster, and the platforms provided at those sites.

Table 10 gives details, extracted from Tables 8(B) and 8(C), on the use of the PWF from certain University locations while Table 11 gives similar details of the use of the PWF from those Colleges which have either Managed Clusters or tunnelled links as members of the PWFClub.

In all tables, the figures are for 2003–04, with 2002–03 figures in italics.

TABLE 8(A) – USE OF PUBLIC WORKSTATION FACILITY

	Users				Sessions			
Arts and Humanities	848	(5.0%)	775	(4.9%)	90,431	(6.4%)	89,797	(6.4%)
Humanities and Social Sciences	1,481	(8.7%)	1,385	(8.8%)	174,185	(12.4%)	161,947	(11.5%)
Physical Sciences	1,318	(7.8%)	1,293	(8.2%)	107,140	(7.6%)	107,671	(7.6%)
Technology	782	(4.6%)	653	(4.1%)	41,655	(3.0%)	42,995	(3.1%)
Biological Sciences	609	(3.6%)	593	(3.8%)	56,115	(4.0%)	61,903	(4.4%)
Clinical Medicine	498	(2.9%)	421	(2.7%)	55,286	(3.9%)	58,483	(4.2%)
Other GB Institutions	2,090	(12.3%)	1,274	(8.1%)	61,047	(4.3%)	44,099	(3.1%)
Council Institutions	232	(1.4%)	776	(4.9%)	4,239	(0.3%)	12,476	(0.9%)
Societies	5	(0.0%)	6	(0.0%)	244	(0.0%)	139	(0.0%)
<b>TOTAL UNIVERSITY</b>	<b>7,863</b>	<b>(46.2%)</b>	<b>7,176</b>	<b>(45.5%)</b>	<b>590,342</b>	<b>(41.9%)</b>	<b>579,510</b>	<b>(41.1%)</b>
<b>COLLEGES</b>	<b>9,060</b>	<b>(53.3%)</b>	<b>8,516</b>	<b>(54.0%)</b>	<b>815,019</b>	<b>(57.8%)</b>	<b>824,878</b>	<b>(58.6%)</b>
Research Councils	71	(0.4%)	53	(0.3%)	3,097	(0.2%)	2,876	(0.2%)
Other external	11	(0.1%)	13	(0.1%)	1,004	(0.1%)	1,068	(0.1%)
<b>TOTAL EXTERNAL</b>	<b>82</b>	<b>(0.5%)</b>	<b>66</b>	<b>(0.4%)</b>	<b>4,101</b>	<b>(0.3%)</b>	<b>3,944</b>	<b>(0.3%)</b>
<b>TOTAL</b>	<b>17,005</b>	<b>(100.0%)</b>	<b>15,758</b>	<b>(100.0%)</b>	<b>1,409,462</b>	<b>(100.0%)</b>	<b>1,408,332</b>	<b>(100.0%)</b>

TABLE 9 – MANAGED CLUSTER SITES

Institution	Platform		
	Windows PC	Macintosh	Linux PC
Architecture		x	
Archaeology	x	x	
Chemistry	x	x	x
Clinical School	x		
Clinical Veterinary Medicine	x	x	
Computer Laboratory	x		x
Divinity	x		
English	x		
Geography	x		
Land Economy	x		
Law	x	x	
Mathematics	x		x
MML and Philosophy	x	x	
Moore Library	x		x
Physics	x		x
Social and Political Sciences	x	x	
Christ's	x		
Clare	x	x	x
Downing	x	x	
Emmanuel	x	x	
Fitzwilliam	x	x	
Gonville and Caius	x	x	
King's	x	x	x
Lucy Cavendish	x		
New Hall	x	x	
Newnham	x	x	
Peterhouse	x	x	
Queens'	x	x	x
Robinson	x	x	
Selwyn	x	x	x
Sidney Sussex	x	x	
St Catharine's	x	x	
St John's	x	x	
Trinity	x	x	x
Trinity Hall	x	x	x
Wolfson	x		

TABLE 10 – UNIVERSITY PUBLIC WORKSTATION FACILITY SESSIONS BY LOCATION

N.B. Since users may use more than one location, user numbers are not additive between locations.

<b>Location</b>	<b>Users</b>		<b>Sessions</b>	
<i>Computing Service locations</i>				
Phoenix User Area (New Museums Site)	1,580	2,350	24,078	35,677
Titan Teaching Room 1 (New Museums Site)	1,740	1,631	13,588	13,095
Titan Teaching Room 2 (New Museums Site)	1,474	1,324	8,263	8,164
Phoenix Teaching Room (New Museums Site)	987	1,172	10,430	14,024
Balfour Macintosh Room (New Museums Site)	405	1,013	1,664	6,619
Sidgwick Site (inc. Oriental Studies Basement)	593	866	14,093	15,012
University Centre	954	726	13,857	5,582
Old Music School – Lower Room (to August 2002)		208		1,282
Old Music School – Upper Room (to August 2002)		93		223
		<i>Total Sessions</i>	85,973	99,678
<i>Managed Cluster locations</i>				
Archaeology	165	144	14,034	13,073
Arts and Humanities (English, Philosophy, Divinity)		1,104		20,587
Divinity	301		4,699	
English	582		7,611	
Philosophy	191		2,400	
Chemistry	810	909	34,847	45,185
Clinical Medicine	437	435	35,175	43,236
Clinical Veterinary Medicine	329	353	40,566	44,328
Computer Laboratory	702	710	28,064	36,862
Geography	512	467	16,486	16,577
Humanities and Social Sciences	52	41	2,108	454
Land Economy	617	586	17,603	13,327
Law	1,417	1,446	55,794	63,542
Mathematics	819	617	18,869	8,776
Modern and Medieval Languages	806	761	23,725	27,014
Moore Library	964	878	27,407	27,907
Physics	681	709	15,958	24,804
Social and Political Sciences	430	562	9,974	13,281
		<i>Total Sessions</i>	355,320	398,953
<i>PWF Club locations</i>				
Chemical Engineering		10		34
Economics	1	4	14	22
Law		2		95
		<i>Total Sessions</i>	14	151

TABLE 11 – PUBLIC WORKSTATION FACILITY USE FROM COLLEGES

N.B. Since users may use more than one location, user numbers are not additive between locations.

<b>Location</b>	<b>Users</b>		<b>Sessions</b>	
<i>Managed Cluster locations</i>				
Christ's	604	56	32,532	331
Clare	580	561	50,375	49,761
Downing	861	816	42,356	46,809
Emmanuel	750	709	53,334	60,210
Fitzwilliam	696	668	41,086	35,966
Gonville and Caius	1,021	972	61,930	60,770
King's	636	67	41,818	510
Lucy Cavendish	150	12	8,538	31
New Hall	544	507	42,702	51,784
Newnham	716	685	53,162	49,638
Peterhouse	408	499	27,386	34,884
Queens'	865	813	45,128	53,776
Robinson	531	510	35,306	43,902
St Catharine's	809	853	62,243	74,173
St John's	1,354	1,101	104,957	106,762
Selwyn	541	617	32,499	43,603
Sidney Sussex	571	592	50,869	55,130
Trinity	1,427	1,013	104,376	71,541
Trinity Hall	523	495	26,098	25,747
Wolfson	631	539	50,420	49,888
		<i>Total Sessions</i>	967,115	915,216

TABLE 11 *cont.**PWF Club locations*

Christ's		24		192
Churchill	93	109	682	1,086
Clare Hall	1	2	1	2
Girton		5		28
King's		9		49
Magdalene	4	17	74	95
Pembroke	48	65	359	341
Trinity		122		2,187
		<i>Total Sessions</i>	1,116	3,980

**Central Unix Service**

The Central Unix Service is a general user facility based on a multi-processor configuration. Usage figures are given in percentage terms only and refer to the use of the Solaris 2 operating system. Note that the figures for the Computing Service include all systems, applications and operational support activities, together with Unix-based training courses.

Tables 12(A) to 12(C) are for the Central Unix Service and show the relative use giving:

<b>CPU</b>	CPU time consumed as a percentage of total use
<b>Users</b>	Number of individuals making some active use of the system during the year

Figures are for 2003–04; 2002–03 figures are in italics.

TABLE 12(A) – CENTRAL UNIX SERVICE

	<b>CPU</b>		<b>Users</b>			
Arts and Humanities	5.2%	5.6%	170	(7.2%)	202	(7.3%)
Humanities and Social Sciences	11.9%	10.1%	276	(11.6%)	310	(11.2%)
Physical Sciences	24.4%	24.7%	545	(22.9%)	656	(23.7%)
Technology	2.8%	3.5%	120	(5.1%)	147	(5.3%)
Biological Sciences	14.1%	13.8%	361	(15.2%)	443	(16.0%)
Clinical Medicine	6.0%	9.6%	152	(6.4%)	183	(6.6%)
Other GB Institutions	18.9%	16.9%	234	(9.8%)	257	(9.3%)
Council Institutions	3.4%	2.5%	116	(4.9%)	128	(4.6%)
Societies	0.0%	0.0%	2	(0.1%)	2	(0.1%)
<b>TOTAL UNIVERSITY</b>	86.7%	86.9%	1,976	(83.2%)	2,328	(84.1%)
<b>COLLEGES</b>	12.5%	12.5%	370	(15.6%)	408	(14.7%)
Research Councils	0.1%	0.1%	13	(0.5%)	17	(0.6%)
Other external	0.8%	0.5%	17	(0.7%)	14	(0.5%)
<b>TOTAL EXTERNAL</b>	0.8%	0.6%	30	(1.3%)	31	(1.1%)
<b>TOTAL</b>	100.0%	100.0%	2,376	(100.0%)	2,767	(100.0%)



**Pelican Data Archive Service**

Tables 13(A) to 13(C) show the use of the Pelican data archive service by institutions at the end of 2003–04 with end 2002–03 figures in italics.

**Stored** Amount of data stored (in MB)  
**Users** Number of individuals with stored data

TABLE 13(A) – PELICAN DATA ARCHIVE SERVICE USE

	<b>Stored</b>				<b>Users</b>			
Arts and Humanities	24,493	(3.8%)	<i>22,650</i>	<i>(4.2%)</i>	66	(6.7%)	<i>63</i>	<i>(6.5%)</i>
Humanities and Social Sciences	18,345	(2.9%)	<i>13,668</i>	<i>(2.5%)</i>	151	(15.3%)	<i>141</i>	<i>(14.6%)</i>
Physical Sciences	27,619	(4.3%)	<i>26,765</i>	<i>(5.0%)</i>	183	(18.5%)	<i>193</i>	<i>(20.0%)</i>
Technology	18,392	(2.9%)	<i>19,620</i>	<i>(3.6%)</i>	153	(15.5%)	<i>158</i>	<i>(16.4%)</i>
Biological Sciences	10,491	(1.6%)	<i>12,789</i>	<i>(2.4%)</i>	89	(9.0%)	<i>90</i>	<i>(9.3%)</i>
Clinical Medicine	2,309	(0.4%)	<i>2,895</i>	<i>(0.5%)</i>	26	(2.6%)	<i>29</i>	<i>(3.0%)</i>
Other GB Institutions	518,627	(81.3%)	<i>427,738</i>	<i>(79.3%)</i>	133	(13.5%)	<i>131</i>	<i>(13.6%)</i>
Council Institutions	1,996	(0.3%)	<i>1,080</i>	<i>(0.2%)</i>	19	(1.9%)	<i>18</i>	<i>(1.9%)</i>
Societies	141	(0.0%)	<i>141</i>	<i>(0.0%)</i>	3	(0.3%)	<i>3</i>	<i>(0.3%)</i>
<b>TOTAL UNIVERSITY</b>	<b>622,413</b>	<b>(97.6%)</b>	<b><i>527,346</i></b>	<b><i>(97.8%)</i></b>	<b>823</b>	<b>(83.3%)</b>	<b><i>826</i></b>	<b><i>(85.5%)</i></b>
<b>COLLEGES</b>	<b>14,610</b>	<b>(2.3%)</b>	<b><i>10,973</i></b>	<b><i>(2.0%)</i></b>	<b>153</b>	<b>(15.5%)</b>	<b><i>129</i></b>	<b><i>(13.4%)</i></b>
Research Councils	517	(0.1%)	<i>540</i>	<i>(0.1%)</i>	6	(0.6%)	<i>6</i>	<i>(0.6%)</i>
Other external	319	(0.1%)	<i>319</i>	<i>(0.1%)</i>	6	(0.6%)	<i>5</i>	<i>(0.5%)</i>
<b>TOTAL EXTERNAL</b>	<b>836</b>	<b>(0.1%)</b>	<b><i>859</i></b>	<b><i>(0.2%)</i></b>	<b>12</b>	<b>(1.2%)</b>	<b><i>11</i></b>	<b><i>(1.1%)</i></b>
<b>TOTAL</b>	<b>637,860</b>	<b>(100%)</b>	<b><i>539,178</i></b>	<b><i>(100.0%)</i></b>	<b>988</b>	<b>(100%)</b>	<b><i>966</i></b>	<b><i>(100.0%)</i></b>

**Software Sales**

Table 14 shows totals of software sales items supplied by month. Tables 15(A) to 15(C) show software sales items supplied by institution. General software (excluding media) and SunSpectrum/Silicon Graphics items are shown separately. Table 16 lists software and other items distributed by the Computing Service. An item may be any of a full copy of a software package, an upgrade or a maintenance contract.

Figures are for 2003–04; 2002–03 figures are in italics.

TABLE 14 – SOFTWARE ITEMS SUPPLIED BY MONTH

	<b>General</b>				<b>SunSpectrum/SGI</b>			
August 2003	2,000	(12.0%)	<i>6,462</i>	<i>(36.0%)</i>				
September	1,610	(9.6%)	<i>1,239</i>	<i>(6.9%)</i>	274	(61.6%)	<i>105</i>	<i>(25.4%)</i>
October	2,240	(13.4%)	<i>1,442</i>	<i>(8.0%)</i>	121	(27.2%)	<i>244</i>	<i>(59.1%)</i>
November	971	(5.8%)	<i>1,519</i>	<i>(8.5%)</i>	18	(4.0%)	<i>9</i>	<i>(2.1%)</i>
December	866	(5.2%)	<i>623</i>	<i>(3.5%)</i>				
January 2004	802	(4.8%)	<i>1,068</i>	<i>(5.9%)</i>	7	(1.6%)	<i>2</i>	<i>(0.5%)</i>
February	1,444	(8.6%)	<i>957</i>	<i>(5.3%)</i>				
March	1,417	(8.5%)	<i>1,346</i>	<i>(7.5%)</i>	4	(0.9%)		
April	2,017	(12.1%)	<i>588</i>	<i>(3.3%)</i>	20	(4.5%)	<i>20</i>	<i>(4.8%)</i>
May	1,062	(6.4%)	<i>615</i>	<i>(3.4%)</i>	1	(0.2%)	<i>12</i>	<i>(2.9%)</i>
June	1,386	(8.3%)	<i>1,230</i>	<i>(6.9%)</i>				
July	906	(5.4%)	<i>863</i>	<i>(4.8%)</i>			<i>21</i>	<i>(5.1%)</i>
<b>TOTAL FOR YEAR</b>	<b>16,721</b>	<b>(100.0%)</b>	<b><i>17,952</i></b>	<b><i>(100.0%)</i></b>	<b>445</b>	<b>(100.0%)</b>	<b><i>413</i></b>	<b><i>(100.0%)</i></b>

TABLE 15(A) – SOFTWARE ITEMS SUPPLIED BY INSTITUTION

	<b>General</b>				<b>SunSpectrum/SGI</b>			
Arts and Humanities	686	(4.1%)	482	(2.7%)	8	(1.8%)	8	(1.9%)
Humanities and Social Sciences	744	(4.4%)	844	(4.7%)				
Physical Sciences	2,965	(17.7%)	2,509	(14.0%)	121	(27.2%)	93	(22.5%)
Technology	1,325	(7.9%)	3,968	(22.1%)	22	(4.9%)	25	(6.1%)
Biological Sciences	1,600	(9.6%)	1,660	(9.2%)	55	(12.4%)	55	(13.3%)
Clinical Medicine	1,417	(8.5%)	1,023	(5.7%)	4	(0.9%)		
Other GB Institutions	2,802	(16.8%)	3,116	(17.4%)	199	(44.7%)	106	(25.7%)
Council Institutions	2,462	(14.7%)	1,410	(7.9%)			80	(19.4%)
Societies	17	(0.1%)						
<b>TOTAL UNIVERSITY</b>	<b>14,018</b>	<b>(83.8%)</b>	<b>15,012</b>	<b>(83.6%)</b>	<b>409</b>	<b>(91.9%)</b>	<b>367</b>	<b>(88.9%)</b>
<b>COLLEGES</b>	<b>2,428</b>	<b>(14.5%)</b>	<b>2,677</b>	<b>(14.9%)</b>				
Research Council institutions	47	(0.3%)	63	(0.4%)				
Other external	228	(1.4%)	200	(1.1%)	36	(8.1%)	46	(11.1%)
<b>TOTAL EXTERNAL</b>	<b>275</b>	<b>(1.6%)</b>	<b>263</b>	<b>(1.5%)</b>	<b>36</b>	<b>(8.1%)</b>	<b>46</b>	<b>(11.1%)</b>
<b>TOTAL</b>	<b>16,721</b>	<b>(100.0%)</b>	<b>17,952</b>	<b>(100.0%)</b>	<b>455</b>	<b>(100.0%)</b>	<b>413</b>	<b>(100.0%)</b>

TABLE 16 – SOFTWARE SALES BY PRODUCT

	<b>Items</b>			<b>Items</b>	
Assimilator		2	Apple Maintenance Programme	699	
Hummingbird eXceed	221	367	Microsoft Exchange Server	901	246
JRB Utils	2	12	Microsoft SQL Server	116	159
Microsoft Services for Netware	2	4	MS Systems Management Server	12	1
Microsoft Services for Unix		6	Microsoft Windows 2000	24	931
NetPresenz		3	Microsoft Windows NT		13
Novell Netware (per server)	16	29	Microsoft Windows 2003	4,282	403
ZENworks	130	4	Microsoft Windows XP	1,311	1,464
			PCounter	8	7
<b>COMMUNICATIONS</b>	<b>371</b>	<b>427</b>	<b>OPERATING SYSTEMS/UTILITIES</b>	<b>7,353</b>	<b>3,224</b>
ARCInfo/ARCView	38	66	Microsoft Visual Basic		3
Bartholomew's Map Data	1	1	Microsoft Visual FoxPro Pro	7	7
Microsoft MapPoint		4	Microsoft Visual SourceSafe	2	4
PCI Geomatics		1	Microsoft Visual Studio	102	105
<b>GEOGRAPHIC</b>	<b>39</b>	<b>72</b>	Sun ScholarPAC	151	173
Corel Draw	1,127	645	<b>PROGRAMMING LANGUAGES</b>	<b>262</b>	<b>292</b>
Imagine	14	215	FileMaker Pro	257	347
Microsoft PowerPoint	14	12	Microsoft Access	48	188
Microsoft Visio	96	81	Microsoft Excel	12	12
Uniras		1	Microsoft Project	213	167
<b>GRAPHICS AND DRAWING</b>	<b>1,251</b>	<b>954</b>	<b>SPREADSHEETS, DATABASES, AND PROJECT MANAGEMENT</b>	<b>530</b>	<b>714</b>
Maple	88	98	Genstat	28	26
NAG Products	21	2,128	MathCAD	53	80
<b>MATHEMATICAL/LIBRARIES</b>	<b>109</b>	<b>2,226</b>	Minitab	186	351
Microsoft Office	3,431	3,454	S-PLUS	84	111
<b>OFFICE PACKAGES</b>	<b>3,431</b>	<b>3,454</b>	SAS	12	18
			SPSS	645	805
			SPSS Science Products	21	43
			<b>STATISTICS</b>	<b>1,029</b>	<b>1,434</b>

TABLE 16 *cont.*

	Items			Items	
Corel WordPerfect	22	342	Sun Hardware maintenance	305	275
EndNote	1,586	847	(Total Number of machines)		
Microsoft FrontPage	16	27	Sun Software under maintenance	119	117
Microsoft Publisher	40	56	(Licence, media, and documentation)		
Microsoft Word	34	21	Silicon Graphics maintenance	21	21
Sabon Font	47	173			
			SUNSPECTRUM/SGI	445	413
WORD AND DOCUMENT PROCESSING	1,745	1,466			
			TOTAL	17,166	18,365
BBEEdit	56	3			
Dragon Naturally Speaking	24				
HoTMetal Pro	5	23			
Meeting Maker	8	9			
Microsoft Outlook	35	9			
Origin Professional	37				
SolidWorks	7	6			
Symantec GHOST	429	639			
XV		3,000			
MISCELLANEOUS	601	3,689			
TOTAL for Software	16,721	17,952			

**Photographic and Illustration Service**

Table 17 shows a breakdown of the work done by the Photographic and Illustration Service over the year.

Figures are for 2003–04; 2002–03 figures are in italics.

TABLE 17 – ITEMS PRODUCED OR PROCESSED

	Items	
Colour Transparency Service		
Film processed (rolls)	5,013	5,305
Slides from flat copy	707	1,540
Slide duplication	1,973	7,500
Full film scans	32	346
Black and White Service		
Film processed (rolls)	275	400
Colour Print Service		
Film processed (rolls)	4,145	5,200
Prints produced	181,000	215,000
Graduation photographs	6,212	7,813
Single item scans	48,395	47,000
Photography Service		
Graduation photographs taken	9,463	8,500
Congregation photographs	1,048	1,250
Other Commissions	10	
Framing Service		
Picture/Certificate frames	636	1,127
Graphics and Illustration Service		
Posters (total)	1,481	1,400
Laminated Posters	514	730

**Printing and Reproduction Service**

Table 18 shows a breakdown of work done by the Printing and Reproduction Service. External work is charged for on a cost recovery basis.

Figures are for 2003–04; 2002–03 figures are in italics

TABLE 18 – IMPRESSIONS PRINTED

	Monochrome (K)		Colour (K)	
Internal Computing Service	179	272	6.2	1.8
User Documentation (charged)	62	65	3.3	0.0
User Documentation (free)	12	27	1.8	2.5
Course material	211	315	3.3	1.8
PandIS	1	2	0.0	0.0
Software Sales	27	38	0.0	3.7
<b>TOTAL COMPUTING SERVICE</b>	<b>493</b>	<b>720</b>	<b>11.3</b>	<b>11.7</b>
<b>EXTERNAL WORK</b>	<b>1,230</b>	<b>1,238</b>	<b>16.6</b>	<b>9.5</b>
<b>TOTAL</b>	<b>1,723</b>	<b>1,957</b>	<b>27.8</b>	<b>21.2</b>

**External Hardware Maintenance**

Table 19 shows the number of contract (including warranty) and non-contract repairs undertaken for different types of equipment. Tables 20(A) to 20(C) show both the number of repairs and the number of staff hours spent on contract and non-contract repairs distributed amongst institutions.

Figures are for 2003–04; 2002–03 figures are in italics.

TABLE 19 – EQUIPMENT REPAIRED BY TYPE

	Contract		Non-Contract	
PCs	294	285	134	127
Apple Macintosh	40	27	97	111
Printers	74	139	96	86
Monitors	7	39	4	12
PC Laptops	1	3	268	227
Macintosh Laptops	0	2	84	78
Others	6	31	52	40
<b>TOTAL</b>	<b>422</b>	<b>526</b>	<b>735</b>	<b>681</b>

TABLE 20(A) – EQUIPMENT REPAIRED BY INSTITUTION

N.B. For 2002–03, due to the way in which the records were kept, the warranty repairs were not separately identified but were included in the individual institutional totals for Contract repairs.

	Contract				Warranty				Non-Contract			
	No	Hours	No	Hours	No	Hours	No	Hours	No	Hours	No	Hours
Arts and Humanities	1	34	3	60	11	–	22	–	57	66	86	139
Humanities and Social Sciences	0	31	0	52	32	–	64	–	60	60	94	93
Physical Sciences	45	43	132	170	25	–	49	–	84	83	143	151
Technology	0	4	0	7	8	–	13	–	35	28	47	44
Biological Sciences	30	86	130	152	25	–	50	–	136	136	239	244
Clinical Medicine	0	9	0	20	8	–	19	–	16	14	42	17
Other GB Institutions	39	58	135	104	6	–	12	–	18	13	24	25
Council Institutions	9	8	25	26	2	–	2	–	21	26	42	41
Societies	0	–	0	–	2	–	4	–	6	–	8	–
<b>TOTAL UNIVERSITY</b>	<b>124</b>	<b>273</b>	<b>398</b>	<b>591</b>	<b>119</b>	<b>–</b>	<b>235</b>	<b>–</b>	<b>433</b>	<b>426</b>	<b>725</b>	<b>754</b>
<b>COLLEGES</b>	<b>150</b>	<b>250</b>	<b>507</b>	<b>424</b>	<b>24</b>	<b>–</b>	<b>43</b>	<b>–</b>	<b>286</b>	<b>250</b>	<b>384</b>	<b>325</b>
Research Councils	0	3	0	9	5	–	7	–	3	5	6	7
Other external	0	–	0	–	0	–	0	–	13	–	18	–
<b>TOTAL EXTERNAL</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>9</b>	<b>5</b>	<b>–</b>	<b>7</b>	<b>–</b>	<b>16</b>	<b>5</b>	<b>24</b>	<b>7</b>
<b>TOTAL</b>	<b>274</b>	<b>526</b>	<b>905</b>	<b>1,024</b>	<b>148</b>	<b>–</b>	<b>285</b>	<b>–</b>	<b>735</b>	<b>681</b>	<b>1,133</b>	<b>1,086</b>

**Help Desk**

Table 21 shows the monthly totals of calls dealt with by the Help Desk while Tables 22(A) to 22(C) show the number of Help Desk calls and users by institution.

Figures are for 2003–04; 2002–03 figures are in italics.

TABLE 21 – HELP DESK CALLS BY MONTH

N.B. These figures exclude calls made directly to the PC Support service (521 in 2003–04; 372 in 2002–03).

	<b>Calls</b>			
August 2003	944	(9.4%)	683	(6.8%)
September	949	(9.5%)	823	(8.2%)
October	1,413	(14.1%)	1,547	(15.4%)
November	826	(8.2%)	920	(9.1%)
December	614	(6.1%)	687	(6.8%)
January 2004	942	(9.4%)	957	(9.5%)
February	812	(8.1%)	809	(8.0%)
March	859	(8.6%)	794	(7.9%)
April	609	(6.1%)	674	(6.7%)
May	579	(5.8%)	681	(6.8%)
June	728	(7.3%)	664	(6.6%)
July	745	(7.4%)	827	(8.2%)
<b>TOTAL FOR YEAR</b>	<b>10,020</b>	<b>(100.0%)</b>	<b>10,066</b>	<b>(100.0%)</b>

TABLE 22(A) – HELP DESK CALLS BY INSTITUTION

N.B. These figures include the calls made directly to the PC Support service (see above).

	<b>Calls</b>				<b>Users</b>			
Arts and Humanities	1,178	(11.2%)	1,055	(10.1%)	487	(10.2%)	466	(10.1%)
Humanities and Social Sciences	1,759	(16.7%)	1,847	(17.7%)	750	(15.7%)	726	(15.7%)
Physical Sciences	986	(9.4%)	975	(9.3%)	488	(10.2%)	470	(10.2%)
Technology	580	(5.5%)	479	(4.6%)	351	(7.3%)	276	(6.0%)
Biological Sciences	871	(8.3%)	1,007	(9.6%)	414	(8.6%)	449	(9.7%)
Clinical Medicine	660	(6.3%)	673	(6.4%)	371	(7.8%)	348	(7.5%)
Other GB Institutions	622	(5.9%)	681	(6.5%)	286	(6.0%)	270	(5.8%)
Council Institutions	512	(4.9%)	545	(5.2%)	223	(4.7%)	239	(5.2%)
Societies	20	(0.2%)	3	(0.0%)	7	(0.1%)	2	(0.0%)
<b>TOTAL UNIVERSITY</b>	<b>7,188</b>	<b>(68.2%)</b>	<b>7,265</b>	<b>(69.6%)</b>	<b>3,377</b>	<b>(70.5%)</b>	<b>3,246</b>	<b>(70.2%)</b>
<b>COLLEGES</b>	<b>2,917</b>	<b>(27.7%)</b>	<b>2,733</b>	<b>(26.2%)</b>	<b>1,347</b>	<b>(28.1%)</b>	<b>1,327</b>	<b>(28.7%)</b>
Research Councils	50	(0.5%)	46	(0.4%)	34	(0.7%)	28	(0.6%)
Other external (world-wide)	386	(3.7%)	394	(3.8%)	29	(0.6%)	25	(0.5%)
<b>TOTAL EXTERNAL</b>	<b>436</b>	<b>(4.1%)</b>	<b>440</b>	<b>(4.2%)</b>	<b>63</b>	<b>(1.3%)</b>	<b>53</b>	<b>(1.1%)</b>
<b>TOTAL</b>	<b>10,541</b>	<b>(100.0%)</b>	<b>10,438</b>	<b>(100.0%)</b>	<b>4,787</b>	<b>(100.0%)</b>	<b>4,626</b>	<b>(100.0%)</b>

**Training**

Table 23 lists the training courses provided by the Computing Service; in each case the figures show the number of times a course was offered and the total number of people attending. Courses involving more than one session count attendances at each separately. Tables 24(A) to 24(C) show how attendances at courses were distributed amongst institutions.

Figures are for 2003–04; 2002–03 figures are in italics.

TABLE 23 – TRAINING COURSES

	Sessions		Attendances	
IBM PC: basic intro to Windows	3	3	39	46
IBM PC: a little further on Windows		2		36
IBM PC: Keeping your PC safe and secure	3		34	
IBM PC: Windows file handling/desktop skills	3	1	27	15
IBM PC: Windows fundamental PC sys manag't		1		8
IBM PC: Windows XP features for power users	1		9	
IBM PC: Windows wizardry		1		8
Inside the PC	1	1	10	12
Macintosh: introduction	3	3	23	38
Macintosh: MacOS X		1		68
Macintosh: applications	2		10	
<b>PERSONAL COMPUTERS</b>	<b>16</b>	<b>13</b>	<b>152</b>	<b>231</b>
Unix: introduction	7	7	236	258
Unix: further use	2	2	68	64
Unix: introduction to Perl, part 1	1	1	34	72
Unix: introduction to Perl, part 2	1	1	18	52
Unix: CGI scripting	1	1	28	66
Unix: PWF Linux	2	2	17	20
Unix: building Linux RPMs	1		36	
Unix: building Linux RPMs for system services	1		14	
Unix: Linux system administration	1	1	140	195
<b>UNIX</b>	<b>15</b>	<b>15</b>	<b>591</b>	<b>727</b>
World Wide Web: introduction	3	3	19	27
Web technologies: advanced		2		22
Web page authoring: intro to HTML	10	11	285	313
Web page authoring: beyond the basics	8	10	204	258
Web page authoring: cascading style sheets	4	4	93	109
Web page authoring: cascading style sheets further	2		28	
Web page authoring: tables	3	3	49	53
Web page authoring: Web graphics	3	2	47	53
Web page authoring: advanced technologies		1		32
Web page authoring: XML	2	2	21	25
Web page authoring: XHTML	1		7	
Web page authoring: Dreamweaver	3	2	34	23
Web site management: designing a website	3		34	
Web site management: accessibility	3		28	
Web site management: indexing	1		11	
Web site management: simple CGI and forms	2		30	
Web site management: databases and content mngm't	2		29	
Web site management and maintenance		1		15
Web server management: Apache on Red Hat		1		34
Web server management: securing access	1	2	14	32
Email using Hermes Webmail: introduction	2	2	10	48
Email and information management using Outlook	1		12	
Email using Mulberry: introduction and further use	2	3	6	38
<b>NETWORKING</b>	<b>56</b>	<b>49</b>	<b>961</b>	<b>1,082</b>
Microsoft Excel: introduction	5	6	84	118
Microsoft Excel: introduction, self-paced	5	5	213	255
Microsoft Excel: further use	5	6	95	127
Microsoft Excel: macros and other topics	3	3	53	54
Microsoft Excel: programming using VBA	1	2	6	27
Microsoft Access: quick start	3	2	56	33
Microsoft Access: introduction	5	6	166	292
Microsoft Access: further use	3	6	104	160
Oracle: introduction	2	1	81	75
Filemaker Pro: introduction	2	2	24	31
Filemaker Pro: further use	1	1	11	13
Filemaker Pro: publishing on the Web		1		10
SQL Server: survival	1		32	
SQL Servier: basic administration	1		16	
<b>SPREADSHEETS AND DATABASES</b>	<b>37</b>	<b>41</b>	<b>941</b>	<b>1,195</b>

TABLE 23 *cont.*

	Sessions		Attendances	
Microsoft Word for Windows: introduction	2	2	18	17
Microsoft Word for Windows: intermediate	3	3	51	33
Microsoft Word for Windows: advanced	3	3	48	30
MS Word for Windows: layouts, styles, templates		1		9
MS Word for Windows: beginners, self-paced	5	5	105	120
Office 2000: exciting new features	1		4	
Powerpoint: introduction	3	3	56	61
Powerpoint: quick start, self-paced	4	4	76	101
Powerpoint: further use	3	3	26	52
Quark Xpress: introduction	2	3	27	68
LaTEX: introduction	2	1	90	36
Illustrator: basic	3		38	
InDesign: getting started	2		19	
Computerised Bibliographies	9	8	155	212
Photoshop: basic	8	8	183	168
Photoshop: further techniques	5	5	88	92
<b>WORD AND DOCUMENT PROCESSING</b>	<b>55</b>	<b>49</b>	<b>984</b>	<b>999</b>
Data analysis on the PWF	1	1	6	8
Simple questionnaire design and data entry	1	1	7	15
SPSS: basic use, part 1	5	6	94	115
SPSS: basic use, part 2	5	6	63	72
SPSS: beyond the basics	3	3	33	42
SPSS: further use	1	1	7	5
<b>STATISTICAL COMPUTING</b>	<b>16</b>	<b>19</b>	<b>210</b>	<b>260</b>
Design and typography: workshop	2		21	
Simple C Programming	2	2	78	117
Teaching with VLEs: introduction	4		31	
Videoconferencing: what, why, and how	1		8	
Visual Basic: introduction	2	3	44	148
<b>OTHER COURSES</b>	<b>11</b>	<b>5</b>	<b>182</b>	<b>265</b>
<b>TOTAL</b>	<b>208</b>	<b>191</b>	<b>4,021</b>	<b>4,759</b>

TABLE 24(A) – COURSE ATTENDANCES

	Attendances			
Arts and Humanities	326	(8.1%)	352	(7.4%)
Humanities and Social Sciences	406	(10.1%)	538	(11.3%)
Physical Sciences	586	(14.6%)	518	(10.9%)
Technology	324	(8.1%)	396	(8.3%)
Biological Sciences	544	(13.5%)	729	(15.3%)
Clinical Medicine	384	(9.5%)	565	(11.9%)
Other GB Institutions	385	(9.6%)	392	(8.2%)
Council Institutions	308	(7.7%)	355	(7.5%)
No institution specified			5	(0.1%)
Societies	20	(0.5%)	10	(0.2%)
<b>TOTAL UNIVERSITY</b>	<b>3283</b>	<b>(81.6%)</b>	<b>3,860</b>	<b>(81.1%)</b>
<b>COLLEGES</b>	<b>625</b>	<b>(15.5%)</b>	<b>770</b>	<b>(16.2%)</b>
Research Councils	87	(2.2%)	94	(2.0%)
UK Universities	1	(0.0%)		
Other external	25	(0.6%)	35	(0.7%)
<b>TOTAL EXTERNAL</b>	<b>113</b>	<b>(2.8%)</b>	<b>129</b>	<b>(2.7%)</b>
<b>TOTAL</b>	<b>4021</b>	<b>(100.0%)</b>	<b>4,759</b>	<b>(100.0%)</b>