

University Technology Services

University of South Carolina

Opening Week 2012

Executive Summary

Overview

Months of planning and preparations resulted in a successful move-in weekend event for University Technology Services. UTS was a part of the USC Opening Week efforts along with other departments, offices and colleges on the Columbia campus.

There were an increased number of network connections during Opening Weekend that included wired, wireless and mobile devices. From Saturday, August 18 until Wednesday, August 22, more than 60 UTS team members worked in the iCARE Center at 1244 Blossom Street and the Russell House to assist students with computer and network support.

UTS was staffed during the following hours and locations:

RUSSELL HOUSE (2nd floor lobby)

- Saturday, August 18: 12pm - 6pm
- Sunday, August 19: 12pm - 6pm
- Monday, August 20: 1pm - 4pm
- Tuesday, August 21: 9am - 4pm
- Wednesday, August 22: 9am - 4pm

iCARE CENTER (1244 Blossom St.)

- Saturday, August 18: 12pm - 6pm
- Sunday, August 19: 12pm - 6pm
- Monday, August 20: Resumed normal hours

With nearly 6,500 students arriving to live on the Columbia campus during the 2012/13 academic year, UTS is committed to helping as many students as possible with connecting to the Internet and ensuring their computer is working correctly.

Quick Stats

Thousands of students were able to get connected to the Internet from the time that residence halls opened on Friday, August 17 until classes began on Thursday, August 23. Before UTS support began on Saturday, there were already more than 2,000 students connected to the University network, either through their laptop, mobile device or both. By the end of UTS coordinated support in the Russell House and

iCARE Center, more than 8,400 wireless connections were recorded on Wednesday, August 22 at 5:00pm.

Following last year's main network issue with wireless printing, residents were informed during the summer and throughout numerous materials to ensure that wireless printing was turned off on their equipment. As a result, there was less network interference with "rogue" wireless devices and connecting to the network was smoother.

UTS did see a sharp decrease in the number of wired connections. In 2011, there were 3545 wired connections by the end of the Opening Weekend. This year, 2012, there were only 850. Several factors may contribute to this, including the ease of wireless connectivity and the rise of mobile devices on the USC wireless network.

Overall, network connections remained steady during Opening Week and technology support operations ran smooth.

Communication

UTS provided several means of communication to students prior to Opening Weekend:

- Updated and new UTS webpages (May 2012)
- Information & brochures provided during Summer Orientation (May – July 2012)
- Postcard sent to all students informing them of Move In support hours and other helpful tips (July 2012)
- Mass email sent to all students reminding them to check VIP for username, how to get technical support (August 2012)
- Messages sent through social media sites to communicate Move In support hours and student tips (June – August 2012)
- More than 15 mentions and interactions were made via Twitter and Facebook during the weekend, resulting in more than 1,500 impressions overall
- Inclusion in Carolina Welcome event brochures, posters, website and printed materials



Graphical Analysis

The following charts provide statistics and a comparison of the number of students requesting help, connecting to the University network, UTS phone support and software sales. Raw data is available upon request.

Chart 1a: Opening Weekend Requests

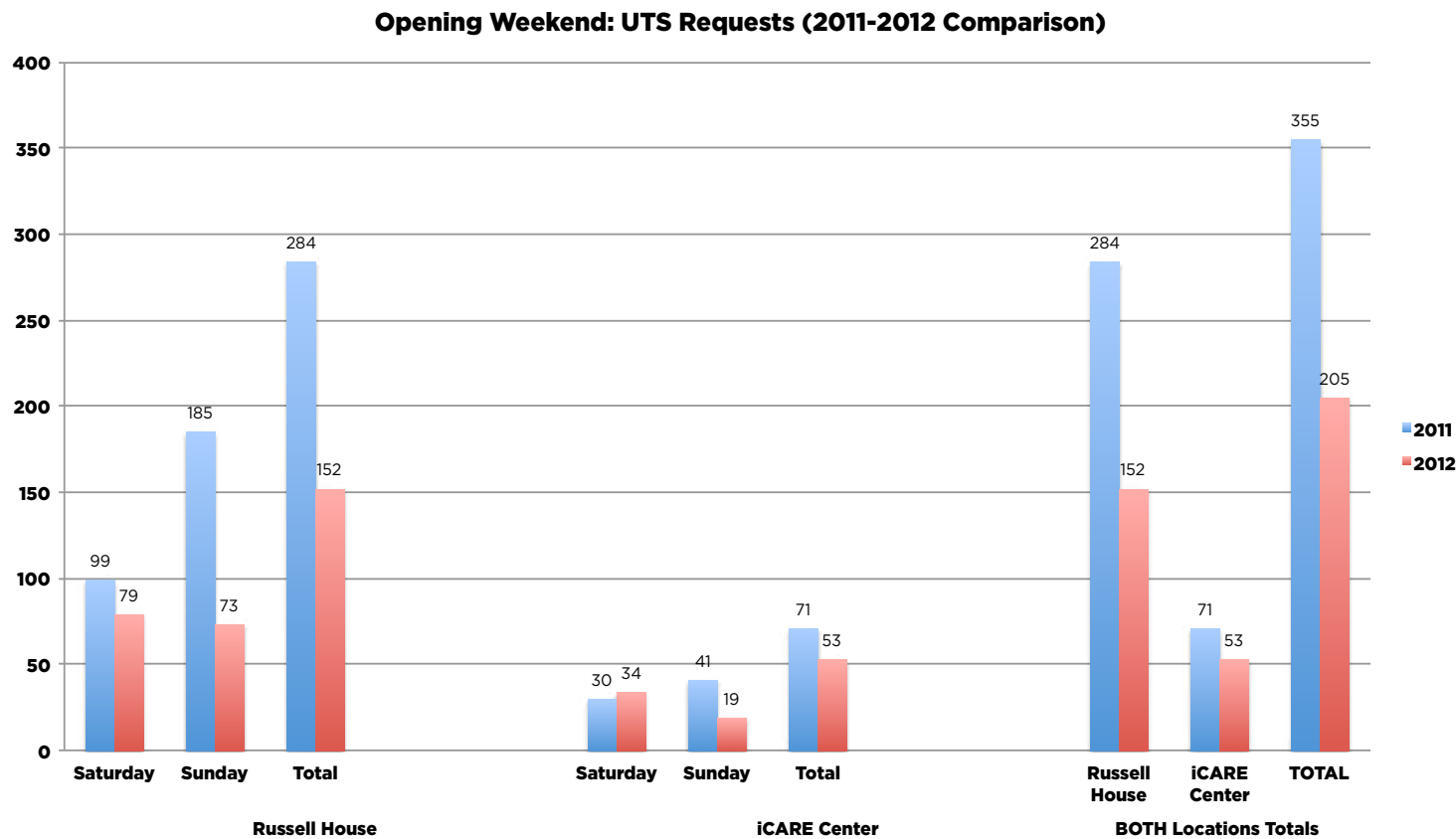


Chart 1b: Opening Week Requests

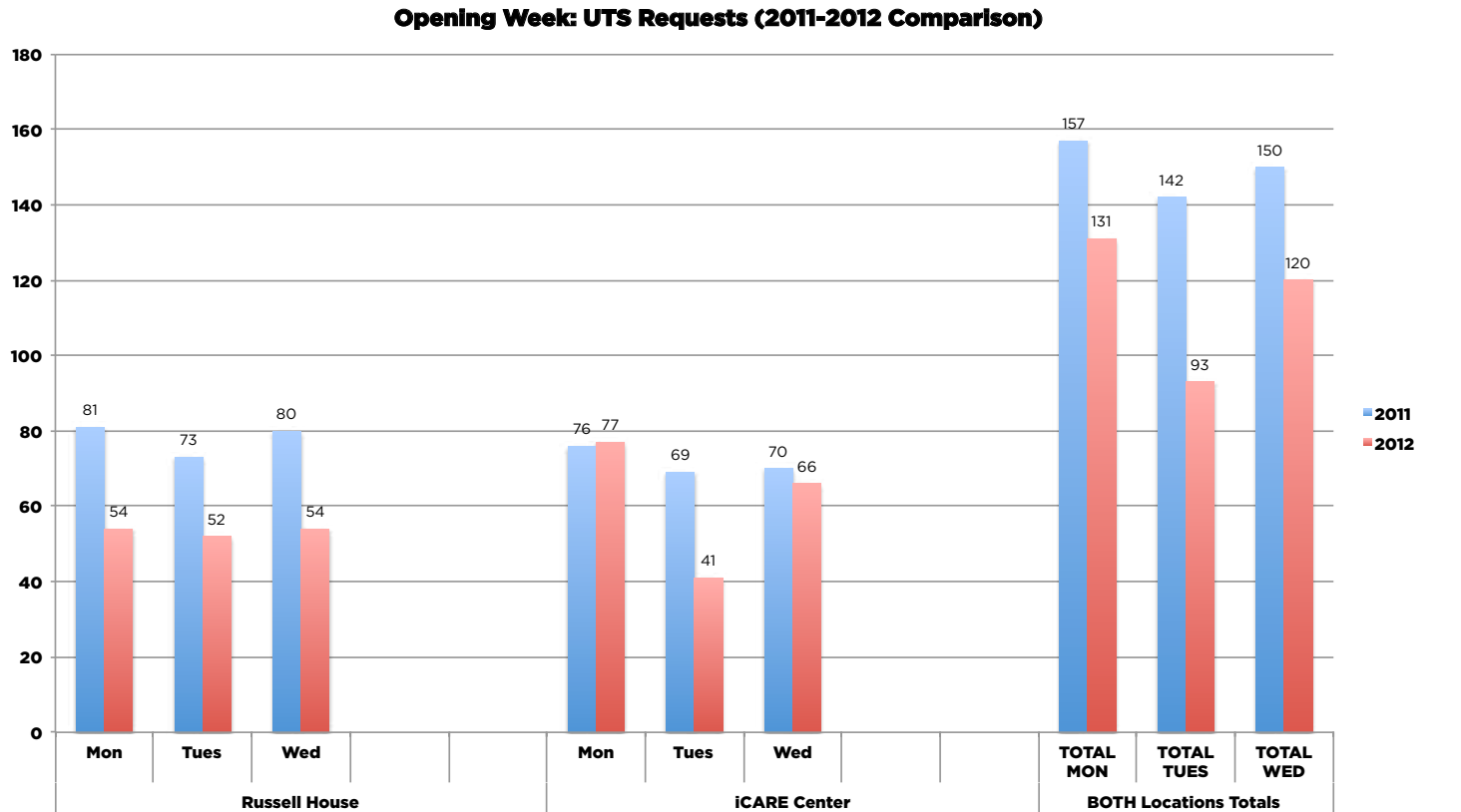


Chart 2a: Network Connections, By Type (Saturday)

2012 Opening Weekend: Saturday Network Connections

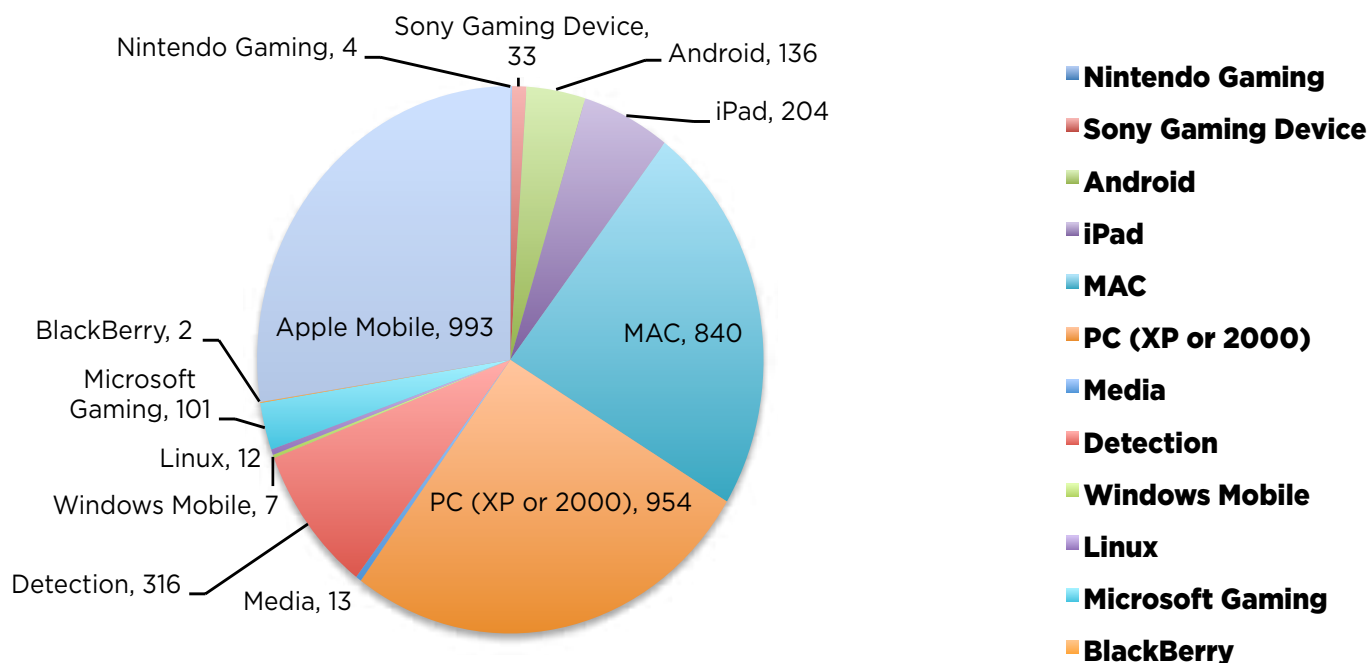


Chart 2b: Network Connections, By Type (Sunday)

2012 Opening Weekend: Sunday Network Connections

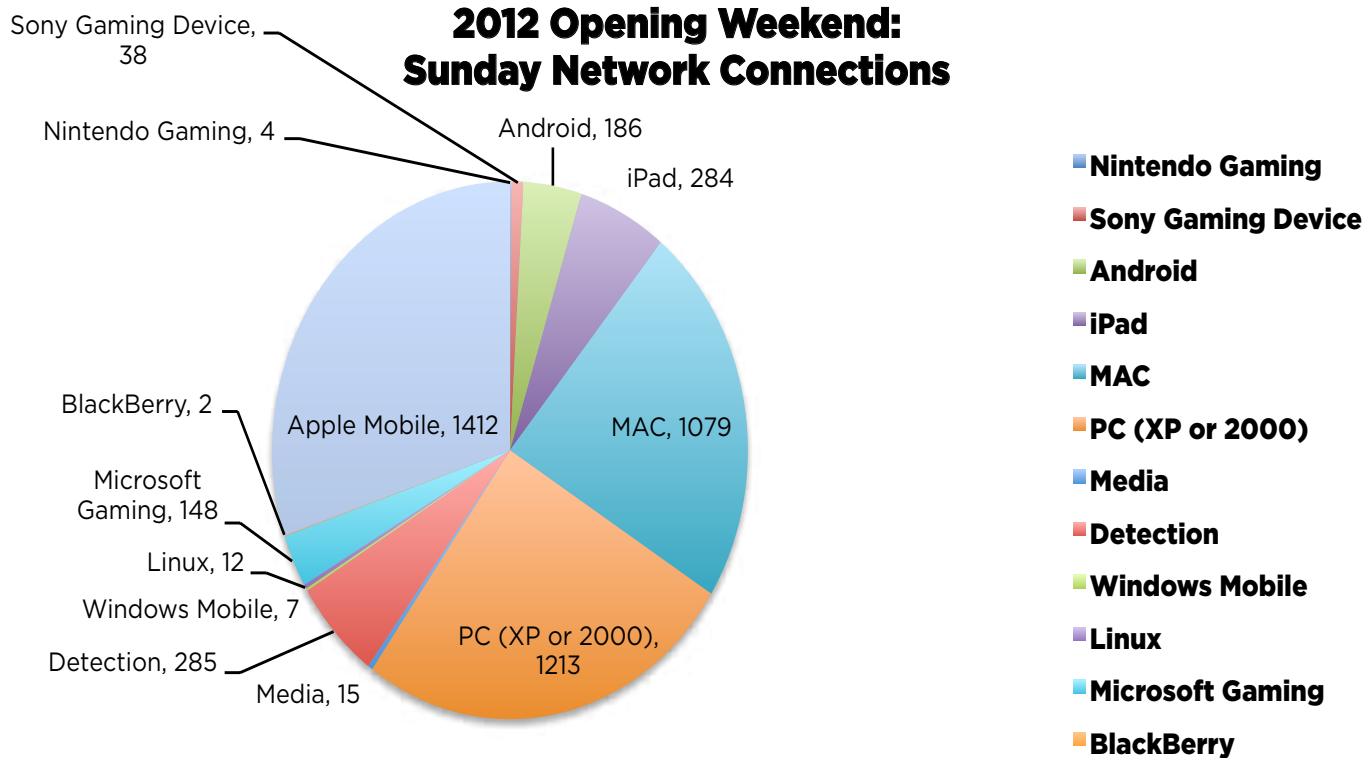
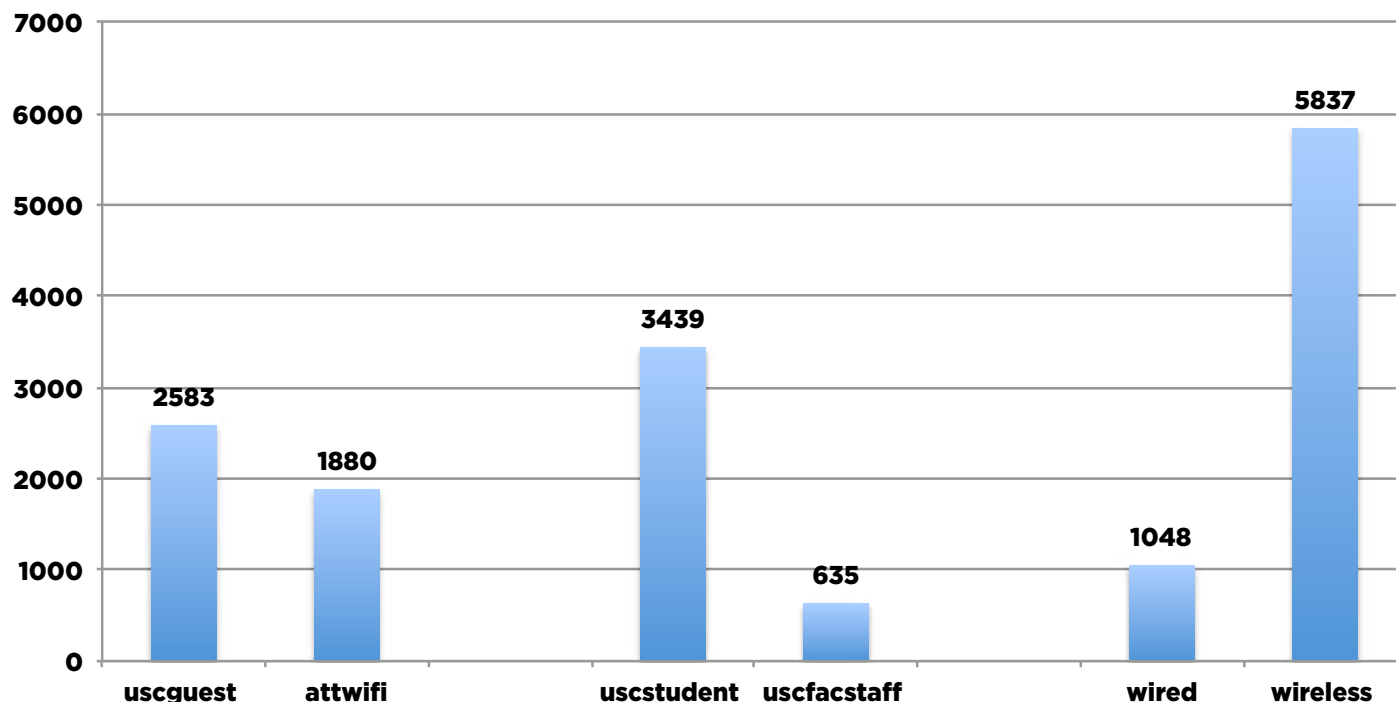


Chart 2c: Network Connections, by network type

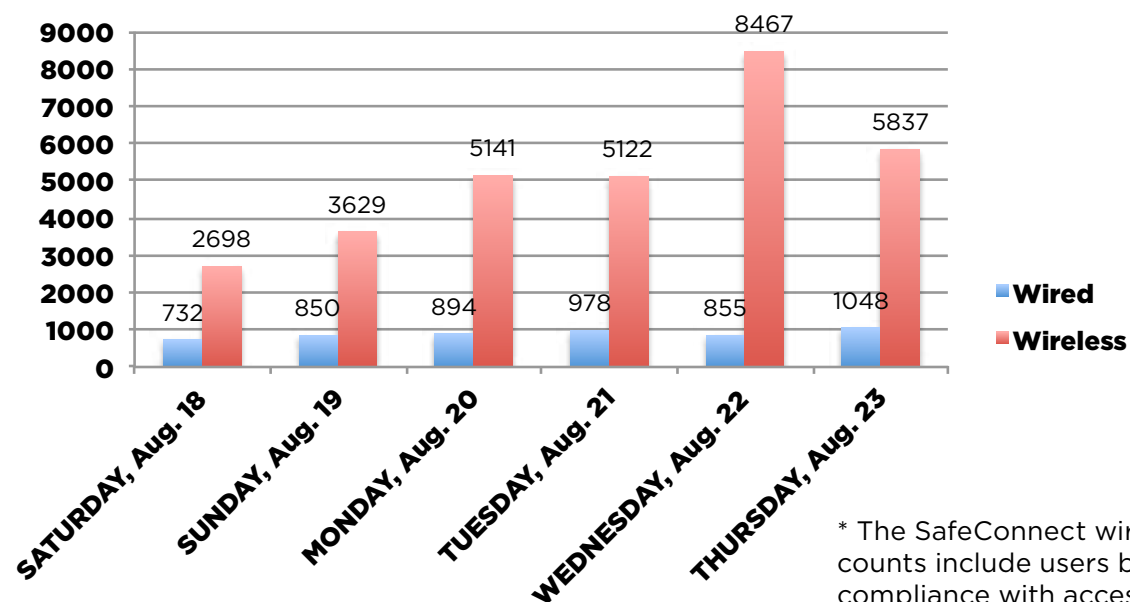
Total Network Connections, by network type Wednesday, Aug. 22 (5pm)



These statistics represent the total number of connections, including the guest wireless network (uscguest and attwifi). Many students who have smartphone devices may automatically attach to attwifi, if they are AT&T subscribers. Users connecting to the guest networks may have issues when accessing email, Blackboard and other University-related systems.

Chart 2d: Network Connections, Overall

2012 Opening Weekend: Total Network Connections



* The SafeConnect wired and wireless counts include users blocked for non-compliance with access policy, and users in detection, who have not started the authentication process yet.

Chart 3a: Service Desk Phone Support

**Opening Week UTS Service Desk Calls:
2010-2012 Comparison**

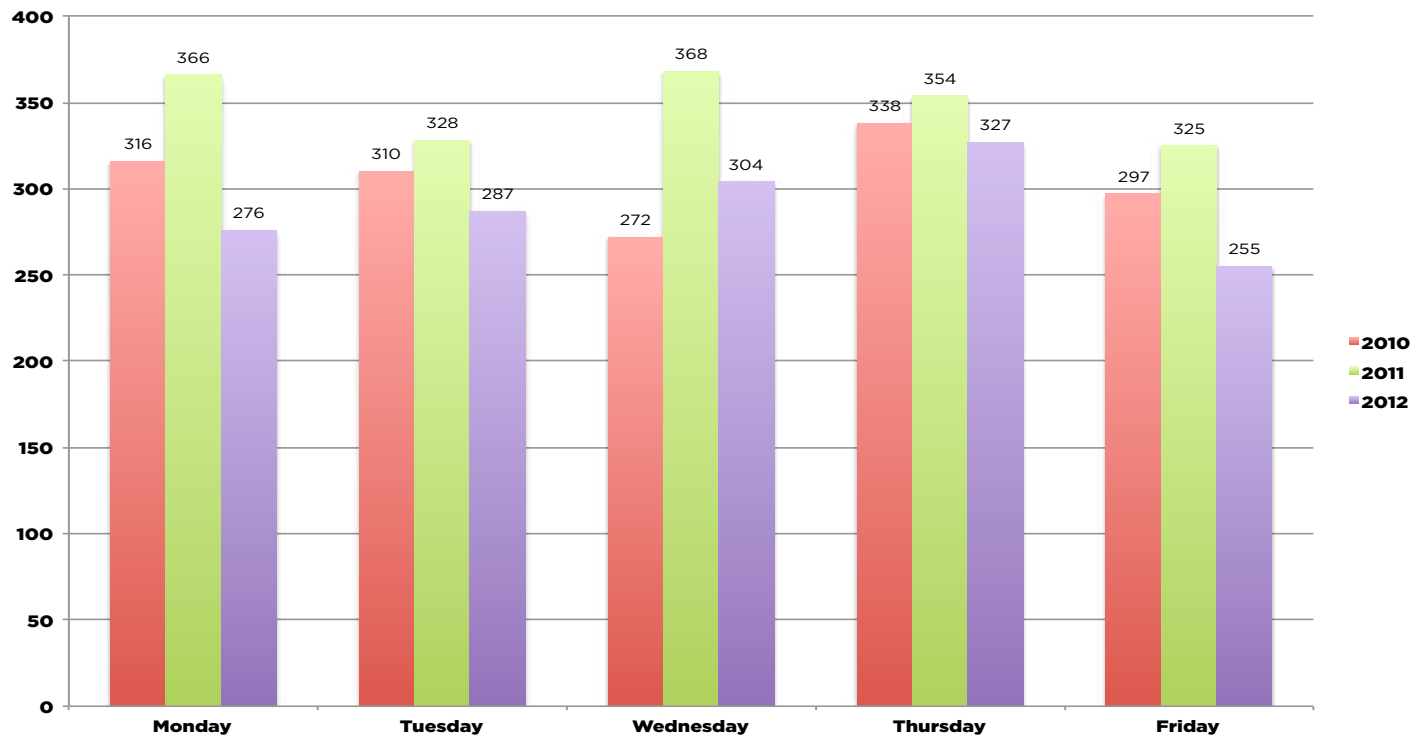
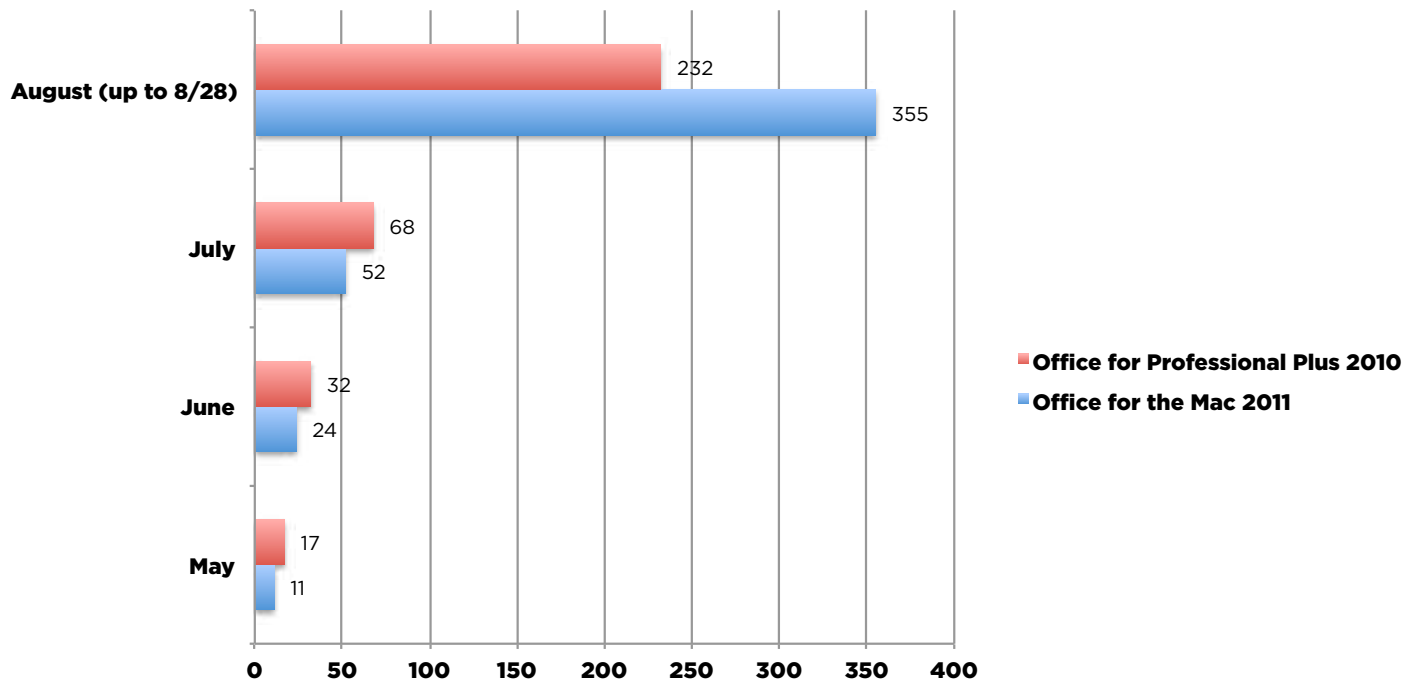


Chart 4a: Software Sales

**UTS Software Sales:
May 1 - August 28, 2012**



* This includes software sales for MS Office for the Mac and PC only. Other software sales are not included, but are available upon request.

Opening Weekend Pictures

UTS staff were in two main locations for Opening Weekend support. More than 60 team members were on hand to assist students with their network connections for the computers and mobile devices, along with software sales and support.

UTS Staff greet students as they come to the Russell House for technical support



Elizabeth Mathis and Katie Vaughan assist with technical support and software purchases.

The iCARE Center at 1244 Blossom Street was available during the weekend for student technical support.



Students receive computer support during USC Opening Weekend 2012 in the Russell House.

This 2012 Executive Summary was prepared by the UTS - Public Relations office on August 28, 2012. For questions, please contact Kimberly South at ksouth@mailbox.sc.edu or (803) 777-8910. Additional information is available upon request.