University Technology Services
University of South Carolina

Opening Week 2013

Executive Summary

Overview

University Technology Services (UTS) worked for several months with departments, offices and colleges across the Columbia campus to coordinate a successful Move-In Weekend and Opening Week.

From Saturday, August 17 until Wednesday, August 21, approximately 50 UTS team members worked in the iCARE Center at 1244 Blossom Street to provide computer support, smart phone and network support.

UTS was staffed during the following hours and locations:

- Saturday, August 17: 12 p.m. - 6 p.m.
- Sunday, August 18: 12 p.m. - 6 p.m.
- Monday, August 19: Resumed normal hours

Quick Stats

- On Sunday, August 19, a total of 6,926 devices were connected to the wireless network. There are approximately 6,100 students living on campus.
- On Wednesday, August 21, a total of 10,562 wireless devices were connected to the network.
- The iCARE Center assisted a total of 542 students from Saturday, August 18 to Wednesday, August 21. Last year, the iCARE Center served a total of 549 in the same time frame.
- More than 50 percent of devices that connected to the wireless network over the course of Move-In Weekend and Opening Week were smart phones.
- The number of wired connections continued to decline. In 2013, there was a total of 827 wired connections. In 2012, there were 850.
- Calls to the Service Desk increased dramatically. This is largely contributed to the new OneCarolina systems used by the Bursar and Registrar, in addition to an email message that was sent in error to some students, indicating that their email accounts had been deleted.

Communication

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

- Updated and added new webpages (May)
- Information and brochures provided during Summer Orientation (May – July)
- Postcard sent to all students informing them of Move-In support hours and other helpful tips (August)
- Mass email sent to all students reminding them that the iCARE Center was open for technical support during Move-In and Opening Week (August)
- Messages sent through social media sites to communicate Move-In support hours and student tips (August)
- Several interactions via Twitter and Facebook over Opening Week, including direct messages with students
- Advertisement in the *Daily Gamecock* (August)
- Inclusion in Carolina Welcome event brochures, posters, website and printed materials
- Presentations at the Arnold School of Public Health, New Faculty Orientation and the Graduate School Orientation (August)

Most Common Support Provided

The assistance students required most often included:

- Installation of free anti-virus software
- Purchase Microsoft Office at a discounted rate
- Help connecting to the wireless network (most had not attempted to try it themselves but came straight to the iCARE Center for assistance)
- Setting up smart phones to send and receive student email
- An increased number of students sought assistance with connecting Smart TVs to the wireless network

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Chart 1: Devices Connected to Wireless Network, Saturday, Aug. 18, 2013

iPad
5%

Xbox
3%

Detection
7%

Android
8%

Apple Mobile
42%

Mac OS
16%

Windows PCs
19%
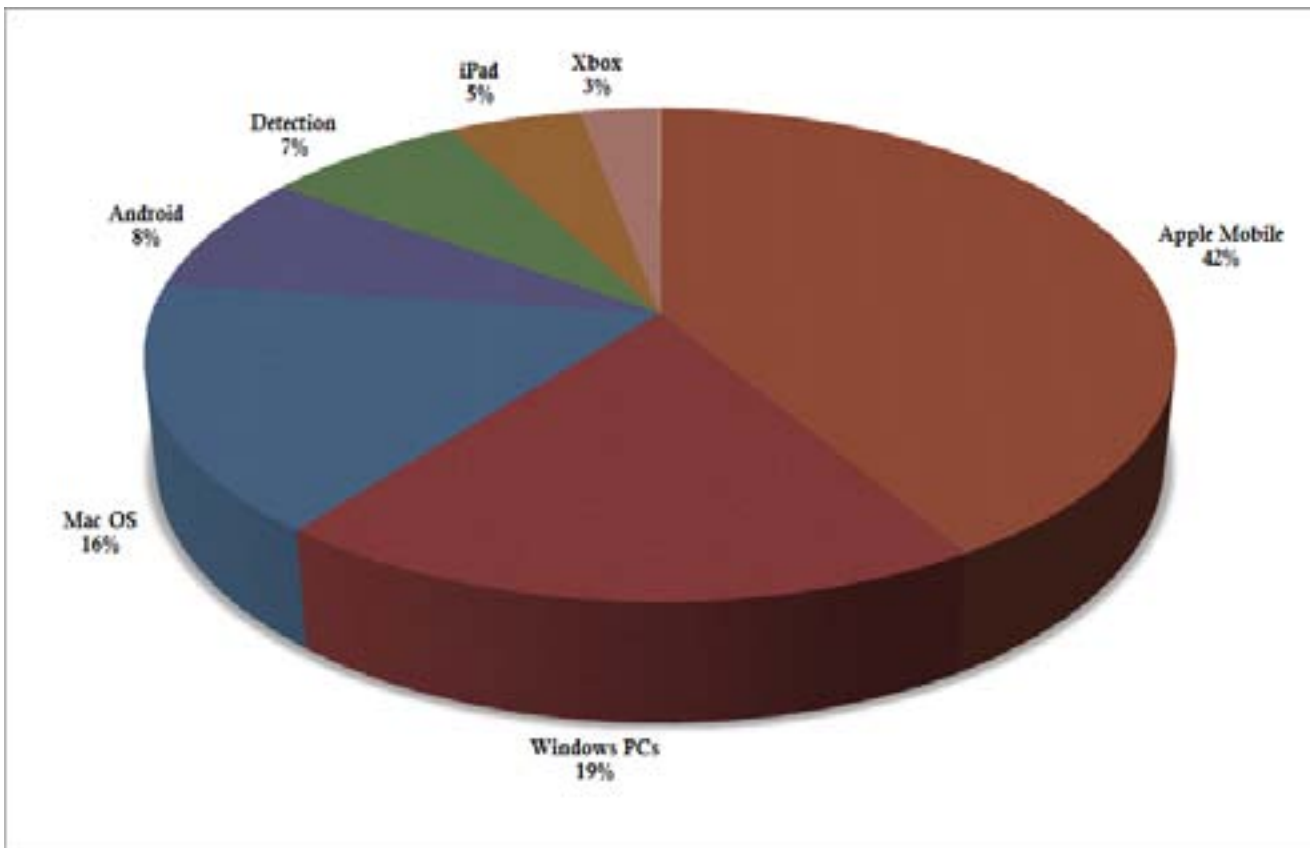
Chart 2: Devices Connected to Wireless Network, Wednesday, Aug. 21, 2013

iPad
6%

Other
6%

Android
8%

Apple Mobile
40%

Mac OS
16%

Windows PCs
24%
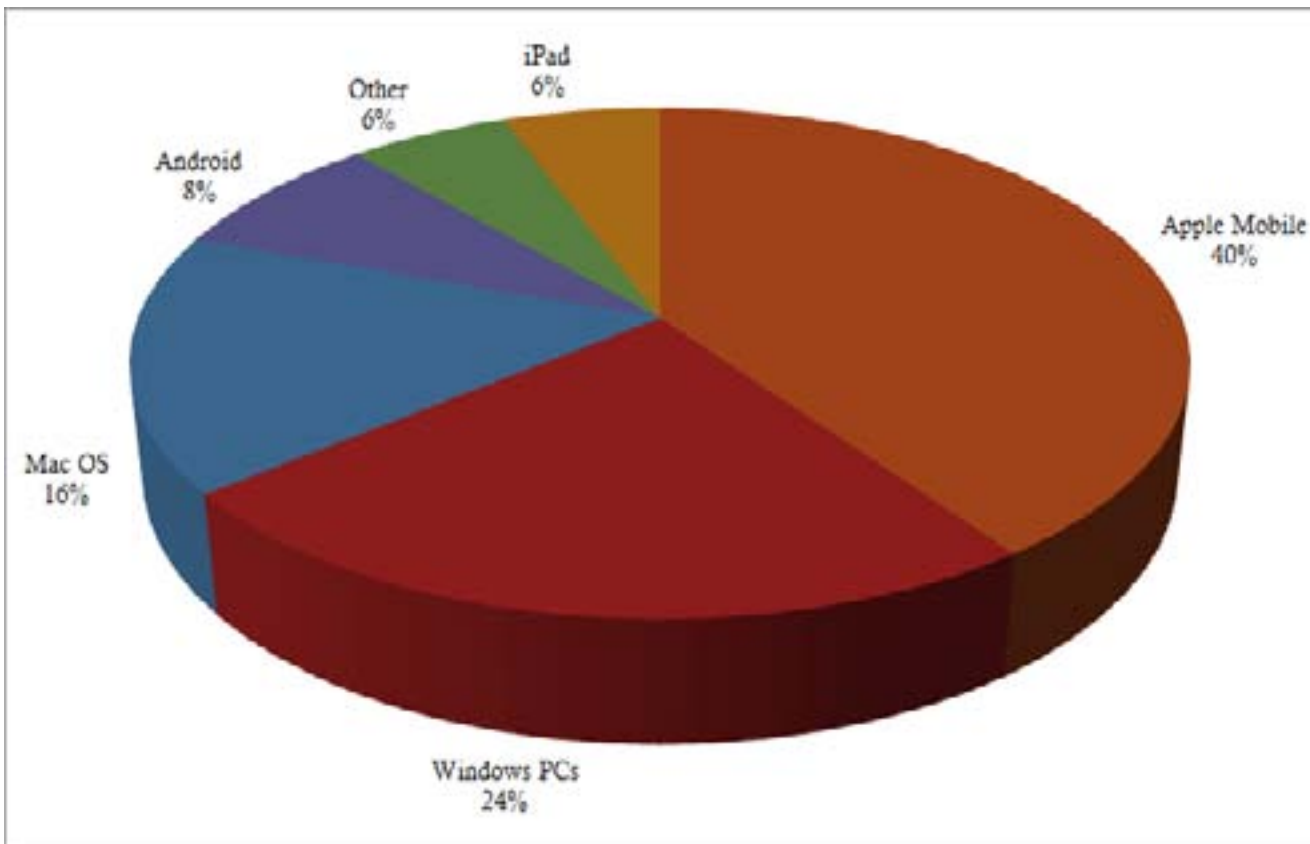
Chart 3: Total Students Assisted at iCARE Center, Aug. 17-21, 2013

Legend:
- 2012
- 2013

Day	2012	2013
Saturday	113	118
Sunday	92	87
Monday	131	111
Tuesday	93	104
Wednesday	120	122
Total	549	542

Chart 4: Software Sales

Legend:
- 2012
- 2013

For Mac

Month	2012	2013
August	355	306
July	52	15
June	24	11
May	11	12

For PC

Month	2012	2013
August	232	226
July	68	11
June	32	12
May	17	23
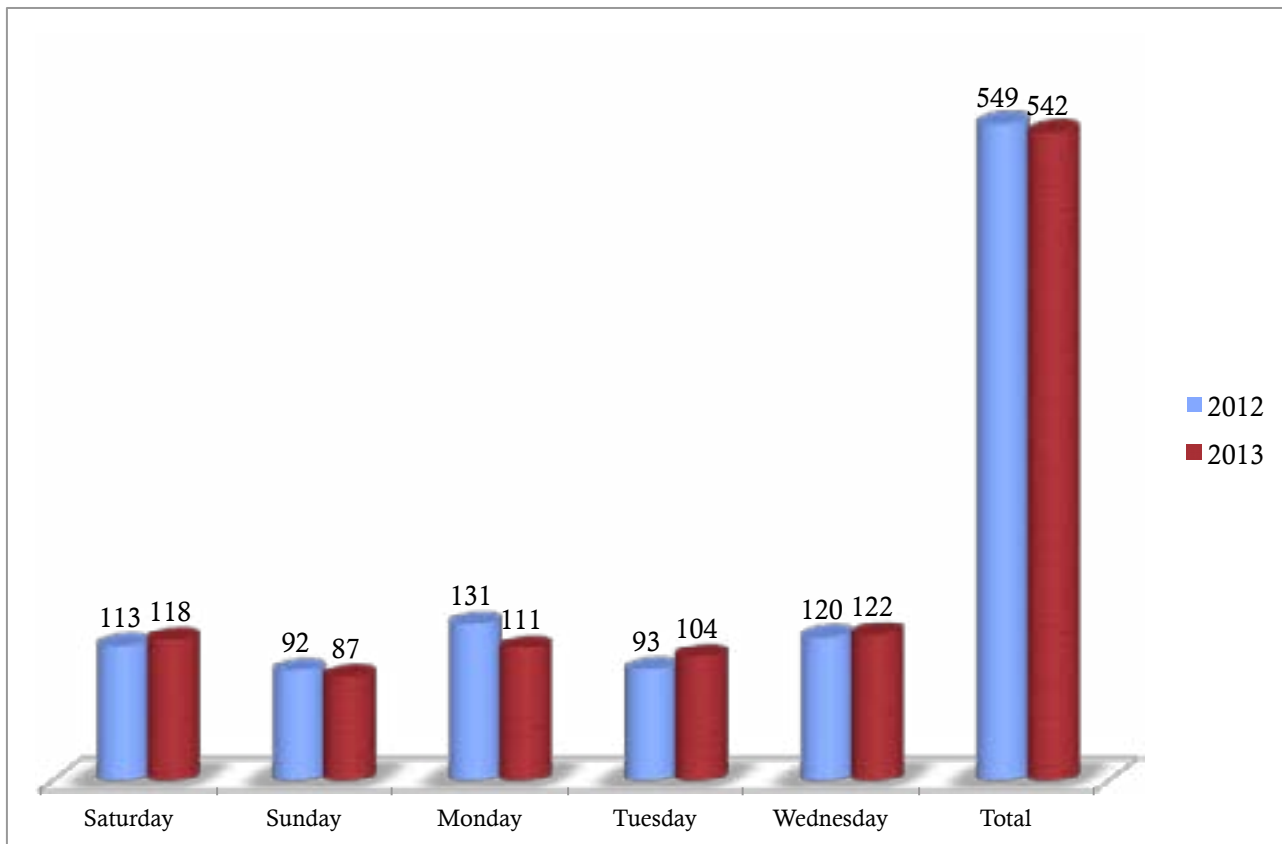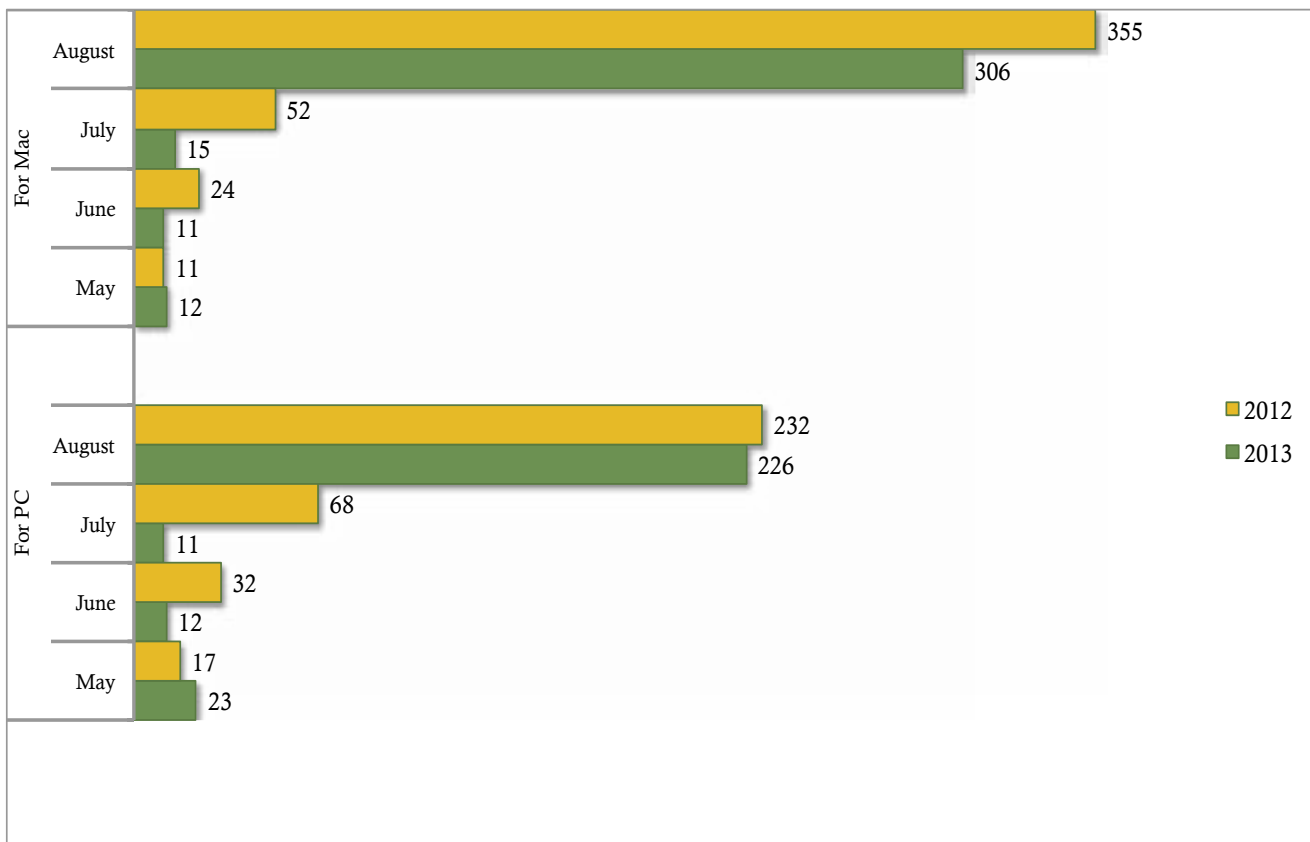
Chart 5: Service Desk Phone Support

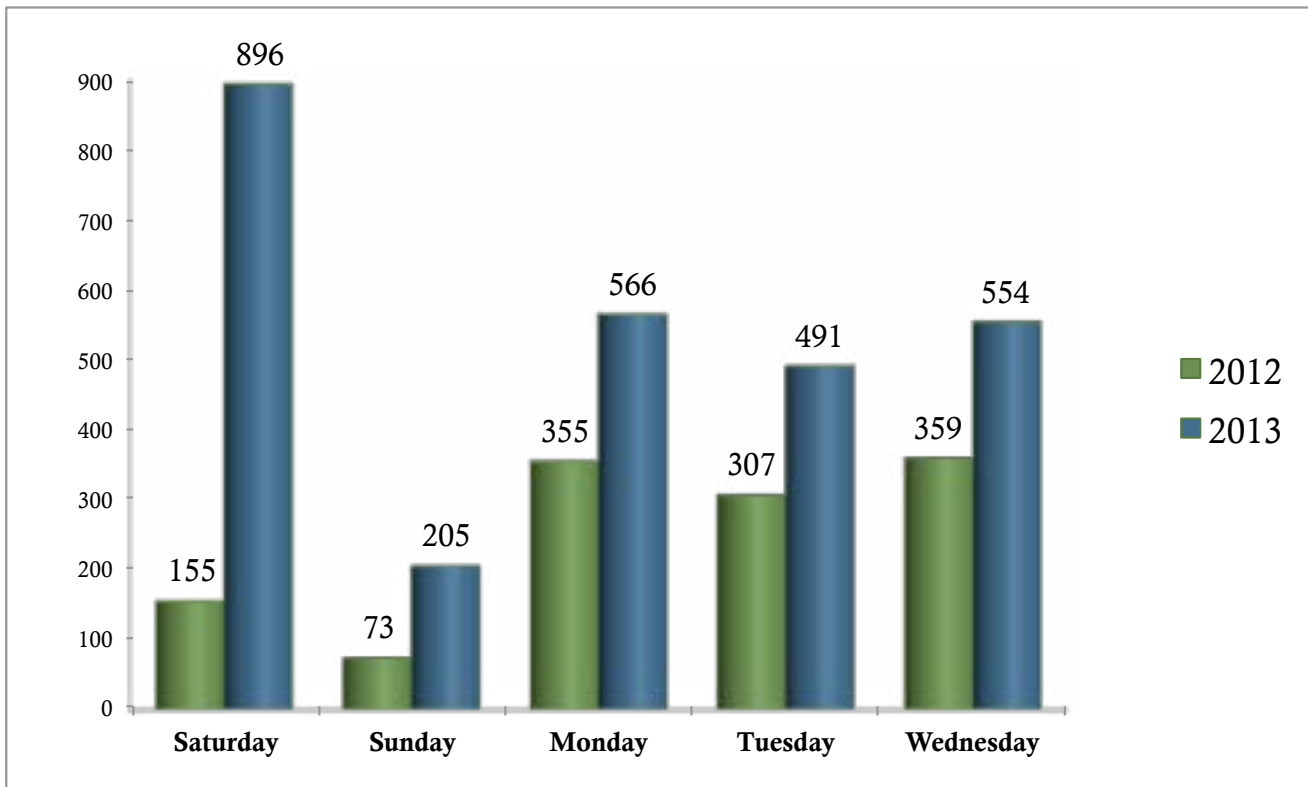| Day	2012	2013
Saturday	155	896
Sunday	73	205
Monday	355	566
Tuesday	307	491
Wednesday	359	554

Chart 6: Service Desk Email Support

Day	2012	2013
Saturday	8	180
Sunday	8	37
Monday	72	115
Tuesday	67	103
Wednesday	61	118