

COVID-19 UITS RESPONSE

SPRING 2020

On March 13, with the onset of the COVID-19 pandemic, the University of Arizona migrated all teaching and learning online. UITS, in collaboration with its campus partners, responded to support the teaching, learning, working and research needs of the institution during this unprecedented time. These metrics reflect UITS activity between March 13 – May 8, 2020.



WI-FI HOTSPOTS

13 PARKING LOTS - **12,424** AVG. WEEKLY USAGE

13 ACROSS ARIZONA - **143** AVG. WEEKLY USAGE
(in collaboration with CALS Cooperative Extension)

COVID ANTIBODY

PROVIDED TECHNOLOGY & EQUIPMENT FOR
33 TESTING SITES ACROSS ARIZONA
(in collaboration with UArizona Health Sciences)



CONTINUITY OF INSTRUCTION

COLLABORATION WITH OFFICE OF DIGITAL LEARNING AND

OFFICE OF INSTRUCTION AND ASSESSMENT

GEAR TO GO

OSCR LAB RECONFIGURATION

D2L 35.5K UNIQUE DAILY LOGINS



ZOOM

313,860 MEETINGS



IT COMMUNITY

CONTINUITY MEETINGS

70+ IT CAMPUS PROFESSIONALS

40 CONSECUTIVE DAYS OVER 7 WEEKS



WEBSITE DEVELOPMENT

87,246 ARIZONA.EDU/COVID-19 PAGE VIEWS
(in collaboration with Marketing & Brand Management)

REMOTE TEACHING & REMOTE LEARNING WEBSITES
(in collaboration with OIA and ODLE)



CONTINUOUS SERVICE

24/7 IT SUPPORT CENTER

12 MIN AVG. SERVICE TICKET RESOLUTION

12,902 TOTAL SUPPORT REQUESTS



CONNECTING TO PEOPLE

28 AMAZON CONNECT VIRTUAL CALL CENTERS

370 AGENTS

ANTIBODY TESTING HOTLINE



E·X·P·A·N·D·E·D

VIRTUAL PRIVATE NETWORK

167,780 TOTAL CONNECTIONS

COMMUNICATION

35 MARKETING CLOUD MESSAGES SENT FROM UNIVERSITY LEADERSHIP

1.3M EMAILS SENT

DECISION-MAKING INFOGRAPHICS:

- Tuition
- Faculty
- Student Costs
- Curriculum
- COVID Antibody Testing



INTERACTIVE FACTBOOK

70+% INCREASE IN PAGE VIEWS



TRELLIS ADVISE

10,391 STUDENT/ADVISOR APPOINTMENTS



HIGH PERFORMANCE COMPUTING

230 AVERAGE WEEKLY USERS

439,612 TOTAL JOBS RAN

