

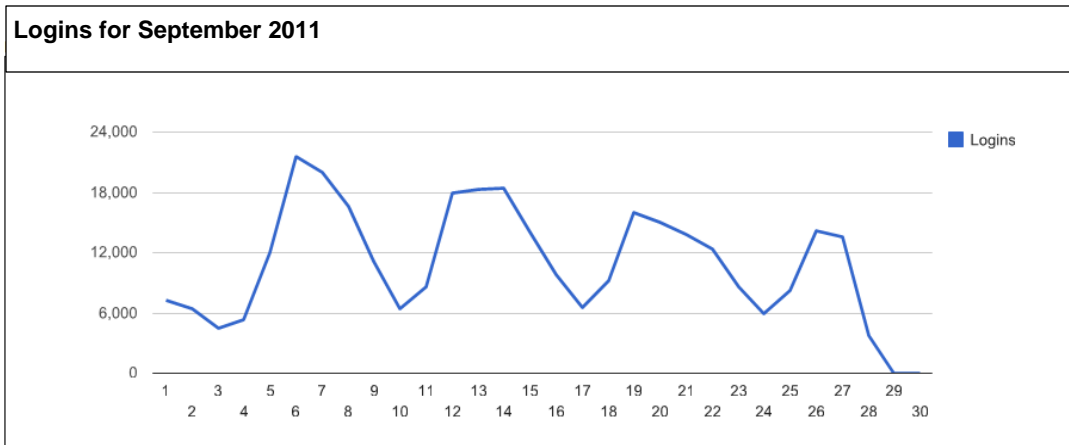
# Jump in Stats for the Start of Fall Term

September 28, 2011

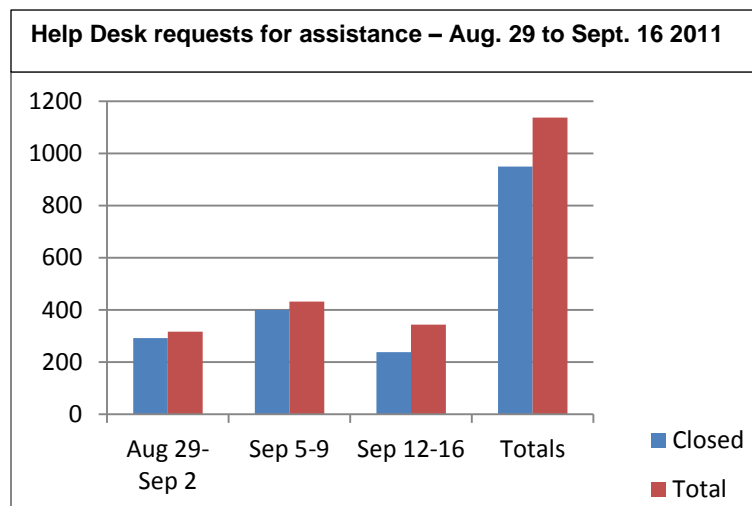
The beginning of term is always busy at the University of the Fraser Valley. Faculty return after the summer break and are preparing for new classes. Staff prepare for the flood of new and returning students. Students are eager to begin their classes and continue with their learning.

Life in IT Services is just as busy. Over the summer, we've upgraded over 800 computer workstations in labs and offices across all our campuses. And since September 1, our staff and systems are working hard to make the return-to-school process as trouble free as possible.

myUFV has recorded a dramatic jump in usage since the start of this month. Through July and August, we recorded approximately 6,000 logins per day. Since September 1, we've recorded an average of more than 13,000 logins per day. And on the first day of class, 21,000 logins were recorded.



IT Services Help Desk Analysts have provided over 1,100 instances of personalized assistance to students, faculty and staff with an immediate resolution rate of over 87%.



We've received calls for almost any imaginable technical problem possible with account access and password requests leading the pack. Yes, start of term is always busy...