

# Summer 2008 Quarterly Report

## Computer Lab Management

Prepared by Tim Leamy

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Computer Lab Management (CLM) operates 18 computer rooms. These consist of 11 computer classrooms, 5 open access labs, and 2 media rooms with a total of over 540 installed computers. Summer presents unique challenges to Computer Lab Management because of the added responsibilities and demands of facilities, equipment, and software upgrades while still maintaining a high level of service to the campus.

Some of the highlights from Summer 2008 include:

- After several years of decreasing Summer usage there was a large increase during Summer 2008. Reserved hours, total logins, unique users, and sheets printed all showed a large increase over Summer 2007.
- CLM opened a new open-access computer lab in 182 Shields. IET-Academic Technology Services and Shields Library negotiated a Memorandum of Understanding which allowed CLM to create a new open-access computer lab. The new space required extensive facilities work including removing an existing counter, installing new network ports, painting, adding electrical, installing an alarm system, and installing new furniture. The room has 38 computers for client use, split between 4 Macintoshes and 34 PCs. The stations are split into 20 standup quick-access station, one height adjustable ADA station, and 17 sit-down stations.
- As part of the 182 Shields project, CLM also reconfigured the computer lab in 163 Shields. The standup stations were replaced with sit-down stations, the server was moved to 182 Shields, and 4 PCs were replaced with VHS/DVD combo players. 163 Shields now contains 19 sit-down PC stations, 3 VHS/DVD sit-down stations, and one height adjustable ADA VHS/DVD station
- Since IT Express shut down their walk-in service on August 15th 2008, CLM is now assisting IT Express in performing password resets. CLM staff now verify a client's identification and initiate password reset requests in 6 rooms: 177 MU, 182 Shields, 75 Hutchison, 1101 Hart, 15 Olson, and 1154 Meyer. Since IT Express only had one location this increases the availability of the service to the campus community. During the first two weeks of Fall Quarter 182 Shields will have one machine dedicated to password resets.
- As part of an established three-year upgrade cycle, CLM replaced over 210 computers during Summer 2008. With the addition of 182 Shields Summer 2008 was a larger than normal year. CLM installed:
  - Dell Optiplex GX 755 computers with Intel Core Duo 3.0 GHz processor, 4GB RAM, 250GB hard drive, CD-RW & DVD+/-RW optical drive, and 17" flat panel monitors in 15 Olson, 75 Hutchison and 182 Shields.
  - Apple Mac Pro towers with two 2.8GHz quad-core Intel Xeon processors, 6GB RAM, 500GB & 320GB hard drives, SuperDrive (CD-RW/DVD-RW) and 20" flat panel monitors in 1154 Meyer.

- Apple iMac computers with Intel Core Duo 2.4GHz processor, 4GB RAM, 250GB hard drive, SuperDrive (CD-RW/DVD-RW) and 20" flat panel screen in 1 Olson, 15 Olson, 21 Olson, 27 Olson, and 75 Hutchison.
- CLM also moved old iMacs from Olson to 1101 Hart to support older multimedia modules that require PowerPC based Macintoshes.
- CLM installed HP Color LaserJet 3505 printers in 1101 Hart, 1102 Hart, and 75 Hutchison. The new printers are configured to allow both double-sided and single-sided printing on either plain or glossy paper. Clients can now release their own color print jobs. Previously CLM had a color printer in only 1154 Meyer, so this greatly expands the availability of color printing to our clients. This change allowed a large increase in the amount of color printing done in Summer 2008 (930 pages versus 44 in Summer 2007).
- CLM upgraded software in all the computer rooms. These upgrades included:
  - OS X 10.5.4 (Leopard)
  - Office 2008 on Macs
  - Office 2007 (in addition to Office 2003) on PCs
  - Firefox 3
  - Internet Explorer 7 on PCs
  - And many other small updates
- CLM and Shields Reserves continued the process of transferring the Hart Media Distribution functions to Shields Reserves. During the Summer 229 items were loaned to Shields Library for cataloging and returned to Hart. CLM and Shields Reserves will continue this process throughout the 08-09 academic year and plan to finish the project in Summer 2009.
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. Approximately 90 students attended the event held in late September. The event provided classes on customer service, technical issues, and supporting instruction to better prepare the employees to serve our academic community. There were also team building activities, diversity training, and a barbeque.
- CLM provided support for the annual Summer Institute on Teaching and Technology (SITT). SITT used six computer classrooms for hand-on training sessions. CLM staff configured software to support the SITT lab sessions and ensured the sessions went smoothly.

During the Summer CLM lost a staff member to another job opportunity. The unit is currently considering options for covering the gaps left by the departure. The options include shifting duties to other CLM staff, shifting duties to other ATS staff, or a combination of the two. The departure will have a detrimental impact on workload until a permanent solution is found, but we hope to have a plan in place for Winter 2009.

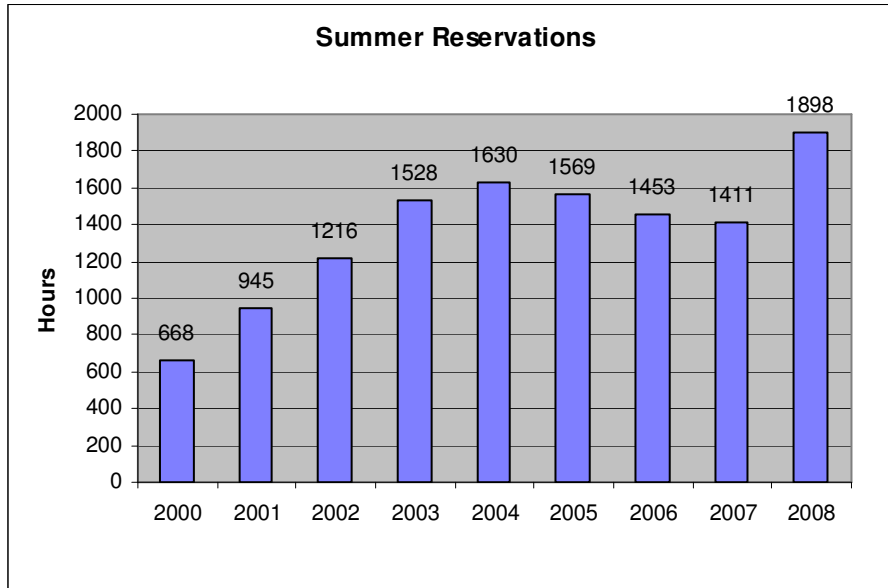
## **Utilization**

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### **Class Use**

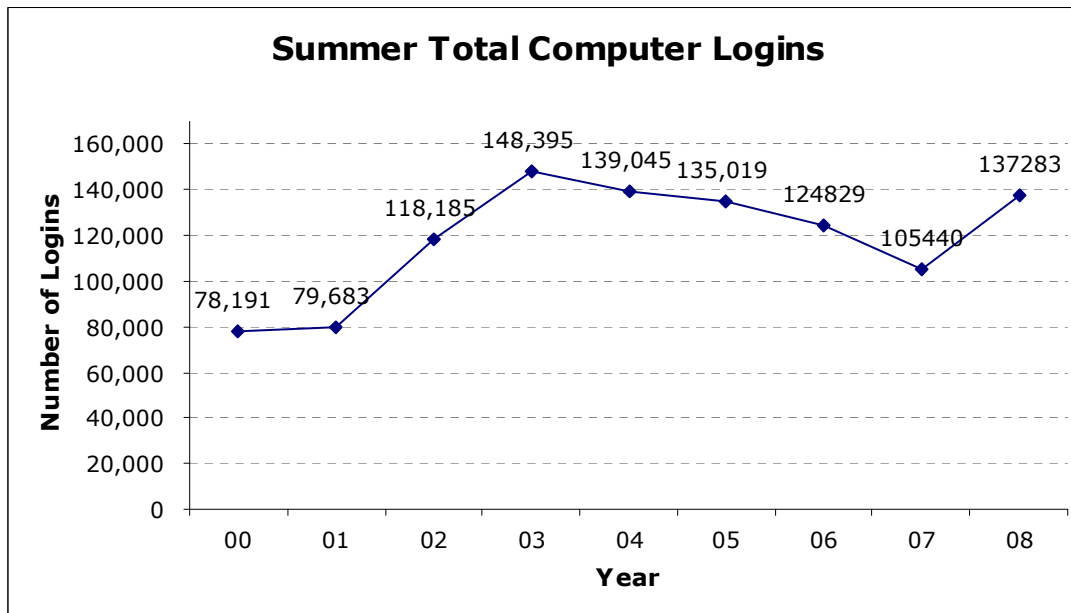
During Summer 2008 Computer Lab Management recorded the highest number of summer reserved hours ever. In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were 249 hours of non-academic classes during

Summer 2008. Summer reserved hours increased substantially during Summer 2008. During Summer 2008 there were also 79 class software installs and 47 class folders created



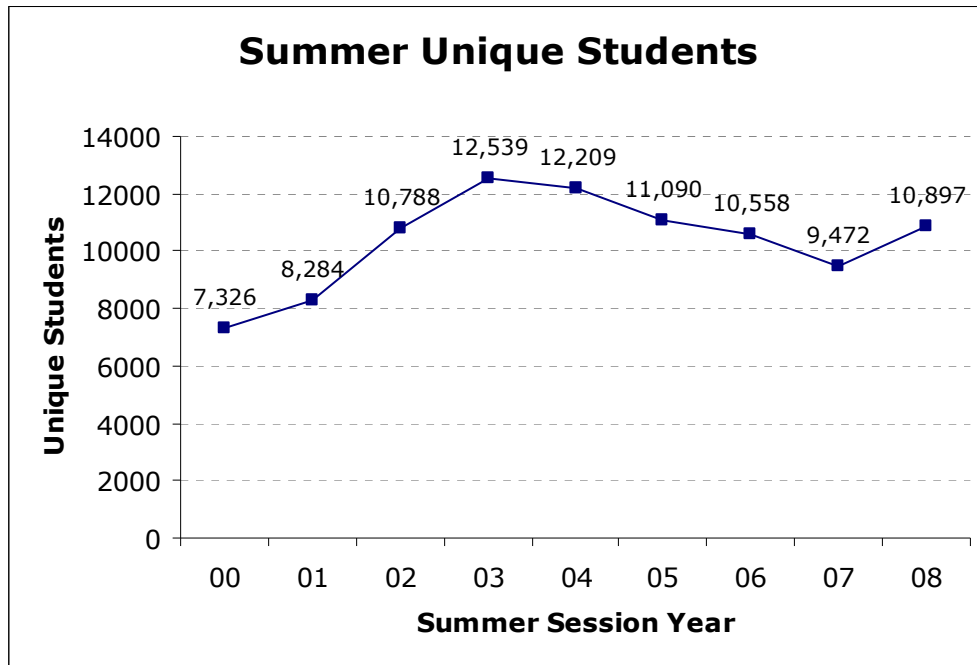
### Number of Logins and Users

Totals logins per Summer decreased from Summer 2003 through Summer 2007, but then increased dramatically from Summer 2007 to Summer 2008.



## Unique Users

Unique users per Summer have followed the same trend as totals logins.



## Printing

As expected, the number of sheets printed increased just like total logons and unique users. In addition, there were 930 color pages printed. This is a huge increase from the 44 printed in Summer 2007 and is understandable since CLM greatly expanded the availability of color printing. There were also 1,372 wireless print jobs.

