

Summer 2009 Quarterly Report

Computer Lab Management

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Computer Lab Management (CLM) operates 18 computer rooms. These consist of 11 computer classrooms and 7 open access labs with a total of over 550 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 2009 include:

- After several years of decreasing Summer usage (2003 to 2007), the trend has reversed and Summer usage has increased each year. Reserved hours, total logins, unique users, and sheets printed all showed large increases for Summer 2007 through Summer 2009. CLM recorded the highest number of summer reserved class hours this year.
- On June 17, 2009, the Hart Media Distribution Lab retired its video library services and transferred over 500 DVDs and hundreds of VHS titles (upgraded to DVD format) to Shields Reserves. In total, over 1,000 items were added to the Harvest catalog. In addition to the asset transfer, Shields Reserves is now handling all video course reserve material. Since Shields Reserves Desk has been managing print and media assets for Course Reserves for some time, this consolidation of services has many benefits to campus users.
 - Creates a single repository for the campus-owned video assets.
 - Improves search results as all videos will have complete library cataloging records, including subject data.
 - Allows instructors to keep both print and video course material in one location for student access.

To support viewing of Course Reserves videos, CLM added more AV viewing stations in 163 Shields. There are now eleven combination VCR and DVD players and two region-free DVD players. Each viewing station has 2 pairs of headphones.

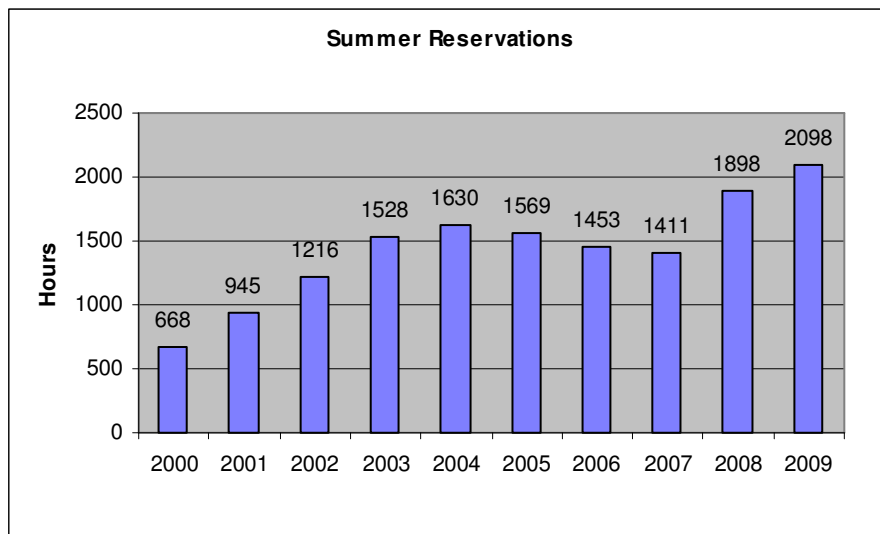
- Since the media checkout functions were removed from 1101 Hart, CLM reconfigured the services provided in 1101 Hart. The number of open-access computers was increased to 43, including 4 specialized scanning stations. CLM also expanded the laptop-use section where clients can print from their own laptops to CLM printers via wireless printing.
- As part of an established four-year upgrade cycle, CLM replaced over 110 computers during Summer 2009.
 - Dell Optiplex GX 960 computers with Intel Core Duo 3.16 GHz processor, 4GB RAM, 250GB hard drive, CD-RW & DVD+/-RW optical drive, and 19" widescreen flat panel monitors in 73 Hutchison, 93 Hutchison and 1101 Hart.
 - CLM also moved older Dell Optiplex GX 745 PCs from 1101 Hart to 163 Shields.
- CLM upgraded software in all the computer rooms. These upgrades included:
 - Installed JAWS screen reading software on all PCs.

- Upgraded all PCs to Internet Explorer 8
- Upgraded all Macs and PCs to Firefox 3.5.2
- Upgraded all PCs to Acrobat Reader 9.1.3
- And many other small updates
- In response to client comments CLM reconfigured the wait lines in 177 MU and 1101 Hart. The single wait line was split into separate lines for the 10-minute quick access stations and the standard sitdown stations.
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. Approximately 70 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, sexual harassment prevention training, Cyber-Safety training, and safety training.
In support our overall student training CLM also held targeted training for our student supervisor on topics such as sexual harassment prevention training, leadership, training strategies, delegation, and other management topics.
- CLM provided support for several campus conferences; including UCCSC, Computers and Writing 2009, and the Summer Institute on Teaching and Technology (SITT). CLM staff configured software to support the conference sessions and ensured the sessions went smoothly.

Utilization

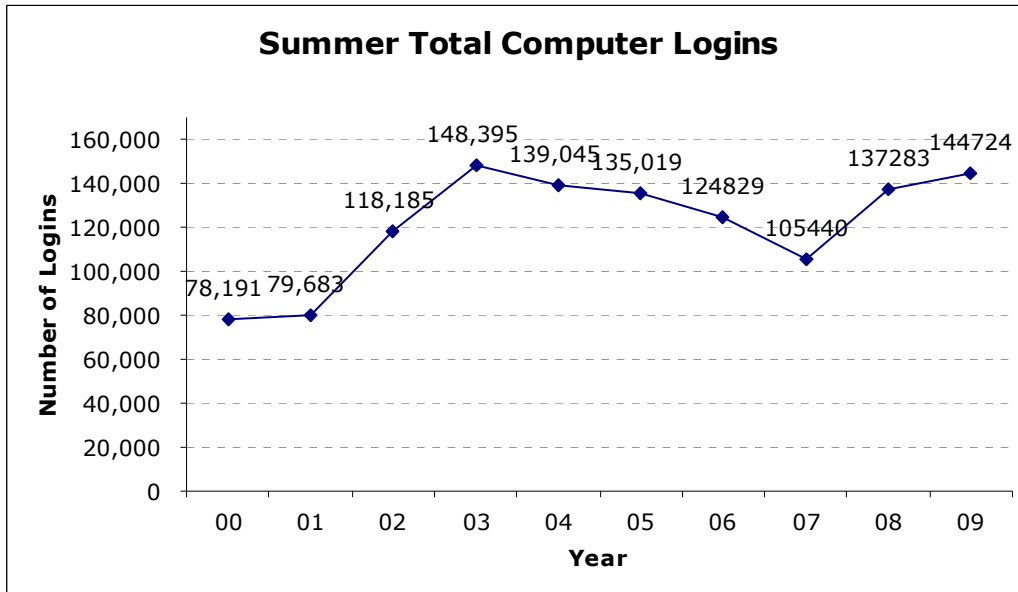
Class Use

During Summer 2009 Computer Lab Management had 2,098 class hours reserved, 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 was a total of 184 hours of non-academic classes during Summer 2009. In addition, there were also 79 class software installs and 62 class folders created.



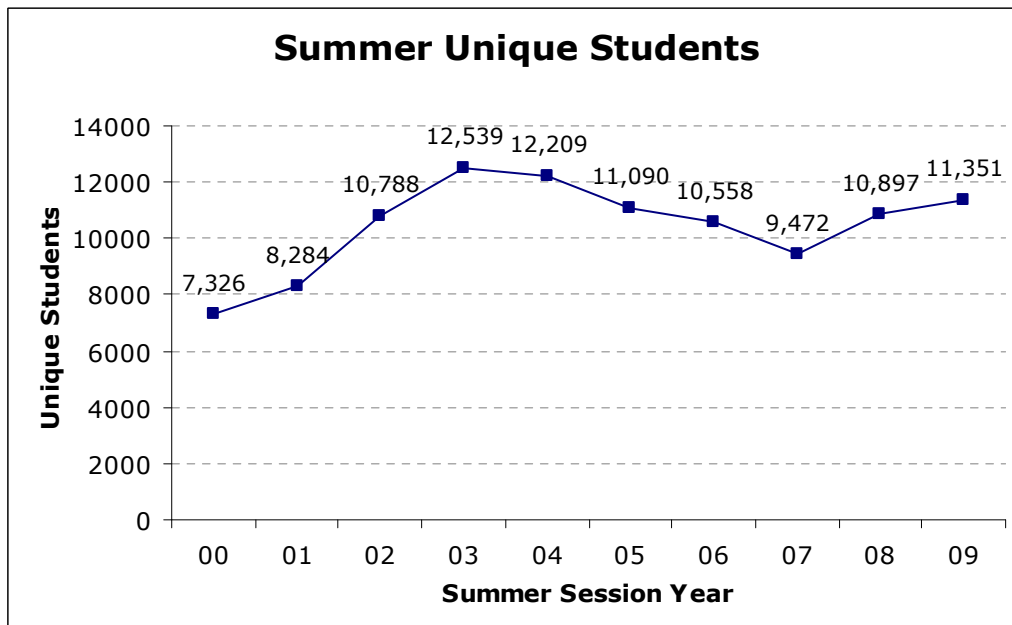
Number of Logins and Users

There were 144,724 total logins during Summer 2009. Totals logins per Summer decreased from Summer 2003 through Summer 2007, but then increased dramatically from Summer 2007 through Summer 2009.



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 1,428 color pages printed and 1,875 wireless print jobs.

