

## 2003-04 Technology Fee Project Report

# Student Microcomputer Labs

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*Note: This report will summarize activity on all Tech Fee projects based in the Student Microcomputer Labs.*

**Project Manager:** Rodger Ling, Director of Technology Support Services, Information Technology Division

### **Brief Description of the Project**

Projects were funded for replacing computers in the labs (\$45,000), providing an Assistant Manager (\$40,449) and additional student staff (\$35,711) to support extended hours of operation.

### **Project Status**

The project is ongoing thanks to continued funding from the Technology Fee. New Dell Optiplex GX270 computers were purchased and installed in the new computer lab in the University Center late in the year. Heather Bridgeman continued to serve capably as the Assistant Manager for the labs. Additional student staff helped make possible extended hours, including 24-hour operation before and during the exam period.

### **Goals**

- Empower students, faculty, and staff to make the best possible use of new and existing technology in the Labs.
- Free the manager from some of the day-to-day maintenance of equipment, allowing the manager to focus on long range planning, complete redesign of the lab usage tracking database and reports, and implementation of new technologies and techniques for maintenance.
- Plan, test and carry out the implementation of some of the tasks above.
- Ensure that computer labs are fully functional whenever they are needed.
- Provide students, faculty, and staff with a known and trusted source of advice and assistance.

### **Methodology**

Since September of 1999 the labs have increased normal hours of operation from 16 to 20 hours a day. The labs are open twenty-four hours per day for the last two weeks of classes, reading day and the week of finals. To meet these extended hours a position was created for a full time assistant manager of the labs and additional student workers were hired.

### **Evaluation**

Last year, 152,413 students signed into the computer lab in its temporary location in Siskin Memorial, a small increase over the previous year. An average of 27 students visited the lab each hour. In addition, the computer classroom operated by the computer lab served 40 classes in two semesters and 721 students over two semesters. The mobile laptop lab was used 16 times in the year including orientations for Fall 2003. While number of students served was not calculated for orientation, 240 students were served in classes.

We expect the number of students using the lab to increase following its relocation to the renovated University Center this summer.

**Expenditures (E04-0156-011)**

	<b>Allocated</b>	<b>Spent</b>
Lab Computer Replacement	\$45,000	\$44,160
Asst. Manager Salary (Bridgeman)	\$29,128	\$29,111
Asst. Manager Benefits	\$9,321	\$8,780
Asst. Manager Training	\$1,500	\$0
Asst. Manager Operating	\$1,000	\$499
Extended Hours – Student Wages	\$35,711	\$39,425
Total	\$121,660	\$121,975

**Conclusion**

These three Technology Fee projects demonstrate the direct application of technology fee funding to benefit students. Keeping the lab computers on a three-year replacement cycle provides up-to-date hardware for student use while keeping maintenance needs manageable. Extended hours of operation are convenient for students and spread the use of the lab so that waiting lines are uncommon and student satisfaction with the labs remains high.