

The University of Tennessee at Chattanooga  
Student Technology Fee Funding Report (2004-2005)

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**Title:** Library Network “Plug-in” Port Expansion

**Unit Submitting Proposal:** Lupton Library/ITD

**Request Funding:** \$3,500.00

**Individual** responsible to complete proposal if funded: Jon Ritterbush

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**Project Summary:**

This project was intended to provide expanded Ethernet “plug-in” network access in critical areas on the library’s first and second floors to accommodate public computing services and students using personal laptops. This project would also upgrade aging uninterruptible power supply (UPS) units, which provide protection for networking equipment against power surges or brief outages.

During July 2004, the Library Systems Administrator coordinated with Network Services staff to install three additional 24-port network switches, four uninterruptible power supply units, and wire management brackets for new and existing switches. This expansion allowed for all 18 network ports along the Library’s second floor study carrels to be activated for student use. This also helped to accommodate recent network expansion in other areas of the Library, including the first floor public computer space.

**Financial Information:**

Following the submission of this Student Technology Fee request in December 2003, Network Services recommended adjustments to the specifications of various components, which slightly altered the project’s cost.

<b>Item Description</b>	<b>Quantity</b>	<b>Total Cost</b>
Cisco 2950 switch	3	\$1,740
Triplite 700 UPS	4	\$1,160
GrayBar wire management bracket	22	\$733.09
		\$3633.09

Of this \$3,633.09, the Student Technology Fee grant covered \$3,500. The Library paid the balance of \$133.09 to Network Services out of non-restricted accounts.

## Success Measures:

In April 2005, the Library conducted an anonymous, online survey of user satisfaction with Library resources and services. This report included the following questions, targeted at measuring user satisfaction with network access, both wired and wireless:

***If you own a personal laptop and bring it to the Library, are you satisfied with the availability of wireless hot spots in the building?***

***If you own a personal laptop and bring it to the Library, are you satisfied with the availability of network plug-in ports in the building?***

41 students responded to this survey:

	Wireless Access	Plug-in Ports
Very Satisfied	3	4
Satisfied	6	4
Dissatisfied	0	0
Very Dissatisfied	0	0
No Basis for Judgment	32	33

85 faculty and staff responded to this survey:

	Wireless Access	Plug-in Ports
Very Satisfied	4	2
Satisfied	9	11
Dissatisfied	1	2
Very Dissatisfied	0	0
No Basis for Judgment	71	70

Complete survey results are available on the Library's website at:

<http://www.lib.utc.edu/about/survey-results.html>.

To promote the addition of these plug-in ports for student use, additional signs have been posted in the Library and website floor maps were updated, indicating the locations of these ports.

Based on these survey results and informal observations of the second-floor study carrels, the expansion of plug-in ports in the Library has been welcomed and heavily utilized by students.