

## 2004-05 Technology Fee Project Report

# Student Computer Labs

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*Note: This report will summarize activity on all Tech Fee projects based in the Student Computer 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 (\$58,320), providing an Assistant Manager (\$40,548) and additional student staff (\$23,803) to support extended hours of operation.

### **Project Status**

The project is ongoing thanks to continued funding from the Technology Fee. New Dell Optiplex GX280 computers were purchased and installed in the new computer lab in the University Center before the start of the Fall 2004 semester. 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. With the student computer Help Desk now located in the facility and the addition of new services, the computer is now a Student Technology Center.

### **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, lab use statistics and trends, and implementation of new technologies and techniques for maintenance.
- Ensure that computer labs are fully functional whenever they are needed.

### **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. In the Spring of 2005 a new card access system (part of the BEST system installed elsewhere on campus) was installed to give managers improved data about lab visitation.

### **Evaluation**

- Over the course of the year 105,824 students signed into the Student Computer Lab in the University Center.
- Our teaching lab in the UC 127 space hosted 99 classes with 2,574 students over the two semesters, a dramatic increase over last year.
- The lab in Siskin 105 served a series of classes for the Tennessee Department of
- The mobile lab was again used 16 times in the year including teacher orientations periods for Fall 2004. Six of these uses were for survey and orientation work for University Advancement.

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

	<b>Allocated</b>	<b>Spent</b>
Lab Computer Replacement	\$58,320	\$57,283
Asst. Manager Salary (Bridgeman)	\$29,582	\$30,583
Asst. Manager Benefits	\$9,466	\$10,361
Asst. Manager Training	\$1,000	\$0*
Asst. Manager Operating	\$500	\$881
Extended Hours – Student Wages	\$23,803	\$24,612
Total	\$122,671	\$123,718

\*Dell technical certification and self-study materials were purchased this year using Help Desk funds.

**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.