

Summer 2007 Quarterly Report

Computer Lab Management

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Computer Lab Management (CLM) operates 17 computer rooms. 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.

During Summer 2007 CLM performed a major renovation in 177 Memorial Union (MU). This renovation greatly improved the look and feel of that open-access lab. New furniture, flooring, ceiling tiles, and lighting were installed. The room was also painted and energy efficient glass installed in the doors. The computers in 177 MU were also upgraded as part of the renovation.

CLM replaces all the computers in the computer rooms on a three year cycle. However, the upgrades are not evenly divided. Summer 2007 was a larger than normal year with CLM upgrading over 250 computers. All the computers were successfully upgraded over the summer. In addition, eighteen iMacs were stolen out of 1101 Hart so CLM had to redeploy old computers to reequip the room.

CLM experienced a relatively large amount of staff turnover during the Summer. Two staff members left for other opportunities. CLM hired one permanent employee during the summer and covered the gaps by hiring two contract employees. Since summer is normally the busiest time of the year these staffing changes greatly impacted the summer projects. However, CLM was able to complete the summer goals and limit the effect on our clients. Over the next year CLM will need to increase staffing levels to meet the work demands.

Goals and Accomplishments

1. Renovate 177 MU

Status: In Progress

Computer Lab Management (CLM) completely renovated the open access computer room in 177 MU during Summer 2007. New furniture, flooring, ceiling tiles, and lighting were installed. The room was also painted and energy efficient glass installed in the doors. Several tables took longer than expected to ship from the vendor and are expected to be installed during Fall 2007. New computer were also installed (see below).

2. Upgrade computers

Status: Completed

As part of an established three-year upgrade cycle, CLM replaced over 250 computers during Summer 2007. CLM installed:

- Dell Optiplex GX 745 computers with Intel Core Duo 2.4 GHz processor, 4GB RAM, 160GB hard drive, CD-RW & DVD+/-RW optical drive, and 17" flat panel monitors in 1131 Meyer, 1154 Meyer, 1101 Hart, 177 MU, 2020 SLB, and 2060 SLB.
- Apple Mac Pro towers with two 2.66GHz dual-core Intel Xeon processors, 4GB RAM, 500 GB hard drive, SuperDrive (CD-RW/DVD-RW) and 20" flat panel monitors in 1102 Hart
- Apple iMac computers with Intel Core Duo 2.1GHz processor, 2GB RAM, 160GB hard drive, SuperDrive (CD-RW/DVD-RW) and 17" flat panel screen in 241 Olson, 177 MU, and 75 Hutchison
- Apple MacBook laptops with Intel Core Duo 2.0GHz processor, 2GB RAM, 80GB hard drive, CD-RW/CVD-ROM combo drive, and 15" screen in 247 Olson

3. Upgrade software installed in computer rooms

Status: Completed

CLM upgraded software in all the computer rooms. These upgrades included:

- Adobe Creative Suite 3 in 1102 Hart, 93 Hutchison, 1131 Meyer and 1154 Meyer
- Final Cut Studio 2 in 1102 Hart and 1154 Meyer
- Mac OS X 10.4.10
- Microsoft Office 11.3.7 on Macs
- Flash 9 browser plug-in
- Replaced Exceed with Xming
- Replaced Symantec Anti-Virus with Sophos Anti-Virus
- And many other small updates

4. Improved projection and instructor's station in 2060 SLB

Status: Completed

CLM upgraded 2060 SLB to have the same standard configuration as the other computer classrooms. This included installing an instructor's station with built-in media cabinet with a Smart Panel and upgrading the projector to a Hitachi CP-SX1350. These changes help instructors teaching in 2060 SLB by making the room consistent with our other computer classrooms and improving the quality of the projection.

5. Hold annual student staff training event

Status: Completed

CLM staff and veteran students organized and led the annual four-day, student employee training event called BootCamp. 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, guest speakers on both sexual harassment prevention and SmartSite, and a barbeque.

6. Support Security Symposium

Status: Completed

The CLM staff was instrumental in supporting the lab sessions for the 2007 Security Symposium. CLM provided four computer classrooms for use. CLM staff installed software and/or configured these rooms to support sixteen different lab sessions. Many of these sessions

required a different operating system than CLM's base configuration, and these setups were very complicated and time consuming

7. Support Summer Institute on Teaching and Technology (SITT)

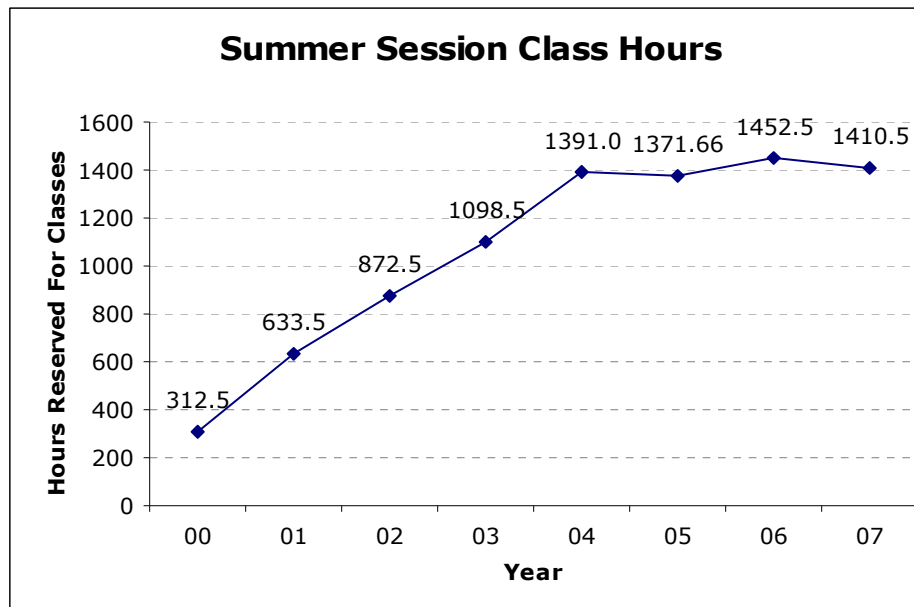
Status: Completed

CLM provided five computer classrooms for SITT. CLM staff configured software to support the SITT lab sessions and ensured the sessions went smoothly. CLM staff also gave a presentation on Podcasting.

Utilization

Class Use

During the two Summer 2007 academic sessions, Computer Lab Management maintained a high level of classroom reservations. Historically, Computer Lab Management operates fewer computer classrooms during the summer. Summer class hours have remained essentially constant from Summer 2004 to Summer 2007.

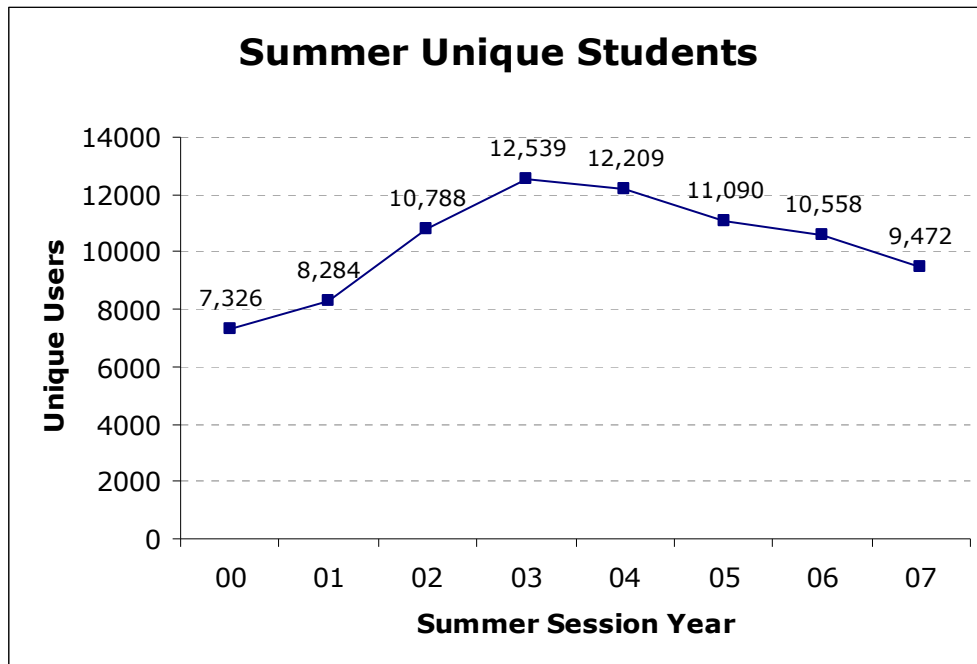


Number of Logins and Users

Totals logins per Summer have been decreasing since Summer 2003. There are several possible causes. Fewer students might be attending Summer Session classes. Additionally, for the duration of the last two summers we have closed very popular rooms for renovations (163 Shields in Summer 2006 and 177 MU in Summer 2007). Those closures could reduce the number of logons. But overall, we believe it is related to fewer students on campus during the Summer.

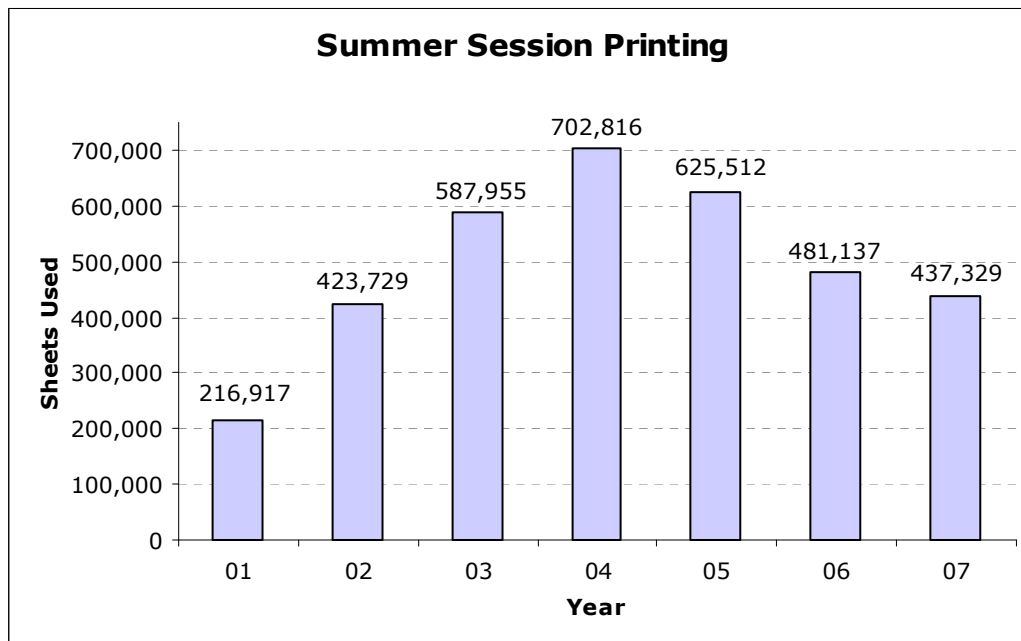
Unique Users

Unique users per Summer have followed the same trend as totals logins. The number of unique students peaked Summer 2003 and have declined slowly since.



Printing

With the decrease in unique clients and logins, it is understandable that printing also decreased. The average printing per clients was roughly 40 sheets.



In addition, there were 44 color pages printed in the Meyer Media Lab.