

IT's ILC & McCarthy Commons Review 2010 - 2011

During 2010 - 2011, the Information & Learning Commons (ILC) computer areas, including the McCarthy Commons computing lab and instructional room in McCarthy Hall, had over 612,931 computer logins. While the majority of these users are CSUF students, the facilities within the ILC also serve CSUF faculty, staff, alumni, and guest users. In 2010 - 2011, there were over 1,267 laptop and 1,842 Equipped Group Study Room check-outs, as well as over 7,829 guest user accounts assigned. ILC and McCarthy Commons have over 500 PC and Mac workstations, black and white and color printers, scanners, and a large assortment of software.

To oversee the operation of ILC facilities, there are three service desks, two in the Pollak Library and one in the McCarthy Commons basement, which are staffed by student assistants. In 2010 - 2011, the ILC and McCarthy Commons employed an average of 25 student assistants to fill the consultant and lead consultant positions. Based on statistics collected during the 2010 - 2011 academic year, these service desks resolved over 6,149 printing issues, over 1,663 computer problems, and over 5,722 login issues. Overall, during the year the ILC and McCarthy Commons employees had received over 38,000 inquires from CSUF student, faculty, staff, alumni, and guest users. While student assistants are knowledgeable with handling a majority of users' general questions and provide a basic technical assistance within the ILC and McCarthy Commons, some hardware issues may require the assistance of a technician. Over 195 hardware issues reported on Service-Now were resolved by the ILC technician. During Summer 2011, all computers were upgraded to the Windows 7 operating system.

Each year ILC administers a survey to gain feedback from users about its facilities and services. This year the format was changed and was geared towards surveying feedback about the learning environment and experience. Over 800 users responded to the online questionnaire. 64% found the Librarians provided valuable research assistance. 52% agreed that the Library and technology services provided are customer service oriented; 82% agreed the campus wireless hotspots and library printing services provides flexible access to conduct research projects in a learning environment; 68% agreed that the ILC laptop checkout service benefited their educational needs; 86% found the library's Quiet Study Areas support their individual learning needs; and 76% found the ILC website (<http://ilc.library.fullerton.edu>) informative.

During 2010 - 2011, the ILC developed several outreach and retention projects to insure that students are aware of, and able to utilize the wide-range of services available through the ILC and McCarthy Commons.

The Student Genius Corner (SGC, <http://www.fullerton.edu/sgc>) is an additional student service that was implemented in Spring 2011 under the ILC umbrella. The SGC is located in Titan Lab and also supports the Testing Center. SGC provides a number of services to students, including an online reservation system for students to make appointments. Some of the services provided: Long-term Laptop Checkout for courses using Virtual Computing Lab (VCL); Technical assistance, such as wireless network/printer connection, installing campus related software, etc. for personal laptops and smart phones; Media distribution; etc.

The Testing Center, located Titan Lab, opened in Spring 2011. A pilot launch was coordinated with the Geology department and provided testing services for the online Geol 310T class. Testing Center services are available for online courses only.

The Titan Lab location was remodeled during Summer 2011 to make it more of a self service environment. In addition, a Computer Availability screen specific to the lab floor plan was installed to help assist students in locating available computers within the lab.

The ILC and the facilities within the McCarthy Commons have been developed to meet the evolving technology needs of students and facilitate new models of teaching and learning. A key feature of addressing these needs is utilizing the collected statistics and survey results to help shape future ILC projects.