

IT's Information & Learning Commons Annual Assessment 2013 – 2014

During 2013 – 2014, the Information & Learning Commons (ILC) computer areas, including the Student Genius Corner assisted many users with a variety of different services and issues. While the majority of these users are CSUF students, the facilities within the ILC also serve CSUF faculty, staff, alumni, and guest users. ILC have over 700 PC and Mac computers, laptops & iPads; black & white and color printers; scanners; and a large assortment of software.

Usage Statistics			
	2011-12	2012-13	2013-14
<i>Logins</i>	679,871	660,982	616,248
<i>Guest Users</i>	7,707	7,747	8,367
<i>Smart Room Checkouts</i>	1,797	4,408	4,884
<i>ILC Laptop Checkouts</i>	951	736	964
<i>ILC iPad Checkouts</i>	n\a	n\a	305

To oversee the operation of ILC facilities, there are two service desks in the Pollak Library, which are staffed by student assistants. In 2013 – 2014, ILC student assistants put in a total of 8900 work hours. Student assistants are knowledgeable with handling a majority of users’ general questions and provide a basic technical assistance within the ILC; however some hardware issues may require the assistance of a technician. The Student Genius Corner (SGC) located in the Titan Lab (PLN-030) assisted with various technical support services such as connection to the campus wireless network, syncing users' smart phones to campus email services, etc.

Service Desk Statistics			
	2011-12	2012-13	2013-14
<i>Printing Issues</i>	4,758	5,229	7,274
<i>Computer Problems</i>	326	291	328
<i>Login issues</i>	3,625	4,629	6,351
<i>Inquiries</i>	21,586	27,688	28,878
<i>Hardware Issues</i>	116	70	61
<i>SGC Support (Opened Jan 2011)</i>	1,242	1,394	3,444

Each year ILC administers a survey to gain feedback from users about its facilities and services. This year’s format was geared towards gathering feedback about the learning environment and experience. Over 552 users responded to the online questionnaire. 69% agreed the software promotion being offered through IT was beneficial to their educational needs; 50% agreed that the new GoPrint printing system is a convenient and easy to use feature; 73% agreed that the campus wireless hotspots and library printing services provide flexible access to conduct research projects in a learning environment; 70% agreed that the ILC Equipped Group Study Rooms (Smart Rooms) service provided access to advanced technologies beneficial to their class projects; 60% agreed that technology services are exceptional; and 76% found the ILC website (<http://www.fullerton.edu/ilc>) is useful for locating technology resources on campus.

During 2013 – 2014, the ILC developed several outreach and retention projects to ensure that students are aware of, and able to utilize the wide-range of services available through the ILC.

In Fall 2013, IT made available several software titles to students for free or reduced pricing. To help promote the services to students throughout campus, ILC staff and student assistants attended resource fairs hosted by Associated Students & New Student Orientation programs, collaborated with Titan Shops,

distributed flyers and emails to college deans, emailed students, created marketing materials and posted posters.

The McCarthy Commons lab was closed in January 2014 and was given to the Humanities & Social Sciences College along with the MH-44 Instructional computer lab.

Due to earthquake damage in Spring 2014, the Oasis South lab had to be closed down. Computers were relocated to the 4th floor of the Library. Half of Titan Lab was also closed to house IT staff temporarily. Computers from Titan Lab were relocated to the 1st floor.

Phase 1 of the Student Technology Services (STS) website (<http://sts.fullerton.edu>) was launched in May 2014. The STS website is a one stop shop for all the technology services available on campus. STS offers students access to a variety of technology services to facilitate and enhance their learning experience on campus. Part of the STS launch included the addition of various social media platforms to help promote services available to students.

During Summer 2014, ILC collaborated with New Student Orientation (NSO) by preparing presentations for the new student and parent orientation programs and resource fairs to advertise STS and STS social media, along with the various software offerings provided by IT.

ILC started working on adding 2 additional Smart Group Study rooms to the 3rd floor of the Library. These rooms will be equipped with newer PCs & Mac Minis. The flat screen TVs in these rooms will be a touch screen TV equipped with collaboration tools.

The SGC laptops were updated to Windows 7 laptops. In order to meet the growing demand, 20 new laptops were added in Spring 2014.

The facilities within ILC 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.