

## IT's Information & Learning Commons Annual Assessment 2016 – 2017

During 2016 – 2017, the Information & Learning Commons (ILC) computer lab areas, including the Student Genius Corner (SGC) and Student IT Help Desk (SHD) assisted CSUF students with a variety of different services and issues. ILC have over 700 PC and Mac computers, laptops & iPads; black & white and color printers; scanners; and a large assortment of software.

Usage Statistics			
	2014-15	2015-16	2016-17
<i>Computer Logins</i>	576,410	503,416	417,642
<i>Guest Users</i>	6,567	6,207	7,121
<i>Smart Group Study Room Checkouts</i>	6,895	8,812	9,020
<i>ILC Laptop Checkouts</i>	1,371	9,514	15,884
<i>ILC iPad Checkouts</i>	157	237	298
<i>Long Term Laptop Checkouts</i>	266	231	365

For the second consecutive year, there has been a decline in computer usage in the labs, as in the previous year this decline can be attributed to the growing trend for students to bring their own devices or check out one of the ILC laptops. The increase in checkouts for ILC laptops shows continued popularity for this service as it allows students with the flexibility of using the active learning spaces in the Library as well as in classrooms and other study spaces throughout the campus. Another contributing factor to the increase is the addition of 20 new Dell laptops. The long term laptop checkout saw an increase this year due to the addition of 40 new Dell laptops and 60 refurbished HP laptops. This helped manage the demand for this service as well replacing older and damaged equipment.

The Student Genius Corner service desk in Pollak Library is staffed by student assistants and oversees the operation of ILC facilities as well as the Student IT Help Desk. 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 SGC assisted with various technical support services such as connection to the campus wireless network, installing software, Titanium related inquiries, syncing users' smart phones to campus email services, etc.

Service Desk Statistics			
	2014-15	2015-16	2016-17
<b>Total Inquiries (in-person)</b>	29,635	41,455	49,088
<i>Printing Issues</i>	4,234	3,566	3,537
<i>Login issues</i>	3,689	5,091	4,982
<i>Walk-in Tech Support</i>	3,943	5,021	6,174
<b>Computer Problems</b>	195	281	154

The number of login questions decreased slightly this year, however many were still related to the mandatory annual password change for student accounts. There was decrease in computer problems after upgrading the ILC computers labs computers. The desktops were replaced with mini PCs that not only have higher performance capabilities but also increased the desk space at each workstation. The Smart Group Study Rooms were also upgraded with the newer PCs.

Each year, during the spring semester, 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 technology services provided to students. Over 651 users responded to the online questionnaire, which was conducted on the computers in Pollak Library. 84% agreed the software promotion being offered through IT was beneficial to their educational needs; 83% were familiar with the free software provided by IT; 62% were satisfied with the wireless printing service; 47% brought their own laptop/tablet to campus.

Also in Spring 2017, a separate assessment was conducted on the Smart Group Study Rooms (SGSR). A survey was emailed 2,111 students, all of whom checked out a SGSR during the Fall 2016 semester. There were 257 responses to the assessment. The purpose was to gather students' feedback on the rooms, the equipment, and determine what students use the rooms for. 96% use it to hold study sessions or work on assignments; 95% were satisfied with the space; 90% use the online reservation system; 90% use the technologies in each room. In response to last year's survey, 3 of the rooms on the first floor were upgraded with newer technologies:

- Exploration Room
  - This room was equipped with HTC Vive virtual reality system, Microsoft Surface Hub, and two Alienware computers for high-end computing needs
- One-button Studio
  - This room was equipped with video recording equipment for developing high-quality video projects with the touch of a button.
- Via Kramer Pro
  - This room allows student to conduct screen sharing from any laptop or mobile device

During 2016 - 2017, 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.

ILC continued their collaboration with Outreach, Recruitment and Orientation (ORO) in Summer 2017 during the New Student Orientation (NSO) and Transfer Student Orientation (TSO) by participating in resource fairs to advertise Student Technology Services (STS) and STS social media, along with the various software offerings provided by IT. During this time ILC also collaborates with University Advancement (UA) by preparing presentations for the parent orientation programs.

ILC continued their collaboration with the Titan Tech Center in the Titan Bookstore to provide them with a secondary location at the SGC service desk. The Titan Tech Center provides students with hardware support for their personal devices.

The ILC continued their collaboration with Associated Student Institute (ASI) & Titan Student Union (TSU), by offering students a secondary location for checking out short-term laptops.

The Student IT Help Desk, part of the Student Success Initiative (SSI), continued its' 24/7 service dedicated to help support students technological needs.

<b>Student IT Help Desk Statistics</b>			
	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
<i>Phone</i>	2,009	5,668	5,323
<i>Live Chat</i>	540	1,437	1,522
<i>Email</i>	527	1,447	1,815
<i>Self-service</i>	373	460	432
<i>Voicemail</i>	20	13	44

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.