

IT's Information & Learning Commons Annual Assessment 2014 – 2015

During 2014 – 2015, 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			
	2012-13	2013-14	2014-15
<i>Logins</i>	660,982	616,248	576,410
<i>Guest Users</i>	7,747	8,367	6,567
<i>Smart Room Checkouts</i>	4,408	4,884	6,895
<i>ILC Laptop Checkouts</i>	736	964	1,371
<i>ILC iPad Checkouts</i>	n\ a	305	157

The service desk in Pollak Library is staffed by student assistants and oversees the operation of ILC facilities. In 2014 – 2015, ILC student assistants put in a total of 10,000 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) 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			
	2012-13	2013-14	2014-15
<i>Printing Issues</i>	5,229	7,274	4,234
<i>Computer Problems</i>	291	328	195
<i>Login issues</i>	4,629	6,351	3,689
<i>Inquiries</i>	27,688	28,878	16,399
<i>Hardware Issues</i>	70	61	80
<i>SGC Support (Opened Jan 2011)</i>	1,394	3,444	3,943

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 622 users responded to the online questionnaire. 79% agreed the software promotion being offered through IT was beneficial to their educational needs; 80% agreed that the 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; 73% agreed that the ILC Equipped Group Study Rooms (Smart Rooms) service provided access to advanced technologies beneficial to their class projects; 70% agreed that technology services are exceptional; and 66% found the ILC website (<http://www.fullerton.edu/ilc>) is useful for locating technology resources on campus.

During 2014 – 2015, 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 collaborated with New Student Orientation (NSO) in Summer 2014 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.

Phase 2 of the Student Technology Services (STS) website (<http://sts.fullerton.edu>) was completed in June 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.

Titan Lab located in the basement of the Library (PLN-030) was closed in August 2014 and relocated to the first floor of Pollak Library North. The first floor was reconfigured to accommodate the additional computers and the service desk was changed to Student Genius Corner (SGC).

The first floor of Pollak Library was remodeled in January 2015 with brand new carpeting and furniture to create active learning spaces. A new floor design was created with flexible furniture; this new area is now the Titan Learning Commons. Portable whiteboards and mobile device charging stations were also added.

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

The ILC short-term laptops were replaced with 100 new HP Stream laptops. The short-term laptop checkout policy was changed to allow students to check out laptops for a longer period of time as well as allowing them to take them outside of the Library.

Part of the Student Success Initiative (SSI), the Student IT Help Desk was launched as a pilot in Spring 2015. A separate help desk phone number, email, & chat service was created and dedicated to help support students technological needs.

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.