

IT's Information & Learning Commons Annual Assessment 2015 – 2016

During 2015 – 2016, 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			
	2013-14	2014-15	2015-16
<i>Computer Logins</i>	616,248	576,410	503,416
<i>Guest Users</i>	8,367	6,567	6,207
<i>Smart Group Study Room Checkouts</i>	4,884	6,895	8,812
<i>ILC Laptop Checkouts</i>	964	1,371	9,514
<i>ILC iPad Checkouts</i>	305	157	237
<i>Long Term Laptop Checkouts</i>	120	266	231

The 2015-16 year saw a decrease in computer usage in the labs, as it seems there is a 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 the 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. The long term laptop checkout saw a slight decline due the retirement of older or damaged equipment. For 2016-2017 a proposal to add additional laptops to meet the demand for this service has been made.

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			
	2013-14	2014-15	2015-16
Total Inquiries (in-person)	42,503	29,635	41,455
<i>Printing Issues</i>	7,274	4,234	3,566
<i>Login issues</i>	6,351	3,689	5,091
<i>Walk-in Tech Support</i>	3,444	3,943	4,879
Computer Problems	328	195	281

The number of login questions increased this year due to the annual password change that was implemented for student accounts. There was also an increase in computer problems due to older equipment coming to an end of support stage. For 2016 – 2017, a proposal has been put in place to upgrade all the computers to newer and faster models.

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 556 users responded to the online questionnaire, which was conducted on the computers in Pollak Library. 81% agreed the software promotion being offered through IT was beneficial to their educational needs; 84% were familiar with the free software provided by IT; 57% were satisfied with the wireless printing service; 44% brought their own laptop/tablet to campus.

Also in Spring 2016, a separate assessment was conducted on the Smart Group Study Rooms (SGSR). A survey was emailed 2,105 students, all of whom checked out a SGSR during the Fall 2015 semester. There were 136 responses to the assessment. The purpose was to gather students' feedback on the rooms, the equipment, and determine what students use the rooms for. 85% use it to hold study sessions or work on assignments; 93% were satisfied with the space; 94% use the online reservation system; 90% use the technologies in each room.

During 2015 - 2016, 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 New Student Orientation (NSO) and University Advancement (UA) in Summer 2016 by preparing presentations for the new student and parent orientation programs and resource fairs to advertise Student Technology Services (STS) and STS social media, along with the various software offerings provided by IT.

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 collaborated with Associated Student Institute (ASI) & Titan Student Union (TSU) in Fall 2015 to provide a short-term laptop checkout at the TSU. 30 laptops were given to the TSU and checkout system was created to help manage laptop checkouts. This collaboration also extended the checkout time for laptops to a daily checkout from an hourly checkout.

The second & fourth floors of Pollak Library were remodeled in July 2015 with brand new furniture to create active learning spaces. A new floor design was created with flexible furniture. Portable whiteboards and mobile device charging stations were also added.

In Fall 2015, STS, in collaboration with the Information Security Office, implemented an annual password reset campaign for students in order to meet the CSU Chancellor's Office security requirements. Students will be required to reset their password on an annual basis.

After a successful pilot in Spring 2015, the Student IT Help Desk, part of the Student Success Initiative (SSI), launched its' 24/7 service dedicated to help support students technological needs for the Fall 2015 semester.

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

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.