

IT's ILC & McCarthy Commons Review 2008-2009

During 2008-2009, the Information & Learning Commons (ILC) computer areas, including the new McCarthy Commons computing lab and instructional room in McCarthy Hall, had over 100,000 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 2008-2009, there were over 1200 laptop and 2000 Equipped Group Study Rooms rentals, as well as over 6000 guest users accounts assigned. Most of the facilities within the ILC are housed in the Pollak Library and include approximately 450 PC and Mac workstations, both black and white and color printing, scanners, and a large assortment of software. Additionally, the new McCarthy Commons computing lab and MH-44 Instructional Room, located in the basement of McCarthy Hall, has over 90 PC workstations, black and white and color printing, LanSchool teaching software, and a copy machine.

To oversee the operation of ILC facilities, three service desks, two in the Pollak Library and one in the McCarthy Commons basement, are staffed by consultants and lead consultants. In 2008-2009, the ILC and McCarthy commons employed an average of 27 student assistants to fill the consultant and lead consultant positions. Based on statistics collected during the last months of the Spring semester 09, these service desks managed over 1000 printing issues, over 800 computer problems, and over 500 login issues. While consultants and lead consultants handle most of the user-related concerns within the ILC and McCarthy Commons, some hardware issues may require the assistance of a technician. For these instances a virtual problem log, located on the desktop of every ILC workstation, is created and sent immediately to the ILC technician. Over 140 hardware issues were managed using the problem log system during 2008-2009, and even more will be handled in the following years as these workstations get older.

Each year the ILC administers a survey to gain feedback from users about its facilities and services. This year, over 1000 users responded to the online questionnaire and approximately 75% agreed that the ILC website (<http://ilc.library.fullerton.edu/>) is useful, approximately 67% agreed that the ILC consultants are prompt, courteous, and knowledgeable, and over 50% were satisfied with the wireless printing in the library. During 2008-2009, 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. With a Retention Initiative Grant, an informational video clip, covering all of the aspects of the ILC, was created and posted to the ILC website. Additionally, several portal and bulletin announcements, as well as physical banners and flyers were created to advertise ILC and McCarthy Commons services. With a UMGI grant, online video tutorials were created to assist users in learning the new Microsoft Office 2007.

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. For 2009-2010, students will be able to access and utilize on campus software while not being physically located in a computer lab. A Virtual Computing Lab (VCL) system is being developed that will allow students to login in from anywhere at anytime to use software including MS Office 2007, Virtual Studio 2008, Chem Draw Plug In, QuickTime Player, RealPlayer, VLC Media Player, and Write-N-Cite. Additionally, plans are being made to develop a system through which student users can upload print jobs through the internet to any printers listed. This new system will allow students to bypass the need to add local printers wirelessly, thus avoiding numerous connectivity problems.