

# **An Analysis of Lewis & Clark College's Computer Labs**

**April 2011**



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## SUMMARY

In today's climate of reduction and consolidation, it is important to evaluate the labs to explore efficiencies that can be found. It is a good time to explore which labs can be consolidated or cut, which labs need adjustments in management and other issues that surround the support and maintenance of the twenty-seven labs across the College of Arts and Sciences and the Graduate School of Education and Counseling.

The goal of Information Technology (IT) in lab management is to provide computer users with a common experience. Students and faculty should not have to figure out what software is on a computer, how to login to and navigate the computer. Regardless of which lab the individual is using, they should feel comfortable because the interface is familiar to them.

The birth and development of these labs is varied. Some are general-purpose labs that are maintained by Information Technology for use by the entire campus community. Others were initially funded by a grant but now are replaced every four years with College funding. Some were outfitted with recycled computers, computers taken out of service in another area and now then requested for a lab—a lab subsequently replaced regularly.

The management of the labs is equally diverse. Information Technology has to this point taken the stand that departmental labs need to be managed by the department. Departments have interpreted this in different ways based on the level of support needed in the lab. At the highest level, full- or part-time staff has been hired to administer the labs. In these situations, they take primary responsibility for the labs with Information Technology's Lab Manager, David Dean, acting as backup. In other circumstances a faculty or staff member manages the labs in addition to their other duties. In these instances IT's Lab Manager takes a more active role in lab maintenance.

To make some difficult decisions about the labs, we evaluated each lab's usage statistics. These include the amount of people using the lab, the amount of time the lab is being used and the software that is being used. We found that overall, web browsing is the primary use of every lab on campus. We also looked at the purpose each lab has for existence.

### Recommendations

1. Closure of the SOAN Lab (p. 55) and the Green Lab (p. 11). The SOAN lab of four computers is in Howard Hall and is only available by obtaining a key from the departmental office. This lab is used very minimally and offers no software that is not available in the Watzek or Dubach Labs. The Green Lab currently has four iMacs. We believe that this lab could be better served by increasing the number of Biology laptops by two. Based on the estimated cost of \$1500 per desktop and \$1800 per laptop, the equipment savings for this recommendation are an estimated \$8400.
2. Reduce the size of the following labs when they are next scheduled to be replaced. This size reduction is based on the number of computers that are typically used in the labs. Because these labs are seldom if ever used to full capacity, they could operate normally with less computers.

- The Math Lab (p. 17) could be reduced to two computers.
- The Chemistry Mobile Lab (p. 67) could be reduced to 12 computers.
- The Adaptive Technology Lab (p. 95) could be reduced to one computer.
- The Library Mobile Lab (p. 98) could be reduced to ten computers.

Based on the estimated cost of \$1500 per desktop and \$1800 per laptop, the equipment savings for this recommendation are an estimated \$38,700.

The Interactive Learning Center (ILC) (p. 61) should become a general-purpose lab that can be reserved for classes and is managed by IT. Currently, there is no computer classroom in the academic region on the Fir Acres Campus nor is there a general purpose computer classroom containing more than 18 computers. Generalizing the purpose of the ILC would remedy both of these problems. While this lab is currently only used by the Foreign Language department and by Academic English Studies, there is no reason that this use couldn't be expanded to include other departments.

3. Lab management should be centralized under IT, with the exception of supporting the use of specialized software. IT would need one additional staff person to handle the additional responsibilities. While we understand that the various labs have different purposes, the general experience of using the labs, including lab logins and printing, should be a common experience for the students. This can be accomplished with a common base image that is maintained and deployed by IT. This would also serve to decrease the disparity between how various labs are managed.

With this, we would need to evaluate the status of positions with computer lab management as part of their job description. It would be more equitable and a better use of resources to have one of these positions report to central IT to assist with classroom and lab management for the entire campus. People with job descriptions that include lab management to varying degrees include:

- Hoa Nguyen - Mathematical Sciences
  - Sarah LaLonde - Foreign Languages
  - Alan Younis - Physics/Chemistry
  - Tammy Jo Wilson - Art
  - Wendy McLennan – Biology
4. With or without centralized lab management, all computer lab purchases and requests for upgrades should be managed through IT. This past summer the Mathematical Sciences department replaced their Computer Science lab (p. 76) with unsupported computers. They have since experienced difficulties with the lab and IT is not equipped to support this non-standard equipment. There are also instances of non-standard printers in labs. We have Dell and Apple certified technicians on staff, but when software is purchased from a different vendor, we risk breaking warranties if we work on the machines. Finally, we have the Olin 303 lab (p. 74) that is made up of computers replaced in the General Physics lab (p. 70). By the time these computers are finally retired, they are eight years old. These computers should either be replaced on a normal four-year cycle or this lab should be eliminated.

By looking at usage statistics for the labs and evaluating their use, we can make informed decisions that allow the College to better utilize our limited resources.

## INTRODUCTION

The statistical data in this report was gathered from the beginning of the 2010 spring semester through the end of the 2010 fall semester. In some labs, this timeframe may be altered based on when the LabStats software was installed. There is also a gap in statistics for all labs from late November to early December due to server maintenance. Statistics were gathered and analyzed by Information Technology's (IT) Lab Manager, David Dean.

For each lab, the role of IT's Lab Manager is identified. To help provide consistency, we have divided the responsibilities of the Lab Manager into six categories defined below. Some of these responsibilities fall to Information Technology while still others are the responsibility of the departmental lab manager.

The categories of lab management include:

- *Image Development, Deployment and Servicing*  
Image development involves installing and configuring the necessary system files and software on one computer that can then be replicated, or deployed, to other computers. Images are deployed to new computers and also in order to distribute updates and modifications. As updates become available for software included on the image, these updates need to be applied to the image.
- *Server Administration*  
There are various servers used to maintain the labs. These include servers used to manage software licenses, servers used to deploy lab management, servers to manage lab printing and servers to protect against unwanted changes to lab computers. All of these servers must be maintained and updated to ensure the consistent operation of the labs
- *Application and Operating System Support*  
This category includes diagnosing and resolving problems that arise with the software installed on the image.
- *Hardware Support*  
This category includes diagnosing and resolving problems that occur with the hardware in the labs. This includes the computers, monitors, printers and other peripherals.
- *Printing Support*  
Similar to hardware support, this category diagnoses and resolves problems that occur specifically with printers in the labs.
- *Consumable Replacement*  
Items such as toner and paper need to be replenished regularly. This category designates if the responsibility for monitoring and replacing these consumables lies with Information Technology or another department.

To better allow for comparison, where appropriate, we have included a standard set of graphs.

The first graph illustrates Login History. This graph has two variables. The red is the number of logins a lab receives any given day allowing us to see the number of individuals who are using the lab. This includes individuals who login to a lab multiple times throughout the day. The blue indicates how many of these logins are by a unique individual.

The second graph indicates the percentage of time during the day that the lab is used. For example, if the Y axis reaches one, this indicates that all the computers in the lab were being used for the entire day.

We also provide a chart showing the percentage of use by various categories of software. The four categories include Web Browsers (such as Firefox, Internet Explorer and Safari), the Microsoft Office Suite and PDF Viewers (such as Adobe Acrobat Reader and Preview), Specialized Software (non-standard, discipline specific software such as SPSS or Sibelius) and Other (which includes all the other standardized software not listed above such as Adobe Acrobat).



# **BODINE/BIO-PSYCH**



<b>BIOLOGY GREEN LAB</b>	
<b>PURPOSE:</b>	
The Biology Green lab provides an instructional and closed lab environment for students and faculty in the Biology Department. The computers are often used for in-class instructional & research projects.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Bio-Psych 013 (Green Lab)	Kellar Autumn, Professor of Biology & Department Chair, Biology
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• server administration</li> </ul>	5 Macs; 17" Intel iMac – 2.4 Ghz Intel Core Duo, 2GB RAM, 160GB HD - Mac OS 10.6;  Scheduled Replacement: Summer 2011
<b>NOTES:</b>	
These computers are moved around quite often between the green and red labs. They have to authenticate through wireless because the lab areas have no wired Ethernet ports. During the time period, Lewis & Clark's wireless infrastructure was not configured for passing through our lab statistics information, but this has been remedied. For this reason, we are unable to provide lab usage statistics.	

<b>BIOLOGY MOBILE LAB</b>	
<b>PURPOSE:</b>	
The Biology Mobile lab provides an instructional and secured lab environment for students and faculty in the Biology Department. It's used by Biology for in-class experiments and for running statistics.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
BoDine 201 and Bio-Psych 001 (Yellow lab)	Wendy McClennan, Lab Coordinator/Instructor, Biology
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• server administration</li> </ul>	<p>25 Macs; 13.3" Intel Macbooks – 2.4 Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD - Mac OS 10.6;</p> <p>Other Hardware: 2 Brother HW5370 printers (one in each lab)</p> <p>Scheduled Replacement: Summer 2012</p>
<b>NOTES:</b>	
These computers are often shifted around between labs depending on the needs of faculty in the department. They may be relocated to the blue or red labs, and often faculty will take them on trips or use one at home when needing to work on College related items. The Biology Mobile lab uses generic logins and a generic computer name for deployment. Due to their mobility, we are unable to provide accurate statistics for this lab.	

## HUMAN COMPUTER INTERACTION LAB

### **PURPOSE:**

The HCI lab provides instruction, research, and an open lab environment for students and faculty in Psychology. It's designed for study, planning, and project-based exploration of the interaction between people (users) and computers.

### **LOCATION:**

Bio-Psych 121

### **MANAGEMENT:**

Erik Nilsen,  
Associate Professor,  
Psychology

### **IT LAB MANAGER ROLE:**

- image development, deployment, & servicing
- application & operating system support
- hardware support
- printing support
- server administration

### **LAB CONFIGURATION:**

22 Macs; 21.5" Intel iMac – 3.06 Ghz Intel Core 2 Duo, 4GB RAM, 500GB HD - Mac OS 10.6/Windows 7 64bit;

2 Dells; 22" Optiplex 980 – 3.2 Ghz Intel i5, 4GB RAM, 320GB HD –Windows 7 64bit

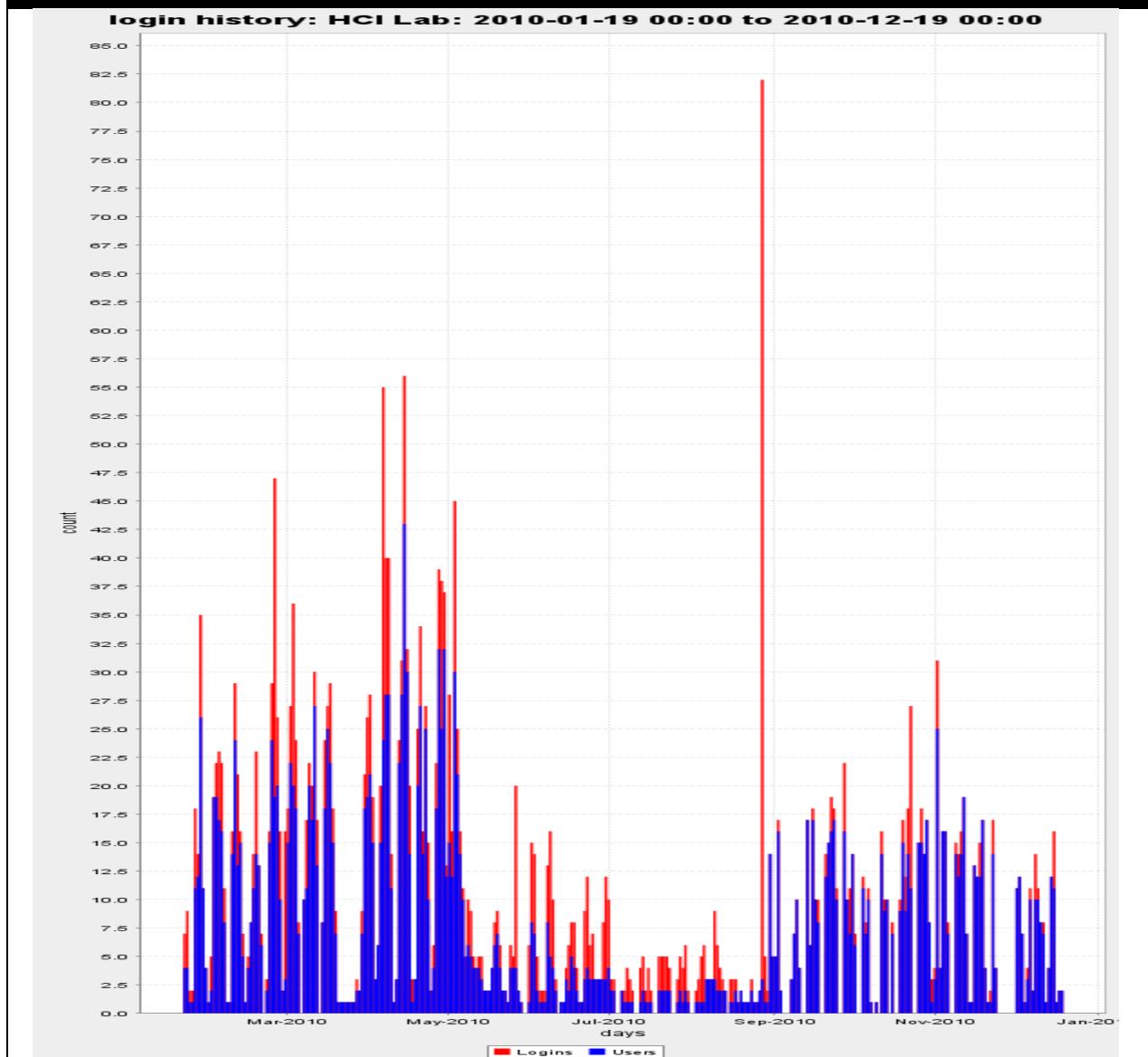
Other Hardware:  
Xerox 4510dt printer

Scheduled Replacement:  
Summer 2014

### **NOTES:**

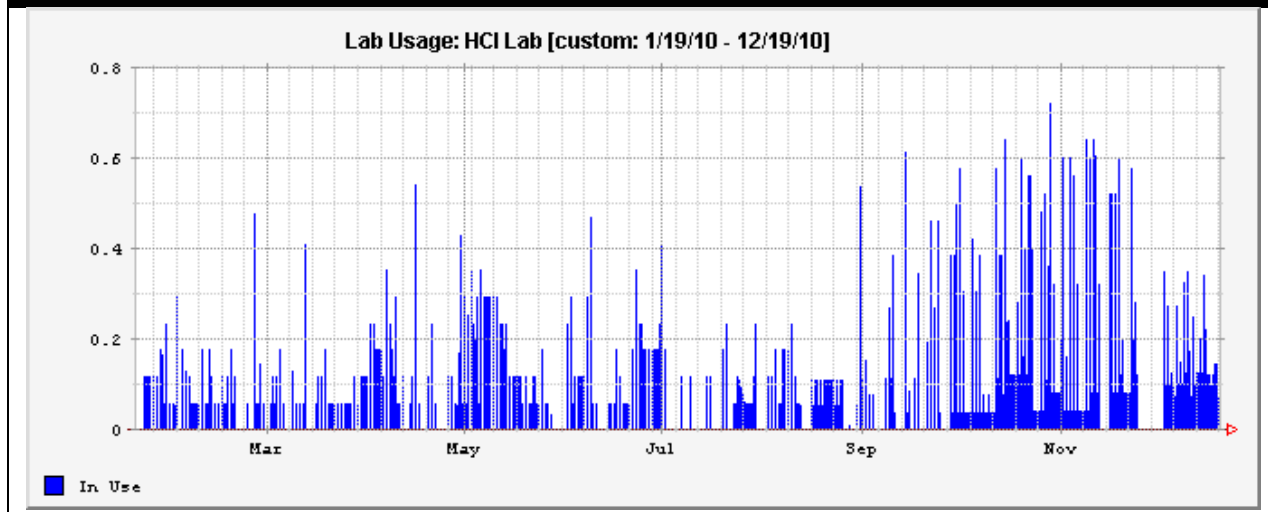
This lab is the only dual boot Mac and Windows lab on campus. The curriculum requires the use of both Windows and Mac specialized applications.

## LOGIN HISTORY STATISTICS:



From September to December there were a total of 3167 logins by 268 unique users. Each user was logged into a computer for an average duration of 5 hours 32 minutes which indicates that they left themselves logged in. As you can see, there was a large spike in September, this was due to the Lab Manager logging into these computers in order to update the lab's configuration.

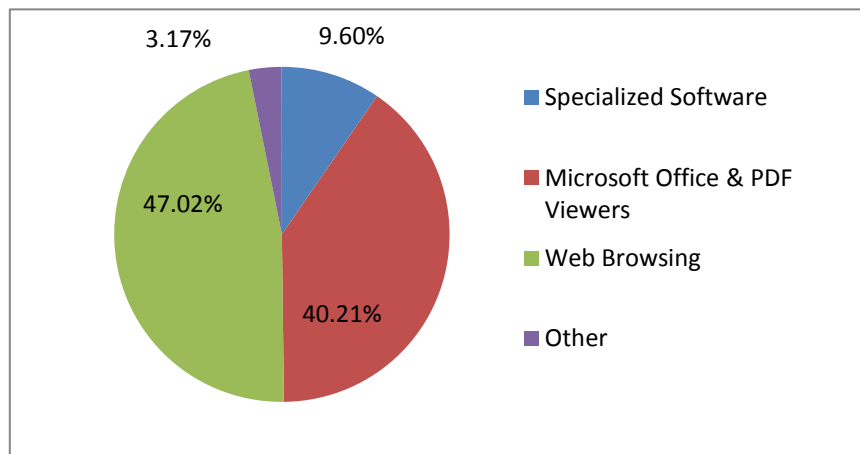
## LAB USAGE STATISTICS:



On a daily basis the lab is used the most from 12 p.m. – 4 p.m., and only thirty percent of the lab is used on a regular basis. The other seventy percent of the lab seems only to be used for class instruction indicated by sessions that are typically no more than an hour or two. The lab appears to be used more during Fall term than Spring. This is due to how the faculty organized their curriculum.

## SOFTWARE CATEGORIES USED IN LAB:

In the Human Computer Interaction lab, Web Browsers, Microsoft Office, and PDF Viewers are pretty even in regards to usage. Almost ten percent of the lab is used for specialized software.



### **SPECIALIZED SOFTWARE USED IN LAB:**

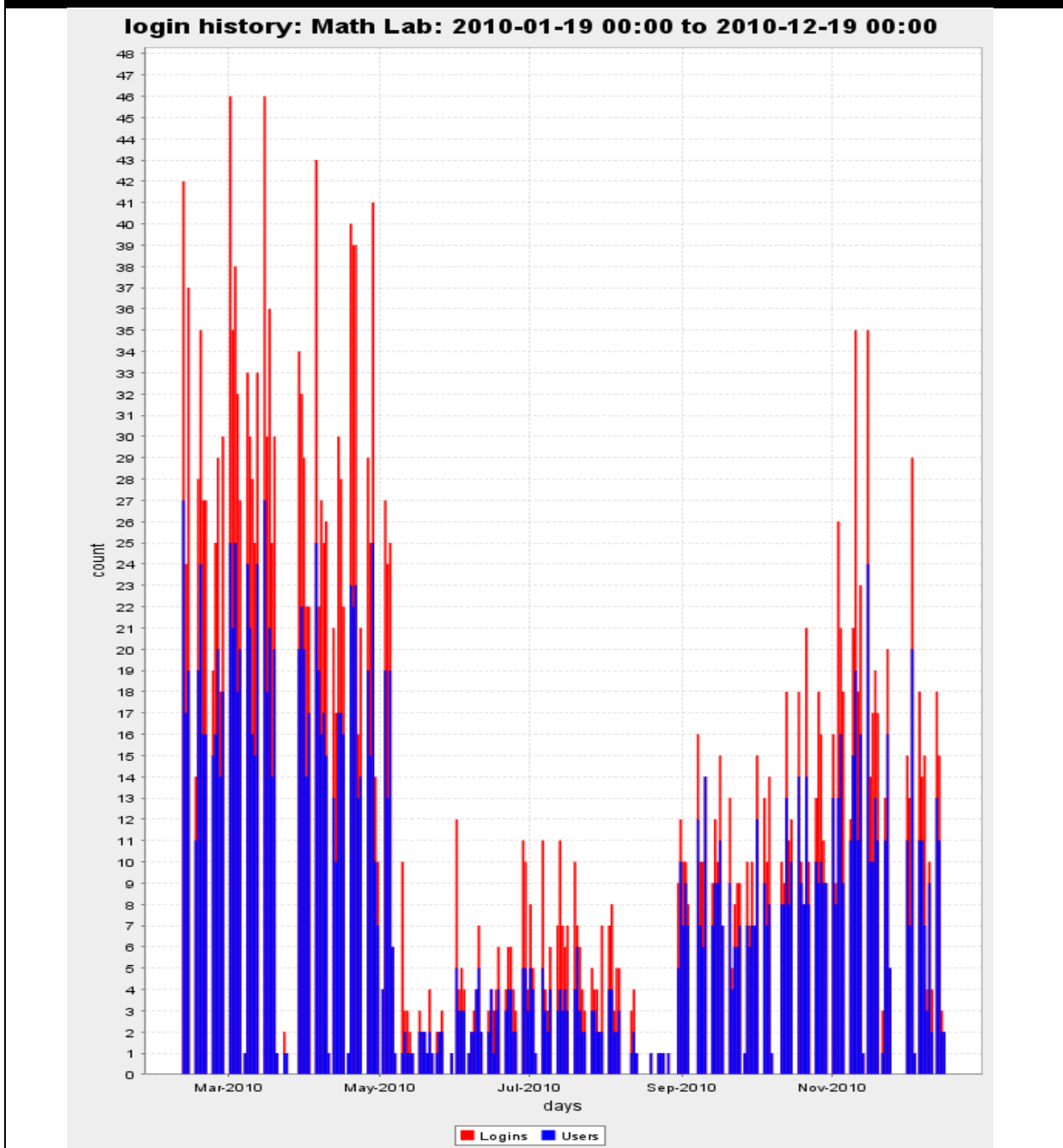
While it appears that only ten percent of the lab is used for specialized software, the usage numbers are compromised due to the fact that there are four specialized software applications used that we are not able to track through lab stats software. So in reality, specialized software is used much more frequently than statistics show. The following is a chart listing the most popular specialized software titles based on total weekly launches and average time used. In comparison we have included Mozilla Firefox and Microsoft Word.

<b>TITLE</b>	<b>TOTAL WEEKLY LAUNCHES</b>	<b>AVERAGE TIME PER LAUNCH</b>
SPSS	9	30 minutes
Microsoft Word	21	1 hour & 41 minutes
Mozilla Firefox	32	33 minutes



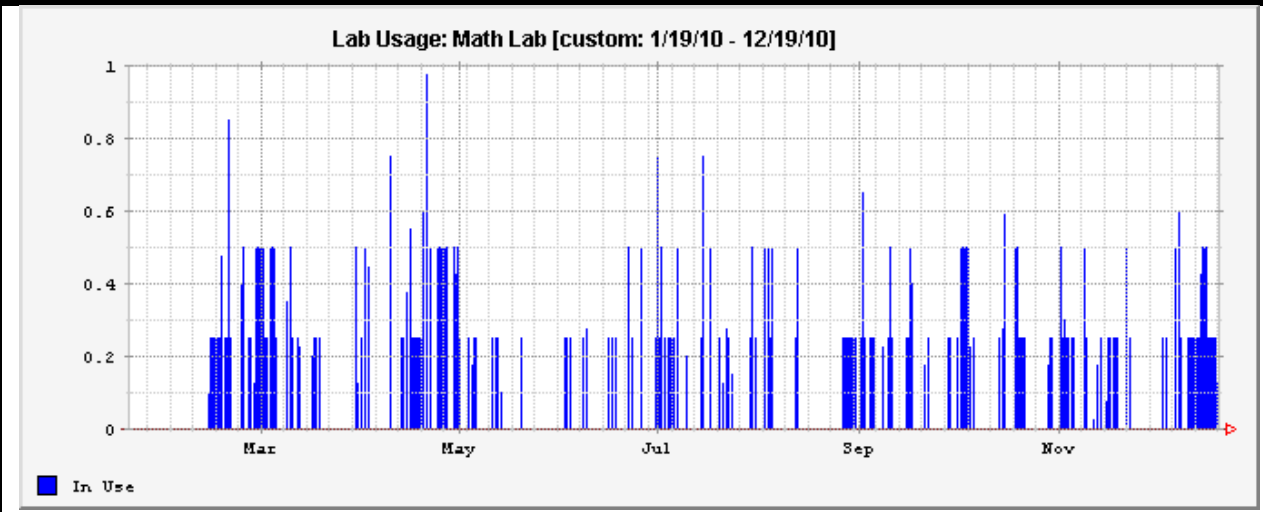
<b>MATH LAB</b>	
<b>PURPOSE:</b>	
The Math Lab provides an open access environment for Math students and faculty. It's designed so students can work on mathematical software applications near faculty in their offices.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
BoDine 313	Anne Boal, Administrative Coordinator, Mathematical Sciences
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• printing support</li> <li>• server administration</li> </ul>	<p>2 Macs; 17" Intel iMac – 2.4 Ghz Intel Core Duo, 2GB RAM, 160GB HD - Mac OS 10.5;</p> <p>2 Dells; 17" Optiplex 745 – 2.4 Ghz Intel Core 2 Duo, 2GB RAM, 160GB HD – Windows XP</p> <p>Other Hardware: Xerox 4510dt printer</p> <p>Scheduled Replacement: Summer 2011</p>
<b>NOTES:</b>	

## LOGIN HISTORY STATISTICS:



From February to December there were a total of 2922 logins by 198 unique users. Each user was logged into a computer for an average duration of one hour and twelve minutes. There is a significantly higher amount of logins during Spring compared to Fall, but not a huge increase in unique users.

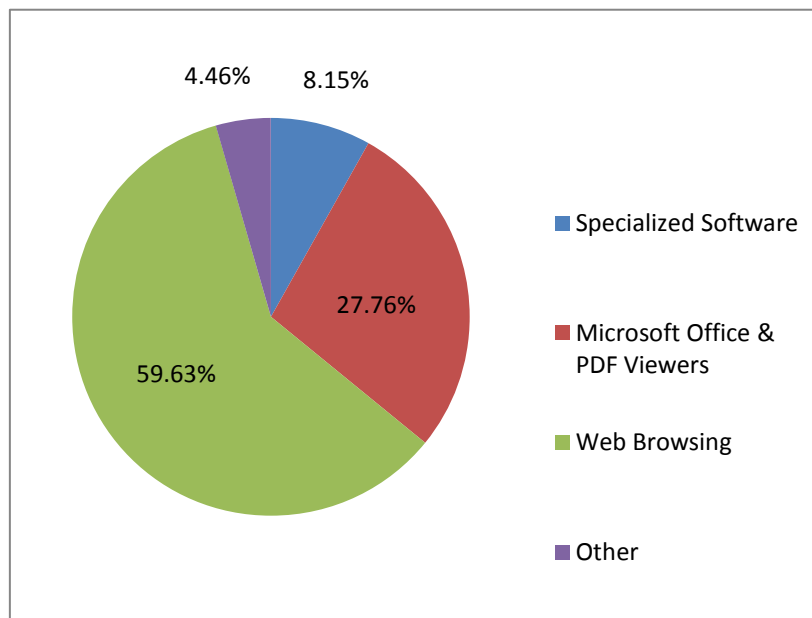
**LAB USAGE STATISTICS:**



On a daily basis the lab is used most from 12 p.m. – 4 p.m., but only twenty-five percent of the lab is used on a regular basis. To clarify, only one computer out of four is regularly used at a time, and on occasion two are used simultaneously, but rarely are three or four computers used at the same time.

**SOFTWARE CATEGORIES USED IN LAB:**

In the Math lab, the majority of the opened software is used for web browsing. Only about twenty-five percent is being used for Microsoft Office & PDF Viewers.



### **SPECIALIZED SOFTWARE USED IN LAB:**

Even though only 8% of the software applications launched were specialized software, that 8% had the longest average session times. The following chart lists the three most popular specialized software titles based their average time used over the semester. For comparison, Mozilla Firefox and Microsoft Word are included.

<b>TITLE</b>	<b>AVG. LAUNCHS PER WEEK</b>	<b>AVERAGE TIME PER LAUNCH</b>
Mathematica	8	1 hour & 15 minutes
Texshop	3	1 hour & 31 minutes
TexEdit	4	26 minutes
Microsoft Word	7	15 minutes
Mozilla Firefox	49	41 minutes

# **EVANS MUSIC HALL**



<b>COMPOSITION SUITE</b>	
<b>PURPOSE:</b>	
The Composition Suite provides an instructional and secured lab environment for Music students and faculty in Evans Hall. Students have the ability to compose music using specialized software in a quiet setting.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Evans 024	Michael Johanson, Associate Professor, Music
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• printing support</li> <li>• server administration</li> </ul>	2 Macs; 24" Intel iMac – 2.66 Ghz Intel Core 2 Duo, 2GB RAM, 320GB HD - Mac OS 10.6;  Other Hardware: 2 M-Audio keyboards Xerox 5550 printer  Scheduled Replacement: Summer 2012
<b>NOTES:</b>	
The lab contains other audio recording hardware used with the lab computers. <b>We did not begin to record usage statistics for this lab until January 2011 and so it is inconclusive.</b> The two specialized software applications used in this lab are Sibelius and Digital Performer.	

## **ELECTRONIC MUSIC STUDIO**

### **PURPOSE:**

The Electronic Music Studio provides an instructional and secured lab environment for Music students and faculty in Evans Hall. The focus of instruction is for students to manage technical resources toward the ultimate goal of musical composition. The Electronic Music Studio allows students to create digital based music versus the Composition Studio, which students develop sheet music.

### **LOCATION:**

Evans 022

### **MANAGEMENT:**

Jeff Leonard,  
Visiting Instructor,  
Music

### **IT LAB MANAGER ROLE:**

- image development, deployment, & servicing
- application & operating system support
- hardware support
- server administration

### **LAB CONFIGURATION:**

3 Macs; 24" Intel iMac – 2.4 Ghz Intel Core Duo, 2GB RAM, 250GB HD - Mac OS 10.6;

#### **Other Hardware:**

3 M-Audio keyboards  
3 pairs of Mackie speakers  
4TB Lacie Media Server Drive

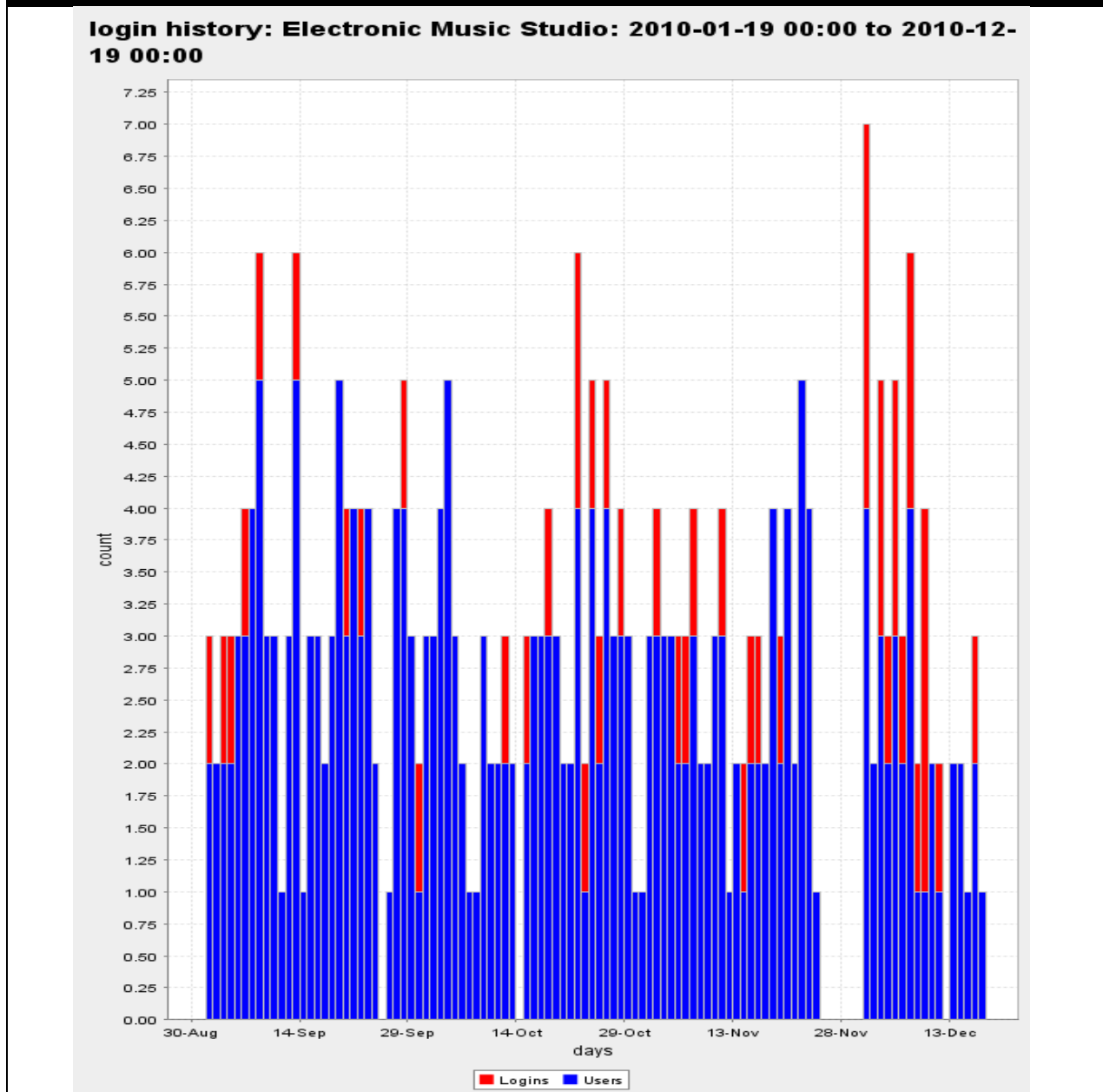
Scheduled Replacement:  
Summer 2011

### **NOTES:**

The lab contains other audio recording hardware used with the lab computers. Recording of lab statistics did not occur until the beginning of Fall semester of 2010.

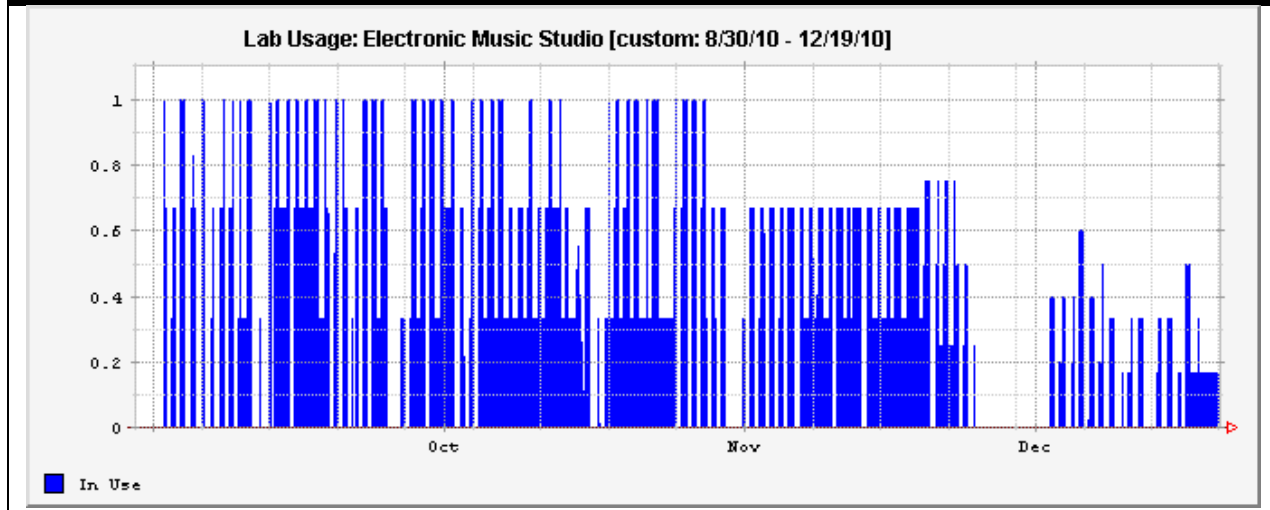


## LOGIN HISTORY STATISTICS:



From September to December there were a total of 301 logins by forty-four unique users. Each user was logged into a computer for an average duration of eleven hours, which indicated they left themselves logged in. Of the 301 logins, ten percent were faculty and staff.

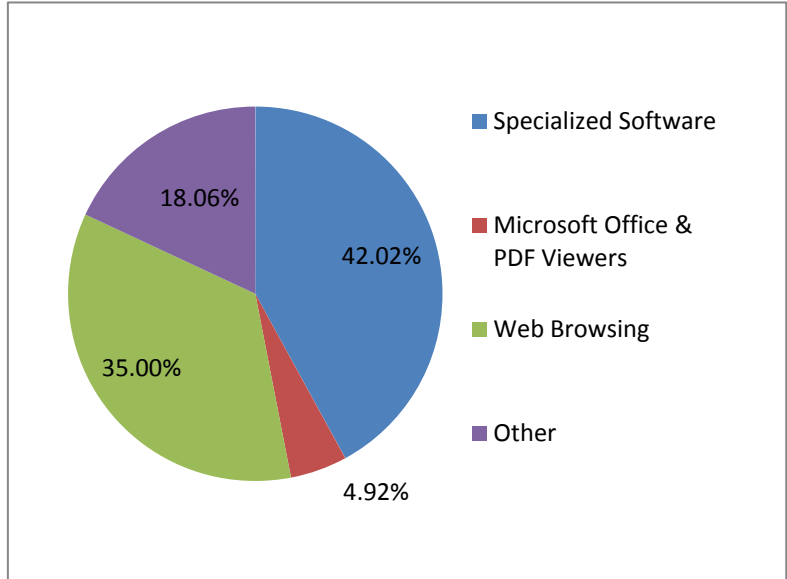
## LAB USAGE STATISTICS:



On a daily basis the lab is used most from 12 p.m. – 12 a.m., but only sixty percent of the lab is used on a regular basis. The other forty percent of the lab seems only to be used for instruction. This is indicated by login times of no more than an hour or two in duration.

## SOFTWARE CATEGORIES USED IN LAB:

In the Electronic Music Studio, the majority of the software opened is specialized software. Only about one third is used for web browsing.



### **SPECIALIZED SOFTWARE USED IN LAB:**

Specialized software was accountable for over forty percent of the software applications launched, but Microsoft Office & PDF Viewers had the largest percentage of total time used for applications in the lab (which was 58.9 percent). This is due to students reading sheet music and being instructed on how to operate the specialized software. The following chart lists the three most popular specialized software titles based on the total of semester launches and the average time used. For comparison Mozilla Firefox and Microsoft Word are included.

<b>TITLE</b>	<b>TOTAL SEMESTER LAUNCHES</b>	<b>AVERAGE TIME PER LAUNCH</b>
Reason	311	47 minutes
Live	169	54 minutes
Record	121	36 minutes
Microsoft Word	27	N/A
Mozilla Firefox	403	N/A



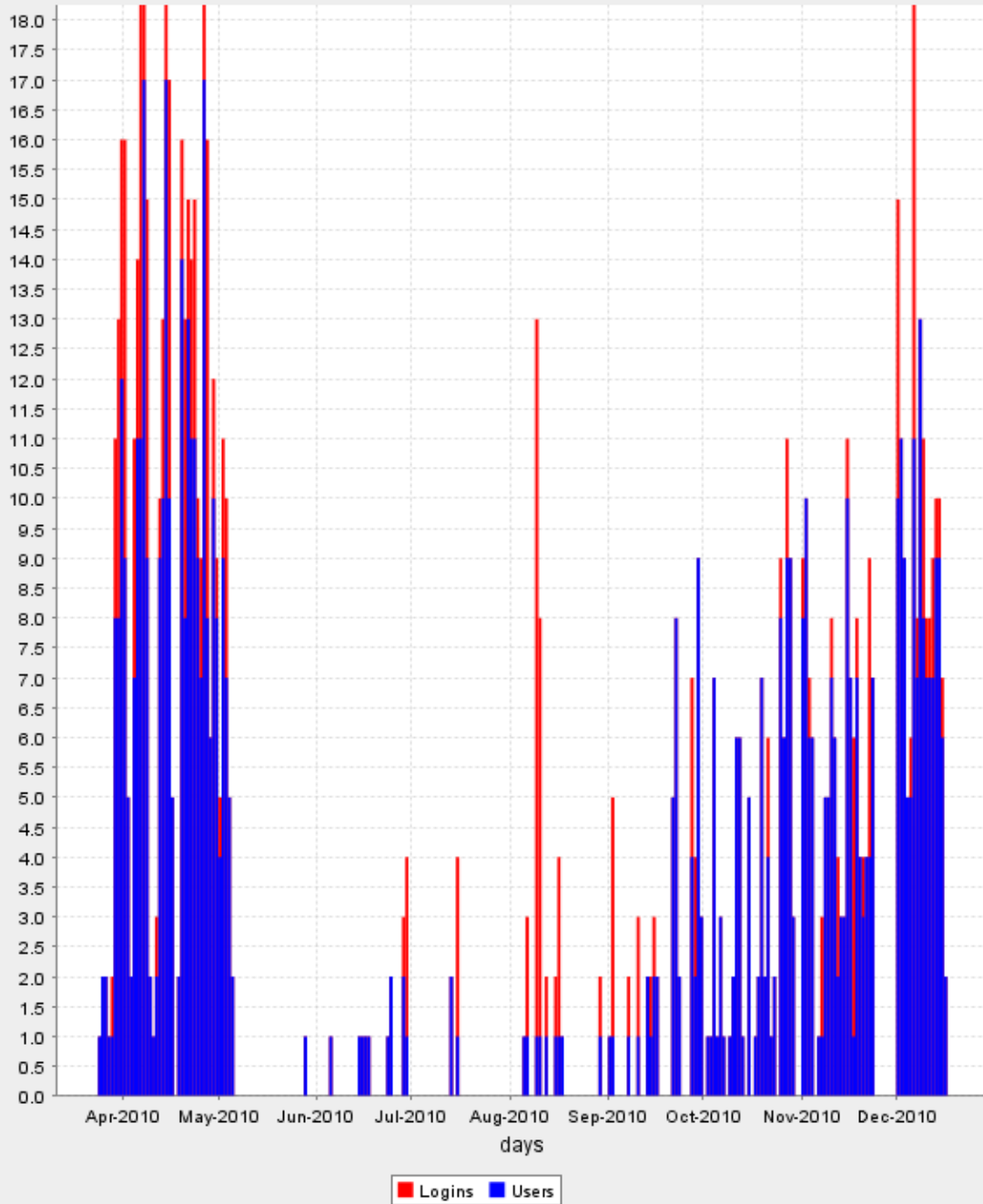
# **FIELDS CENTER FOR VISUAL ARTS**



<b>ART LAB/PHOTO LAB</b>	
<b>PURPOSE:</b>	
The Art/Photo lab provides scheduled open access, and instructional use for students, staff and faculty. The lab offers students the opportunity to work on video & graphic design projects for courses and personal learning.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Fields 206	Tammy Jo Wilson, 2D Technical Assistant, Art
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• hardware support</li> <li>• printing support</li> <li>• server administration</li> </ul>	<p><u>Art Lab</u> 10 Macs; 24" Monitors Mac Pros – 2.66 Ghz Intel Xeon, 8GB RAM, 1 TB HD - Mac OS 10.6</p> <p>Scheduled Replacement: Summer 2014</p> <p><u>Photo Lab</u> 1 Mac; 24" Intel iMac – 2.4 Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD, Mac OS 10.6</p> <p>Other Hardware: Xerox 7500DN printer Epson printer HP 5200dtn printer</p> <p>Scheduled Replacement: Summer 2012</p>
<b>NOTES:</b>	
Records of lab statistics began in late March of 2010.	

## LOGIN HISTORY STATISTICS:

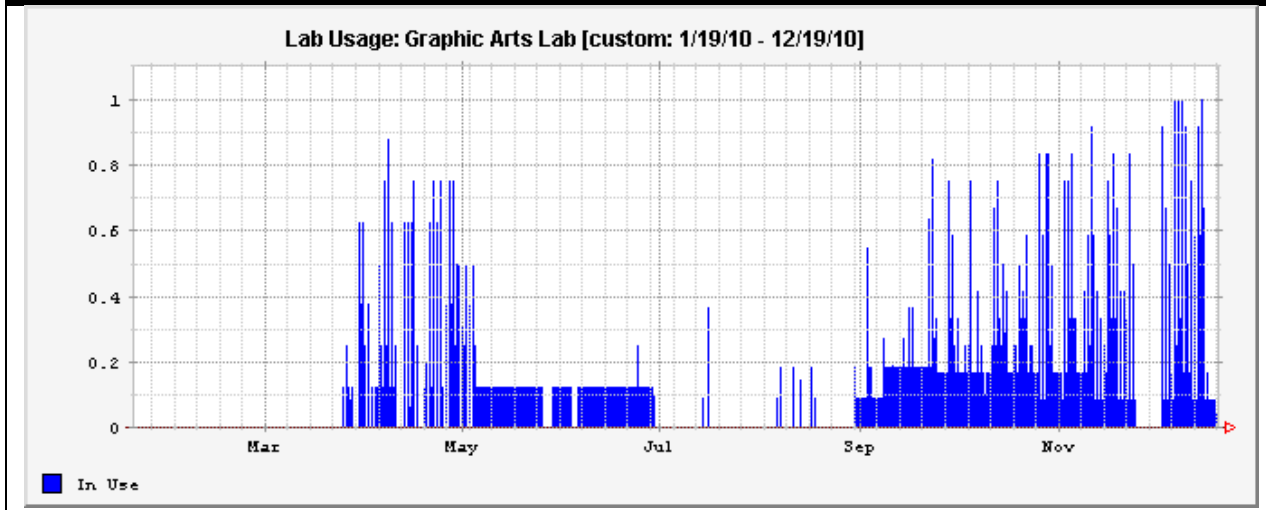
**login history: Graphic Arts Lab: 2010-01-19 00:00 to 2010-12-19 00:00**



From March to December there was a total of 939 logins by 143 unique users. Each user was logged into a computer for an average duration of thirteen hours, which indicated that the users did not log out. The lab only has nine to eleven unique users use the lab each day.



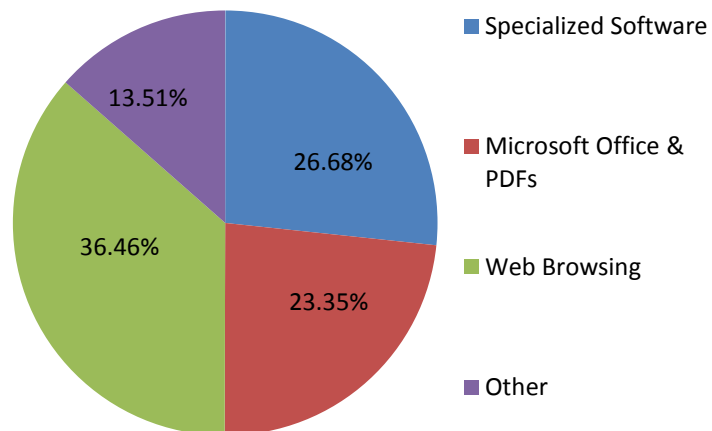
## LAB USAGE STATISTICS:



On a daily basis the lab is used most from 1 p.m. – 5 p.m., but only thirty percent of the lab is used on a regular basis. The other seventy percent of the lab seems to be used only for classes. This is indicated by login times that are typically no more than an hour or two in duration.

## SOFTWARE CATEGORIES USED IN LAB:

The Art Lab uses all types of software fairly evenly. The high percentage of Other is due to the high volume of scanning that occurs in the lab.



### **SPECIALIZED SOFTWARE USED IN LAB:**

The Art lab has a large percentage of specialized software compared to other labs, with over twenty-six percent of all application usage. The following is a chart listing the three most popular specialized software titles based on the total of weekly launches and average time used. For comparison Mozilla Firefox and Microsoft Word are included.

<b>TITLE</b>	<b>TOTAL WEEKLY LAUNCHS</b>	<b>AVERAGE TIME PER LAUNCH</b>
Adobe Photoshop	8	59 minutes
iMovie	4	59 minutes
iPhoto	4	31 minutes
Microsoft Word	6	1 hour & 29 minutes
Mozilla Firefox	17	50 minutes

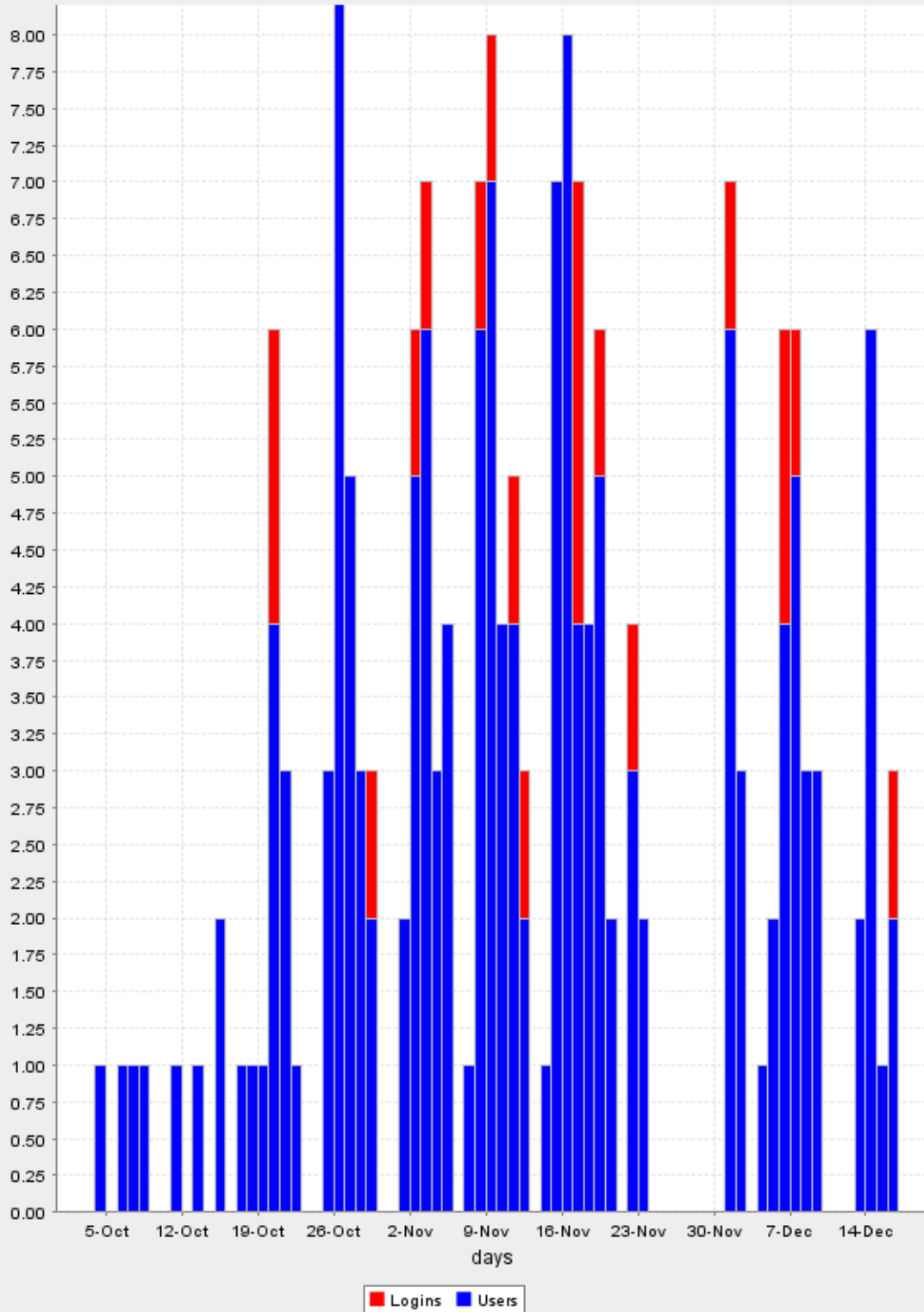
# **GRADUATE SCHOOL**



<b>ROGERS 106 LAB</b>	
<b>PURPOSE:</b>	
The Rogers 106 lab provides open access use for students, staff and faculty at the Graduate School. The lab is open the same hours as Rogers Hall, which is 6 a.m.-10 p.m., Monday through Friday. This lab is primarily used by students working on projects, assignments and printing.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Rogers 106	David Dean, Lab Manager/Field Technician, Information Technology
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• printing support</li> <li>• server administration</li> </ul>	<p>1 Dell; 20" Optiplex 755 – 2.66 Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD – Windows 7 64bit;</p> <p>1 Mac; 20" Intel iMac – 2.66 Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD – Mac OS 10.6</p> <p>Other Hardware: Xerox 4510dt printer</p> <p>Scheduled Replacement: Summer 2012</p>
<b>NOTES:</b>	
While the lab is managed by IT, replacement of consumables and software licensing maintenance is handled by Lisa Pogue at the Graduate School. This lab and the SCCC 110 lab were consolidated as one lab until the summer of 2010 when they were split to allow greater access for students. Lab statistics began recording in October of 2010.	

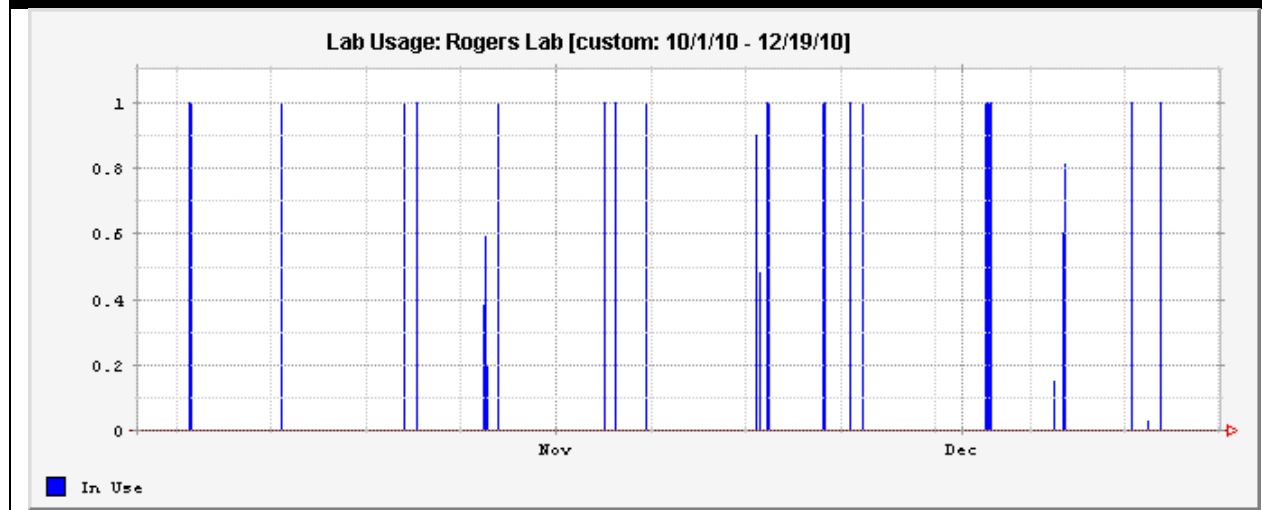
## LOGIN HISTORY STATISTICS:

login history: Rogers Lab: 2010-01-19 00:00 to 2010-12-19 00:00



The Rogers 106 lab has a consistent number of logins on any given day. It appears that the lab has approximately four to six logins per day. There were a total of 189 logins by eighty-two unique users with an average duration of thirty-six minutes per session.

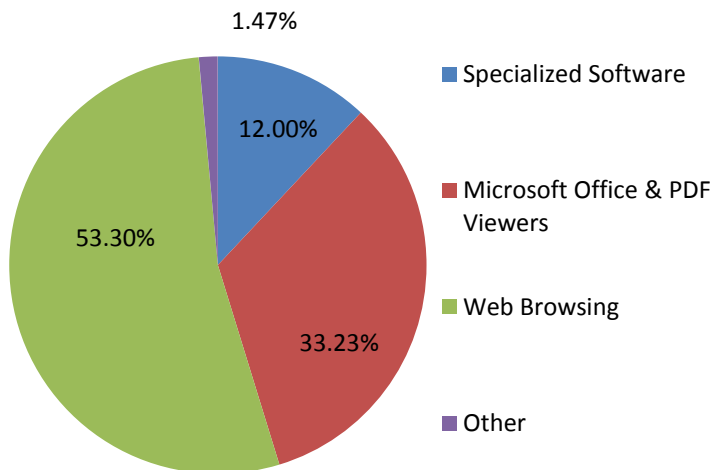
### LAB USAGE STATISTICS:



It appears that the lab is not used on a regular basis. There are several days in between the computers being used, but when the lab is used, both computers are being occupied at the same time.

### SOFTWARE CATEGORIES USED IN LAB:

In the Rogers 106 lab, the majority of the software that is opened is for web browsing followed by the Microsoft Office Suite and PDF viewers. This accounts for over eighty-six percent of the software used.



### **SPECIALIZED SOFTWARE USED IN LAB:**

Twelve percent of the software used in lab is specialized, mainly Adobe Acrobat. The following is a chart listing the three most popular specialized software titles based on the average number of launches per year and the average time used. For comparison we have included Mozilla Firefox and Microsoft Word.

<b>TITLE</b>	<b>AVERAGE PERIOD LAUNCHS</b>	<b>AVERAGE TIME PER LAUNCH</b>
Adobe Acrobat	326	2 minutes
Adobe Photoshop	15	29 minutes
Photoshop Elements	3	1 minute
Microsoft Word	694	18 minutes
Mozilla Firefox	1110	22 minutes



## SCCC 110 LAB

### **PURPOSE:**

The SCCC 110 lab provides open access use for students, staff and faculty at the Graduate School. The lab is open the same hours as South Campus Conference Center, which is 6 a.m.-10 p.m., Monday through Friday. This lab is primarily used by students working on projects, assignments and printing.

### **LOCATION:**

SCCC 110

### **MANAGEMENT:**

David Dean,  
Lab Manager/Field Technician,  
Information Technology

### **IT LAB MANAGER ROLE:**

- image development, deployment, & servicing
- application & operating system support
- hardware support
- printing support
- server administration

### **LAB CONFIGURATION:**

1 Dell; 20" Optiplex 755 – 2.66 Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD – Windows 7 64bit;

1 Mac; 20" Intel iMac – 2.66 Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD – Mac OS 10.6

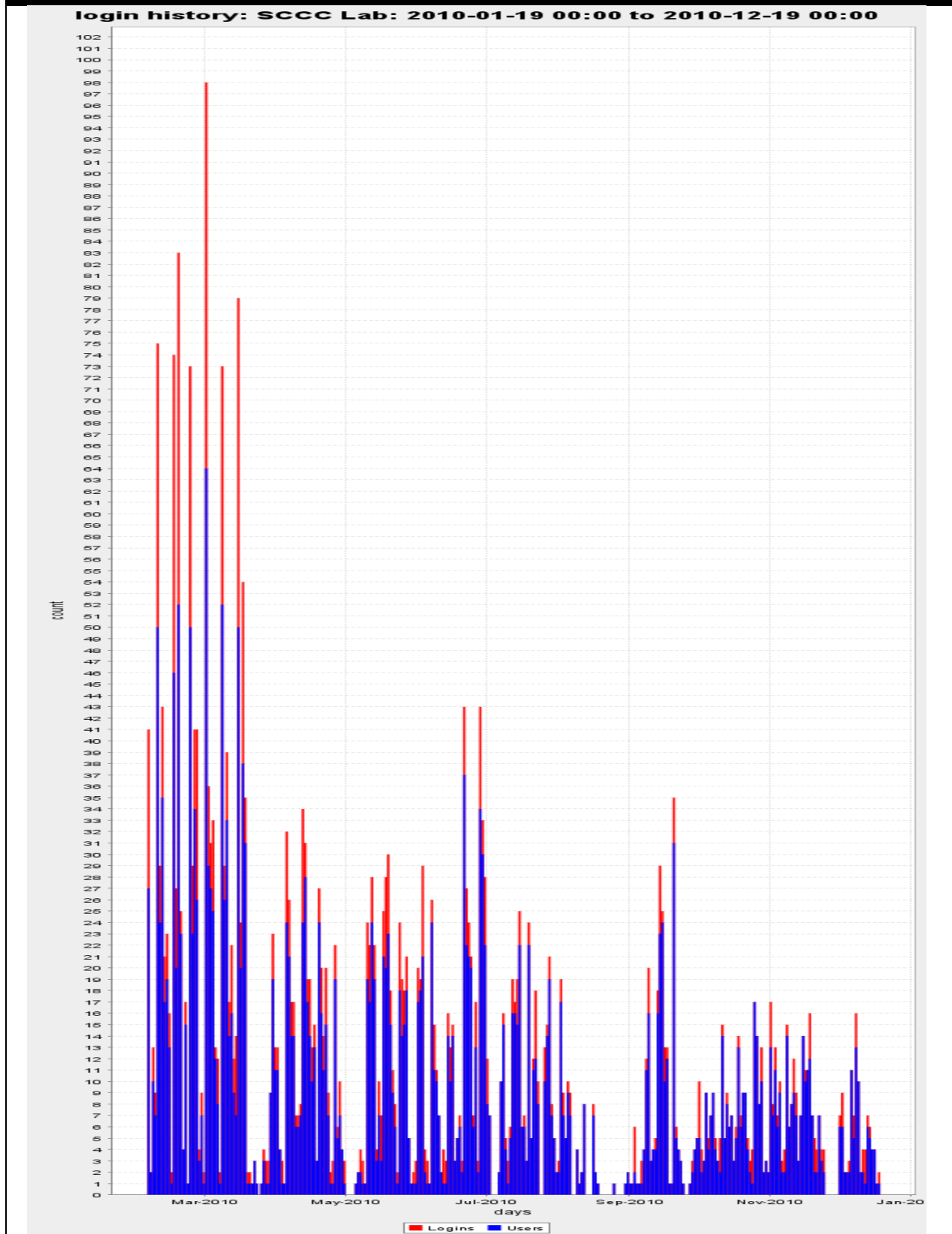
Other Hardware:  
HP 4350dtn printer

Scheduled Replacement:  
Summer 2012

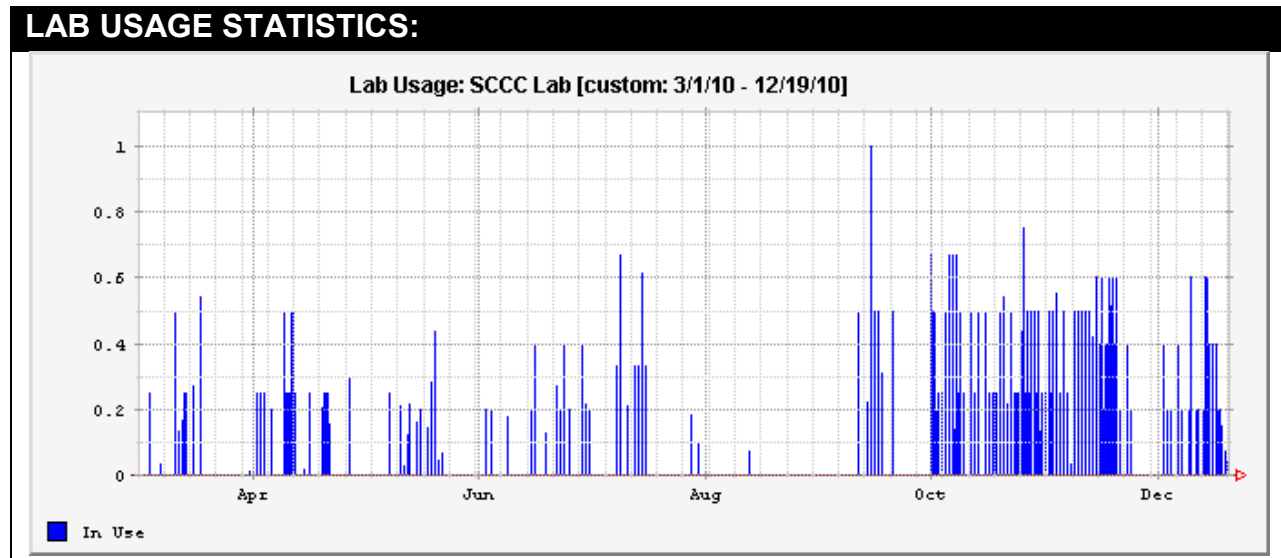
### **NOTES:**

While the lab is managed by IT, replacement of consumables and software licensing maintenance is handled by Lisa Pogue at the Graduate School. This lab and the Rogers 106 lab were consolidated as one lab until the summer of 2010 when they were split to allow greater access for students. Lab statistics began recording in October of 2010.

## LOGIN HISTORY STATISTICS:



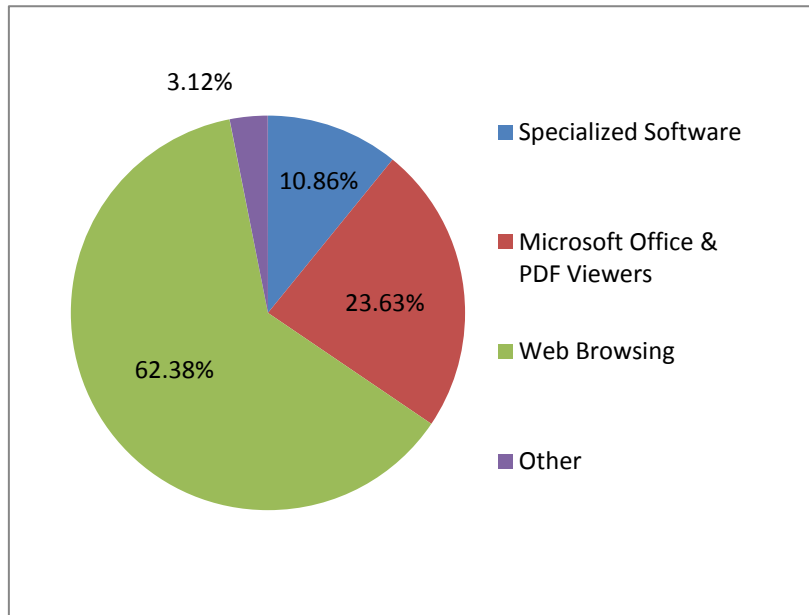
The graph above illustrates that SCCC shows a similar login behavior from Spring through summer semesters. Fall semester had a smaller number of logins compared to Spring semester. The two existing computers in the lab are logged into regularly. There was a total of 3724 logins by 595 unique users with an average duration of forty-four minutes per session.



The lab is used most often from 3 p.m. – 8 p.m. On average only one computer is in use throughout the whole year. Both computers are used simultaneously approximately thirty percent of the time.

## SOFTWARE CATEGORIES USED IN LAB:

In the SCCC 110 lab, the majority of the opened software is used for web browsing, followed by the Microsoft Office Suite and PDF viewers.



## SPECIALIZED SOFTWARE USED IN LAB:

Ten percent of the software used in the SCCC 110 lab is specialized, Adobe Acrobat being the main specialized software used. The following is a chart listing the three most popular specialized software titles based on the average number of launches per year and the average time used. For comparison, Mozilla Firefox and Microsoft Word are included.

TITLE	AVERAGE PERIOD LAUNCHS	AVERAGE TIME PER LAUNCH
Adobe Acrobat	217	2 minutes
Adobe Photoshop	12	53 minutes
SPSS	2	13 minutes
Microsoft Word	391	10 minutes
Mozilla Firefox	955	13 minutes

## SCCC 118 GRAD LAB

### PURPOSE:

The SCCC 118 Grad lab can be reserved for regularly occurring classes or one time class use. When not being used by a class, the lab is available as a general purpose lab twenty-four hours a day. After 7 p.m. and on weekends, campus ID cards are needed for entry.

### LOCATION:

SCCC 118

### MANAGEMENT:

David Dean,  
Lab Manager/Field Technician,  
Information Technology

### IT LAB MANAGER ROLE:

- image development, deployment, & servicing
- application & operating system support
- hardware support
- printing support
- server administration

### LAB CONFIGURATION:

22 Dells; 20" Optiplex 755 – 2.66 Ghz  
Intel Core 2 Duo, 2GB RAM, 250GB HD –  
Windows 7 64bit;

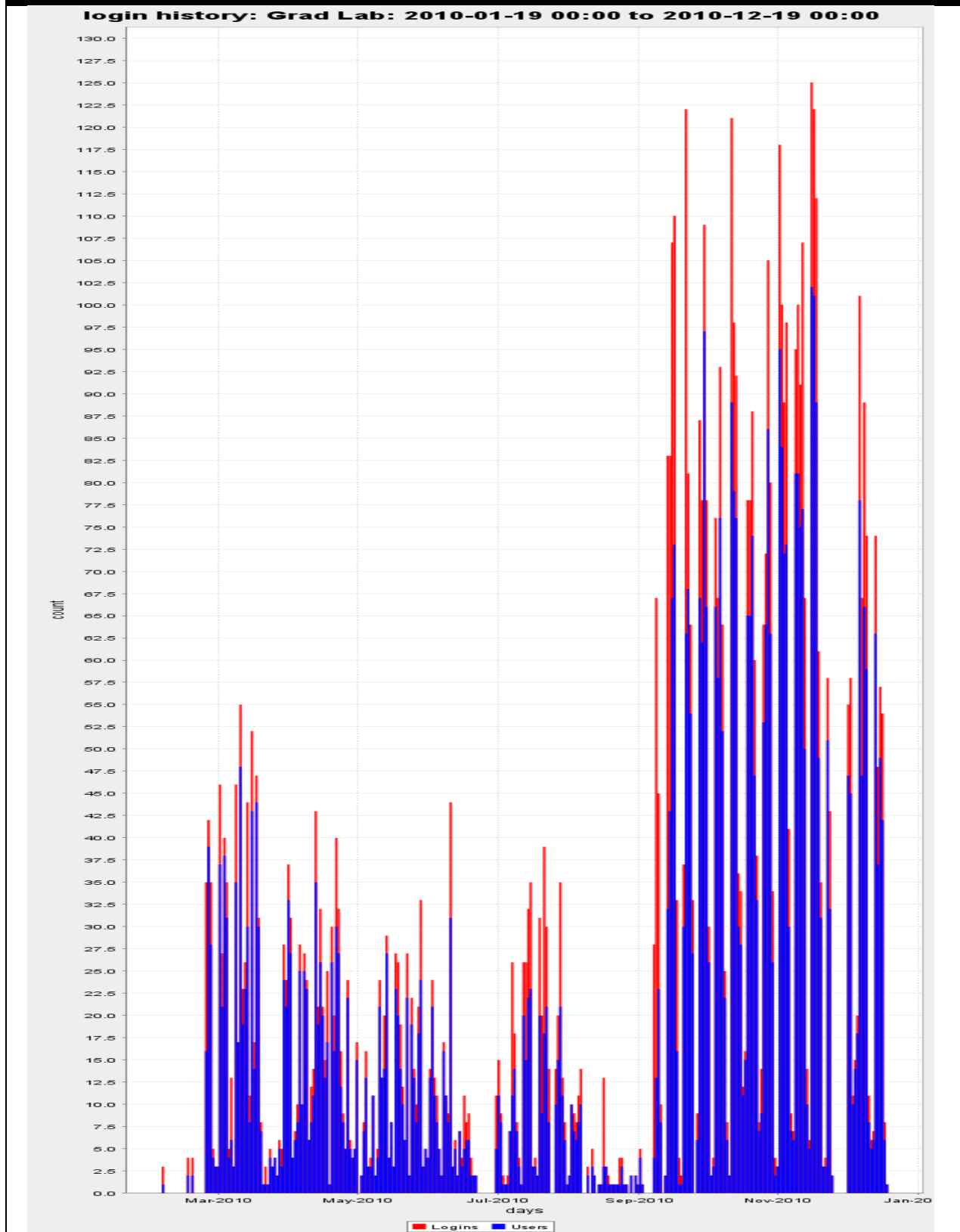
Other Hardware:  
Xerox 4510dt printer  
Epson Office 4490 scanner

Scheduled Replacement:  
Summer 2012

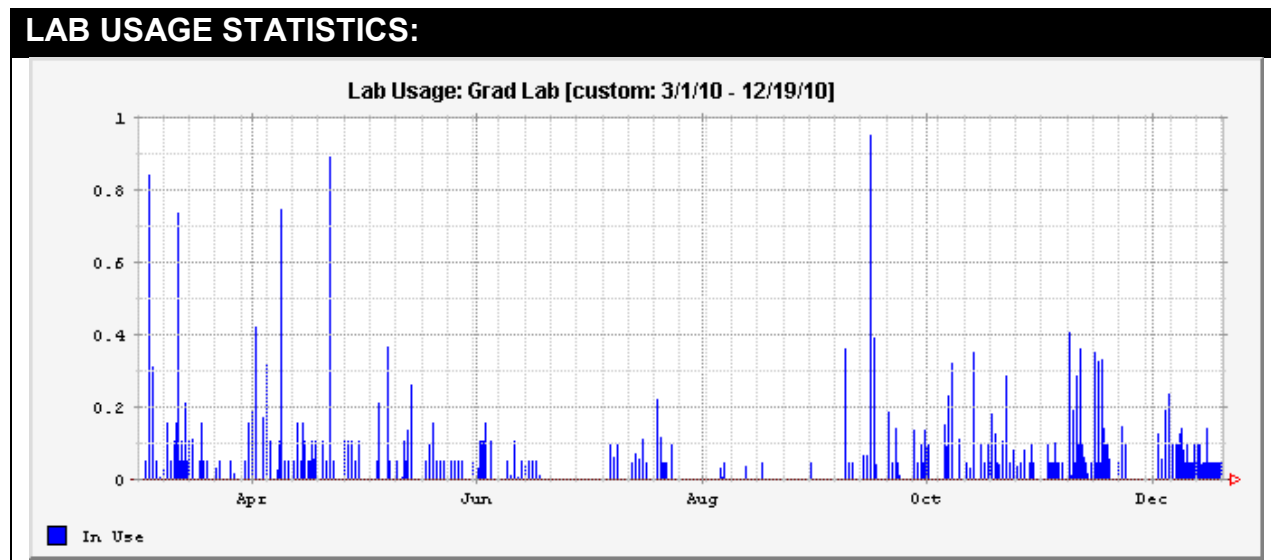
### NOTES:

While the lab is managed by IT, replacement of consumables and software licensing maintenance is handled by Lisa Pogue at the Graduate School. Lab statistics began recording in October of 2010.

## LOGIN HISTORY STATISTICS:



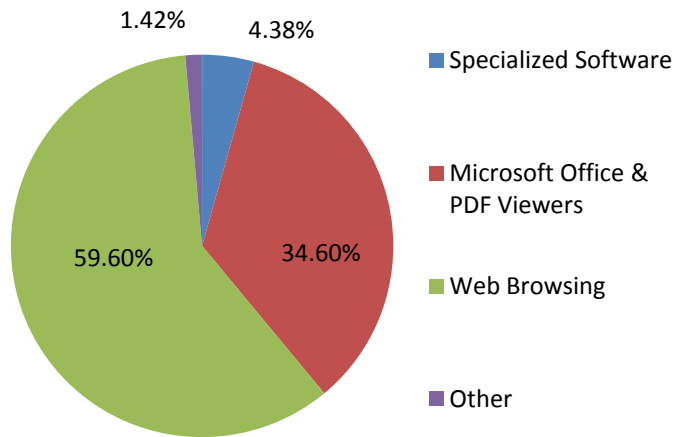
The previous graph illustrates the large increase in frequency of logins between semesters. Fall semester has almost tripled the amount of logins compared to Spring. Spring and Summer semesters show the same login behavior. There was a total of 7537 logins by 698 unique users with an average duration of fifty-eight minutes per session.



The lab is used most often from 3 p.m. – 8 p.m.. On average, only twenty percent of computers are in use throughout the whole day, during Spring and Fall semesters. Another fifty percent of the computers are used when classes use the lab. Only on rare instances has eighty percent or more of the lab been in use.

### SOFTWARE CATEGORIES USED IN LAB:

In the SCCC 118 Grad lab, the majority of opened software is used for web browsing, followed by the Microsoft Office Suite and PDF viewers.



### SPECIALIZED SOFTWARE USED IN LAB:

Even though less than five percent of the software used in the lab is specialized, users tend to spend an extended amount of time on a lab computer. The following is a chart listing the three most popular specialized software titles based on the average number of launches and the average time used. For comparison, Mozilla Firefox and Microsoft Word are included.

TITLE	AVERAGE WEEKLY LAUNCHS	AVERAGE TIME PER LAUNCH
SPSS	9	1 hour & 28 minutes
Acrobat 9	3	4 minutes
Nvivo	2	5 minutes
Microsoft Word	47	34 minutes
Mozilla Firefox	160	33 minutes



# **J.R. HOWARD HALL**



## **J.R. HOWARD COMMONS LAB**

### **PURPOSE:**

The Howard Commons lab provides open access for students, staff and faculty. The lab is available the same hours as J. R. Howard Hall, which is 6 a.m.-10 p.m., Monday through Friday. This lab is designed as a place for students to quickly check email or other online information between classes. For this reason, no printing is available.

### **LOCATION:**

1<sup>st</sup> floor of J.R. Howard Hall

### **MANAGEMENT:**

David Dean,  
Lab Manager/Field Technician,  
Information Technology

### **IT LAB MANAGER ROLE:**

- image development, deployment, & servicing
- application & operating system support
- hardware support
- consumable replacement
- server administration

### **LAB CONFIGURATION:**

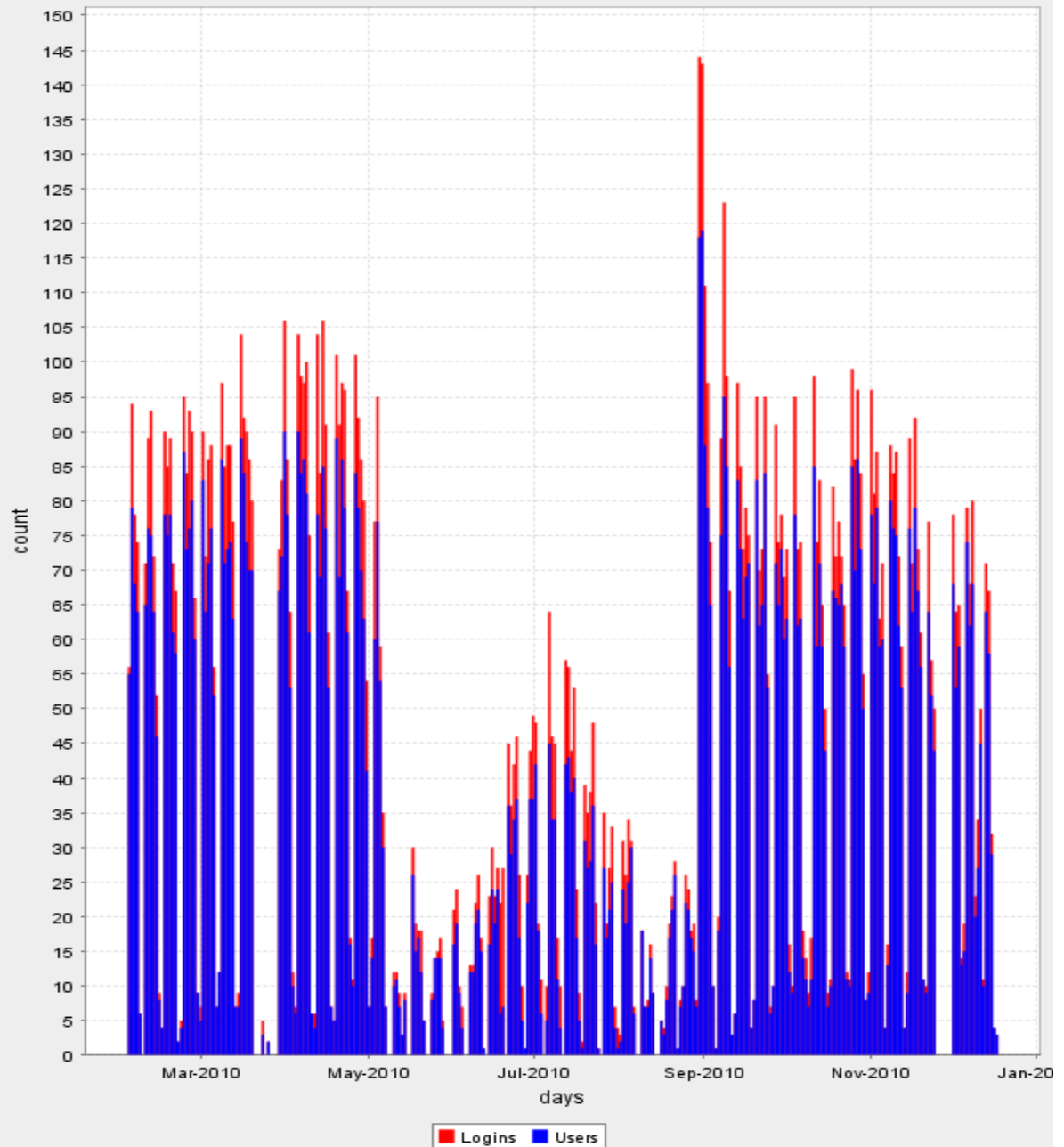
4 Dells; 17" Optiplex 280 – 2.66 Ghz Intel Pentium D, 1GB RAM, 80GB HD – Windows XP;

Scheduled Replacement:  
Summer 2011

### **NOTES:**

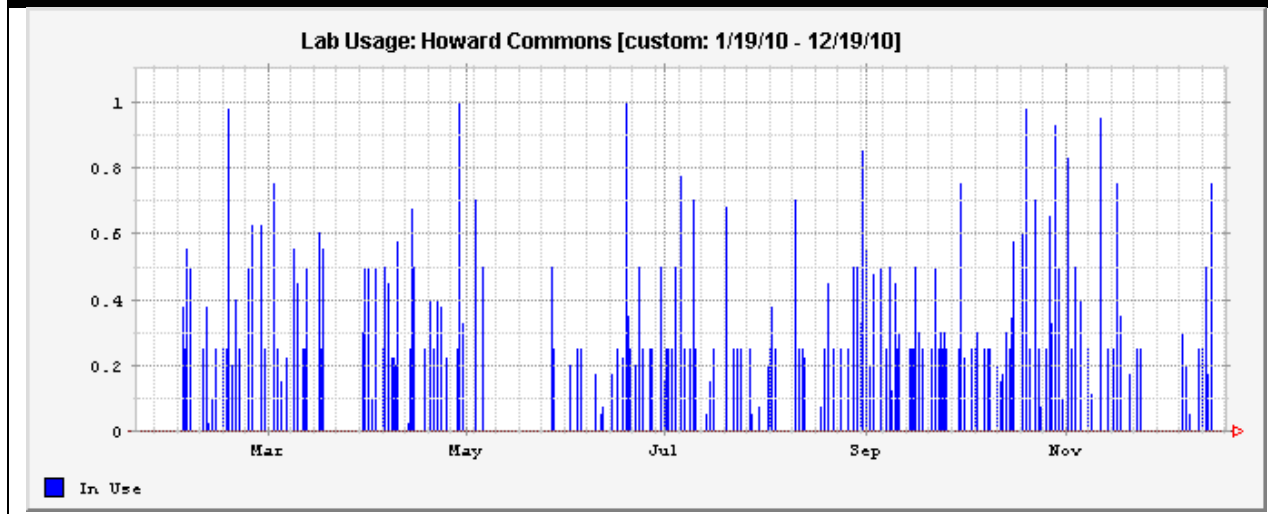
## LOGIN HISTORY STATISTICS:

**login history: Howard Commons: 2010-01-19 00:00 to 2010-12-19 00:00**



This lab has a high amount of traffic even though it only has four existing computers. On average, this lab receives 370 logins per week, which over the year consisted of 1900 unique users. The typical duration time per login is sixteen minutes, which demonstrates the success of this lab's purpose.

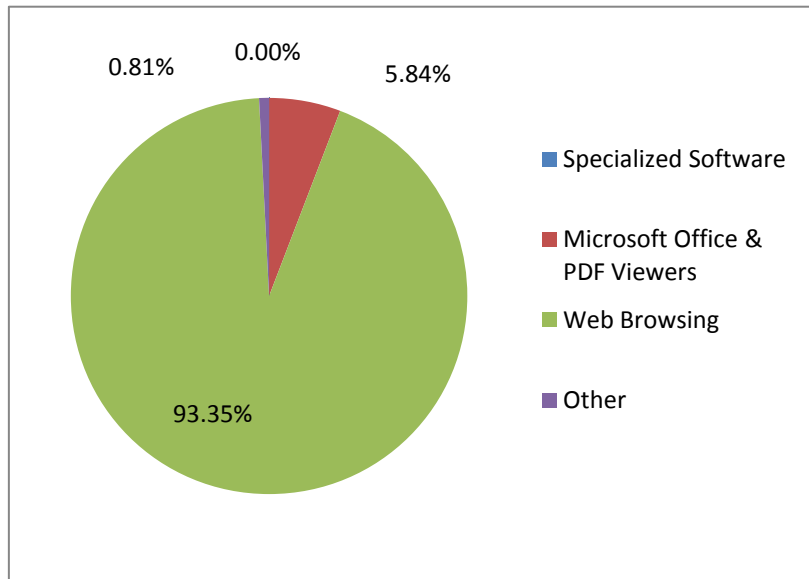
## LAB USAGE STATISTICS:



The computers in the Howard Commons receive most traffic between 12 p.m. – 3 p.m.. Only half of the lab is used regularly. There are only few instances where all four computers are used in simultaneously. The lab is not used after Spring semester finals until a couple weeks into the summer semester.

## SOFTWARE CATEGORIES USED IN LAB:

In the Howard Commons lab, an overwhelming amount of opened software is used for web browsing.



### **SPECIALIZED SOFTWARE USED IN LAB:**

Since specialized software is not used in this lab, the following chart lists the five most popular software titles based on average weekly launches and average time used.

<b>TITLE</b>	<b>AVERAGE WEEKLY LAUNCHS</b>	<b>AVERAGE TIME PER LAUNCH</b>
Mozilla Firefox	252	10 minutes
Internet Explorer	43	9 minutes
Microsoft Word	9	11 minutes
Adobe Reader	4	5 minutes
Microsoft Excel	3	10 minutes

<b>SOAN LAB</b>	
<b>PURPOSE:</b>	
The SOAN lab provides instructional/research use for SOAN students and faculty in J. R. Howard Hall. This lab is locked and only opened by request.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
J.R. Howard 359	Bob Goldman, Professor of Sociology, Sociology/Anthropology
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• server administration</li> </ul>	<p>2 Macs; 20" Intel iMac – 2.66 Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD - Mac OS 10.5;</p> <p>2 Dells; 20" Dell Optiplex 755 – 2.66Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD, Windows XP</p> <p>Other Hardware: HP Scanjet 3670 scanner Canon MP530 All in one printer</p> <p>Scheduled Replacement: Summer 2012</p>
<b>NOTES:</b>	

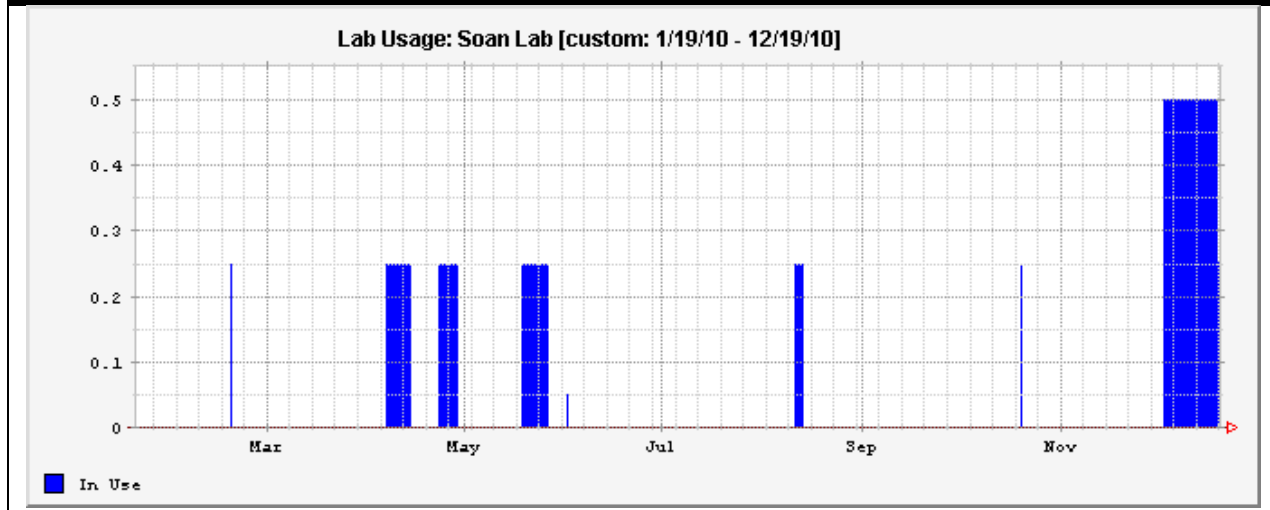
The chart displays the frequency of logins and users over a period from March 2010 to November 2010. The y-axis represents the count, ranging from 0.00 to 5.25. The x-axis represents the days, with labels for March 2010, May 2010, July 2010, September 2010, and November 2010. Red bars indicate logins, and blue bars indicate users. The data shows several peaks, with the highest peak for logins occurring in April 2010 (count 5.00) and for users occurring in May 2010 (count 4.00).

Month	Day	Logins	Users
Mar-2010	1	0	1
Mar-2010	2	0	1
Mar-2010	3	0	1
Mar-2010	4	0	1
Mar-2010	5	0	1
Mar-2010	6	0	1
Mar-2010	7	0	1
Mar-2010	8	0	1
Mar-2010	9	0	1
Mar-2010	10	0	1
Mar-2010	11	0	1
Mar-2010	12	0	1
Mar-2010	13	0	1
Mar-2010	14	0	1
Mar-2010	15	0	1
Mar-2010	16	0	1
Mar-2010	17	0	1
Mar-2010	18	0	1
Mar-2010	19	0	1
Mar-2010	20	0	1
Mar-2010	21	0	1
Mar-2010	22	0	1
Mar-2010	23	0	1
Mar-2010	24	0	1
Mar-2010	25	0	1
Mar-2010	26	0	1
Mar-2010	27	0	1
Mar-2010	28	0	1
Mar-2010	29	0	1
Mar-2010	30	0	1
Mar-2010	31	0	1
Apr-2010	1	2	1
Apr-2010	2	5	2
Apr-2010	3	2	1
Apr-2010	4	2	1
Apr-2010	5	2	1
Apr-2010	6	2	1
Apr-2010	7	2	1
Apr-2010	8	2	1
Apr-2010	9	2	1
Apr-2010	10	2	1
Apr-2010	11	2	1
Apr-2010	12	2	1
Apr-2010	13	2	1
Apr-2010	14	2	1
Apr-2010	15	2	1
Apr-2010	16	2	1
Apr-2010	17	2	1
Apr-2010	18	2	1
Apr-2010	19	2	1
Apr-2010	20	2	1
Apr-2010	21	2	1
Apr-2010	22	2	1
Apr-2010	23	2	1
Apr-2010	24	2	1
Apr-2010	25	2	1
Apr-2010	26	2	1
Apr-2010	27	2	1
Apr-2010	28	2	1
Apr-2010	29	2	1
Apr-2010	30	2	1
Apr-2010	31	2	1
May-2010	1	0	4
May-2010	2	0	1
May-2010	3	0	1
May-2010	4	0	1
May-2010	5	0	1
May-2010	6	0	1
May-2010	7	0	1
May-2010	8	0	1
May-2010	9	0	1
May-2010	10	0	1
May-2010	11	0	1
May-2010	12	0	1
May-2010	13	0	1
May-2010	14	0	1
May-2010	15	0	1
May-2010	16	0	1
May-2010	17	0	1
May-2010	18	0	1
May-2010	19	0	1
May-2010	20	0	1
May-2010	21	0	1
May-2010	22	0	1
May-2010	23	0	1
May-2010	24	0	1
May-2010	25	0	1
May-2010	26	0	1
May-2010	27	0	1
May-2010	28	0	1
May-2010	29	0	1
May-2010	30	0	1
May-2010			

Page | 56



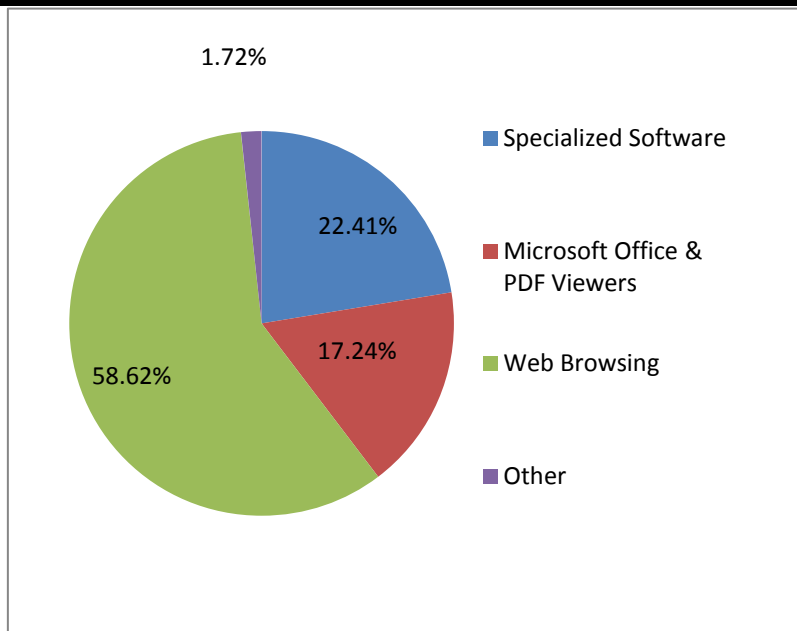
## LAB USAGE STATISTICS:



At most, only two computers are used in the lab at any given time. When the lab was used regularly only one computer was used throughout the whole year. The lab seems to be primarily used during reading days and finals.

## SOFTWARE CATEGORIES USED IN LAB:

In the SOAN lab, the majority of the opened software is used for web browsing.



### **SPECIALIZED SOFTWARE USED IN LAB:**

The only specialized software that is installed in this lab is SPSS statistical software. As you see below, it has a very high average time per launch. Due to SPSS preventing the user from logging out of the computers, the data from average time per launch is compromised.

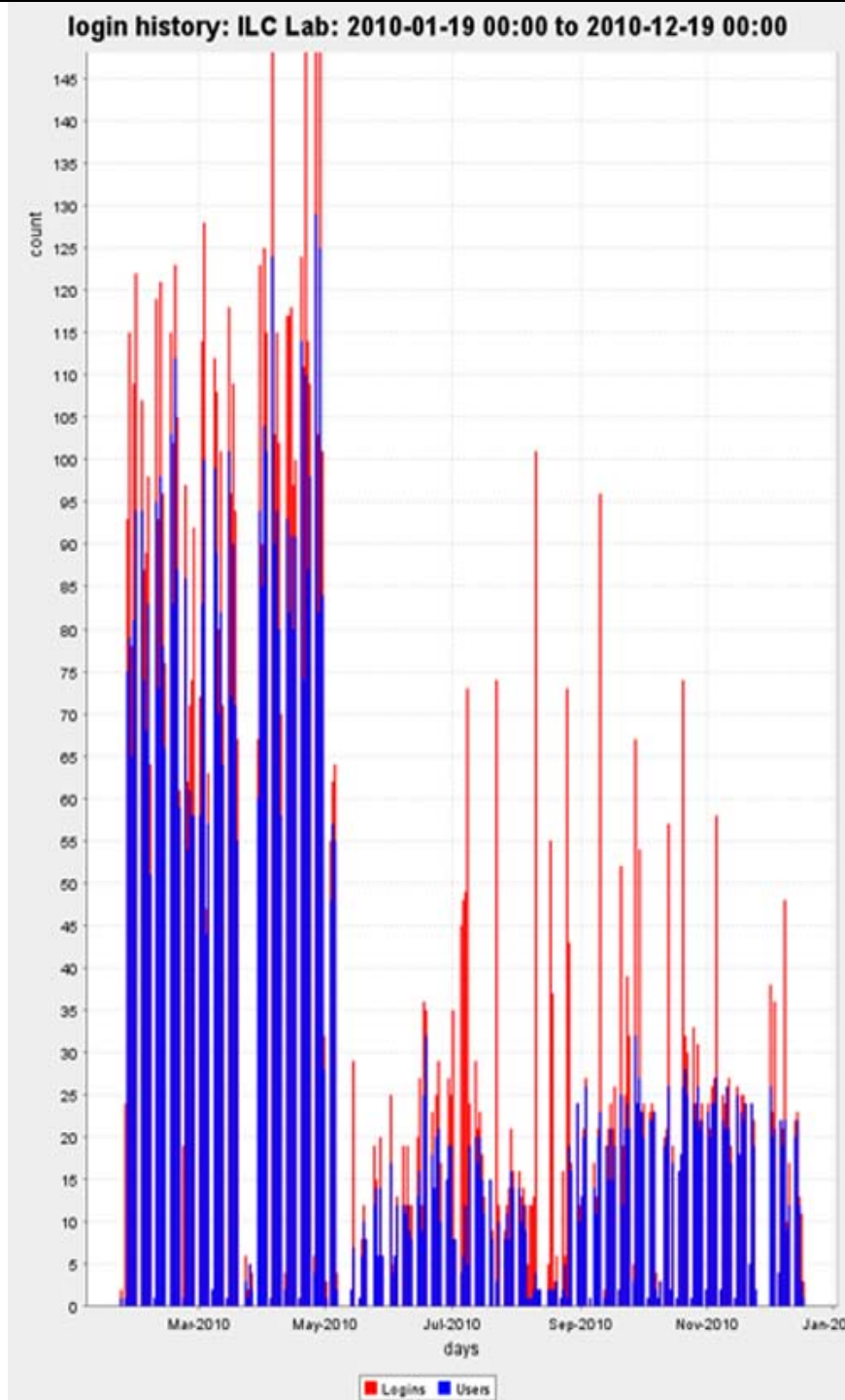
<b>TITLE</b>	<b>TOTAL YEARLY LAUNCHES</b>	<b>AVERAGE TIME PER LAUNCH</b>
SPSS	13	23 hours & 49 minutes
Microsoft Word	3	1 hour & 44 minutes
Mozilla Firefox	29	4 hour & 34 minutes

# **MILLER CENTER FOR THE HUMANITIES**



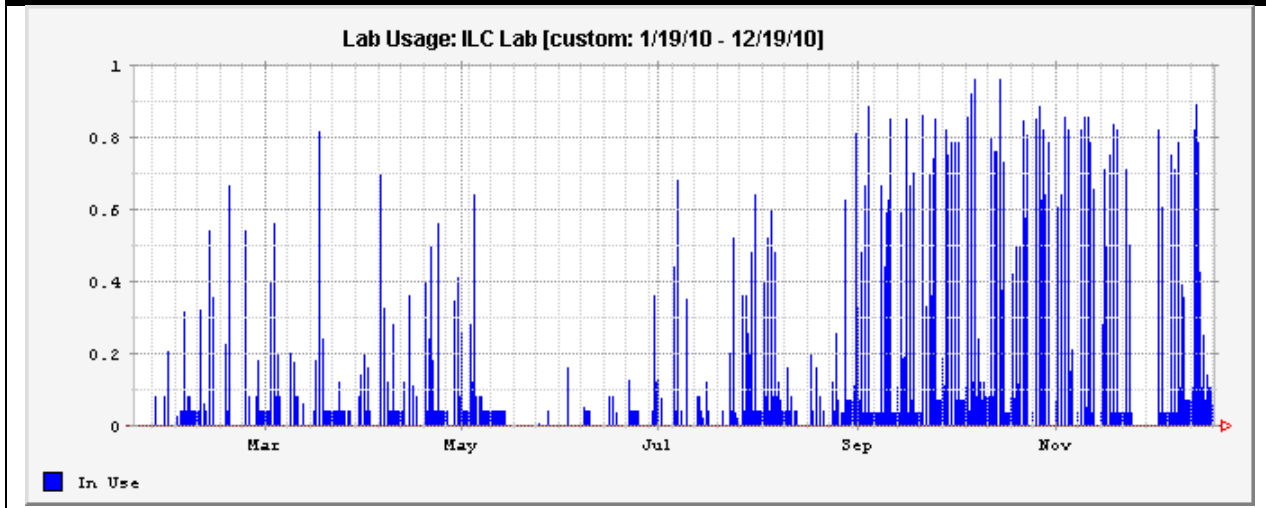
<b>KECK/INTERACTIVE LEARNING CENTER</b>	
<b>PURPOSE:</b>	
The Keck Interactive Learning Center is used by Foreign Language students and faculty for class instruction and for student projects. It is opened Monday through Thursday, 9 a.m. – 9 p.m. and Friday from 9 a.m. – 5 p.m.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Miller 211	Sarah LaLonde, Interactive Learning Center Manager, Foreign Languages
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• hardware support</li> <li>• printing support</li> <li>• server administration</li> </ul>	26 Macs; 21.5" Intel iMac – 3.06 Ghz Intel Core 2 Duo, 4GB RAM, 500GB HD - Mac OS 10.6  Other Hardware: Xerox 4510dt printer 2 Epson 4490 scanners  Scheduled Replacement: Summer 2014
<b>NOTES:</b>	
In addition to the computers, the ILC has several multimedia resources such as a digital projection system; scanning and OCR technology; and a media station capable of audio/video capture and analog to digital conversion.	

## LOGIN HISTORY STATISTICS:



From September to December there were a total of 10436 logins by 1197 unique users. Each user was logged into a computer for an average duration of 2 hours 55 minutes. As shown in the graph above, Spring semester has three times the traffic compared to Fall semester.

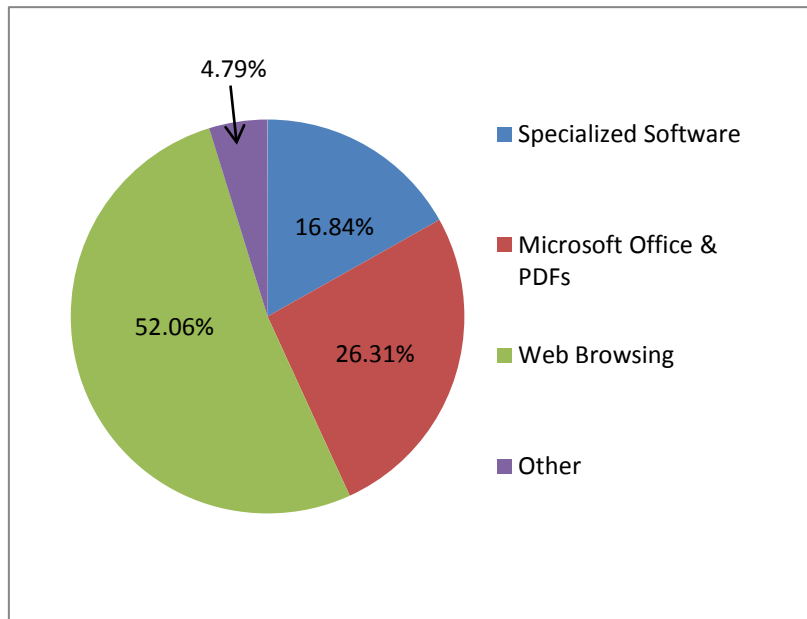
## LAB USAGE STATISTICS:



The lab is used most frequently from 1 p.m. – 8 p.m. Only sixty percent of the lab is used on a regular basis. The other forty percent of the lab is typically only used for classes indicated by login times which are typically no more than an hour or two. Although there are more logins during the Spring semester, the amount of time that the lab is used is greater during the Fall semester.

## SOFTWARE CATEGORIES USED IN LAB:

In the Interactive Learning Center, web browsing has overwhelming usage. However, specialized software is strongly represented as well.



### **SPECIALIZED SOFTWARE USED IN LAB:**

The Interactive Learning Center uses a great variety of specialized software much of which is used for audio manipulation. Each computer also has installed state-of-the art software Rosetta Stone as well as editing, recording, and other language learning programs. The following is a chart listing the three most popular specialized software titles based on total of weekly launches and average time used. For comparison, Mozilla Firefox and Microsoft Word are included.

<b>TITLE</b>	<b>TOTAL WEEKLY LAUNCHS</b>	<b>AVERAGE TIME PER LAUNCH</b>
Adobe Acrobat	20	44 minutes
Audacity	7	21 minutes
Garageband	6	34 minutes
Microsoft Word	21	1 hour & 41 minutes
Mozilla Firefox	113	45 minutes



# **OLIN CENTER FOR PHYSICS & CHEMISTRY**



## CHEMISTRY MOBILE LAB

### PURPOSE:

The Chemistry Mobile lab provides secured laptops for instructional use for Chemistry students, staff and faculty. The lab is available for students to work on chemistry related projects and experiments. These computers are most often used for general chemistry courses.

### LOCATION:

Olin 116 and Olin 310

### MANAGEMENT:

Niko Loening,  
Associate Professor,  
Chemistry

### IT LAB MANAGER ROLE:

- image development, deployment, & servicing
- hardware support
- printing support
- server administration

### LAB CONFIGURATION:

25 Macs; 13.3" Macbooks – 2.3 Ghz Intel i5, 4GB RAM, 320GB HD - Mac OS 10.6

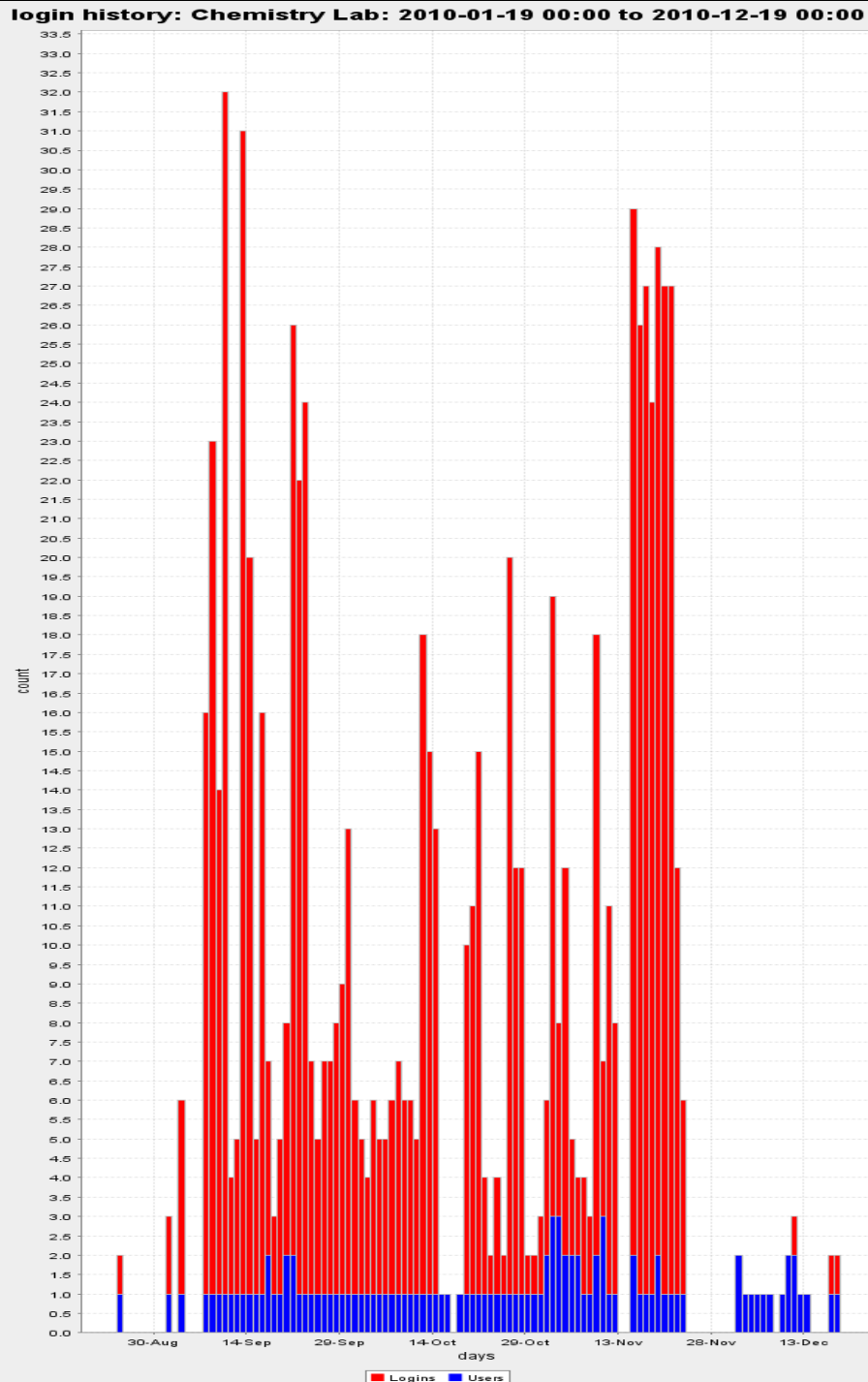
Other Hardware:  
2 HP 4200 printer

Scheduled Replacement:  
Summer 2014

### NOTES:

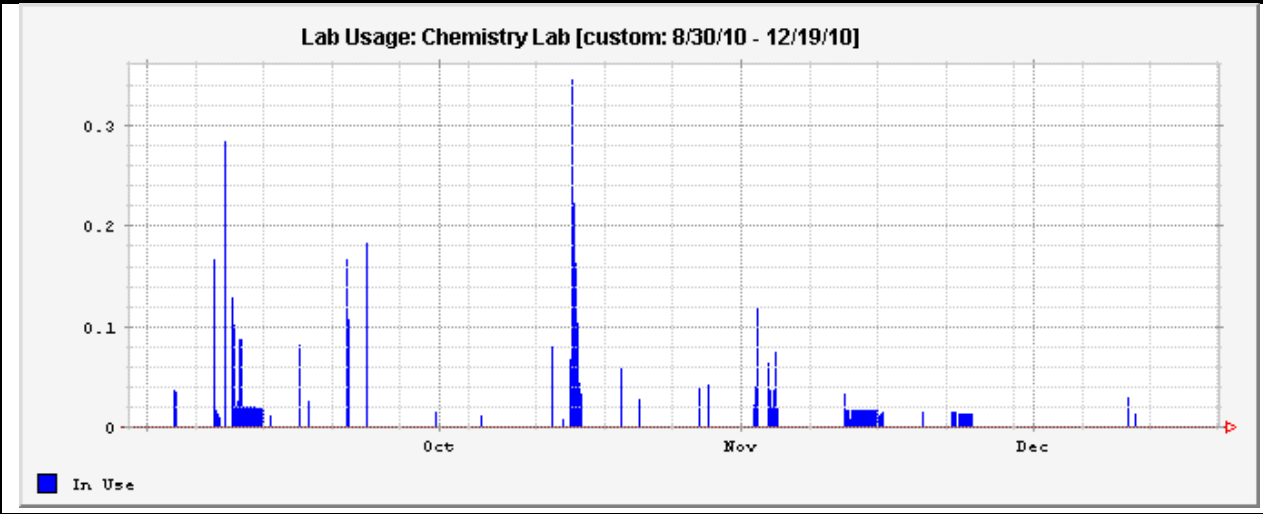
One third of the laptops are located in room 310 and the other two thirds are in room 116. The Chemistry Mobile lab uses local class accounts instead of individual accounts to authenticate to the campus network. We did not begin to record lab statistical information for this lab until the beginning of Fall 2010 semester

## LOGIN HISTORY STATISTICS:



From September to December there were a total of 869 logins by six unique users. Each user was logged into a computer for duration of forty-four minutes. The login behavior illustrates that these computers were used for instruction only, noting the login duration and the fact that these computers are locked in a (closet, cabinet, and cart) when not being used.

**LAB USAGE STATISTICS:**



No more than forty percent of the lab computers are used simultaneously in this lab. The lab was split into two different locations where classes occur at different times during the day. On average, only two computers are used on a regular basis.

**SOFTWARE CATEGORIES USED IN LAB:**

The Chemistry Mobile lab uses a lot of specialized software that cannot be tracked through our lab statistics software. Any statistics provided would be severely misrepresented and are therefore not included.

<b>GENERAL PHYSICS LAB</b>	
<b>PURPOSE:</b>	
The General Physics lab provides an instructional lab for Physics students, staff and faculty. The lab offers an environment where students can practice and learn with physics based software applications and oscilloscopes.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Olin 110	Alan Younis, Scientific Electronics Specialist, Physics
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• hardware support</li> <li>• printing support</li> </ul>	12 Dells; 20" Optiplex 755 – 2.66 Ghz Intel Core 2 Duo, 2GB RAM, 250 GB HD – Windows Vista 32bit  Other Hardware: HP 4050 printer  Scheduled Replacement: Summer 2012
<b>NOTES:</b>	
The Physics Department has chosen not to participate in the recording of lab statistics for the General Physics lab so no lab usage information is available. One of the computers from this lab is located in the advanced physics lab, Olin 238. These computers, when replaced, are repurposed in the Olin 303 Physics Computer lab.	

## MOLECULAR MODELING LAB

### PURPOSE:

The Molecular Modeling lab offers open access and instructional use for Chemistry students, staff and faculty. Students are given a key code that allows them access to this lab. The lab offers an array of specialized software packages (Spartan, Odyssey, ChemDraw, and Gaussian) which are used for chemistry related projects and experiments.

### LOCATION:

Olin 304

### MANAGEMENT:

Niko Loening,  
Associate Professor,  
Chemistry

### IT LAB MANAGER ROLE:

- image development, deployment, & servicing
- hardware support

### LAB CONFIGURATION:

12 Macs; 24" Intel iMacs – 2.4 Ghz Intel Core 2 Duo, 2GB RAM, 500 GB HD - Mac OS 10.5

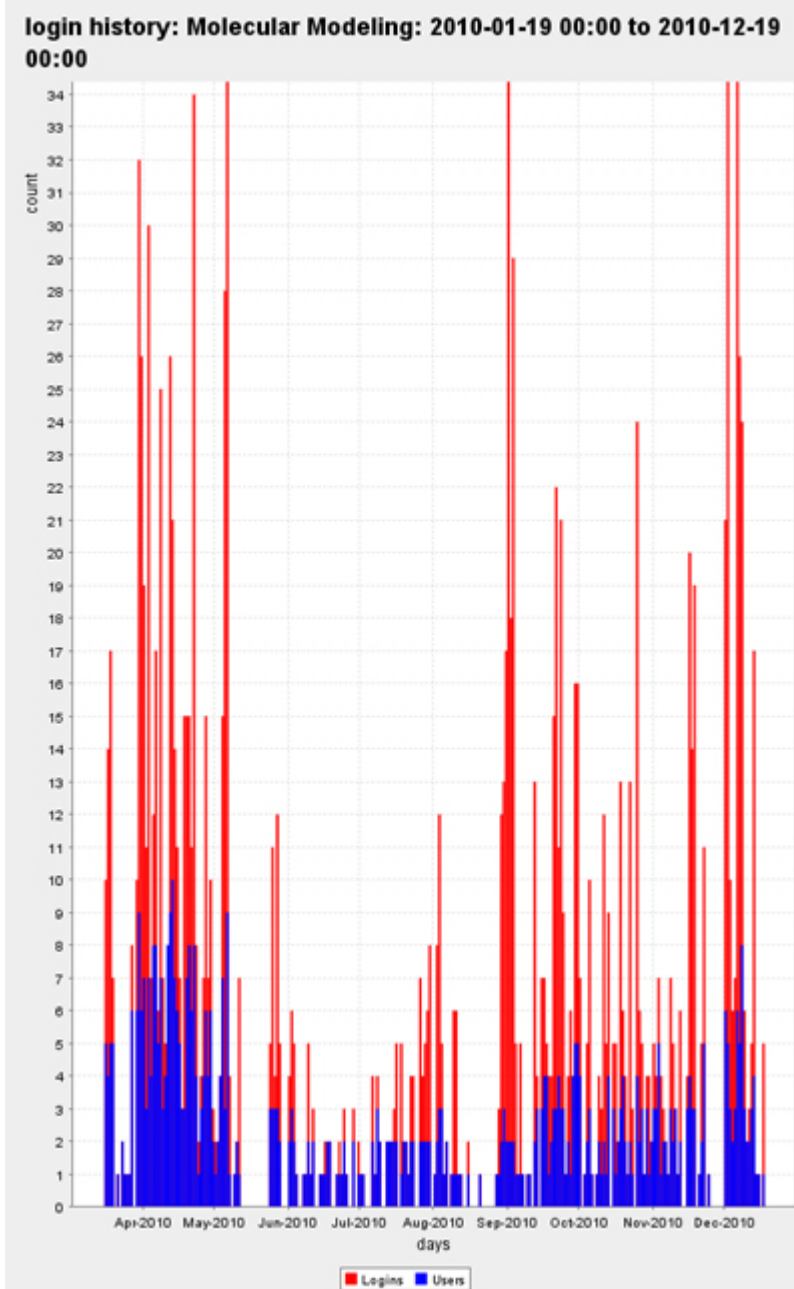
Other Hardware:  
HP Color Laserjet printer

Scheduled Replacement:  
Summer 2012

### NOTES:

These machines are often used for computational research experiments leaving them unusable by students. During breaks some machines are moved to alternative locations for research projects.

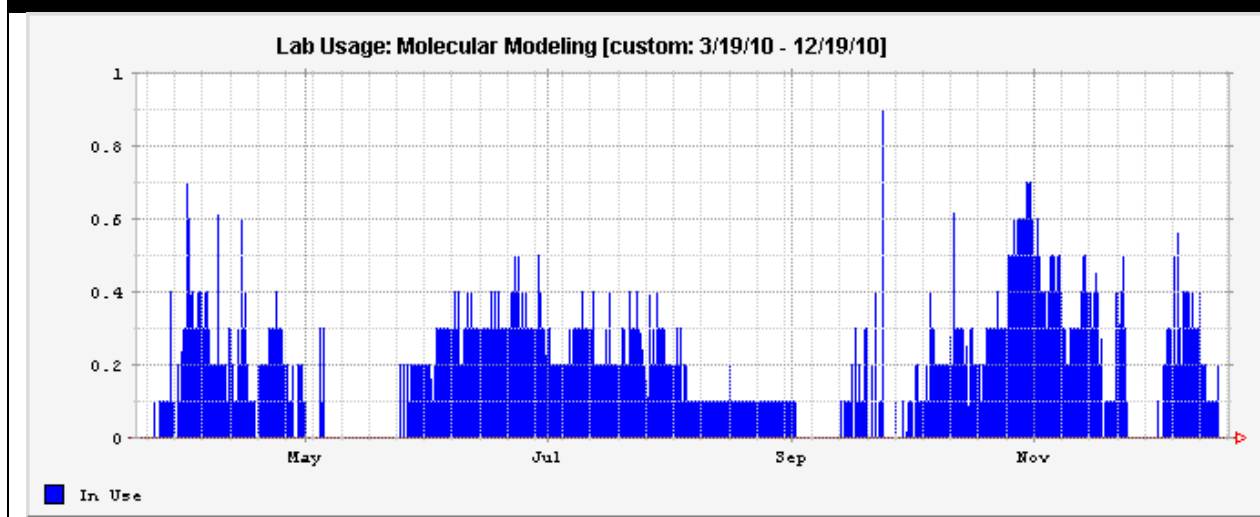
## LOGIN HISTORY STATISTICS:



From March to December there were a total of 1643 logins by eighteen unique users. Each user was logged into a computer for an average duration of eleven hours, indicating that users do not log out when finished. The low number of unique users is due to the lab using local logins specific to chemistry courses instead of individual user logins.



## LAB USAGE STATISTICS:



On a daily basis the lab is used most frequently from 12 p.m. – 5 p.m. Only thirty percent of the lab is used on a regular basis. The other seventy percent of the lab is primarily used for class instruction or when students are working on research projects. This lab appears to be used regularly.

## SOFTWARE CATEGORIES USED IN LAB:

The Molecular Modeling lab uses a high volume of specialized software that cannot be tracked through our lab statistics software. Any statistics provided will be severely altered and will not be included.

## **OLIN 303 PHYSICS LAB**

### **PURPOSE:**

The Olin 303 Physics lab provides instructional use only for Physics students, staff and faculty. The lab offers an instructional learning environment where students can practice and learn with physics based software applications.

### **LOCATION:**

Olin 303

### **MANAGEMENT:**

Alan Younis,  
Scientific Electronics Specialist,  
Physics

### **IT LAB MANAGER ROLE:**

### **LAB CONFIGURATION:**

12 Dells; 17" Optiplex 270 – 3.0 Ghz Intel  
Pentium 4, 1GB RAM, 80 GB HD –  
Windows XP

Scheduled Replacement:  
Summer 2012

### **NOTES:**

The Physics Department has chosen not to participate in the recording of lab statistics for Olin 303. So no lab usage information is available. Because these computers have been moved here after they are retired from use in the General Physics lab, Information Technology is no longer able to support their use, including repair of broken machines. These computers are often eight years old before they are replaced.

## OLIN 305 COMPUTER SCIENCE LAB

### **PURPOSE:**

The Olin 305 Computer Science lab offers open access and instructional use for Computer Science students, staff and faculty. Students are given a key code that allows them access to this lab. The lab offers an environment where students can practice and learn networking and security based technologies and software.

### **LOCATION:**

Olin 305

### **MANAGEMENT:**

Hoa Nguyen,  
Computer Science Lab Technician,  
Mathematical Sciences

### **IT LAB MANAGER ROLE:**

- hardware support

### **LAB CONFIGURATION:**

15 Macs; 20" Intel iMacs – 2.4 Ghz Intel  
Core 2 Duo, 1GB RAM, 160 GB HD –  
Macs OS 10.6/CentOS Linux

Other Hardware:  
Xerox Phaser 3800 printer

Scheduled Replacement:  
Summer 2013

### **NOTES:**

The Mathematical Sciences Department has chosen not to participate in the recording of lab statistics for Olin 305. So no lab usage information is available. The lab contains legacy hardware that is out of inventory, which is used for class instruction and experiments.

## OLIN 309 COMPUTER SCIENCE LAB

### **PURPOSE:**

The Olin 309 Computer Science lab offers open access and instructional use for Computer Science students, staff and faculty. Students are given a key code that allows them access to this lab. The lab offers an environment where students can practice and learn computer programming.

### **LOCATION:**

Olin 309

### **MANAGEMENT:**

Hoa Nguyen,  
Computer Science Lab Technician,  
Mathematical Sciences

### **IT LAB MANAGER ROLE:**

- hardware support (Limited)

### **LAB CONFIGURATION:**

36 PCs, Lenovo Intel Pentium Dual Core;  
2GB RAM, 160 GB HD– CentOS Linux  
30 20" Dell monitors  
6 17" HP monitors

Other Hardware:  
1 HP 1320 laser printer

Scheduled Replacement:  
Summer 2014

### **NOTES:**

The Olin 309 Computer Science lab has opted out of participating in the recording of lab statistics. No information is available. The computers in this lab were not purchased following Information Technology's support standards. Information Technology therefore cannot take responsibility for maintaining this lab.

# **TEMPLETON STUDENT CENTER**



## DUBACH MAC LAB

### PURPOSE:

The Dubach Mac lab can be reserved for regularly occurring or one time class use. When not being used by a class, the lab is available as a general purpose lab twenty-four hours a day. After 7 p.m. and on weekends, campus ID cards are needed for entry.

### LOCATION:

Templeton 243A

### MANAGEMENT:

David Dean,  
Lab Manager/Field Technician,  
Information Technology

### IT LAB MANAGER ROLE:

- image development, deployment, & servicing
- application & operating system support
- hardware support
- printing support
- consumable replacement
- server administration

### LAB CONFIGURATION:

19 Macs; 20" Intel iMac – 2.66 Ghz Intel Core 2 Duo, 4GB RAM, 320GB HD - Mac OS 10.6;

Other Hardware:  
Watzek Printer – HP 9050DN  
Epson Office 4490 scanner

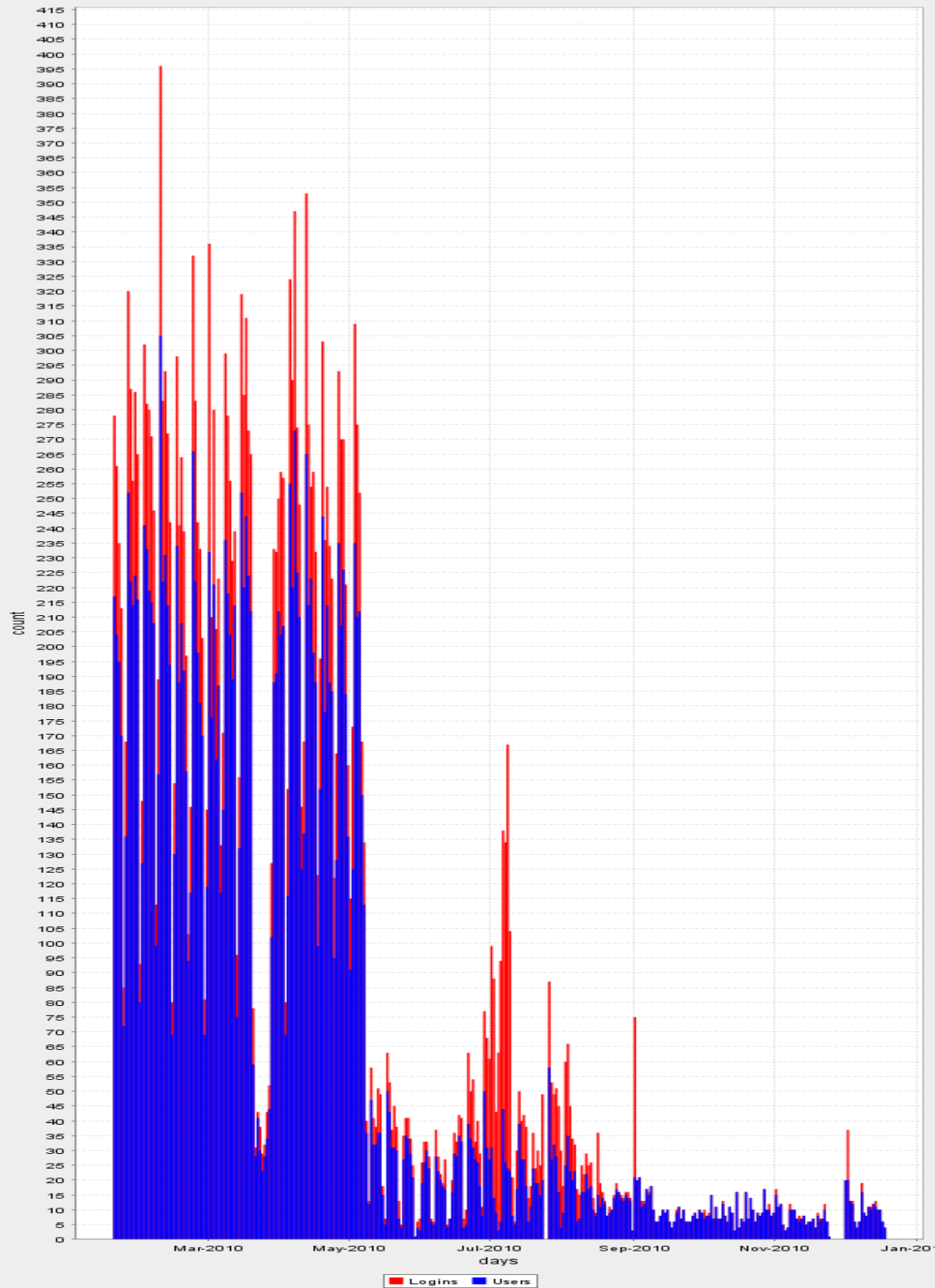
Scheduled Replacement:  
Summer 2011

### NOTES:

These computers are replaced every two years. The replaced computers are moved to the Watzek Lab. In this way, we maintain a four-year cycle, but keep the newest computers available in our teaching labs.

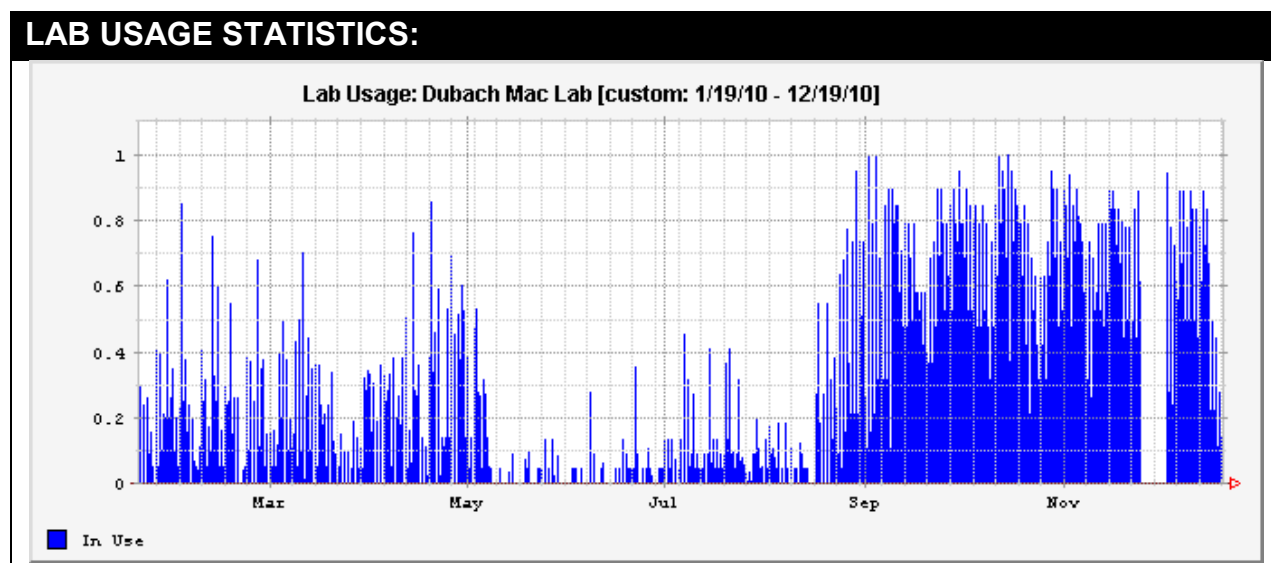
## LOGIN HISTORY STATISTICS:

login history: Dubach Mac Lab: 2010-01-19 00:00 to 2010-12-19 00:00





The previous graph illustrates an abnormal jump in Spring semester user logins for computers in Dubach Mac lab compared to Fall semester. Currently the usage stays consistent with Fall semester. We do not know what has caused such high usage during Spring semester and will be watching to see if this increase repeats this spring. Another possibility is the demand for specialized software. Faculty request and use more specialized software during Spring semester than Fall. There is a greater number of logins during the summer due to events scheduled on campus during this time. There were a total of 28,585 logins by 2,188 unique users with an average duration of one hour and thirty-three minutes per session.

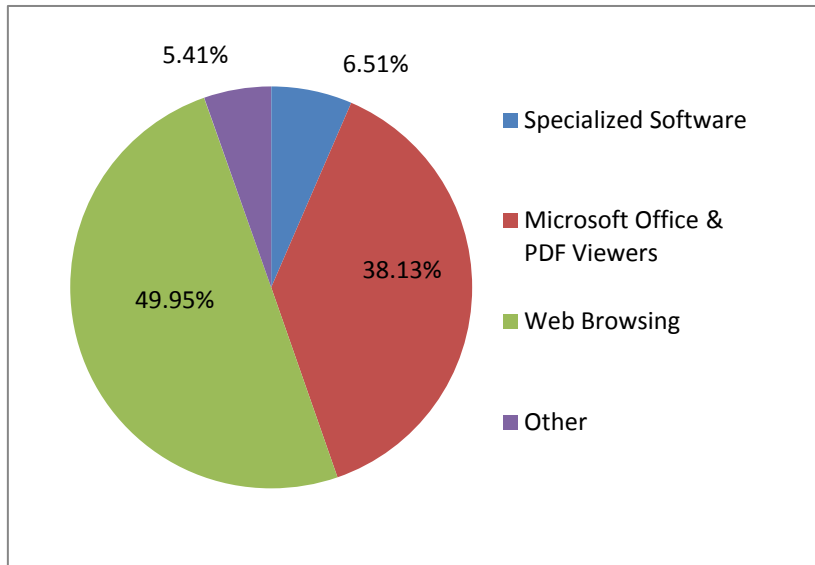


On average, almost sixty percent of computers are in use throughout the whole day. Comparing the usage graph to the logins graph shows that the role of the lab changes depending on the semester. For Spring, the lab occupancy is short and brief and has a lot of turnover. During Fall semester, students are spending more time on the lab computers, hence reducing the number of logins.

During Spring semester, there were twenty scheduled classes and workshops using the lab for a total of 219 hours. In Fall semester, there were seventeen scheduled classes using the lab for a total of 183 hours. On average, the lab was used for classroom instruction for approximately fifteen hours per week in Spring. During Fall semester it was only used for twelve hours per week.

## SOFTWARE CATEGORIES USED IN LAB:

In the Dubach Mac lab, the majority of software opened is used for web browsing, followed by the Microsoft Office Suite and PDF viewers. These two categories account for eighty-eight percent of the software used.



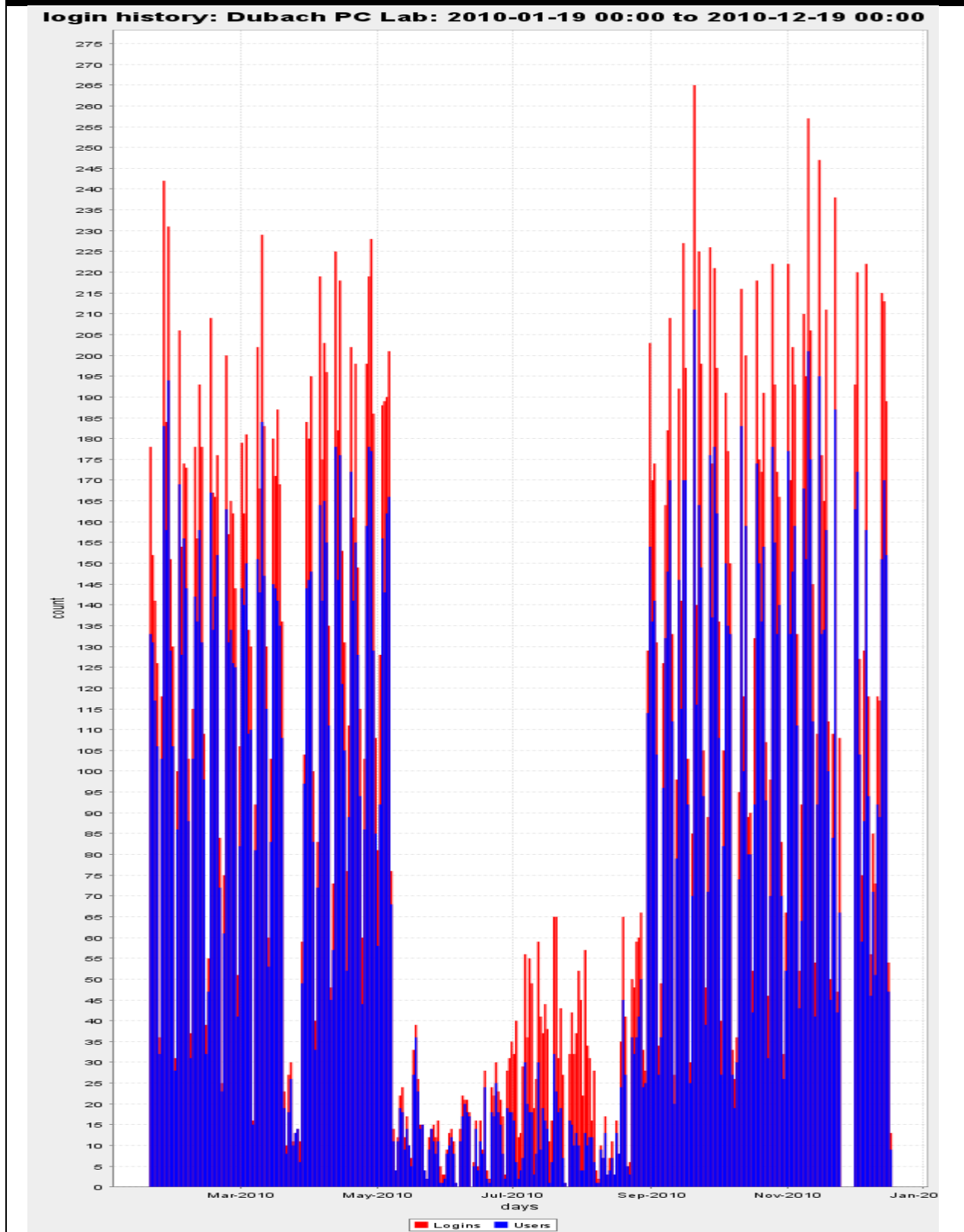
## SPECIALIZED SOFTWARE USED IN LAB:

Less than seven percent of the software used in the lab is specialized. However, when using specialized software, users spend a greater amount of time on a lab computer. The following is a chart listing the three most popular specialized software titles based on the average number of launches and the average time used. For comparison, Mozilla Firefox and Microsoft Word are included.

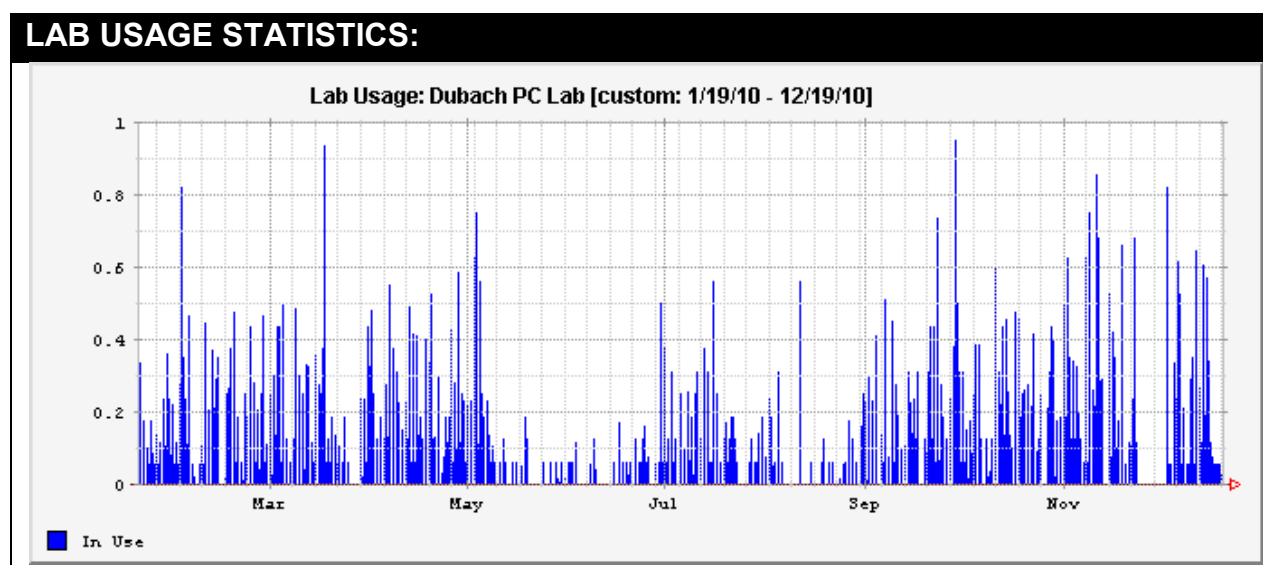
TITLE	AVERAGE WEEKLY LAUNCHS	AVERAGE TIME PER LAUNCH
Adobe Photoshop	4	1 hour & 5 minutes
Skype	3	44 minutes
Fetch	3	26 minutes
Microsoft Word	87	29 minutes
Mozilla Firefox	130	31 minutes

<b>DUBACH PC LAB</b>	
<b>PURPOSE:</b>	
The Dubach PC lab can be reserved for regularly occurring or one time class use. When not being used by a class, the lab is available as a general purpose lab twenty-four hours a day. After 7 p.m. and on weekends, campus ID cards are needed for entry.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Templeton 243B	David Dean, Lab Manager/Field Technician, Information Technology
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• printing support</li> <li>• consumable replacement</li> <li>• server administration</li> </ul>	16 Dells; 22" Optiplex 980 – 3.3 Ghz Intel i5, 4GB RAM, 320GB HD – Windows 7 64bit;  Other Hardware: Watzek Printer – HP 9050DN Epson Office 4490 scanner  Scheduled Replacement: Summer 2012
<b>NOTES:</b>	
These computers are replaced every two years. The replaced computers are then moved to the Watzek lab. In this way, we maintain a four-year cycle, but keep the latest computers available in our teaching labs.	

## LOGIN HISTORY STATISTICS:



The graph above illustrates consistent logins across the semesters. Interestingly, Dubach PC has a higher amount of logins during Fall semester than Dubach Mac. Also, there is a large number of logins during the summer due to events scheduled on campus during this time. There were a total of 31,697 logins with 2,505 unique users with an average duration of thirty-six minutes per session.

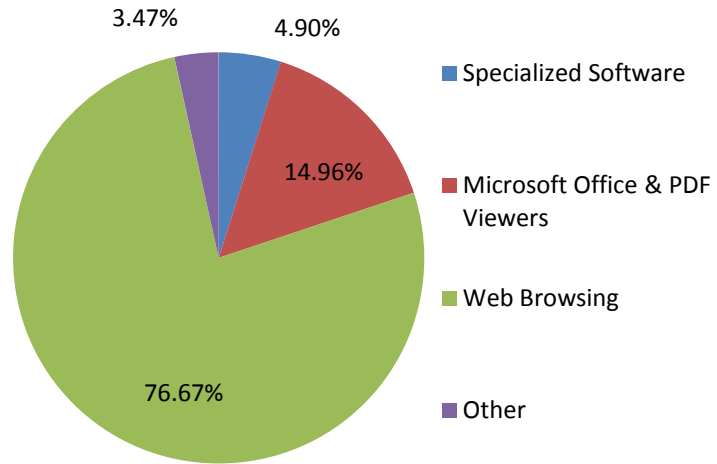


On average only thirty percent of computers are in use throughout the whole day during Spring and Fall semester. The other seventy percent is only used when workshops or classes are in session in the lab. The lab appears to have quick turnover where only a small percentage of computers are used simultaneously.

In Spring semester, there were ten scheduled classes and workshops using the lab for a total of eighty-four hours. In Fall semester, there were twenty-three scheduled classes using the lab for a total of 154 hours. On average, the lab was used for classroom instruction for approximately six hours per week in Spring. During Fall semester it was used for approximately ten hours per week.

## SOFTWARE CATEGORIES USED IN LAB:

In the Dubach PC lab, the majority of the software opened is used for web browsing followed by the Microsoft Office Suite and PDF viewers. This accounts for almost ninety-two percent of the software used.



## SPECIALIZED SOFTWARE USED IN LAB:

Less than five percent of the software used in the lab is specialized. However, when using specialized software users spend a greater amount of time on a lab computer. The following is a chart listing the three most popular specialized software titles based on the average number of launches and the average time used. For comparison, Mozilla Firefox and Microsoft Word are included.

TITLE	AVERAGE WEEKLY LAUNCHES	AVERAGE TIME PER LAUNCH
Stata	6	34 minutes
SPSS	5	1 hour
Acrobat 9	4	10 minutes
Microsoft Word	19	32 minutes
Mozilla Firefox	305	30 minutes

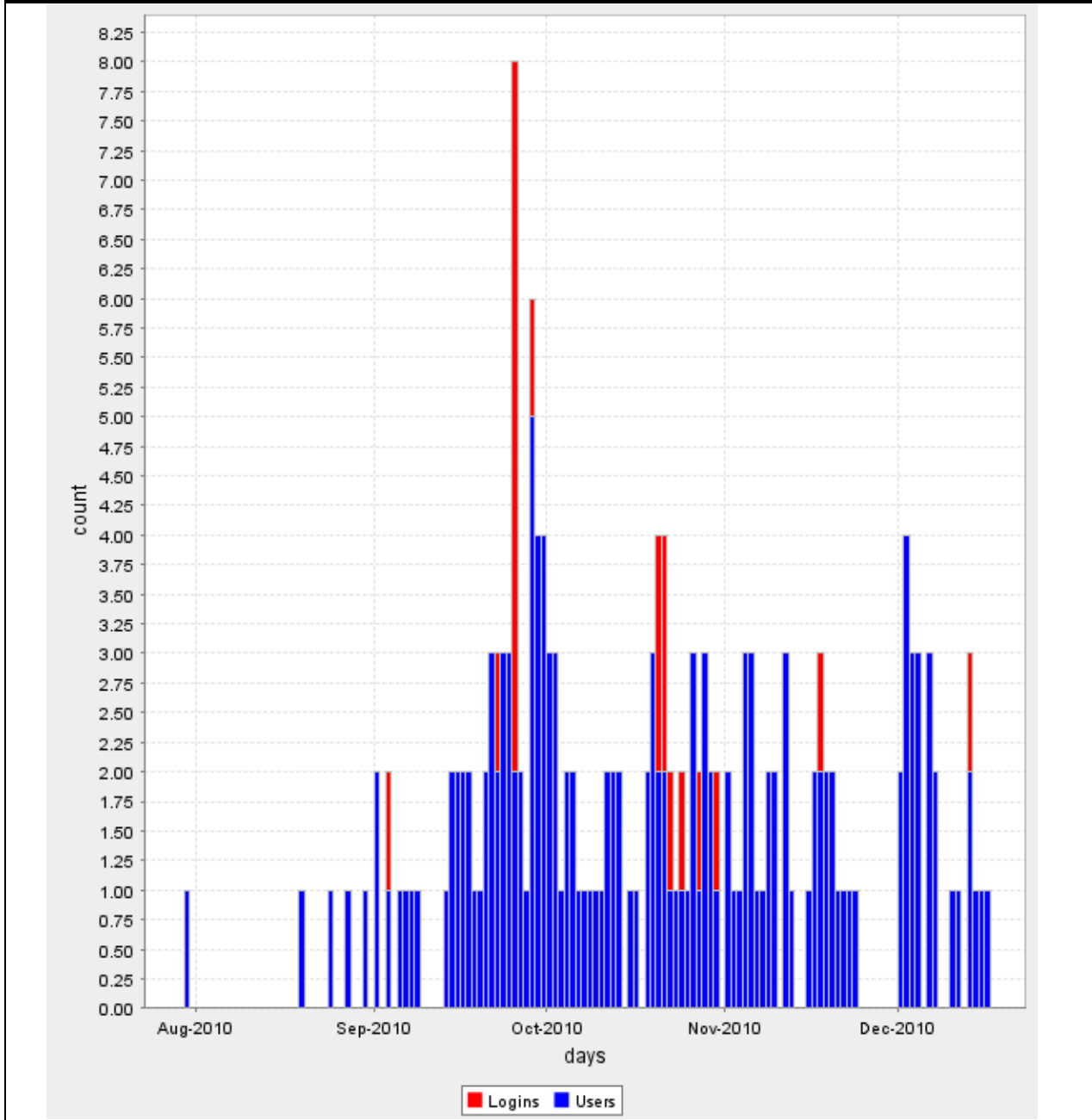
# **FIR ACRES THEATRE**





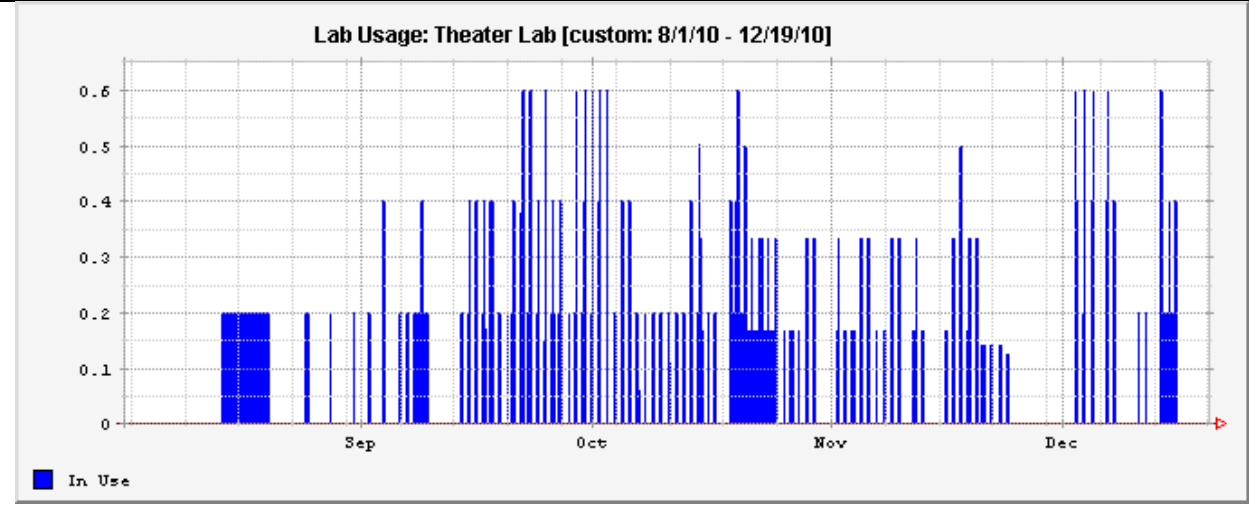
<b>THEATRE LAB</b>	
<b>PURPOSE:</b>	
The Theatre lab is used for instruction and production by students, staff and faculty in Theatre. The Theatre lab offers the ability for students to learn architectural/set design and live performance control of audio, video, lighting and multi-projection systems.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
The Theatre lab is split between several locations in the Fir Acres Theatre.	Matthew Robins, Technical Director, Theatre
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• server administration</li> </ul>	5 Macs; 21.5" Intel iMac – 3.06 Ghz Intel Core 2 Duo, 4GB RAM, 500GB HD - Mac OS 10.6;  Scheduled Replacement: Summer 2013
<b>NOTES:</b>	
The computers reside in these areas: Design Lab, Main Stage Loft, Black Stage Booth, Wood Shop, and Main Stage Booth. The labs were not setup to produce statistics until mid August of 2010.	

## LOGIN HISTORY STATISTICS:



From mid August to December there were a total of 177 logins by twenty-nine unique users. The average login time per computer per user was twelve hours, indicating that they did not log off. Of the 177 logins, twenty-two percent, or thirty-nine were faculty and staff.

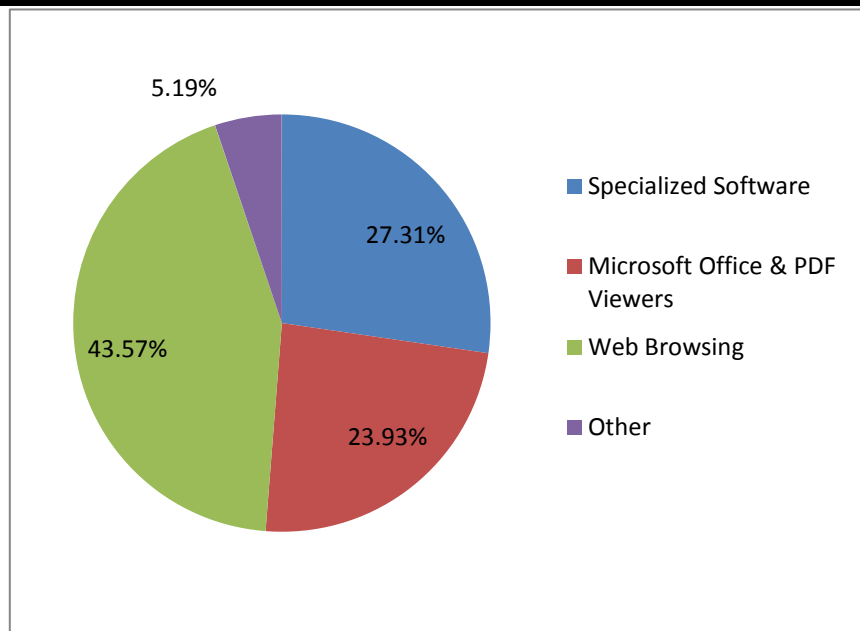
**LAB USAGE STATISTICS:**



The lab is used most frequently from 12 p.m. – 5 p.m. Only one-fifth of the lab is used on a regular basis. The others are only used for class instruction. The login times are typically no more than an hour or two.

**SOFTWARE CATEGORIES USED IN LAB:**

In the Theatre lab, the majority of the software opened is used for web browsing, but over fifty percent is used for Microsoft Office and specialized software.



### **SPECIALIZED SOFTWARE USED IN LAB:**

While only a quarter of the software applications launched were specialized software, the percentage of total time used for specialized software was forty-one percent. The following is a chart listing the three most popular specialized software titles based on total of yearly launches and average time used. For comparison, Mozilla Firefox and Microsoft Word are included.

<b>TITLE</b>	<b>TOTAL YEARLY LAUNCHES</b>	<b>AVERAGE TIME PER LAUNCH</b>
QLab	57	2 hours & 2 minutes
Vectorworks	54	1 hour & 10 minutes
Adobe Photoshop	5	13 hours & 53 minutes
Microsoft Word	53	1 hour & 36 minutes
Mozilla Firefox	174	1 hour & 2 minutes

# **WATZEK LIBRARY**



## **ADAPTIVE TECHNOLOGY LAB**

### **PURPOSE:**

The Adaptive Technology lab provides a custom computer environment for people with disabilities. The lab is always locked, but students can check out a key from the Library circulation desk for access.

### **LOCATION:**

The Adaptive Technology lab by Watzek  
245 (Library Classroom)

### **MANAGEMENT:**

Rebecca Brooks,  
Administrative Coordinator,  
Student Support Services

### **IT LAB MANAGER ROLE:**

- image development, deployment, & servicing
- application & operating system support
- hardware support
- printing support
- server administration

### **LAB CONFIGURATION:**

2 Dells; 20" Dell Optiplex 755 – 2.66Ghz  
Intel Core 2 Duo, 2GB RAM, 250GB HD,  
Windows 7 64bit

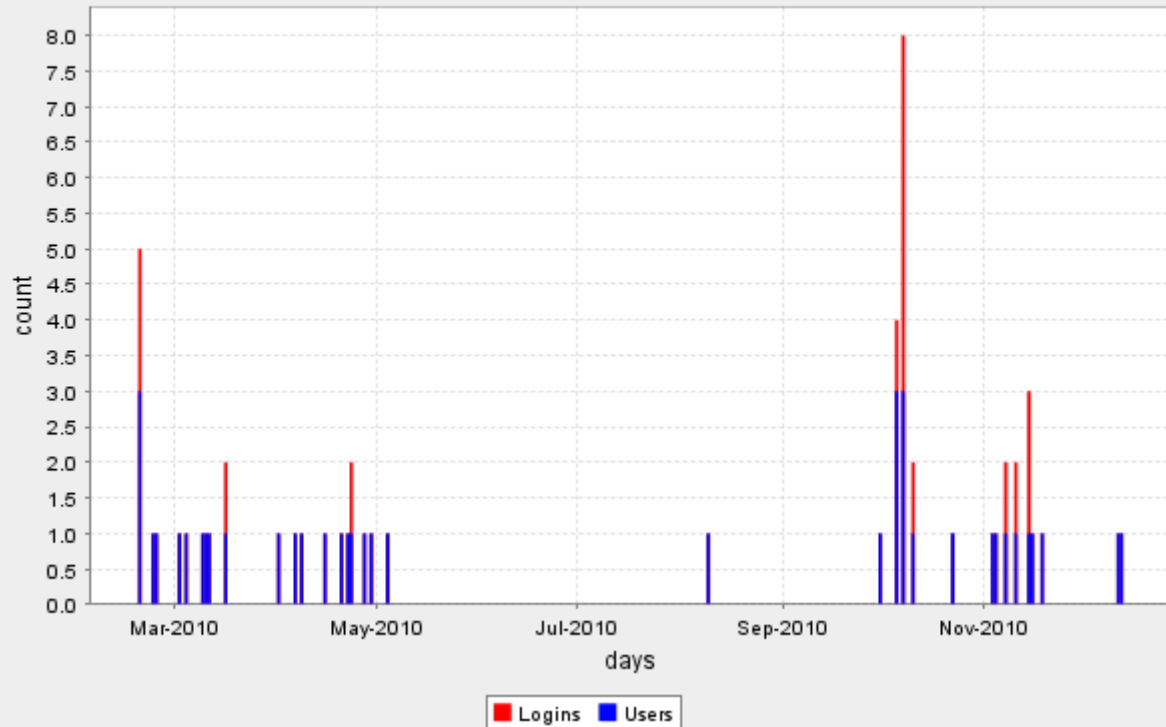
Scheduled Replacement:  
Summer 2011

### **NOTES:**

The Adaptive Technology lab contains specialized equipment and software installed to assist people with disabilities. It otherwise uses the same image as the Watzek lab. Because this lab houses software and hardware that either speaks or is spoken to, it requires space away from a general purpose lab.

## LOGIN HISTORY STATISTICS:

**login history: Adaptive Technology: 2010-01-19 00:00 to 2010-12-19 00:00**



This lab is rarely used. Only 19 unique users used the lab within the last year with a combined total of 55 logins.

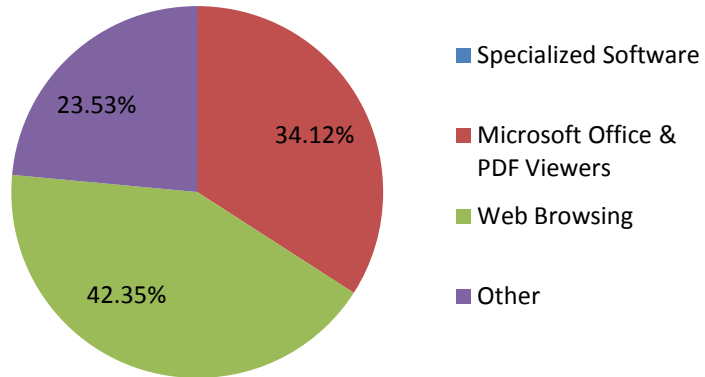
## LAB USAGE STATISTICS:

Due to the infrequent use of the lab, acquiring data for hours used throughout the day was not useful.



## SOFTWARE CATEGORIES USED IN LAB:

In the Adaptive Technology lab, the majority of the software opened is used for web browsing, but closely followed by the Microsoft Office Suite and PDF Viewers and other programs such as Windows Media Player.



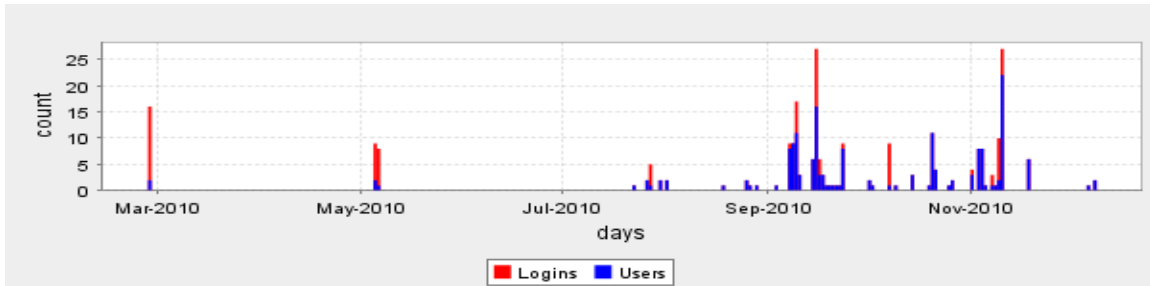
## SPECIALIZED SOFTWARE USED IN LAB:

Even though the lab has the same specialized software applications as the rest of the open access labs have, it was not used. The top five programs used in this lab are included. I have altered the second column due to the infrequency of lab use, to total yearly launches instead of average weekly launches.

TITLE	TOTAL YEARLY LAUNCHES	AVERAGE TIME PER LAUNCH
Mozilla Firefox	27	50 minutes
Internet Explorer	9	19 minutes
Microsoft Word	12	55 minutes
Microsoft PowerPoint	2	10 minutes
Adobe Reader	15	8 minutes

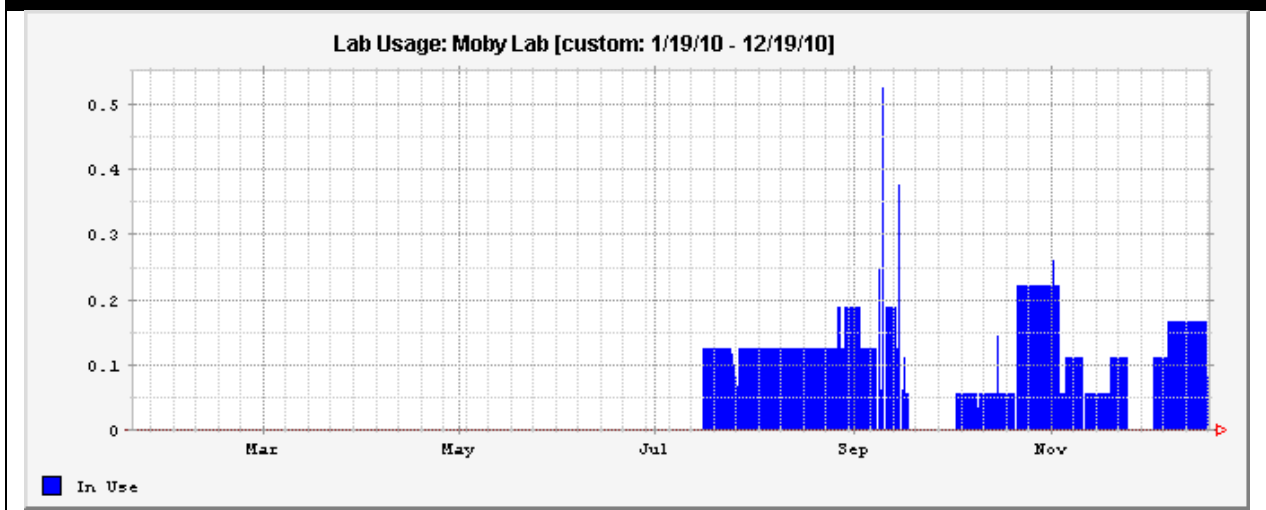
<b>LIBRARY MOBILE LAB</b>	
<b>PURPOSE:</b>	
The Library Mobile lab is used as a dedicated training space by Watzek Library and Information Technology Staff. Scheduling for use of these computers must be done through these departments.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Watzek 245	Nikki Williams, Access Services/Technology Specialist, Watzek Library
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• image development, deployment, &amp; servicing</li> <li>• application &amp; operating system support</li> <li>• hardware support</li> <li>• server administration</li> </ul>	16 Dells; 14" Dell Latitude D630 – 2.4Ghz Intel Core 2 Duo, 2GB RAM, 160GB HD, Windows XP  Scheduled Replacement: Summer 2012
<b>NOTES:</b>	

## LOGIN HISTORY STATISTICS:



The Library Mobile lab was rarely logged into during Spring semester, but this Fall shows a regular usage pattern, due to increased scheduling of the Library Classroom and requested use of the computers. An average of three to six users use the lab each week, not including when the lab is used for Watzek Library and Information Technology staff trainings.

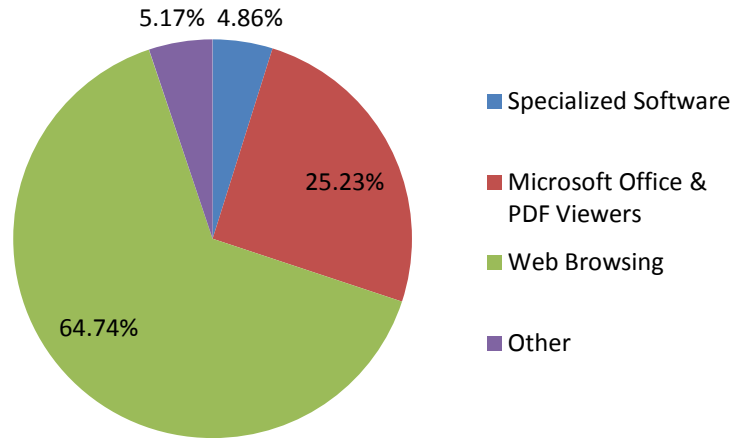
## LAB USAGE STATISTICS:



Only 2 to 3 computers are used simultaneously in this lab. There are occurrences that warrant the use of more computers, but only half of the computer lab is ever used at any given time.

### SOFTWARE CATEGORIES USED IN LAB:

In the Library Mobile lab, the majority of the software opened is used for web browsing followed by the Microsoft Suite and PDF Viewers.



### SPECIALIZED SOFTWARE USED IN LAB:

The following chart lists the three most popular specialized software titles based on total number of launches in a year and average time used. For comparison, Mozilla Firefox and Microsoft Word were included. Firefox and Skype have a high average time per launch. This is caused by a user that does not log out before closing the laptop computer keeping it active.

TITLE	TOTAL YEARLY LAUNCHES	AVERAGE TIME PER LAUNCH
EndNote X3	5	8 seconds
Adobe Photoshop	2	3 minutes
Skype	2	14 hours 57 minutes
Microsoft Word	0	0 minutes
Mozilla Firefox	180	112 hours & 43 minutes

## **LIBRARY REFERENCE LAB**

### **PURPOSE:**

The Library Reference lab provides research and reference access to library resources for students, staff, faculty and the public. The lab is open the same hours as the Watzek Library, which is 24 hours daily, Sunday through Friday during each semester.

### **LOCATION:**

Watzek Library near the reference and circulation desks.

### **MANAGEMENT:**

Nikki Williams,  
Access Services/Technology Specialist,  
Watzek Library

### **IT LAB MANAGER ROLE:**

- image development, deployment, & servicing
- application & operating system support
- hardware support
- printing support
- server administration

### **LAB CONFIGURATION:**

23 Dells; 17" Dell Optiplex 745 – 2.66Ghz  
Intel Core 2 Duo, 2GB RAM, 160GB HD,  
Windows 7 64bit

Other Hardware:  
Library Reference Printer – HP 9050DN

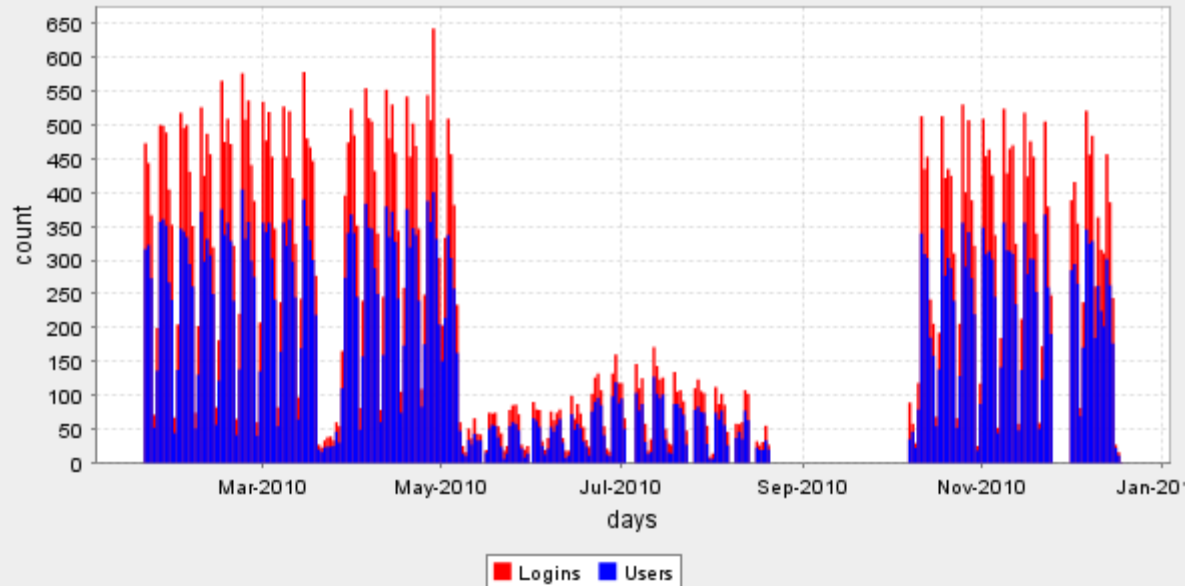
Scheduled Replacement:  
Summer 2011

### **NOTES:**

These computers contain only a basic lab image. No specialized software is included as the computers are used for reference purposes only. These computers are specially configured to advertise Watzek Library events through the computer desktop wallpaper.

## LOGIN HISTORY STATISTICS:

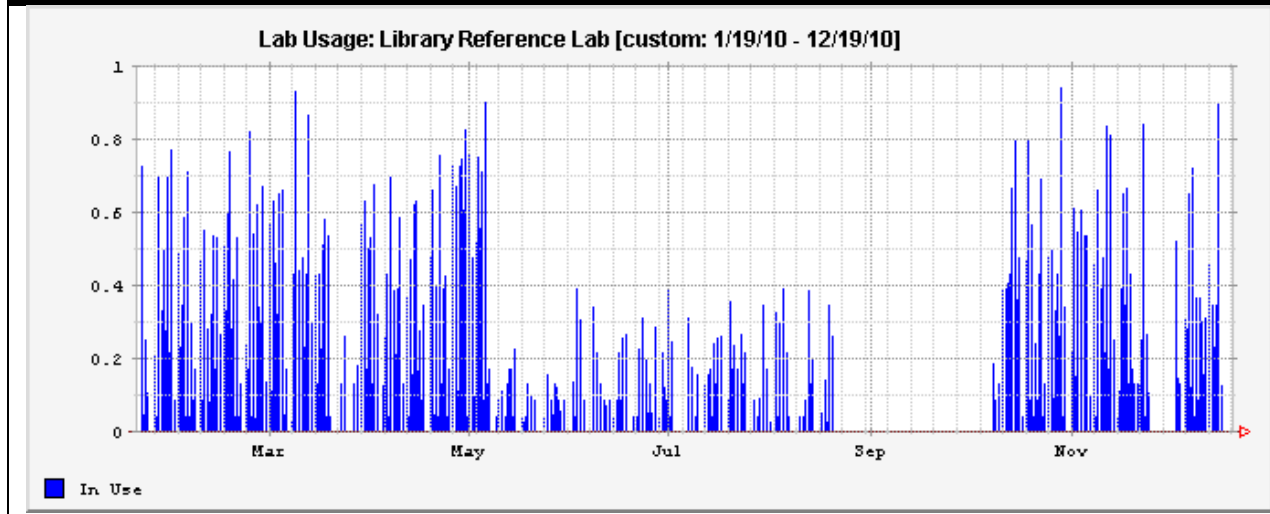
**login history: Library Reference Lab: 2010-01-19 00:00 to 2010-12-19 00:00**



The Library Reference lab has almost the same amount of people logging into computers during Spring and Fall semesters. The number of logins and unique users is five times the amount of logins and unique users in the neighboring Watzek lab. This may be due to the location of the lab since it's located right next to the 2<sup>nd</sup> floor entrance of the library.

The busiest day for this lab occurred on April 29th, 2010. On average 944 unique users use the Library Reference lab each week.

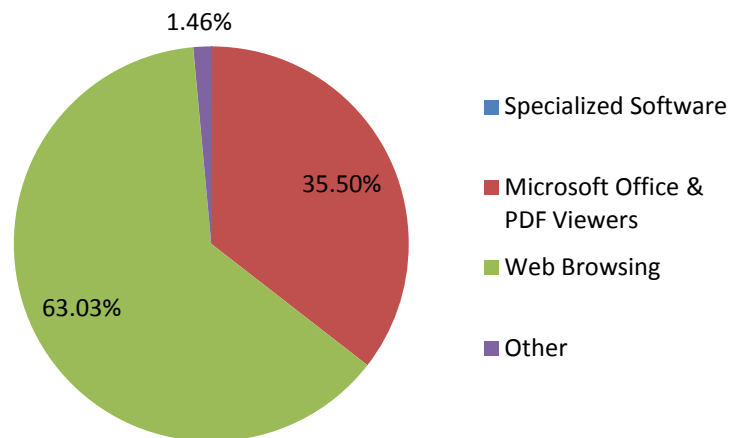
## LAB USAGE STATISTICS:



The lab is most frequently used from 11 a.m. – 9 p.m.. More than half of the computers, on average, are used until midnight.

## SOFTWARE CATEGORIES USED IN LAB:

In the Library Reference lab, the majority of the opened software is used for web browsing followed by the Microsoft Office Suite and PDF viewers. No specialized software is installed on these computers.



### **SPECIALIZED SOFTWARE USED IN LAB:**

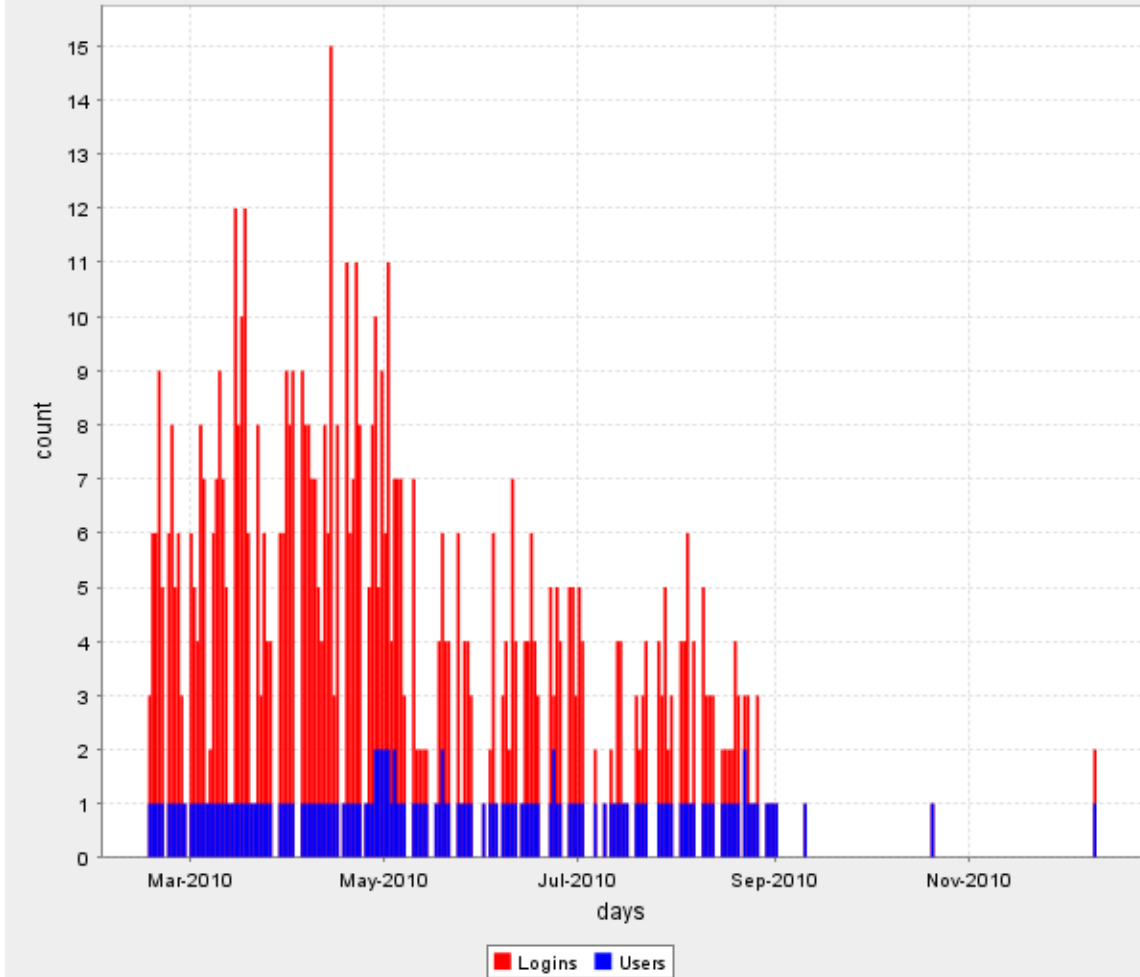
Specialized software is not available in this lab so no data is available. The following chart lists the top five programs used in this lab. The short amount of time being spent in Adobe Reader implies that it is primarily being used for printing. The short time spent per launch in all applications illustrates that this lab is used by students to perform quick tasks and to print.

<b>TITLE</b>	<b>AVERAGE WEEKLY LAUNCHES</b>	<b>AVERAGE TIME PER LAUNCH</b>
Mozilla Firefox	1265	22 minutes
Internet Explorer	260	21 minutes
Microsoft Word	410	24 minutes
Microsoft PowerPoint	55	23 minutes
Adobe Reader	362	9 minutes



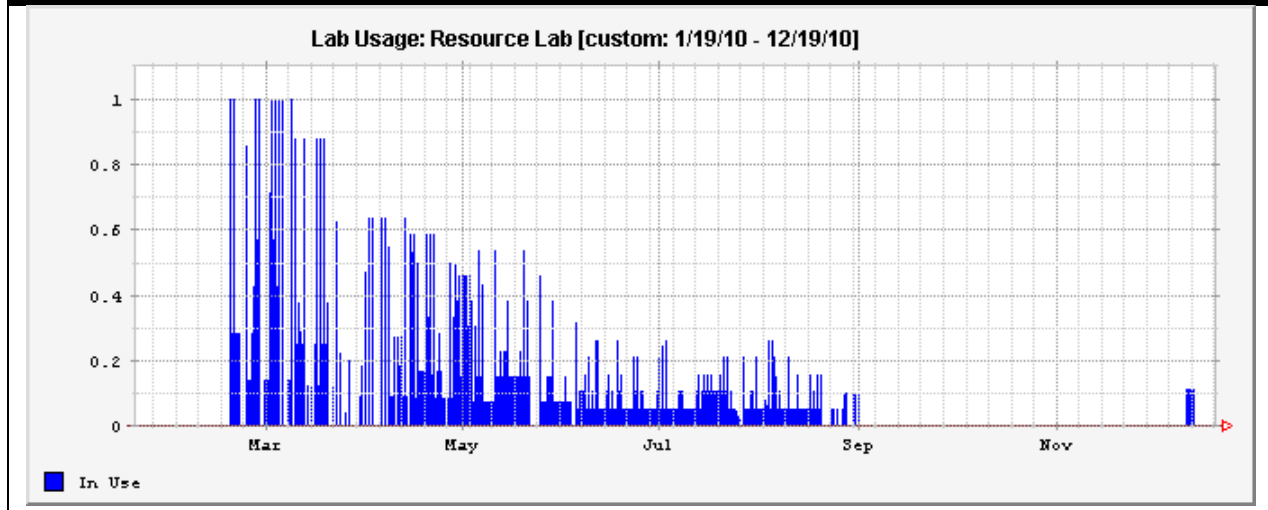
<b>RESOURCE LAB</b>	
<b>PURPOSE:</b>	
The Resource lab houses high-end computing resources for graphic manipulation and video editing. It also has high-end color printing available in a variety of sizes, including poster size, for a fee. The lab is open from 9 a.m. to 5 p.m., Monday through Friday.	
<b>LOCATION:</b>	<b>MANAGEMENT:</b>
Watzek 161	Justin Counts, Resource Lab Consultant, Information Technology
<b>IT LAB MANAGER ROLE:</b>	<b>LAB CONFIGURATION:</b>
<ul style="list-style-type: none"> <li>• hardware support</li> <li>• server administration</li> </ul>	11 Mac Pros – 2.66 Ghz Intel Xeon, 8GB RAM, 1 TB HD - Mac OS 10.6;  1 21.5" iMac – 3.06 Ghz Intel Core i3, 4GB RAM, 500 GB HD  Monitors/TV: 9 Dell 24" monitors 3 Dell 30" monitors 1 Samsung 52" LCD TV  Printers: 1 Xerox Phaser 7400DN 1 Epson Stylus Pro 4880 1 Epson Stylus Pro 3880 1 HP Design jet Z5200  Scanners: 1 Epson Expression 10000XL 2 Epson Perfection v700 Photo  Scheduled Replacement: Summer 2013
<b>NOTES:</b>	
This lab is staffed by a student during open hours.	

## LOGIN HISTORY STATISTICS:



The Resource lab uses a single generic login for all of the computers in the lab. For that reason, the number of people using the lab is not tracked. However, we can see that the lab is regularly used. The missing gap from September to December was due to the new deployment of computers in this lab and the lab statistics client was left off of the image. This has been corrected.

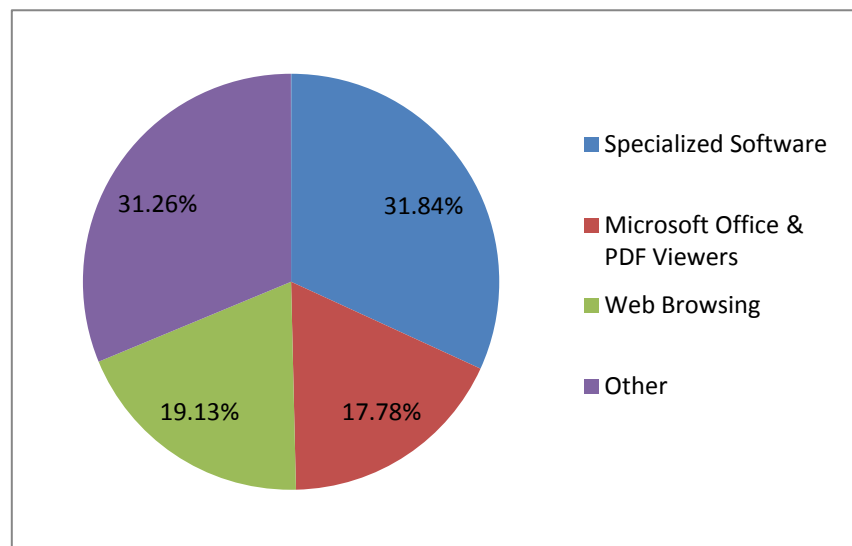
## LAB USAGE STATISTICS:



On average, half of the computers are in use when the Resource lab is open.

## SOFTWARE CATEGORIES USED IN LAB:

In the Resource lab, the majority of the software opened is specialized software, but it is closely followed by the other category, which mainly encompasses video playback software such as QuickTime or VLC player.



### **SPECIALIZED SOFTWARE USED IN LAB:**

The Resource lab is one of the most heavily used labs on campus for specialized software due to the purpose of the lab. The following chart lists the three most popular specialized software titles based on average number of weekly launches. The average time used was not available because of the use of generic logins. For comparison, Mozilla Firefox and Microsoft Word are included.

<b>TITLE</b>	<b>AVERAGE WEEKLY LAUNCHS</b>
Adobe Photoshop	20
Final Cut Pro	9
iMovie	11
Microsoft Word	10
Mozilla Firefox	23

## WATZEK LAB

### **PURPOSE:**

The Watzek lab provides open access use for students, staff and faculty. The lab is open the same hours as the Watzek Library, which is 24 hours daily, Sunday through Friday for each semester. The hours may change depending on the library's schedule.

### **LOCATION:**

2<sup>nd</sup> Floor in the Watzek Library.

### **MANAGEMENT:**

David Dean,  
Lab Manager/Field Technician,  
Information Technology

### **IT LAB MANAGER ROLE:**

- image development, deployment, & servicing
- application & operating system support
- hardware support
- printing support
- consumable replacement
- server administration

### **LAB CONFIGURATION:**

25 Macs; 17" Intel iMac – 2 Ghz Intel Core 2 Duo, 2GB RAM, 160GB HD - Mac OS 10.6;

24 Dells; 20" Dell Optiplex 755 – 2.66Ghz Intel Core 2 Duo, 2GB RAM, 250GB HD, Windows 7 64bit

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Total Computers: 49

#### Other Hardware:

Watzek Printer – HP 9050DN

Watzek Color Printer – Xerox Phaser 6350DP

Watzek Express Printer – Xerox 4510DT

Epson Office 4490 Scanner

#### Scheduled Replacement:

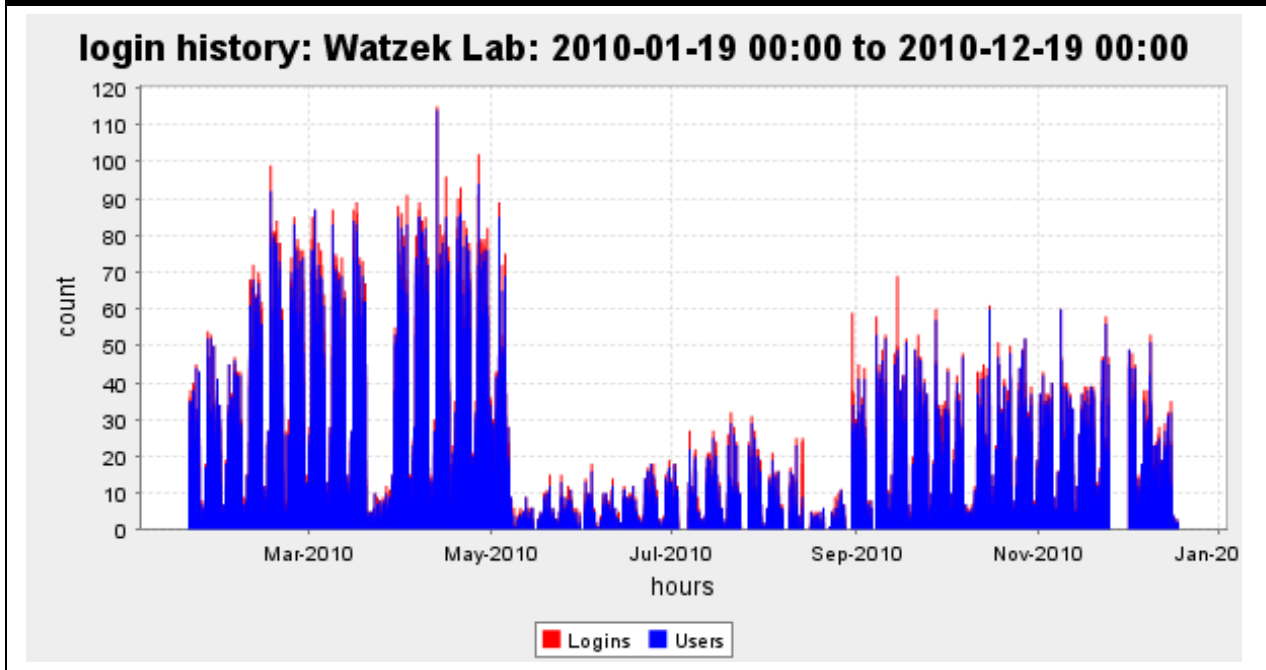
Macs – Summer 2011

Dells – Summer 2012

### **NOTES:**

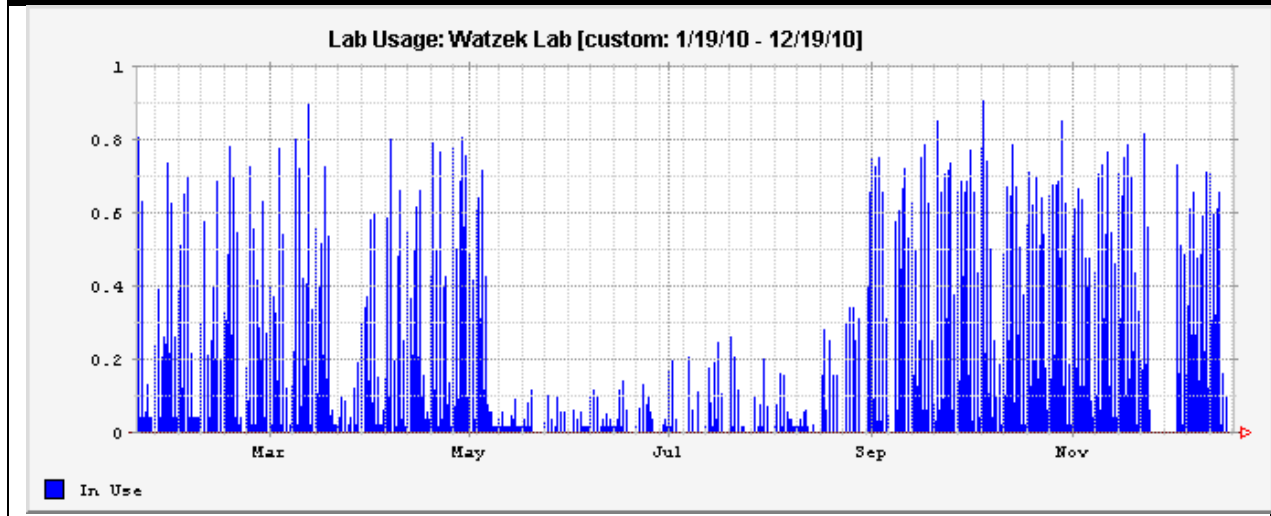
These computers are replaced every two years with computers from the Dubach Labs. By doing so we maintain a four-year cycle, but keep the most current computers available in our teaching labs.

## LOGIN HISTORY STATISTICS:



With almost double the amount of logins during Spring semester, many of the same users are logging in multiple times. However, in the Fall, we experience a larger variety of users logging in. This may be due to specialized software usage. Faculty request and use more specialized software for their courses during Spring semester than Fall semester. The busiest day occurred on April 12th, 2010 with the busiest time being from 1 p.m.-2 p.m.. It is found that on average 987 unique users use the Watzek lab each week.

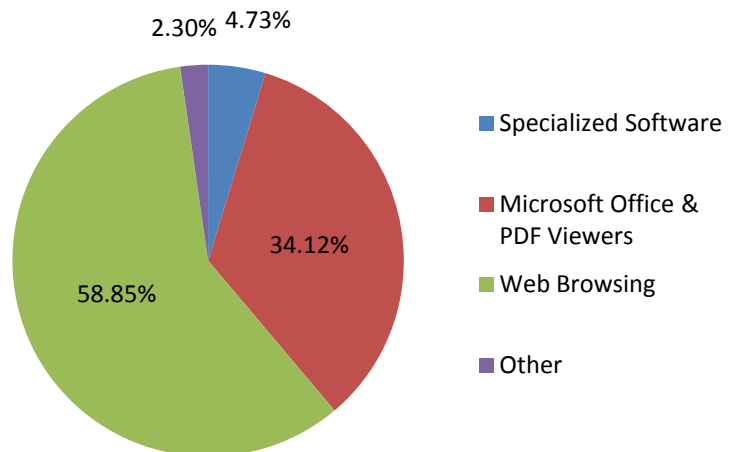
## LAB USAGE STATISTICS:



On a daily basis the lab is used most frequently from 11 a.m. – 5 p.m. On average, almost half of the computers are used until midnight during Spring and Fall semester. Both semesters have the same amount of usage despite the fact that there were more logins during Spring semester than Fall.

## SOFTWARE CATEGORIES USED IN LAB:

In the Watzek lab, the majority of the software opened is used for web browsing, followed by the Microsoft Suite and PDF viewers. These two categories account for close to ninety-three percent of the software used.



### **SPECIALIZED SOFTWARE USED IN LAB:**

Less than five percent of the software used in Watzek is specialized. The following chart lists the three most popular specialized software titles based on the average number of launches and the average time used. For comparison, Mozilla Firefox and Microsoft Word are included.

<b>TITLE</b>	<b>AVERAGE WEEKLY LAUNCHS</b>	<b>AVERAGE TIME PER LAUNCH</b>
SPSS	20	1 hour & 12 minutes
Adobe Photoshop	18	35 minutes
Mathematica	7	41 minutes
Microsoft Word	377	38 minutes
Mozilla Firefox	1336	35 minutes