A New Direction in Student Computing:

Developing Spaces and Services to Meet Students’ Evolving Needs

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ACTIVITY—Quick Chat (3 min.)

• Introduce yourself to someone at your table you do not know
• Chat about what you hope to get out of this presentation
Outline

Background

Use of Computing Centers

Technology & Space Needs
Background
Seattle Campus
- 693 acres
- 200+ buildings
- 140 majors
- 1,800 courses
- 42,933 students
Size of Institution

- Research 1 Public Universities
- 4-Year Public Institutions
- Community Colleges
- Private Institutions
General-Access Computing 2009-10

OUGL Learning Commons

MGH Computing Resource Center
Changes to Campus Spaces

Closure of MGH CRC
- 180 workstations

Remodel of Husky Union Building
- Closed for 2 years

Improvements to Libraries
- Research Commons
- Infrastructure upgrades
New General-Access Model

OUGL Learning Commons

Distributed Workstations

+ New Services to Support Laptops

Research on Student Needs
Research Questions

How and why do students use existing general-access computing centers?

How can we support students as they use their personal laptops/netbooks in various public spaces on campus?
Data Gathered (Autumn 2009)

Online student survey
- 3,250 students responded

Focus groups
- 24 students participated

Usage data
- 28,353 unique users
Use of Computing Centers
What is happening on your campus?

- Usage of campus computing centers is growing
- Usage is declining
- Usage is holding steady
- Don’t know
Usage Trends

Computing Centers continue to be highly used by students

Usage has held steady over the past five years
Technology & Space Needs
93% own a laptop and/or netbook
Only 35% frequently use their laptops on campus.
ACTIVITY—Brainstorm (5 min.)

Why do you think we are not seeing students bring their laptops to campus more consistently?
Obstacles to Using a Laptop

Top 3 Obstacles

1. Weight of laptop or netbook
2. Concern about damage or theft
3. Insufficient access to electrical outlets
Top 5 Improvements

1. Electrical outlets
2. Quiet work areas
3. Evening access
4. Comfortable furniture
5. Natural light
Spaces for Independent Work

Desired Features
- Quiet, but not too quiet
- Space to spread out
- Electrical Outlets
- Comfortable Chairs
- Pleasant Environment
- Natural light
Spaces for Collaborative Work

Desired Features

- Space for 4-6 people
- Space for their stuff
- Enclosed area
- Outlets for laptops
- Large monitors
- Whiteboards
Technology & Space Needs

Minimize obstacles and offer more services that support laptop use on campus.

Enhance campus spaces to support individual and collaborative activities.
Meeting Students’ Needs

- Adding electrical outlets & wireless access
- Adding laptop charging stations
- Online Software Access
- Technical support via chat
- Adding large monitors to study rooms
- Design of new Research Commons
- Investigating use of mobile devices
ACTIVITY—Discussion (10 min.)

Talk at your tables

• What is your institution doing in this area?

• What are your ideas for meeting students’ needs moving forward?
Resources

EDUCAUSE Quarterly article
Designing Campus Learning Spaces (report)

• http://www.washington.edu/lst/research_development/papers/index
EDUCAUSE Quarterly (article in current issue)

Designing Campus Learning Spaces (campus report)

http://www.washington.edu/lst/research_development/papers/index