



New Directions in General-Access Computing



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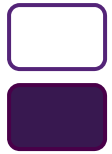
Learning & Scholarly Technologies



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UNIVERSITY *of* WASHINGTON

UW Technology



Outline

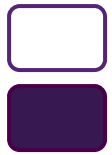
Background

Use of Computing Centers

Technology & Space Needs



Background

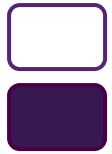


University of Washington


Seattle Campus

- 693 acres
- 200+ buildings
- 140 majors
- 1,800 courses
- 42,933 students





Learning & Scholarly Technologies

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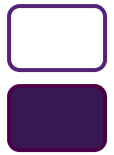
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CATALYST WEB TOOLS	TECHNOLOGY SPACES	WORKSHOPS	RESEARCH & DEVELOPMENT	HELP CENTER
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Learning & Scholarly Technologies supports members of the University of Washington community as they discover, work toward, and achieve their learning, teaching and research goals. We explore innovative technologies and offer proven solutions, in collaboration with our clients, to help them stay at the forefront of their work.

<http://uw.edu/lst>

22 staff & 50 students



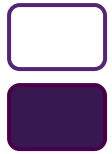
Current General-Access Computing



OUGL Learning Commons



MGH Computing Resource Center



Changes to Campus Spaces

Closure of MGH CRC

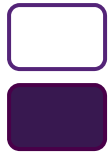
- 180 workstations

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

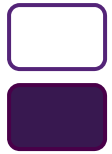
Research on Student Needs



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

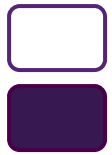
- 24 students participated

Usage data

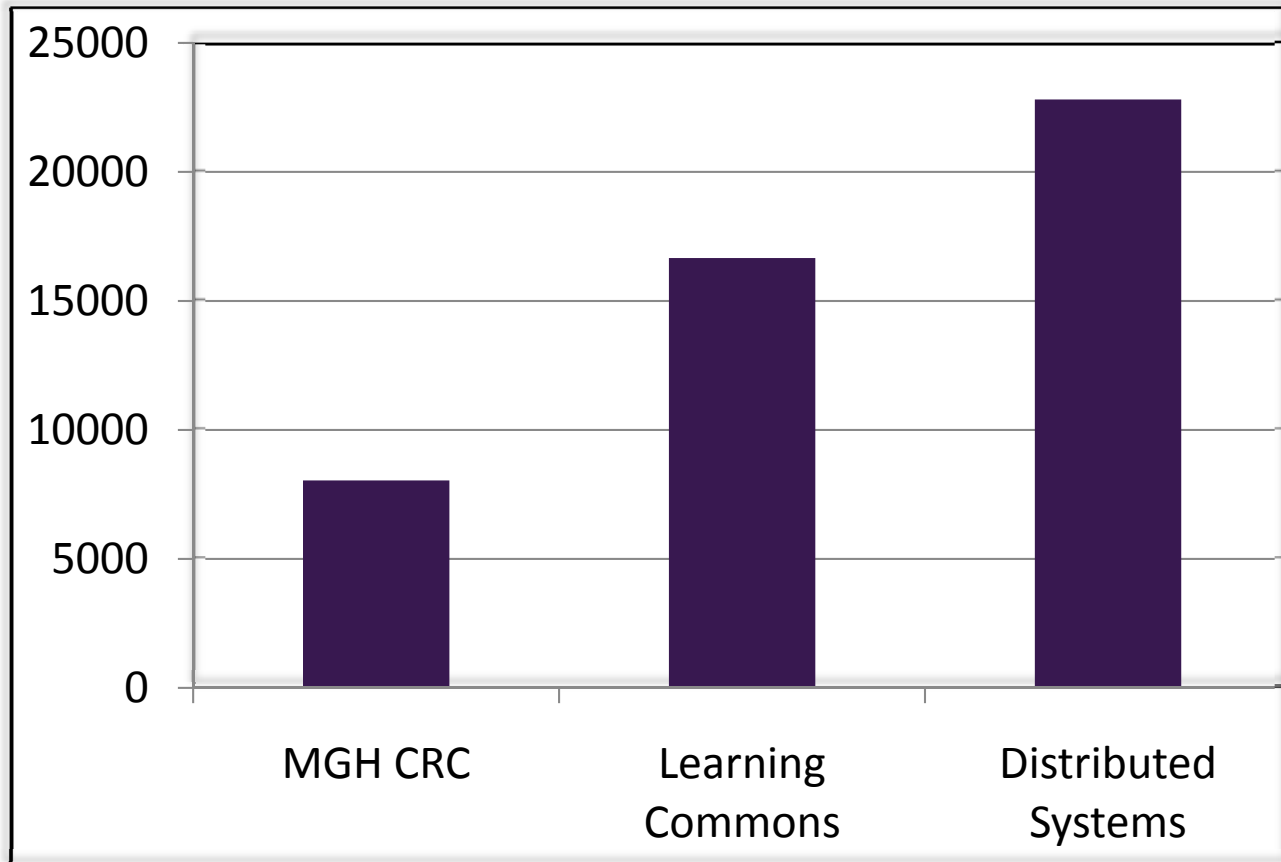
- 28,353 unique users



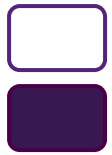
Use of Computing Centers



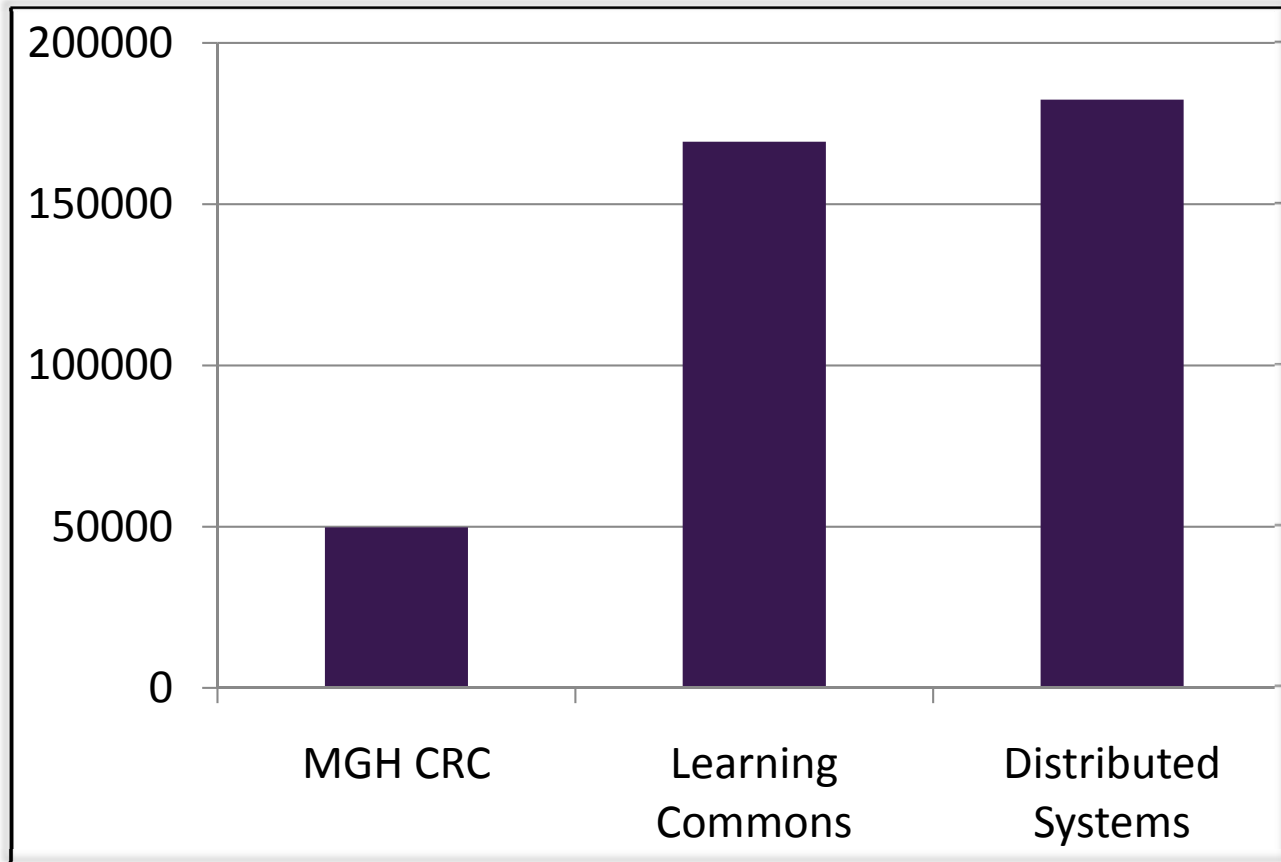
Unique Users



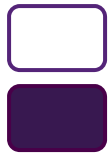
28,353 Unique Users (all LST services)



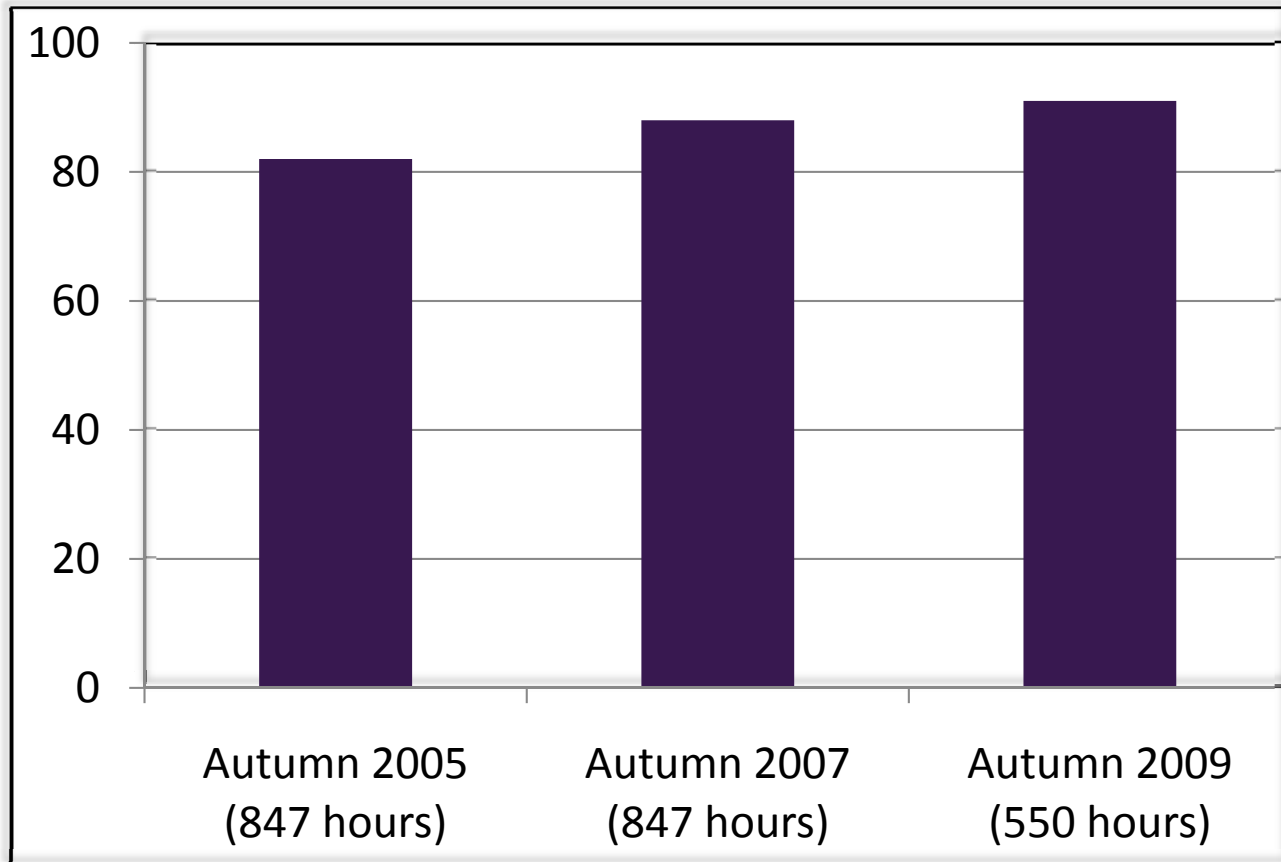
Total Logins



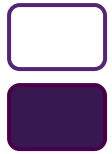
401,563 Total Logins



Avg. Logins/Hour Open (MGH CRC)



2009 Hours: M - F, 8:00 am - 6:00 pm



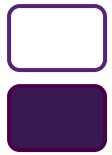
Usage Trends

Computing Centers continue to be highly used by students

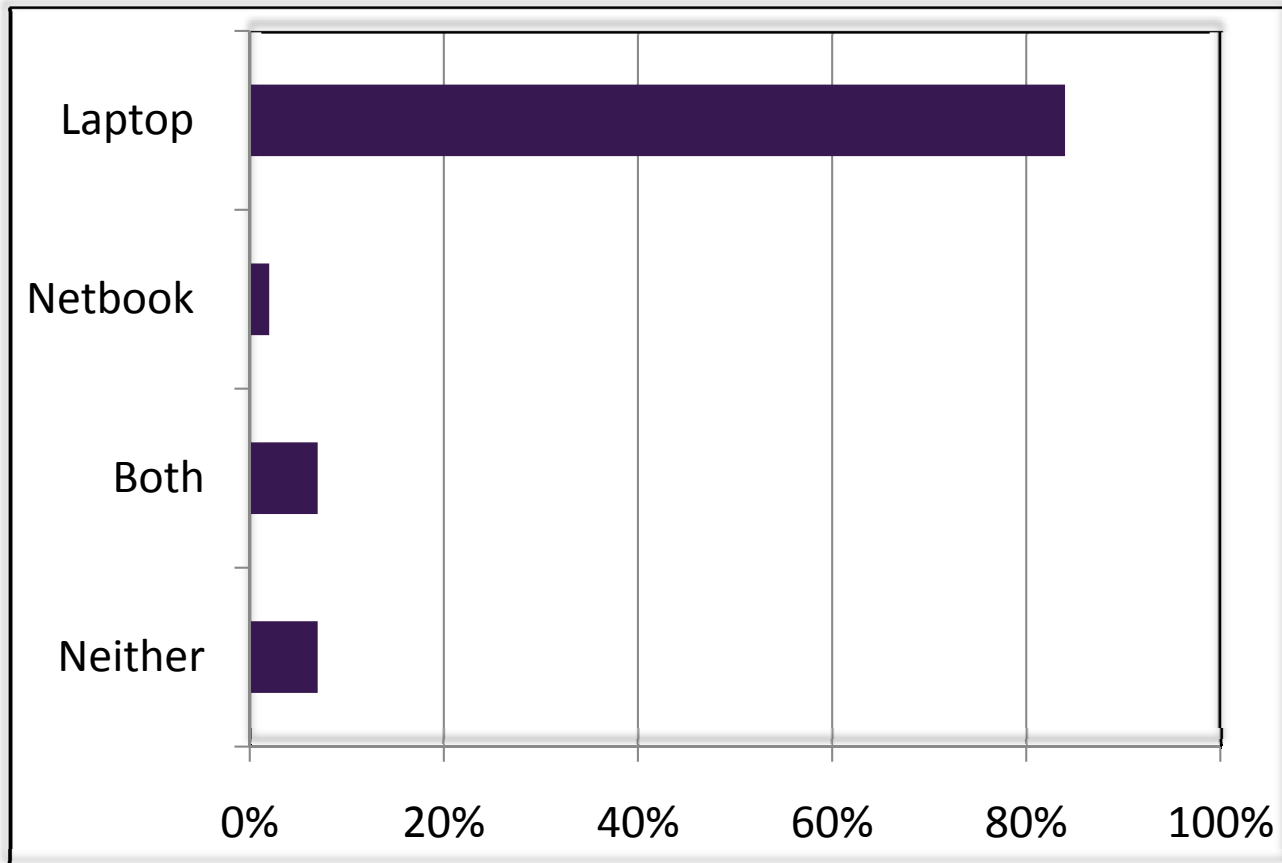
No significant drops in usage over the past five years



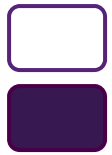
Technology & Space Needs



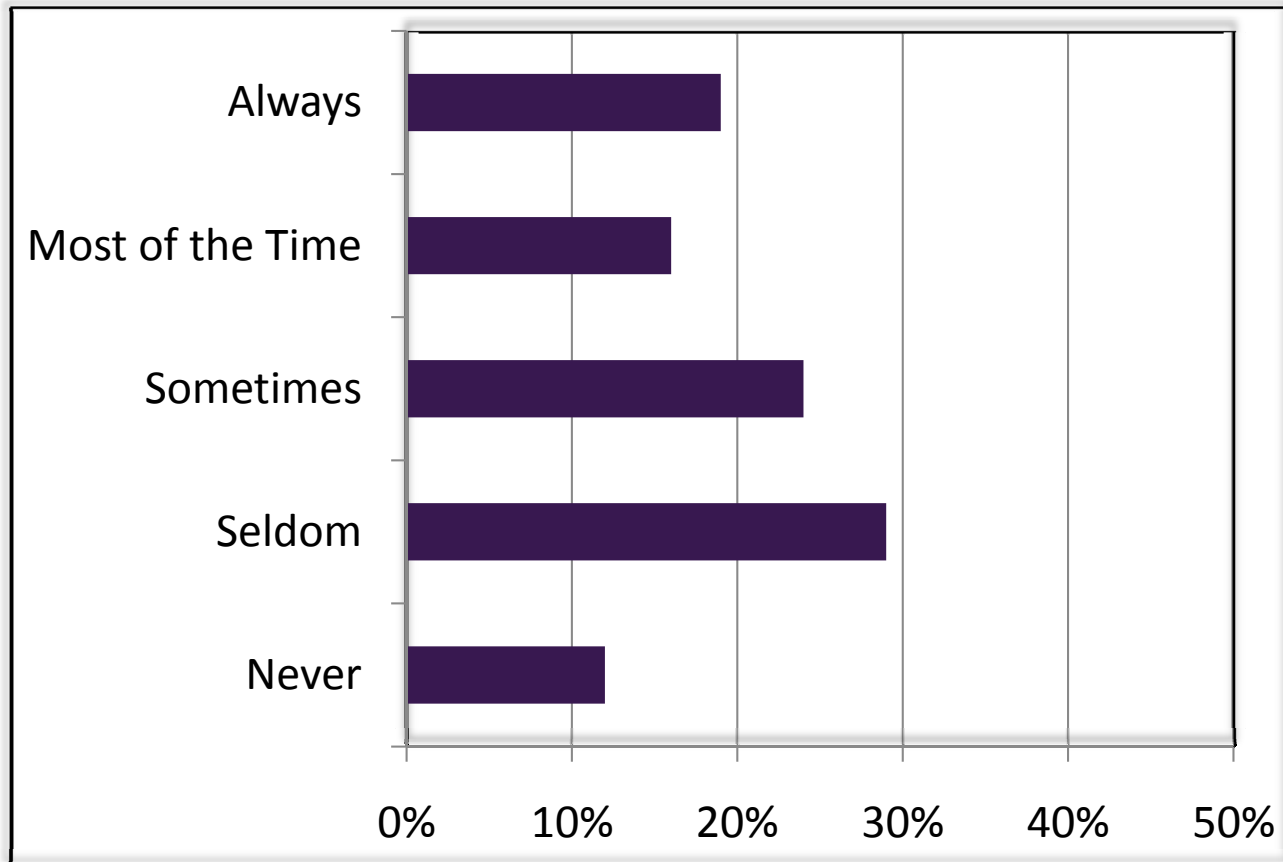
Laptop/Netbook Ownership



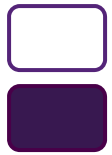
93% own a laptop and/or netbook



Frequency of Use on Campus



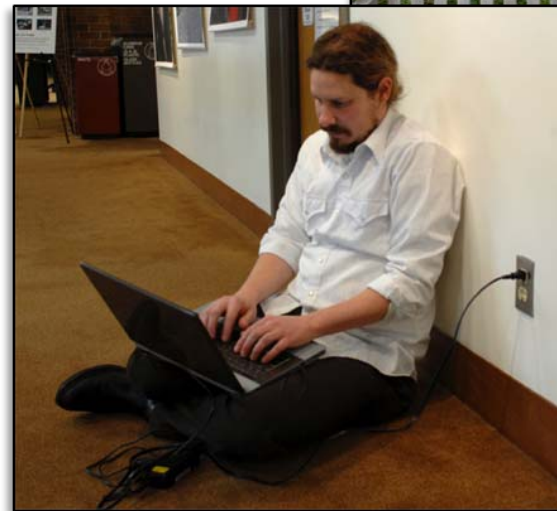
Only 35% frequently use their laptops on campus



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



Improvements to Public Spaces

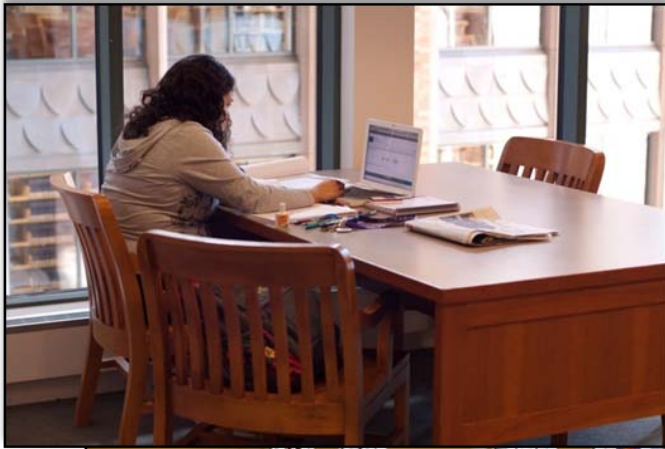
Top 5 Improvements

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





Spaces for Independent Work



Desired Features

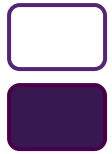
- Quiet, but not too quiet
- Space to spread out
- Electrical Outlets
- Comfortable Chairs
- Pleasant Environment
- Natural light

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
- Proposal for laptop charging stations
- Online Software Access
- Technical support via chat
- Adding large monitors to study rooms
- Design of new Research Commons
- Sharing findings with campus



Questions?