MXCC TECH CENTER ACTIVITY REPORT SPRING 2016

Spring 2016

Prepared June, 2016 by Frank Natter (updated based on the report prepared by Jennifer White January, 2016)

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Summary

During the spring 2016 semester the MxCC Computer Club Technology Center located in Snow Hall, room 512, continued providing free support to members of the MxCC academic community with personal technology. The center was staffed by two part-time student workers between Monday and Friday, from 10:00 a.m. to 1:00 p.m. Computer Club members continued to volunteer their time and talents at the Tech Center and used repair work as service learning opportunities. These repairs were overseen and coordinated by the Center's two student workers. The experience gave students time to practice their skills, share information and resources, while helping to fix technology issues for the MxCC community. To facilitate coordinating these repairs, Freshdesk, a cloud-based helpdesk system, was implemented into to Tech Center's procedures. Replacing the paper-based tracking system of the previous semester, Freshdesk allows student workers to track repair status, location, and owner information for each device. It also allows repair technicians to communicate with each other as well as the device owner during the life cycle of each repair.

Overview

The Tech Center served as a point of contact for individuals, including faculty, staff and students seeking assistance. Over 40 service tickets were opened and resolved during the spring 2016 semester. This approximately doubled the 23 service instances of the fall 2015 semester. Additionally, students who stopped by seeking help outside the scope of the Tech Center's services were referred proper campus resources such as: the MxCC Help Desk for banner ID or system support, Admissions Office for course information, Jean Burr Smith Library for netbook loaners, and College Learning Center for course assistance.

Work Review

Computer Club members shared information with visitors about system maintenance best practices, including hard drive backup and recovery, disk space management, cloud computing and storage, and virus/malware protection software. MxCC community members seeking assistance were asked to complete an online form (through Freshdesk) and sign a hard-copy paper waiver before presenting their devices for diagnostics and repairs. The data stored in Freshdesk shows a breakdown of issues addressed as follows:

Category	**Count**
Hardware/Software Repair	10
Software Installation (Office 365 Suite)	9
Computer Tune-up	4
Data Backup	8
Malware Removal	6
Other (Such as Driver Updates, System Restore, Upgrade/Rollback Win 10, etc.)	5
Question (Tablet Operation)	1
Total	***43***

Note: Of all devices serviced, five owners opted to scrap their device; the resulting electronic waste was set aside for the Computer Club's annual spring eCycling Event. One owner opted to donate a device to the Tech Center.

Space Utilization

The Tech Center served as an informal meeting space for Computer Club committees. Students gathered in room 512 to prepare for the club's Office 365 Installation Clinic, MxCC Club Fair booth, LAN Night gaming event, and its first Tech Fest, a high school outreach technology fair. Club members brainstormed ideas, planned projects, calculated budgets, tracked action items, and worked to meet deliverables (i.e. creating promotional flyers, brochures and advertisements). Further, from Monday-Friday between 9AM and 1 PM MxCC students, faculty, and staff were able to walk in to the Tech Center to ask questions or receive repair services.

Facility Infrastructure

During the Spring 2016 semester student workers and Computer Club members continued to utilize the computers donated by Eversource (two laptops, two tower units), a laser printer from the MxCC IT Department, and the tools (to work on machines) acquired in the previous semester. Also, during the spring 2016 semester the two student workers along with advisor Donna Hylton worked to research equipment and items to advance to capabilities of the Tech Center along with a kiosk subscription to Lynda.com. These items were purchased through a Perkins grant acquired by advisor Donna Hylton. Student worker, Vinnie Nettis, built two desktop computers from these purchases. These computers were used as part a computer building workshop demonstration during the Computer Club's Tech Fest event. The remaining new equipment will be installed and setup to be used in the fall 2016 semester. Some highlights include:

Lynda Kiosk Subscription
MacBook Air Laptop
HP Pavilion 17t Touch Laptop
Dell OptiPlex All-in-one Desktop PC
Dell Surface Pro Tablet PC
Fugetek Video Projector and projector Screen
HP Microserver G8
HP PS1810 Switch
HP Ps110 Wireless Router
Indoor/Outdoor Tech Center Signage
Tech Center Bulletin Board

Also, a wall mounted TV, acquired through Computer Club funds, was ordered and received during the spring 2016 semester. It will be setup for use during the fall 2016 semester and used to facilitate Skype meetings, view training and tutorial videos, as well as aid in future student workshops and online events.

Future Growth

The Tech Center was successful as a student-led working service station during the spring of 2016. Observations for future growth have been identified in several areas:

Digital Signatures

During the spring 2016 semester the Freshdesk helpdesk system was implemented and replaced the previous paper-based system that involved a hard-copy intake packet that followed each device. The new digital system provided greater efficiency and made it possible for workers to successfully track the status of twice as many repairs as the previous semester.

There is only one remnant of the previous paper system, a waiver form. Before any work can be performed on an owner's device the owner must sign a waiver document. After the device owner signs the waiver, the owner and device information is entered into Freshdesk and the ticket number is written on the waiver form. Currently, this paper form must be stored separately from the Freshdesk digital database.

Using the Tech Center's Dell Surface Pro, the waiver can be signed digitally using the stylus writing feature. A digital signature can be easily searched and stored digitally. Further, a link to a waiver document can be inserted into each ticket in the Freshdesk database. This will further streamline the Tech Center's procedure as it will then be completely digital and searchable without having to file paper copies separately.

Procedure Guide

Student workers and volunteers should receive a formal policy and procedure guide before working on devices. The policy portion should include (at minimum): reiteration of MxCC policy against banner ID password sharing, exercising discretion when viewing device information, and only unless necessary for repair or remediation. The procedure guide should clearly outline repair service procedures so that Tech Center operations are sustainable into future semesters.

Feedback Loop

During the spring 2016 semester a customer satisfaction survey was sent to Tech Center customers using Survey Planet. This information was useful to evaluate customer's perception of the services they received. The survey also asked if the customer was willing to allow their comments to be used as testimonials, which was very helpful when designing brochures and other marketing over the course of the semester. A customer survey should be performed each semester.

Marketing

Although the Tech Center's visibility grew during the spring 2016 semester, many still don't know of its existence and the services it provides. This was made apparent by the relatively low attendance to the Office 365 Instillation Clinic. Possible solutions to increase the center's visibility throughout the community include:

Word of Mouth--Ask instructors to make in-class announcements to students early in the semester. Also work with student orientation to inform incoming students about the Tech Center and the free Office 365 Installation Clinic.

Signage—starting in fall 2016, the Tech Center will have an outdoor sign, indoor sign, as well as bulletin. These should be updated with current hours and with event information.

Digital Media--Blog news, stories about activities, offer tech tips, blitz social media campaigns, create an ad slide to run on the Tech Center's TV.

Generate Traffic--host workshops and clinics, such as Office365 installations, and PC tune ups. Evaluate partnership events with outside organizations, as well as other MxCC clubs regarding shared messages and initiatives.