MXCC TECH CENTER ACTIVITY REPORT FALL 2016

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Fall 2016

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Summary

During the Fall 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 four part-time student workers between Monday and Friday, from 9:00 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 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.

During the previous three semesters the Center's current helpdesk system, Freshdesk, underwent the first four phases of Information System Development (planning, requirement gathering, design, and implementation). This semester system development moved into the maintenance stage, as the four Technology Center student workers vetted the Technology Center procedures. As a result of this collaboration, the Tech Center coordinator created a procedure guide to facilitate training and operations for future semesters. Further, student workers implemented a process that allows customers to digitally sign the mandatory waiver. By joining this process with Freshdesk, student workers have made the Tech Center's help-desk structure a completely paperless cloud-based system, remotely and securely accessible by all Technology Center student workers as well as computer club technician volunteers who are given login credentials.

Overview

The Tech Center served as a point of contact for individuals, including faculty, staff and students seeking assistance. 36 service tickets were opened and resolved during the Fall 2016 semester. This was slightly less than the 40+ tickets serviced last semester, but a number of Office 365 installations early this semester were not entered in the Freshdesk system. Additionally, students who stopped by seeking help outside the scope of the Tech Center's services were referred to proper campus resources. Some additional services were added this semester such as a laptop loaner program and a Lynda kiosk service.

Work Review

Computer Club members continued to share 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 digitally sign a waiver before leaving their devices for diagnostics, tune-up, installations, and/or repair. The data stored in Freshdesk shows a breakdown of issues addressed as follows:

Category	**Count**
Hardware/Software Repair	12
Software Installation (Not all Office 365 installations were entered)	8
Computer Tune-up	5
Data Backup	2
Malware Removal	2
Other (Such as diagnostics, disable pop-ups, System Restore, Upgrade)	4
Question (WiFi connection, Brower blocking Cengage, Old Mac system requirements)	3
Total	***36***

Note: Of all devices serviced, one owner opted to scrap their device; the resulting electronic waste was set aside for the Computer Club's annual spring eCycling Event.

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 the Networking Event. 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, receive repair services, or study topics using the available Lynda kiosk.

Facility Infrastructure

During the spring 2016 semester two student workers Vinnie Nettis and Frank Natter along with advisor Donna Hylton worked to research equipment and items to advance the 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.

The Perkins grant allowed new technology to be implemented at the Technology Center this semester. Two laptops and two older tower units (previously donated by Eversource) were replaced by desktop computers, assembled by student worker Vinnie Nettis, and three HP laptops. Also, a Lynda kiosk was installed by IT, hosting instructional materials and courses on many technologies related topics available to all MxCC students. Vinnie Nettis set up the HP Microserver and HP switch and researched best way to utilize the devices for the Technology Center. Also this semester, Donna Hylton used the MacBook laptop, acquired through the Perkins grant, to assist Office 365 for Mac training. These new devices increased the productivity of the Center and provided valuable learning experiences.

Other devices that were acquired last semester continued to see use this semester. Workers and visitors to the Technology Center continued to use the laser printer, contributed by the MxCC IT Department. Also, Computer Club members and Tech Center workers used the wall-mounted TV, acquired last semester through Computer Club funds, to facility presentations at this semester's Network Event and Club Fair, as well as at LAN night gaming events.

Inventory

During November 2016 Vinnie Nettis catalogued the Technology Center inventory. The items in the table below include items purchased through the Perkins grant as well as items contributed by IT and purchased through Computer Club funds.

Tech Center Inventory-prepared by Vinnie Nettis 11-16

Computers	Amount
Desktops	2
Desktops E-Cycle	2
Laptops	4
Laptops E-Cycle	9
Mac Desktop	1
Surface Pro 4	1

Equipment	Amount
Projector + Screen	1
Keyboards	5
Mice	5
Monitors	5
Switches	2
Routers	1
Headsets	2
Printer	2
Vizio TV	1
Printer Network Server	1
Wireless Adapters	6
VGA Cables	4
HDMI Cables	3
Network Cables	9
Flash Drives	7

Misc.	Amount
Power Cables Desktops	17
Power Adapters Laptops	18
Routers/Switches	3
Blanket CD's	30
Software CD's	78
Phone Cable	1
Component Cable	1
Laptop Carrying Bags	2
ThunderBolt Cable	1
Power Blocks	2

Tools	Amount
Screw Drivers	10
Pliers	3
Bits	21
SATA/IDE to USB	2
Universal LT Power supply	2
Voltage Meter	2
Test Light Screw Driver	1
Printer Parallel Cables	2

Projects

MxCC Community Website

Dean Maslin requested a community website to allow the Student Activities office, Student Senate and student clubs to have a place to advertise and share news. Nathan Ferrer and Peter Ereshena took on the job creating the website. The website needed to be easy to maintain for future generations of students so the

service Wix.com was chosen for it's easy to use interface, good pricing, and large amount of customizability. The website will contain pages for all current and future clubs of Middlesex Community College, Student Senate, and any other services pertaining to the community and wishing to be on it. The maintenance of the website will be the duty of a party assigned by the Student Activities Office. This may, or may not be a member of the MxCC Computer Club.

Magic Food Bus

Two student workers, Nathan Ferrer and Peter Ereshena, working under professor Sapia in the Technology Center, were asked by Judith Felton to create a database solution for the new community service, The Magic Food Bus. The solution created allows for the food bus to go paperless, conserve resources and save time. Including an easy to use database, it allows workers to quickly access the information required to perform their procedures. The database was successfully created and was demonstrated to the President of Middlesex Community College, Dr. Anna M. Wasescha, during a Computer Club meeting.

Future Growth

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

Procedure Guide

This semester Tech Center Coordinator, Frank Natter, created a procedure guide to facilitate training and operation of future semesters. Starting in the Spring 2017 semester student workers and volunteers should receive and review this formal policy and procedure guide before working on devices. The policy portion includes reiteration of MxCC policy against banner ID password sharing, exercising discretion when viewing device information, and accessing data only if necessary for repair or remediation. The procedure guide clearly outlines repair service procedures so that Tech Center operations are sustainable into future semesters. These documents will be posted on the Computer Club OneDrive and should be periodically updated by future Technology Center Coordinators and student workers as needs and procedures evolve.

Knowledge base

The Technology Center's cloud-based helpdesk system, Freshdesk makes it possible to populate a knowledge base with articles. These articles could be made visible to just Center workers, customers, or both through the MxCC Computer Club Technology Center home portal in Freshdesk. Vinnie Nettis has begun to populate a *solutions* category with articles on topics such as replacing keyboards and dealing with noisy fans. Tech Center technicians should continue to populate this knowledge base with articles.

Marketing

Thanks to the Perkins grant acquired last semester the Technology Center now has an outdoor and indoor sign which has allowed people to easily find the Center. Also MxCC marketing has created Technology Center web page on the MxCC website. The removable operation hours posted on the signs and the MxCC website will need to be updated each semester. Furthur, Technology Center workers and Computer Club members must continue to consider the following avenues to promote the Tech Center:

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.

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.

Server

As part of the Perkins grant expended during Spring 2016, an HP Microserver and accompanying HP switch were acquired for the Technology Center. As of Fall 2016, the server is functioning and working property and is being tested by Vinnie Nettis. Currently it is difficult to host it at the Tech Center due to the limited internet access the school can provide directly to a student organization. It would be difficult for Tech Center users to access it on the MxCC domain with IP address constantly changing. Computer Club Vice President and Tech Center student worker, Vinnie Nettis, has been keeping the server at his house with it connected to his network where it can be remotely accessed with static IP 24/7. Suggestions would be to keep it out of the Tech Center until network access is given to us to use it fully within the Tech Center.

Online Technology Support Forum

Utilizing the free service ProBoards, the Technology Center now has an online support forum. The goal of the forum is to allow minor issues to be solved without the need for a trip to campus. It also allows students of the Meriden campus to benefit from our services without visiting the Middlesex campus. The forum will allow all members of the Tech Center staff to assist students, communicate issues and discuss solutions. There will also be areas of the board open to student discussion, allowing students to discuss technology and hopefully interest them in joining the club.

Live Support

The Technology now has live support capabilities using Skype. It is our hope that this function will be used and advanced upon in the future. Access to the Skype account will be available through the community website where students will be able to begin a call with the account using a website button.

Lynda

The Lynda kiosk has seen some use during the Fall 2016 semester. A few students not associated with the Tech Center or the Computer Club have examined it while at the Tech Center. Also, some Tech Center workers and Computer Club members have used it to learn topics and technology needed for projects they were working on. The Computer Club should host a special Lynda event very early next semester to make more students aware of the kiosk's existence at the Technology Center and what Lynda.com offers. The kiosk subscription is good through the Spring 2017 semester.