MXCC TECH CENTER ACTIVITY REPORT FALL 2015

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Fall 2015

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Summary

The MxCC Technology Center located in Snow Hall, room 512, opened in September of 2015 with the goal of providing free support to members of the academic community with personal technology—an area the MxCC IT Department is currently unable to support. The center was staffed by one part-time student worker between Monday and Friday, from 10:30 a.m. to 1:30 p.m. Computer Club members volunteered their time and talents at the Tech Center and used repair work as service learning opportunities. The experience gave students time to practice their skills, share information and resources, while helping to fix technology issues for the community.

Overview

The Tech Center served as a point of contact for individuals, including faculty, staff and students seeking assistance. Over 23 individuals received help with non-functioning personal technology during the fall 2015 semester. Additionally, students who stopped by were referred to 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 intake packet and waiver before presenting their devices for diagnostics and repairs. The data collected shows breakdown of issues addressed is as follows:

Category		**Count**
Hardware		5
Operating System – WIN and iOS		8
Software (including Office365 Installs – both campuses)		10
	Total	*23*

Note: Of all devices serviced, two owners opted to scrap their laptops; 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 annual Network Event, annual Laptop Giveaway, Club Fair booth, LAN Night (two events), as well as Office365 Clinics (both in Meriden and Middletown). Club members brainstormed ideas, planned projects, calculated budgets, tracked action items, and worked to meet deliverables (i.e. creating promotional flyers, brochures and advertisements).

Facility Infrastructure

The Tech Center room was outfitted by donations of computer from Eversource (two laptops, two tower units), from club members (a local area network and color printer), and from the IT Department (a laser printer). Students also acquired tools to work on machines—some from their own personal supplies—to turn

the space into a functional workshop. The club hopes to have a wall mounted TV installed in Spring 2016 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 fall of 2015. Observations for future growth have been identified in several areas, including automating workflow, data collection and digitizing device tracking, clarifying privacy policies, and creating a feedback loop for internal customers.

Automated Workflow

The intake process at the Tech Center is currently paper based, making it time consuming and labor intensive to collect and record data for tracking and reporting purposes. Forms used are missing key fields and do not accurately reflect the diagnostic intake process. As a result, there is potential for devices to become lost or mismatched to internal clients. A solution proposed by a team of MIS students called FreshDesk was reviewed and identified as an excellent resolution. This web-based product has the ability to automate data collection, track the status of devices in the pipeline for repair, send trigger based SMS or email notifications, and deliver report ready datasets. The FreshDesk introductory tier is free for up to three registered users. A detailed report authored by students Lily Henry, Svyatoslav Korneyev, and Frank Natter is attached for further review.

Privacy

Tech Center privacy policies and procedures should be reviewed periodically over time. As the program changes and grows, privacy guidelines will need to be updated as a best practice measure to ensure vulnerabilities and potential deficiencies are proactively identified and addressed. The following updates are recommended.

Internal Clients

Currently, clients to the Tech Center are required to sign a waiver before handing off their personal technology. It is recommended a revision to the exiting form be added to include:
Disclosure that device information is not fully secure while being serviced
Advice student to change their device ID and passcode after service
Reiterate MxCC policy against sharing banner ID password with anyone—including students at the Tech Center

Technicians

Likewise, student workers and volunteers should receive a formal policy and procedure outline regarding privacy before working on devices. The policy 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

Feedback Loop

In general, many positive comments were overheard about the Tech Center and its service offering. It is recommended a customer satisfaction survey be created to capture comments, feedback for improvement and collect data for measurement. The feature is available through the FreshDesk web application.

Marketing

Many visitors mentioned they were surprised to learn the Tech Center existed and provided free services to students, staff and faculty. 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

Signage—Post tabletop ads in high traffic areas, such as the library, Student Activities office, cafeteria, registration office, throughout campus via yard signs

Digital Media--Blog news, stories about activities, offer tech tips, blitz social media campaigns, create an ad slide for campus monitors

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