Academic Computing Center

Academic Computing and Learning Center

Performance Objective 1 Operate Academic Computing Center in a manner consistent with student needs.

1 Assessment and Benchmark

Benchmark: For the ACLC Survey, a minimum 90% approval rating for each of the following items:
1. Surveyed users feel that computer stations are available.
2. Surveyed users feel adequate informational documentation is available.
3. Technical assistance in use of the computer has been available.
4. Have appropriate class work software available.
5. Provide technical assistance in the use of software.
6. Hours of operation are satisfactory.
7. Provide lab assistants that are courteous, helpful, knowledgeable, and communicate effectively.

1.1 Data

ACLC Survey Results:

Component	% approval rating			
	2016-2017	2017-2018	2018-2019	2019-2020
1. Computer stations are available	100%	100%	100%	
2. Surveyed users feel adequate informational documentation is available	94%	95%	95%	
3. Technical assistance in use of the computer has been available	91%	100%	98%	
4. Have appropriate class work software available	94%	84%	87%	
5. Provide technical assistance in the use of software	90%	95%	94%	
6. Hours of operation are satisfactory	82%	80%	86%	
7. Provide lab assistants that are:				
a) Courteous	100%	100%	100%	
b) Helpful	100%	100%	100%	
c) Knowledgeable	100%	100%	100%	
d) Communicate effectively	100%	100%	100%	

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
- Work with student workers (training) to give needed technical assistance to lab users.
- We will continue to provide, within budget, all of the software necessary to aide in COSA courses.
- Operating hours were reduced due to budget constraints. This negatively impacted our approval rating.

2017-2018
- The number of operating hours continues to be a concern among students utilizing the resources of the lab. This is a concern because not all labs on campus have the same technical programs as found in the ACLC lab. As the budget improves, we will be able to increase our operating hours to better serve the needs of our students.
- Software suggestions were given on the survey. We will try to implement these suggestions when possible, and if not possible, try to provide free alternatives. This should address the decrease seen in having the appropriate software on lab computers.

2018-2019:
- The number of operating hours will continue to grow, as funding is secured.
- Software approval has increased, but still below benchmark. We will work closely with students and faculty to improve on the software/programs needed for students to complete assignments.

2 Assessment and Benchmark

Benchmark: All computers should be on a five-year replacement schedule as funding is secured and requested software is purchased and installed.

A five year replacement schedule is more realistic with today's current computers. Computers are lasting longer due to better hardware being purchased.

2.1 Data

2015-2016:
- The back lab has 43 computer workstations, 30 PCs and 13 iMacs. The PCs are configured with Microsoft Windows 7 operating system and dual booted with the latest Ubuntu operating system. The iMacs are configured with Snow Leopard Mac operating system and dual booted with Windows 7 operating system. The PCs were purchased in 2009 (due for upgrades). The iMacs were purchased in two separate groups, 5 in 2011, and 8 in 2012.
- The front lab has 22 workstations which are PCs. They were updated in Spring 2012 to current hardware (HP 8300s).

2017-2018:
- The Front Lab currently has 22 HP workstations purchased in 2012. The computers are due to be replaced in the 2018-2019 academic year with a TASC grant that has already been approved.
- The Back Lab currently has 34 HP workstations and 8 iMacs purchased in 2017. These computers were upgraded with a TASC grant during the 2016-2017 academic year.
- In 2018, new HP printers were purchased in both labs. It is expected that these printers will last 3+ years.
- In Spring 2018, the computers were updated with the most recent software available.

2018-2019:
- The Front Lab currently has 23 HP workstations purchased in 2018.
- The Back Lab received no upgrades.

2.1.1 Analysis of Data and Plan for Continuous Improvement

2015-2016:
In Fall 2015, TASC funded the purchase of new HP LaserJet printers for the ACLC computer lab as well as new computers for our student technicians. Would like to apply for upgraded lab computers with this year's big ticket TASC proposal.

2017-2018:
- With this year's funded TASC grant, all computers will be within the five-year replacement time period.
- The ACLC technicians will monitor software updates and install when necessary.
- The ACLC will research new technology and equipment and make decisions on purchases based on need and budget.

2018-2019:
- All computers are within the five year replacement time frame.
- We were able to increase the number of computers by one unit, increasing capacity.

3 Assessment and Benchmark

Benchmark: Maintain sufficient printing supplies while meeting the printing needs of students.

3.1 Data

The ACLC provides printing in an Open Access Computer Lab that is available to any student with a valid McNeese student ID.

Academic Year	# of pages printed by students	Average # of pages printed per day
2015-2016	398,025	2,457
2016-2017	341,365	1,996

| 2017-2018 | 391,719 | 2,291 |
| 2018-2019 | 516,020 | 3,018 |

3.1.1 Analysis of Data and Plan for Continuous Improvement

2015-2016:
Supplies were maintained throughout the 2015-2016 period. Track for 3 years.

2017-2018:
Supplies were maintained during the 2017-2018 academic year.

2018-2019:
Supplies were maintained during the 2018-2019 academic year even though printer usage significantly increased from the previous year. The College of Science and Agriculture supplied 23 cases of paper to help maintain supplies.

4 Assessment and Benchmark

Benchmark: Achieve at least 20,000 logins per year.

Prior to 2018-2019, the benchmark had not been established.

4.1 Data

The ACLC operates and maintains an Open Access Computer Lab available to all students with a valid McNeese student ID.

Academic Year	Total Logins	Average Logins Per Day
2015-2016	28,348	166
2016-2017	18,588	109
2017-2018	16,641	97
2018-2019	21,133	123

4.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
The benchmark will be set once the number of logins has been tracked for 3 years.

2017-2018:
- While the number of logins has decreased over the past few years, the number of pages printed has remained steady.
- The ACLC will evaluate the program that is uses to track logins and make sure it is accurately counting logins.
- The ACLC will study additions to the lab that will attract more students.
- Starting in the 2018-2019 Academic Year, we will set a benchmark of 20,000 logins per year.

2018-2019:
- The benchmark was met this year after not being met the previous two years.
- The ACLC evaluated the program used to track logins and found some were not being counted during the previous two years. This has been fixed.
- The ACLC began a partnership with athletics which required student-athletes who are struling academically students to attend lab hours.

Performance Objective 2   Operate Math Lab in a manner consistent with student needs.

1 Assessment and Benchmark

Benchmark: For MATH 113 Lab Survey, a minimum of 90% approval rating for each of the following items:
1. Surveyed users feel that an adequate number of tutors are provided.
2. Surveyed users feel that tutors have adequate knowledge of the subject they are tutoring.
3. Assistance in signing in/signing out has been available.
4. Tutors actively engage in helping students.

5. Surveyed users feel that hours of operation are satisfactory.
6. Tutors are courteous and helpful.
7. Center has appropriate learning/teaching atmosphere.
8. Tutors communicate effectively.
9. MATH 113 lab has a positive effect on student's academic success.

1.1 Data

MATH 113 Lab Survey Results:

Component	% approval rating			
	2016-2017	2017-2018	2018-2019	2019-2020
1. Surveyed users feel that an adequate number of tutors are provided	95%	100%	100%	
2. Surveyed users feel that tutors have adequate knowledge of the subject they are tutoring	87%	100%	100%	
3.Assistance in signing in/signing out has been available	93%	100%	100%	
4. Tutors actively engage in helping students	90%	91%	95%	
5. Surveyed users feel that hours of operation are satisfactory	95%	91%	90%	
6. Tutors are courteous and helpful	90%	100%	100%	
7. Center has appropriate learning/ teaching atmosphere	90%	100%	100%	
8. Tutors communicate effectively	93%	91%	95%	
9. MATH 113 lab has a positive effect on student's academic success	100%	100%	100%	

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
- It appears our current number of tutors is adequate for the amount of traffic at the moment.
- Continue to provide tutors that have adequate knowledge of the subject they are tutoring.
- Continue to provide a convenient sign-in/sign-out system.
- Tutors will continue to actively engage in helping students.
- The budget provides for the lab to be open approximately 52 hours per week.
- Continue to train our student workers to be most courteous and helpful.
- Continue to offer a comfortable learning atmosphere.
- We will monitor the communicative effectiveness of the tutors we have on staff and continuously strive for improvement.
- We will strive to continuously have a positive effect on our student's academic success.

2017-2018:
- The Math Lab has met or exceeded benchmarks for each item evaluated in the survey.
- The ACLC is working on implementing a Tutor Training Certification in order to improve these numbers.

2018-2019:
- The Math Lab has met or exceeded benchmarks for each item evaluated in the survey.
- The Tutor Training Certification is on hold, due to changes in management and college structure. This will be reassessed at a later time.

Performance Objective 3 Operate Testing Center in a manner consistent with student needs.

1 Assessment and Benchmark

Benchmark: Testing Center will administer 200 tests per academic year.

1.1 Data

The ACLC operates the Testing Center in Kirkman Hall. The provides a convenient experience for faculty and students within the College of Science and Agriculture. Students have the opportunity to take makeup tests with instructor approval at a time and date agreed upon by the student and instructor during Testing Center operating hours. No specific appointments are necessary.

Academic Year	# of tests administered
2017-2018	577
2018-2019	659

1.1.1 Analysis of Data and Plan for Continuous Improvement

2017-2018:
- The number of tests exceeded the benchmark. We will monitor testing number during the next year and revise the benchmark if necessary.

2018-2019:
- A new benchmark of 300 will be set for the 2019-2020 year.
- We are evaluating the effects of the college reorganization and how that will affect the testing center operations.

Performance Objective 4 Operate Tutoring Center in a manner consistent with student needs.

1 Assessment and Benchmark

Benchmark: For the Tutoring Center Survey, a minimum of 90% approval rating on each of the following items:
1. Surveyed users feel that an adequate number of tutors are provided.
2. Surveyed users feel that tutors have adequate knowledge of the subject they are tutoring.
3. Adequate assistance in sign in/sign out is available.
4. Atmosphere of center is comfortable.
5. Surveyed users feels that hours of operation are satisfactory.
6. Tutors are courteous and helpful.
7. Center has appropriate learning/teaching atmosphere.
8. Tutors communicate effectively.
9. Tutoring Center has a positive effect on students' academic success.

1.1 Data

Tutoring Center Survey Results:

Component	% approval rating			
	2016-2017	2017-2018	2018-2019	2019-2020
1. Surveyed users feel that an adequate number of tutors are provided	100%	100%	100%	
2. Surveyed users feel that tutors have adequate knowledge of the subject they are tutoring	94%	100%	99%	
3.Assistance in signing in/signing out has been available	87%	95%	97%	
4. Atmosphere of center is comfortable	97%	100%	100%	
5. Surveyed users feel that hours of operation are satisfactory	80%	90%	90%	

6. Tutors are courteous and helpful	100%	100%	100%	
7. Center has appropriate learning/ teaching atmosphere	97%	100%	100%	
8. Tutors communicate effectively	100%	95%	97%	
9. Tutoring Center has a positive effect on student's academic success	100%	100%	100%	

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
- Continue to provide tutors for the lab and look at budget further to see if more tutors can be staffed per hour.
- Continue to provide tutors that have adequate knowledge of the subject they are tutoring.
- Tutors are instructed to greet all students and ask if they need assistance signing in.
- We will stay open as many hours as the budget permits.
- We constantly strive to have several tutors during our business hours so that we can attend to as many students as possible.
- Will work with student workers to ensure that students that are coming in for tutoring feel that they are important, respected and welcome in our lab.

2017-2018:
- The Tutoring Center has met or exceeded benchmarks for each item evaluated in the survey.
- The ACLC is working on implementing a Tutor Training Certification in order to improve these numbers.

2018-2019:
- The Tutoring Center has met or exceeded benchmarks for each item evaluated in the survey.
- The ACLC Tutor Training Certification has been put on hold, due to changes in management and college structure. We will reassess in the 2019-2020 academic year.

2 Assessment and Benchmark

Benchmark: The ACLC will track the number of students utilizing the Tutoring Center and will set a benchmark within the next 3 years.

2.1 Data

Academic Year	Student Visits	Unique Students Tutored
2018-2019	2154	455

2.1.1 Analysis of Data and Plan for Continuous Improvement

2018-2019:
- This year, the ACLC began tracking the number of visits to the Tutoring Center as well as the number of unique students that have been tutored with new software programmed by technicians of the ACLC.
- When three years of data have been obtained, we will be able to set a reasonable benchmark for the future.

Performance Objective 5 Provide appropriate technology and related services to faculty, staff, and students in the College of Science and Agriculture.

1 Assessment and Benchmark

Benchmark: Provide students with free Microsoft software through MSDNAA subscription as well as other free software for use in College of Science and Agriculture curricula; 175 new accounts.

Prior to 2018-2019, the number of new accounts had not yet been established.

1.1 Data

The ACLC provides free software for students and faculty through Microsoft Imagine (formerly DreamSpark and MSDNAA). Software includes popular operating systems and programming software used in many courses on campus.

Academic Year	# of new students and faculty account
2015-2016	172
2016-2017	180
2017-2018	157
2018-2019	120

1.1.1 Analysis of Data and Plan for Continuous Improvement

2015-2016:

The College of Science will continue to offer MSDNAA accounts to students using its recently renewed subscription to the MSDNAA service, allowing students to easily acquire useful and necessary software for use in courses.

2017-2018:
- The number of Microsoft Imagine accounts has remained mostly steady over the past few years.
- The ACLC is looking at ways to make students more aware of these free resources that are offered to increase the number of accounts created.
- Set a benchmark of 175 new accounts for the 2018-2019 academic year.

2018-2019:
- The number of accounts created continues to decrease.
- The ACLC is reevaluating the need to renew our Microsoft Imagine subscription.
- We will look into other subscription types that will be beneficial to students.

2 Assessment and Benchmark

Benchmark: Provide researchers and students with equipment needed to be prepared to attend research conferences.

2.1 Data

2016-2017:
- The COSAACLC has been tasked with the maintenance of one two-node computer cluster available to the chemistry department.
- The ACLC is maintaining an 8+ node cluster out of Dell 755s that were replaced by the new HP computers. This cluster will be available to math, physics, computer science, and chemistry students and faculty.
- Undergraduate researchers have access to a large poster printer to print presentation posters for their projects.

2017-2018:
- While the ACLC provides laptops and projectors for faculty members for conferences, 0 laptops and projectors were checked out.

2018-2019:
- While the ACLC provides laptops and projectors for faculty members for conferences, 1 laptop was checked out.

Academic Year	# of posters printed
2017-2018	43
2018-2019	60

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
- The ACLC will continue to provide technical support for the two-node chemistry cluster called "The Cube".
- The ACLC will service and maintain the printer and assist in printing posters as desired by undergraduate researchers.
- In 2017-2018, the number of posters printed will be reported in the data.

2017-2018:
- The ACLC will monitor the use of the poster printer and set a benchmark for posters printed after tracking for

three years.
- The ACLC will monitor the number of computers/ projectors checked out. Since the number of checkouts has been 0 the past few years, we will make a decision on whether to continue this service once the equipment has reached the end of its useful life.

2018-2019:
- The number of posters printed has increased. We will continue to monitor usage and supplies and set a benchmark during 2019-2020 year.
- The ACLC will continue to loan laptops and projectors to faculty members during the useful life of the equipment. New equipment will not be purchased due to little usage.

3 Assessment and Benchmark

Benchmark: Adequate facilities and technical support is available to enhance faculty research yields a minimum 90% approval rating.

3.1 Data

Academic Year	Researchers and faculty members approval rating
2016-2017	100%
2017-2018	N/A
2018-2019	N/A

3.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
The ACLC will continue to provide facilities and technical support to researchers and faculty members.

2017-2018:
- Unfortunately due to staffing shortages and changes, data for this assessment and benchmark was not collected this year.
- A new process is being created to collect data for this benchmark. Data will be collected during the 2018-2019 year.

2018-2019:
- Due to changes in management and college structure, this data was not collected.

4 Assessment and Benchmark

Benchmark: Student technicians complete work requests submitted to the work request system.

4.1 Data

Student technician data:

Academic Year	Work requests executed*	Personal computers serviced**
June 2013 - June 2014	235	75
June 2014 - June 2015	316	153
June 2015 - June 2016	426	132
June 2016 - June 2017	359	52
July 2017 - June 2018	415	49
June 2018 - June 2019	357	119

*Work requests were submitted online and over the phone and answered by student technicians.
**Student technicians worked on personal computers for staff, faculty and students removing viruses, diagnosing issues, and replacing hardware in desktop and laptop computers.

4.1.1 Analysis of Data and Plan for Continuous Improvement

2015-2016:
The ACLC currently has one full time assistant who supervises the coordination of lab workers and purchase orders.

We currently oversee workers in the MATH 113 lab, the ACLC computer lab, COS testing center, Tutoring Center and ACLC technicians. We have one student technician responsible for coordinating all tech support, who works 29 hours per week. Additionally we have two student workers handling website maintenance, technical support for faculty, computer labs, and classrooms, and writing software as needed. We will continue to provide free technical support to McNeese staff, faculty and students as long as the budget permits.

2017-2018:
- The ACLC currently has a full time technical assistant who oversees over 40 student employees in the Academic Computing Center, Computer Lab, Math Lab, Tutoring Center, and Testing Center.
- The number of work requests has remained steady. We are looking into a better system to track both faculty and student work requests as many requests are falling through the cracks. This happens when time sensitive work is completed and not documented.

2018-2019:
- The ACLC currently has a full time technical assistant who oversees over 40 student employees in the Academic Computing Center, Computer Lab, Math Lab, Tutoring Center, and Testing Center.
- The number of work requests has remained steady. We are looking into a better system to track both faculty and student work requests as many requests are falling through the cracks. This happens when time-sensitive work is completed and not documented.
- The number of personal computers serviced has significantly increased over the past year. This is due to efforts to advertise the service at orientation and recruitment events. This has saved students numerous dollars in labor charges.

5 Assessment and Benchmark

Benchmark: "Students workers communicate effectively" yields a minimum 90% approval rating.

5.1 Data

Academic Year	"Student workers communicate effectively" approval rating
2016-2017	100%
2017-2018	N/A
2018-2019	N/A

5.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:
The ACLC will continue to provide student workers that communicate effectively with workers as available.

2017-2018:
- Unfortunately due to staffing shortages and changes, data for this assessment and benchmark was not collected this year.
- A new process is being created to collect data for this benchmark. Data will be collected during the 2018-2019 year.

2018-2019:
- Due to changes in management and college structure, this data was not collected.

6 Assessment and Benchmark

Benchmark: "Students workers have been helpful and courteous" yields a minimum 90% approval rating.

6.1 Data

Academic Year	"Student workers have been helpful and courteous" approval rating
2016-2017	100%
2017-2018	N/A

2018-2019	N/A

6.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

The ACLC will continue to monitor technicians to ensure best performance.

2017-2018:
- Unfortunately due to staffing shortages and changes, data for this assessment and benchmark was not collected this year.
- A new process is being created to collect data for this benchmark. Data will be collected during the 2018-2019 year.

2018-2019:
- Due to changes in management and college structure, this data was not collected.

7 Assessment and Benchmark

Benchmark: "Students workers have been knowledgeable and responsive" yields a minimum 90% approval rating.

7.1 Data

Academic Year	"Student workers have been knowledgeable and responsive" approval rating
2016-2017	100%
2017-2018	N/A
2018-2019	N/A

7.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

The ACLC will closely monitor responsiveness to open tickets and requests to improve approval rating.

2017-2018:
- Unfortunately due to staffing shortages and changes, data for this assessment and benchmark was not collected this year.
- A new process is being created to collect data for this benchmark. Data will be collected during the 2018-2019 year.

2018-2019:
- Due to changes in management and college structure, this data was not collected.