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NPML Academic Unit Report 2018-2019: Student Technology Center

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NPML Academic Unit Report 2018/19: Student Technology Center

Planned Assessment Year: Reporting Period: 2018 – 2019

Persons Responsible: Berrie Watson

Outcome / Objectives: Measure and systematically analyze student demand of for STC hardware and software support during time when the STC is not staffed but the library is open.

Means of Assessment: During the Fall 2018 and Spring 2019 semesters, the library front service desk tracked when the front desk staff either referred or answered a hardware or software question for the STC.

Criteria for Success: Track the hours and amount of time that students ask the library front desk for hardware and software help. Determine whether these questions were answered or referred to the STC by the library front desk staff.

Findings: The Fall 2018 semester had 321 referrals from the front desk of the library to the Student Tech center; 236 of which were for printing and scanning questions and 85 were for software help. After 6pm there were 8 printing questions and 7 software questions that were answered by the circulation desk. During the Spring 2019 semester, there was a total of 166 referrals to the Student Tech Center; 124 of these were for printing and scanning help and 42 were for software support. After 6pm the staff at the front library desk answered 5 questions pertained to printing and 3 questions pertained to software. In both the Fall and Spring semesters the staff at the front desk were inconsistent in tracking whether the answered or referred the students' technology questions.

Conclusion: We were successfully able to analyze student demand for off-hour STC services. Based on these results, as there were very few student technology questions are fielded by the library front desk staff during hours when the STC is closed. Thus, there is currently no need at this point to extend STC hours into the evening.

Use of Finding: The library will continue to monitor the number of technology questions answered during non-STC hours. Additionally front desk staff will received training on the Service Desk Statistics from in order to ensure more consistent and complete data collection.