

# A New Direction in Student Computing:

---



## Developing Spaces and Services to Meet Students' Evolving Needs

Cara Lane, PhD, Research Manager  
UW Information Technology  
University of Washington  
[cgiacomini@uw.edu](mailto:cgiacomini@uw.edu)

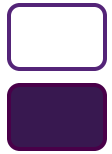




## ACTIVITY—Quick Chat (3 min.)

---

- Introduce yourself to someone at your table you do not know
- Chat about what you hope to get out of this presentation



# Outline

---

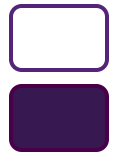
Background

Use of Computing Centers

Technology & Space Needs



Background



# University of Washington

## Seattle Campus

- 693 acres
- 200+ buildings
- 140 majors
- 1,800 courses
- 42,933 students



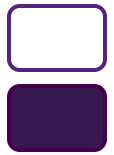


# ACTIVITY—Show of Hands

---

## Size of Institution

- Research 1 Public Universities
- 4-Year Public Institutions
- Community Colleges
- Private Institutions

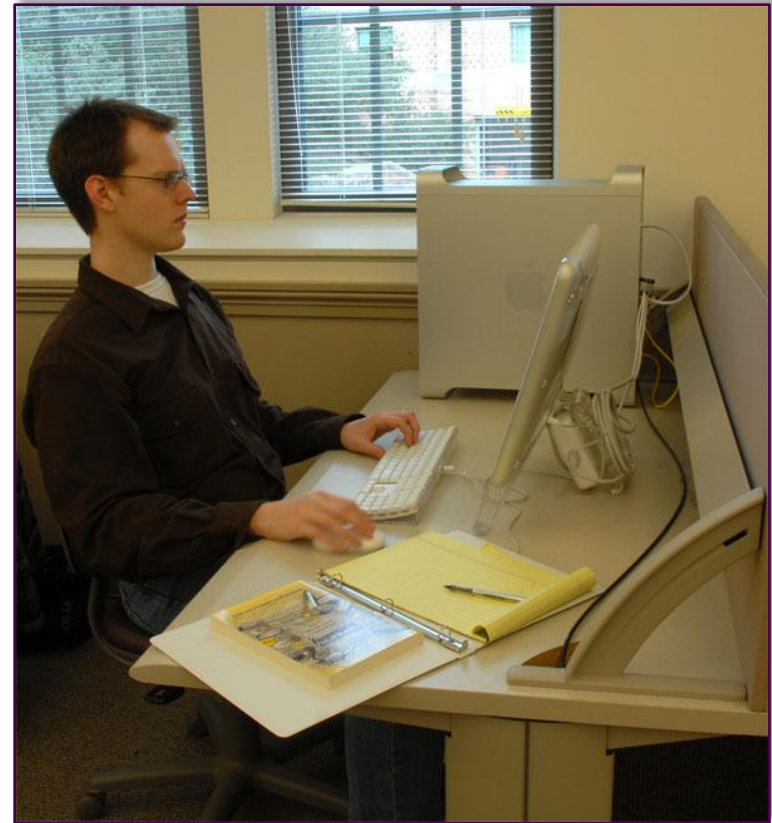


# General-Access Computing 2009-10

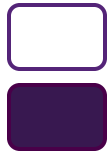
---



OUGL Learning Commons



MGH Computing Resource Center



# Changes to Campus Spaces

---

## Closure of MGH CRC

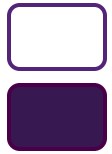
- 180 workstations

## Remodel of Husky Union Building

- Closed for 2 years

## Improvements to Libraries

- Research Commons
- Infrastructure upgrades



# New General-Access Model

---

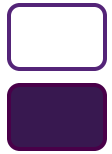
OUGL Learning Commons

Distributed Workstations

+

New Services to Support Laptops

Research on Student Needs

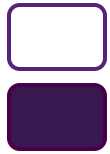


# Research Questions

---

How and why do students use existing general-access computing centers?

How can we support students as they use their personal laptops/netbooks in various public spaces on campus?



# Data Gathered (Autumn 2009)

---

## Online student survey

- 3,250 students responded

## Focus groups

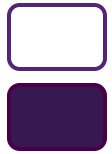
- 24 students participated

## Usage data

- 28,353 unique users



# Use of Computing Centers

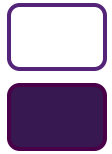


# ACTIVITY—Show of Hands

---

What is happening on your campus?

- Usage of campus computing centers is growing
- Usage is declining
- Usage is holding steady
- Don't know



# Usage Trends

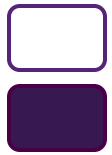
---

Computing Centers continue to be highly used by students

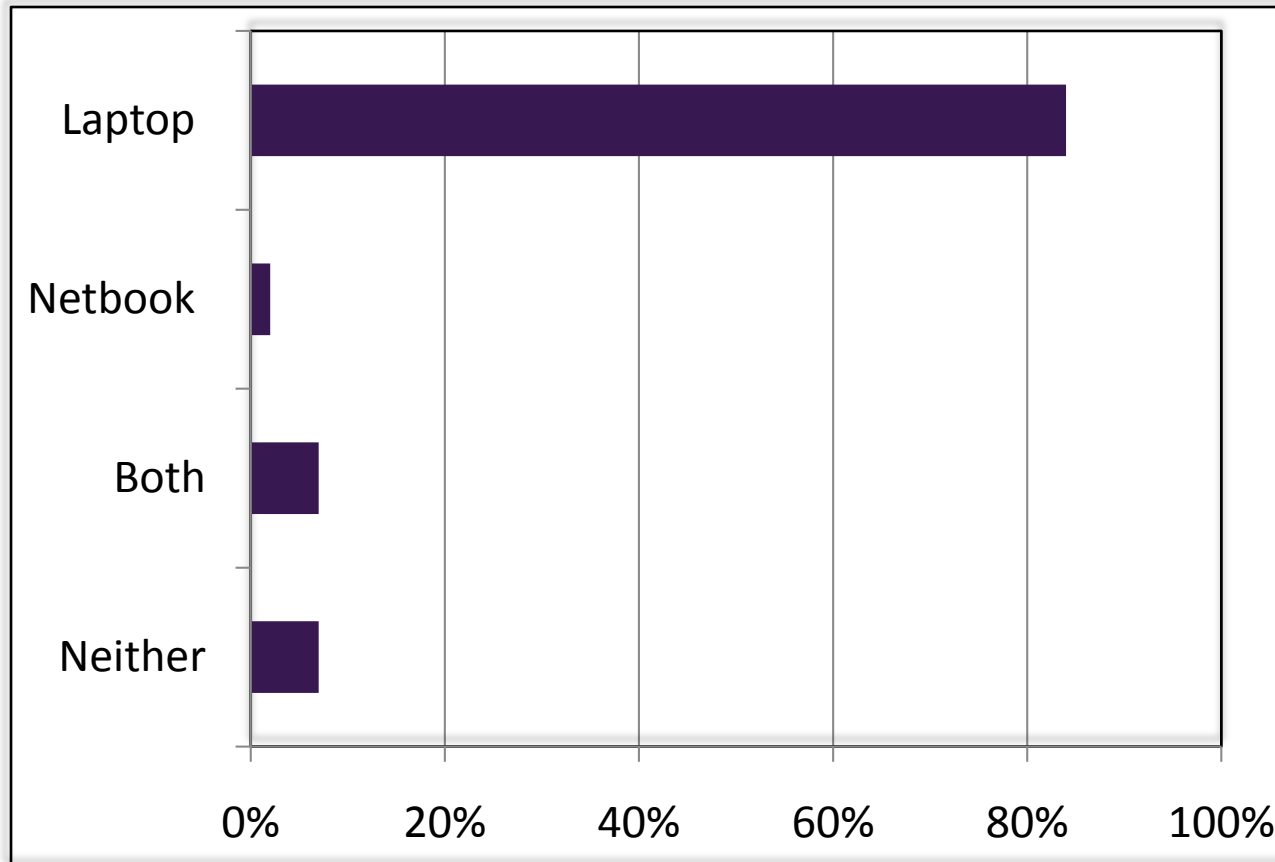
Usage has held steady over the past five years



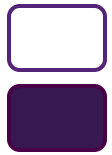
# Technology & Space Needs



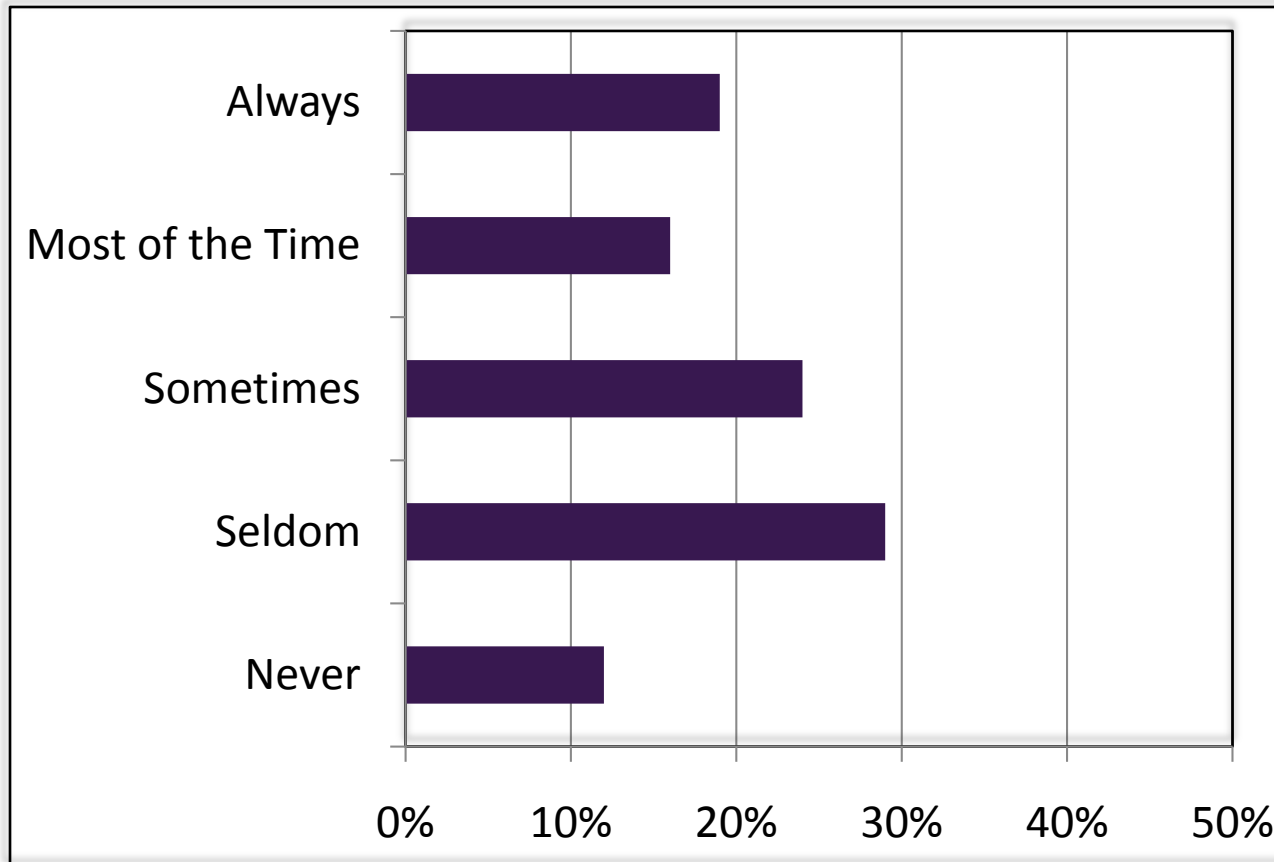
# Laptop/Netbook Ownership



93% own a laptop and/or netbook



# Frequency of Use on Campus



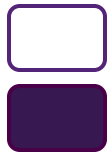
Only 35% frequently use their laptops on campus



# ACTIVITY—Brainstorm (5 min.)

---

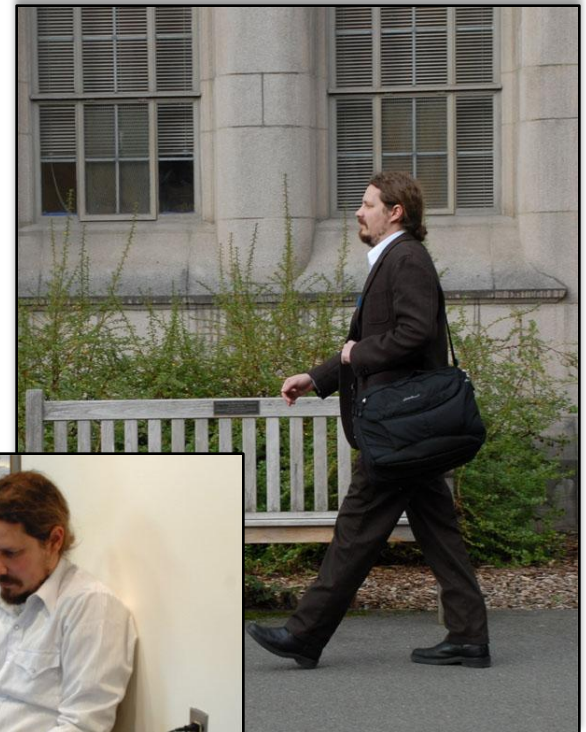
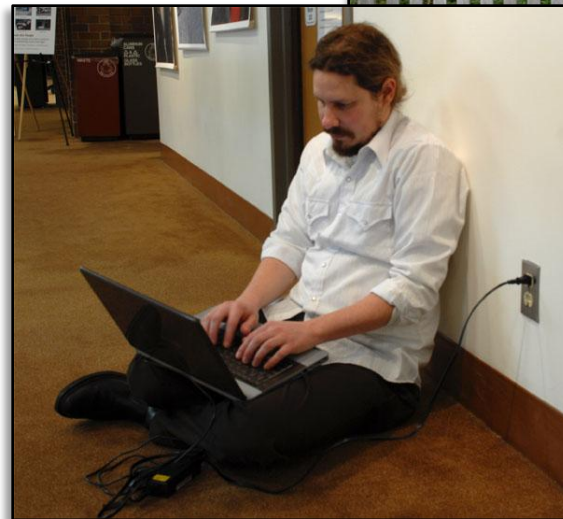
Why do you think we are not seeing students bring their laptops to campus more consistently?



# Obstacles to Using a Laptop

## Top 3 Obstacles

1. Weight of laptop or netbook
2. Concern about damage or theft
3. Insufficient access to electrical outlets



# Improvements to Public Spaces

---

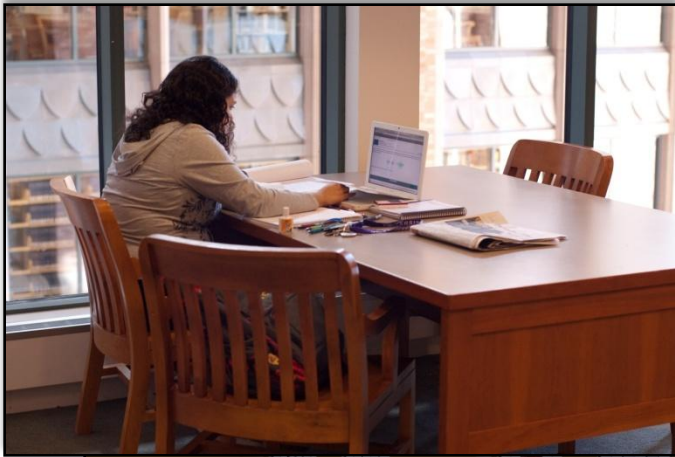
## Top 5 Improvements

1. Electrical outlets
2. Quiet work areas
3. Evening access
4. Comfortable furniture
5. Natural light



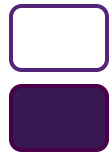


# Spaces for Independent Work



## Desired Features

- Quiet, but not too quiet
- Space to spread out
- Electrical Outlets
- Comfortable Chairs
- Pleasant Environment
- Natural light

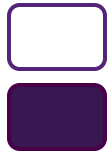


# Spaces for Collaborative Work



## Desired Features

- Space for 4-6 people
- Space for their stuff
- Enclosed area
- Outlets for laptops
- Large monitors
- Whiteboards

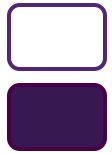


# Technology & Space Needs

---

Minimize obstacles and offer more services that support laptop use on campus.

Enhance campus spaces to support individual and collaborative activities.



# Meeting Students' Needs

---

- Adding electrical outlets & wireless access
- Adding laptop charging stations
- Online Software Access
- Technical support via chat
- Adding large monitors to study rooms
- Design of new Research Commons
- Investigating use of mobile devices

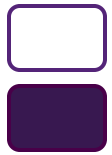


# ACTIVITY—Discussion (10 min.)

---

Talk at your tables

- What is your institution doing in this area?
- What are your ideas for meeting students' needs moving forward?



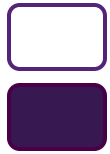
# Resources

---

EDUCAUSE Quarterly article

Designing Campus Learning Spaces  
(report)

- [http://www.washington.edu/lst/research\\_development/papers/index](http://www.washington.edu/lst/research_development/papers/index)



# Resources

---

EDUCAUSE Quarterly  
(article in current issue)

Designing Campus Learning Spaces  
(campus report)

[http://www.washington.edu/ist/  
research\\_development/papers/index](http://www.washington.edu/ist/research_development/papers/index)