

# Public Services Council Meeting

## 3/23/2006



**UCLA**

CLICC Consortium

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Academic Technology Services  
Humanities  
Library  
Office of Instructional Development  
Social Sciences

## *Statement of Purpose (Draft)*

### The College Library Instructional Computing Consortium (CLICC):

IS a collection of computing facilities, resources and services including a drop-in computing commons, electronic classrooms, laptop lending, mobile laptop classroom carts, and access to instructional software from CLICC hardware as well as remotely.

SERVES the UCLA community, with resources focused towards undergraduate instruction.

SUPPORTS the usage of the facility, hardware and software with staff dedicated to providing quality service.

COLLABORATES with consortium partners (Humanities, Social Sciences, Library, Office of Instructional Development, and Academic Technology Services) as well other campus organizations to coordinate student computing services across campus.

STRIVES to respond to changes in technology and instructional needs, providing tools to students and faculty to enable them to innovate and excel.

# Overview of Services

## Drop-In Commons

The drop-in computing commons in 145 Powell is available to anyone with a Bruin OnLine ID. The lab is staffed 24 hours a day weekdays beginning the 3<sup>rd</sup> week of the quarter, offering students not only a place to study all night, but a consultant to help as well.

## Electronic Classrooms

Three physical classrooms are available for faculty and teaching assistants to reserve for their classes. Each classroom features workstations for each student, projection and sound, plus a variety of instructional technology tools and support including training workshops.

## Laptop Lending

CLICC lends laptops from seven different library locations. The laptop lending program helps meet the computing needs of students without expanding the physical space of the lab. The laptops offer the same features as the stationary CLICC machines with the added benefit of mobility.

## Mobile Classrooms

PC and Mac laptops on mobile carts with wireless capability are available to go to general assignment classrooms if CLICC classrooms are booked, or if the instructor wants to offer access without moving students from their regular classroom.

## Instructional Software

CLICC maintains approximately 100 software packages ranging from general-purpose software such as MS Word and Excel to specialized applications for Humanities and Social Sciences courses. The software is available on all CLICC lab and classroom computers as well as laptops. This enables instructors to teach using the software and assume that the students have the same access to work on their own.

## CLICC Student Workstation Inventory 04/05

<b>Lab</b>	PCs	92
	Macs	9
	<b>Total</b>	<b>101</b>

<b>Classrooms (PCs)</b>	A	15
	B	24
	C	59
	<b>Total</b>	<b>98</b>

<b>Laptops for Loan (PCs except where noted)</b>	Powell 1	75
	Powel 1 (mac)	5
	Powell 2 (cart)*	32
	YRL	50
	Music	10
	Biomed	20
	SEL/EMS	20
	Geology	10
	<b>Total</b>	<b>222</b>

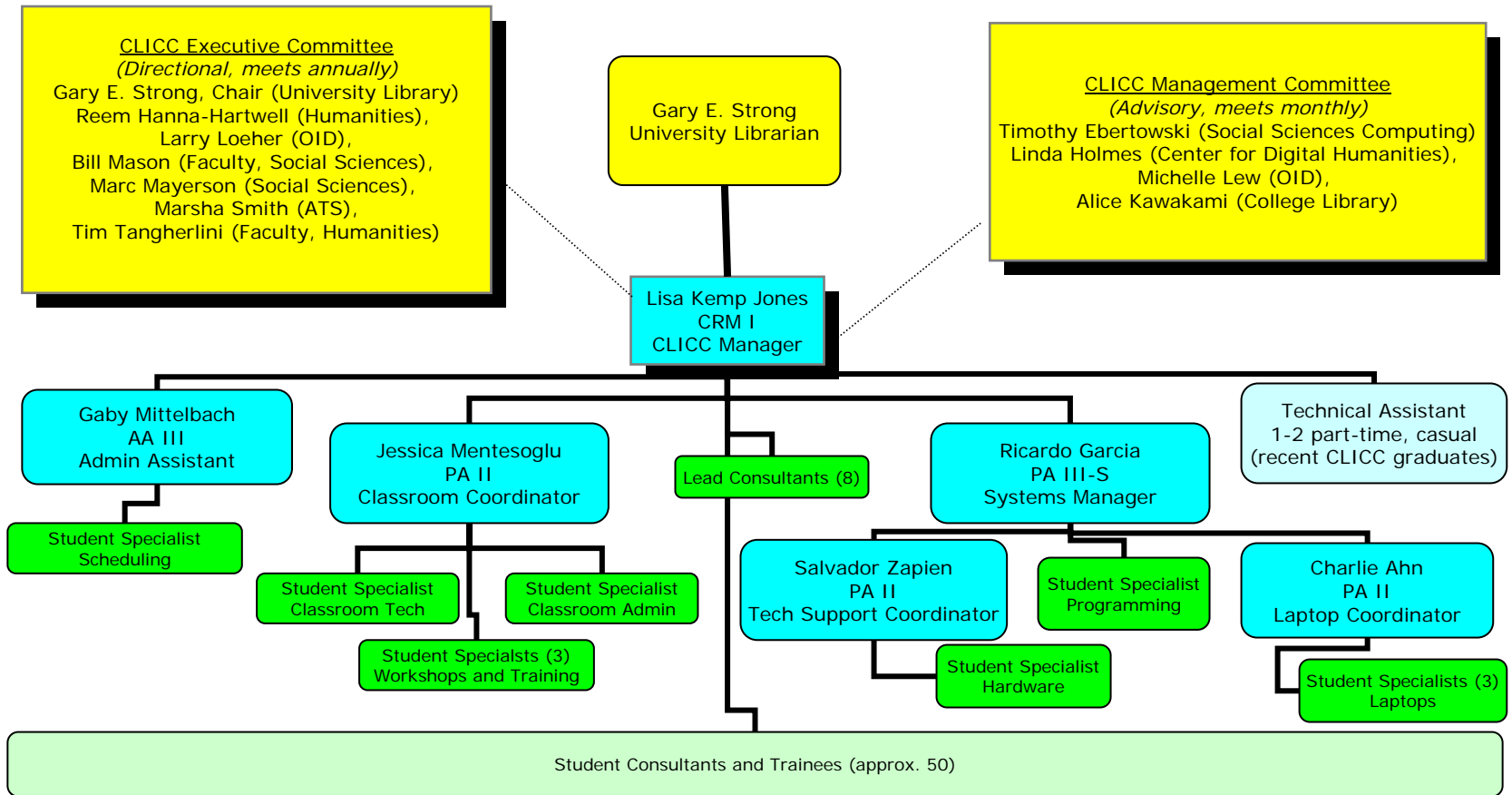
<b>Mobile Classrooms (Carts)</b>	<b>PC*</b>	32
	Mac	16
	Mac	16
	<b>Total</b>	<b>64</b>

<b>Total Student Workstations</b>	<b>453</b>
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\* PC cart is used for laptop lending when not being used in a class. The number is only counted once in the total.

# CLICC Organization Chart

2006



## Student Consultants – Approx. Qty 50:

Entry level: Trainee, Promoted to Consultant after requirements met

Opportunities for additional promotions to Specialist positions noted in darker green boxes.

Lead Consultants mentor 4-5 junior consultants

## Overall shared supervision of Consultants:

Admin Asst – Scheduling, collecting reports, administrative wrangling.

Classroom Coordinator – Classroom training and supervision

Laptop Coordinator – Laptop lending desk training and supervision

Tech Support Coordinator – Technical support and training

Systems Manager – Programming specialist, web site coordination

Manager – Coordination, discipline, termination, final hiring decisions, budgeting.

## CLICC in 1996

### Services:

Drop-in Lab, 92 stations (60% PC, 40% mac)

Classrooms, A: 13 "multimedia macs", B: 21 macs, C: 50 PCs

*Printing: \$0.15/page*

**Total student workstations: 176**

### Hours:

Lab open M-Th: 8am-11pm, F 8am-5pm, Sa 9am-5pm, Su closed

Classrooms open 9am-6pm M-F

**Approx. 275 consultant hours per week**

### Staff:

1 full time manager, approx. 30 student consultants, 50% SSC tech, 50% HCF tech, 50% Hardware tech (OAC), 50% LAN tech (OAC)

### Budget:

\$1,400,000 intended for first year, \$996,000 intended for future years. (plus printing income fund to cover printing costs)

## CLICC in 2006

### Services:

Drop-in Lab, 101 stations (91% PC, 9% mac)

Classrooms, A: 14 PC laptops, B: 24 PCs, C: 50 PCs

Mobile PC classroom carts: 2 w/16 PCs each

Mobile mac classroom carts: 2 w/16 Macs each

Multimedia dubbing/design stations: 3 Macs w/extra hardware

Laptop Lending

Powell: 75 PCs, 10macs

YRL: 50 PCs

Music: 10 PCs

Biomed: 20 PCs

Engineering & Math Sciences: 20 PCs

Geology: 10 PCs

Chemistry: 10 PCs

*Printing: \$0.10/page*

*Scanning + PDF sender: free*

*Workshops: free*

**Total student workstations: 461**

### Hours:

Lab open 24 hours weeks 3-F, closing Fridays at 11. Saturday open 9am-5pm

Classrooms open 8am-11pm M-Th, 8am-6pm Fridays.

Laptop lending hours vary, most open M-F, P1 and YRL open weekends as well.

**Approx. 800 consultant hours per week**

### Staff:

Full time career staff (6): Manager, Administrative Assistant, Systems Manager, Technical Support Coordinator, Classroom Coordinator, Laptop Coordinator, part-time Technical Assistant.

50-60 student consultants

Service contracts with SSC and CDH for departmental technical expertise

Collaboration with Library to staff laptop lending.

### Budget:

\$1,200,000 annually (plus printing income fund to cover printing costs and about 1/3<sup>rd</sup> of student staff time)

# *CLICC Fest and Organization Info*

- Day-long, onsite “retreat” March 9, 2006
  - Review purpose, highlight and celebrate achievements
  - “Celebrity” guests: Members of CLICC’s Management and Executive Committees, other involved guests – to offer their perspective on what they think is important about CLICC, ideas for future directions, etc.
  - Review notes, incorporate ideas into workplan, refer back periodically.
- Weekly Staff Meetings
  - CLICC staff meets every Monday. Efforts in the last few months to bring in guests for demos, special topics. (Examples: Susan Parker for workplan discussion, Darrow Cole from LIT to do a RedDot demo)
  - Schedule topics in advance to highlight or explore in depth specific CLICC topics. (Examples: Charlie discussed process for updating laptops, Jessica reviewed cases of special laptop requests in order to help define any future policy)
- Coordination Across Campus
  - Lab Manager’s Group (coordinator)
  - Consortium Labs (CDH, SSC)
  - Help Desk Consortium (participant)

# *Recent Service Update Highlights*

- Library Laptop Lending Partnership
  - CLICC implemented simpler system for checking out laptops, partnered with Library to staff the lending operations while providing hardware and back-end support.
  - Library staff supervises students, reports problems, meets monthly with CLICC staff to review/assess.
- Classroom Facility Update
  - New cable floor to allow for flexibility in desk arrangements
  - Laptop/wireless in Classroom A
- Instructional Support – Video Editing
  - CLICC provides support for software applications, including offering workshops and office hours.
  - Video editing classes have been latest challenge.
- Student Staff Workshops
  - Developing workshops to better cross-train our student staff, including OID in Powell.

# *Hopes and Dreams*

- Remote Software Access

- Students will be able to log in from anywhere to access particular instructional applications.
- Potential for Library public stations: students will be able to use any web browser to access an application that might not be local.

- Printing from Laptops

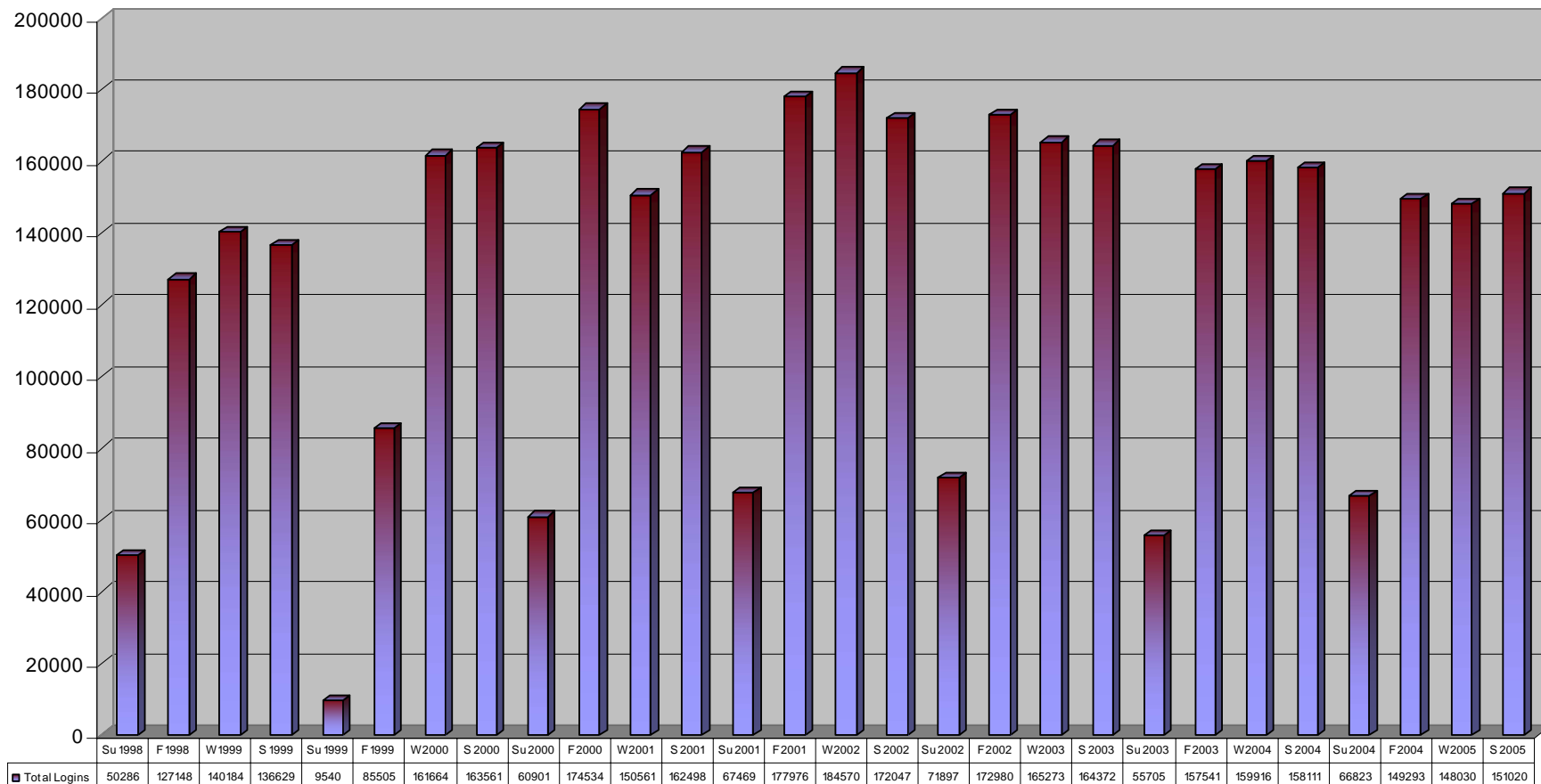
- New project with LIT to enable CLICC laptops to print to Library public printers. Testing this spring. (Initially targeted for Biomed, EMS, Geology, Chemistry and Music.)
- Future – to find a way for students to print from their own laptops to our printers.

- Explore collaborative projects in the following areas to improve and clarify service to students/faculty:

- Public stations, other lab stations – find common ground, document specialties
- Printing
- Staff training
- Common reservation systems (classrooms, carts, study rooms, etc)

# Lab and Classroom Drop-In Usage

Total Lab and Classroom Logins: 1999-2005

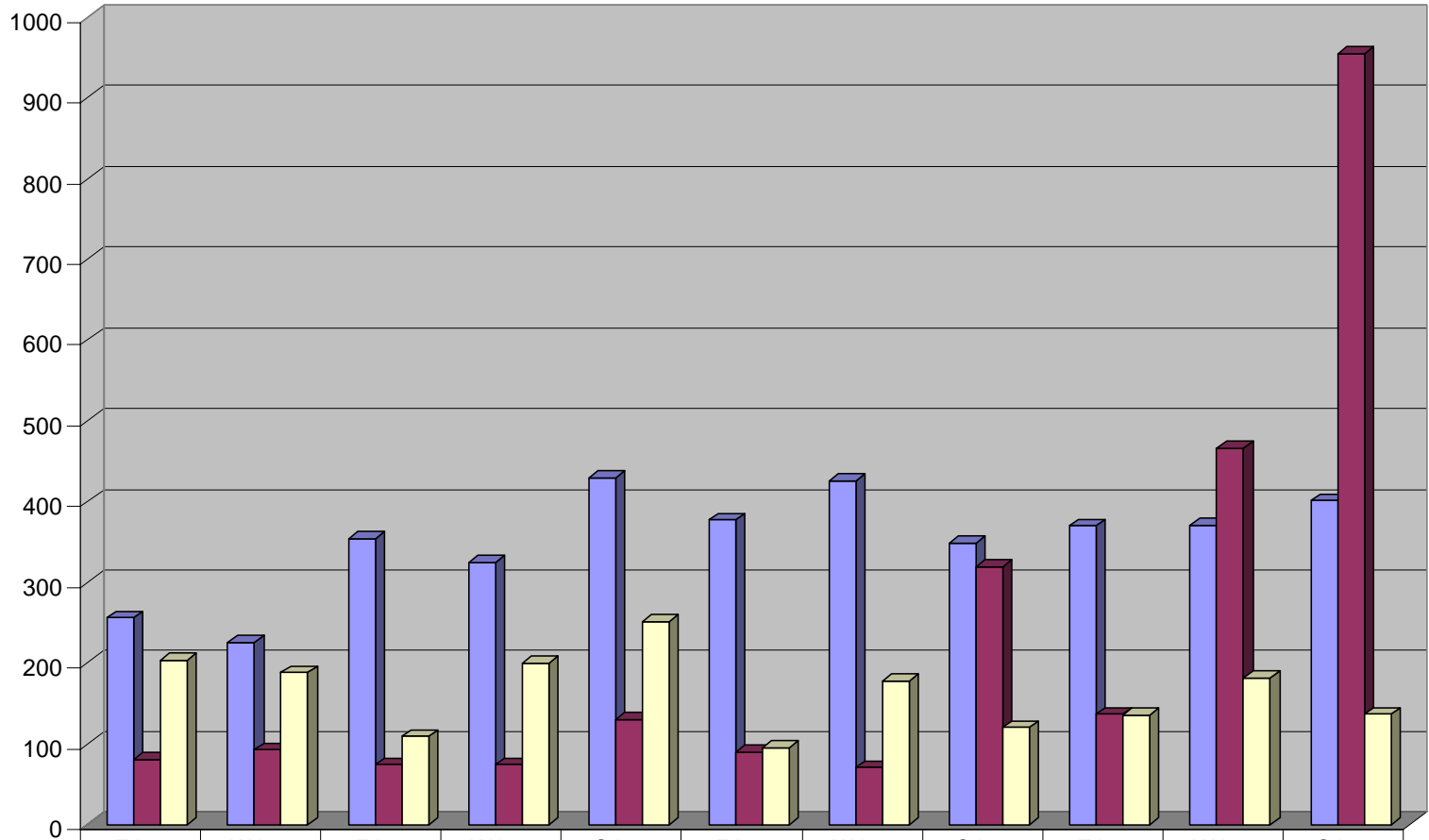


#Logins

The lab is filled to capacity most hours during weekdays and is well used late at night and on weekends as well. Since the lab opened, we have not seen a significant decline in demand. As we added laptops to try to relieve the congestion in the lab, we found that our laptop checkout numbers rose, but the lab traffic remained about the same.

# Classroom Usage

## CLICC Classroom Instruction Hours by Division



	F '00	W '01	F '02	W '03	S '03	F '03	W '04	S '04	F '04	W '05	S '05
■ Humanities	255.5	225.5	354	324	429.5	377	426	349	369.5	370	401
■ Social Sciences	80	92	74	74	129.5	89	70	319	136	466	954.5
■ Other	203	187.5	109	200	251	95	177	120	135.5	181	136.5

# Classroom Usage

## Classroom Instruction and Drop-In Time

### Instruction time =

**Classroom A:** M-Th  
8am-11pm, F 8am-6pm

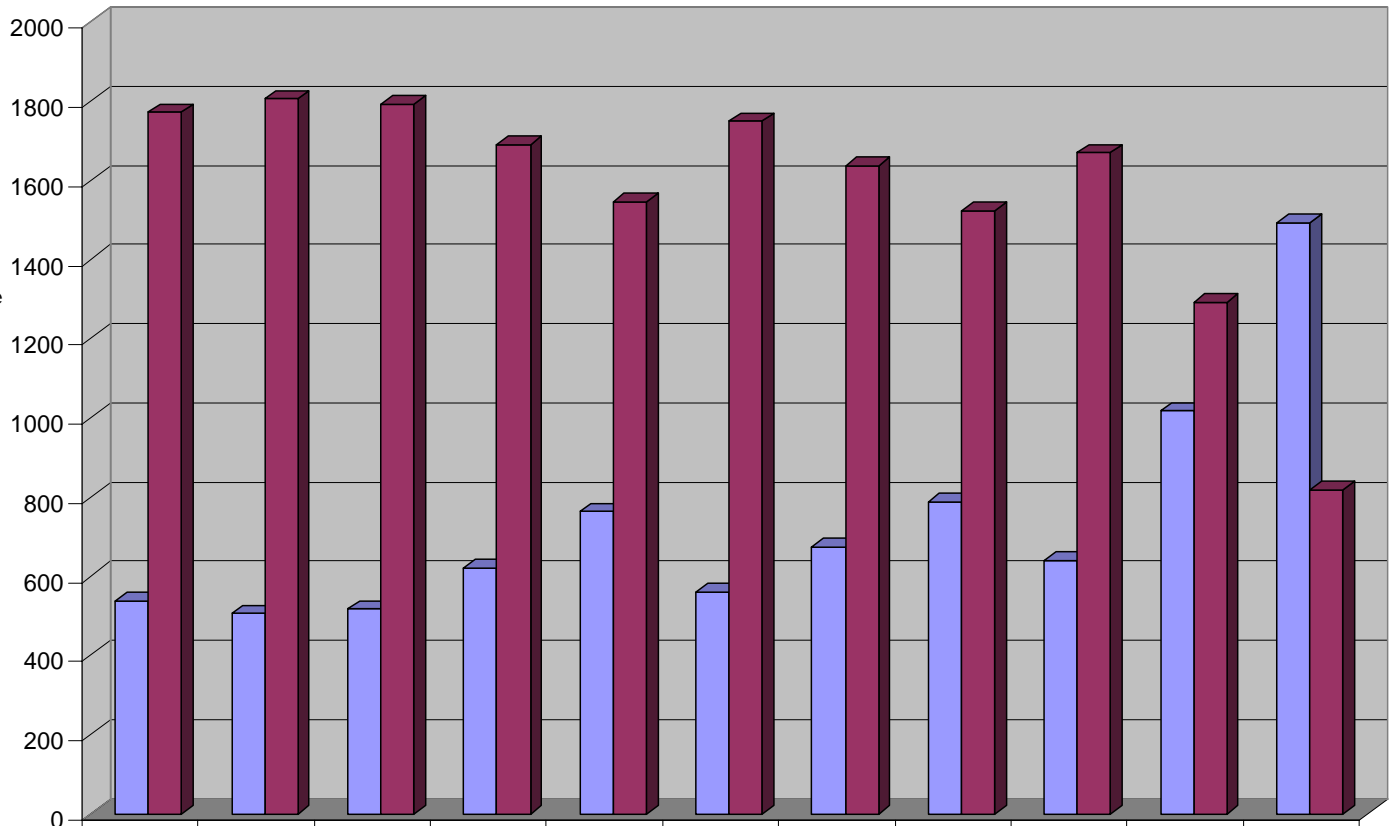
**Classroom B:** M-Th  
8am-11pm, F 8am-6pm

**Classroom C:** M-Th  
8am-11pm, F 8am-6pm

**PC Cart:** M-F 8am-6pm

**Mac Cart:** M-F 8am-6pm

**Drop-In Time =** Open time  
when not used for  
instruction in Classrooms  
A, B and C.



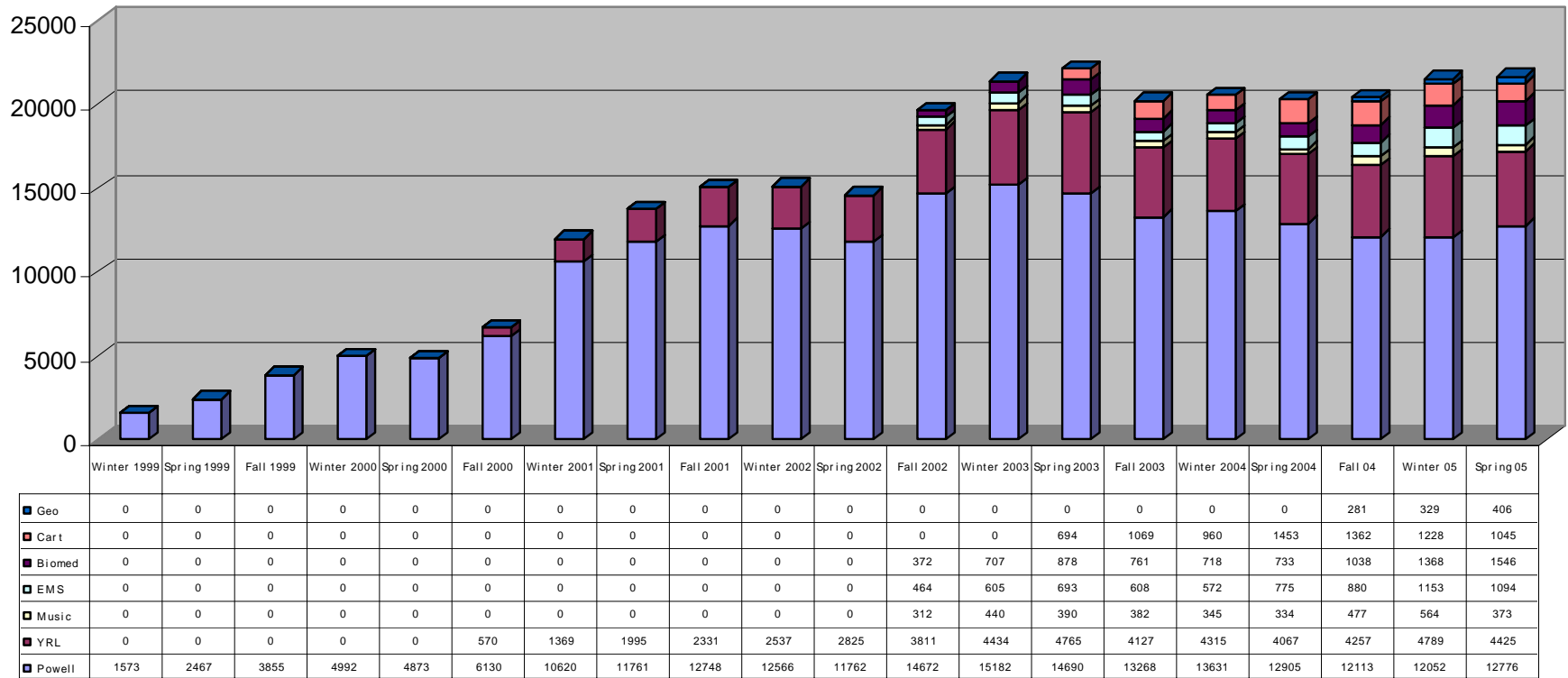
	F '00	W '01	F '02	W '03	S '03	F '03	W '04	S '04	F '04	W '05	S '05
Instructional Hours	538.5	505	517	621	763	561	673	788	641	1017	1492
Classroom Drop-In Hours	1771.5	1805	1793	1689	1547	1749	1637	1522	1669	1293	818

*The laptop carts were introduced in Fall 2002, adding instructional hours.*

# Laptop Usage

## Laptop Checkouts 1999-2005

■ Powell ■ YRL ■ Music ■ EMS ■ Biomed ■ Cart ■ Geo



### Laptop Totals

Powell: 80 (incl. 5 macs)

Biomed: 20

Music: 10

PC Cart: 32

YRL: 50

SEL/EMS: 20

Geology: 10

**Total: 222**

*The zeros in the chart show that the lending desk was not yet open.*

# CLICC Contact Information

## Locations

Drop-in Lab:	145 Powell Library	206-0271
Classrooms:	320, 320B, 307 Powell Library	825-8208
Powell Laptop Lending:	140 Powell	794-1018
Powell Laptop Lending (cart):	236A Powell	(mobile)
YRL Laptop Lending:	1 <sup>st</sup> floor YRL near reference desk	267-5464
Music Laptop Lending:	1 <sup>st</sup> floor Schoenberg, near circulation desk	267-5423
Biomed Laptop Lending:	Main floor, Biomed Library (12-077 CHS) near circulation desk	267-5425
SEL/EMS Laptop Lending:	8251 Boelter Hall, near circulation desk	267-5424
Geology Laptop Lending:	4697 Geology	206-5624

## General

Phone: 206-0271

CLICC's general information line rings in 145 Powell – often open 24 hours. Outgoing voicemail message indicates hours.

Laptop Support Line: 206-6374

Email: [feedback@clicc.ucla.edu](mailto:feedback@clicc.ucla.edu)

<http://www.clicc.ucla.edu>

## People

Manager	Lisa Kemp Jones	145 Powell	206-3040	<a href="mailto:lkemp@ucla.edu">lkemp@ucla.edu</a>
Systems Manager	Ricardo Garcia	390 Powell	206-3880	<a href="mailto:ricardo@clicc.ucla.edu">ricardo@clicc.ucla.edu</a>
Laptop Coordinator	Charles Ahn	390 Powell	267-5101	<a href="mailto:charlie@clicc.ucla.edu">charlie@clicc.ucla.edu</a>
Classroom Coordinator	Jessica Mentesoglu	307A Powell	825-8492	<a href="mailto:jessica@clicc.ucla.edu">jessica@clicc.ucla.edu</a>
Administrative Assistant	Gabrielle Mittelbach	145 Powell	794-5700	<a href="mailto:gm@clicc.ucla.edu">gm@clicc.ucla.edu</a>
Technical Support Coordinator	Salvador Zapien	145 Powell	825-3974	<a href="mailto:szapien@clicc.ucla.edu">szapien@clicc.ucla.edu</a>