



Student Affairs  
Technology

# ANNUAL REPORT 2018



# Introduction

## Message From the Director:



Student Affairs Technology has had a busy and productive 2017-18 academic year. In addition to our primary mission of providing open student computer labs for the university and technical support for our Student

Affairs staff, our department continued to expand our services and broaden our own professional development. Highlighting just a few of our achievements, we have created a new virtual reality (VR) experience for students and staff through our Student Affairs grant, attended and presented at multiple conferences, enhanced our assessment methods by revamping our surveys and begun preliminary planning for our new eSports lab. By focusing on our Core Values, we have been able to shape our services and training to provide our students and staff the ability to achieve their own success. All the hard work the SAT staff has put forth this year has me very excited for our department's future.

## Mission:

Weber State University provides associate, baccalaureate and master degree programs in liberal arts, sciences, technical and professional fields. Encouraging freedom of expression and valuing diversity, the university provides excellent educational experiences for students through extensive personal contact among faculty, staff and students in and out of the classroom. Through academic programs, research, artistic expression, public service and community-based learning, the university serves as an educational, cultural and economic leader for the region.

## Vision:

Tradition: For more than five decades, Weber State University has successfully pursued a dual mission by offering a wide-range of baccalaureate and graduate programs while meeting regional community college needs. Our vision is for Weber State University to be the national model for a dual-mission university that integrates learning, scholarship and community.

## Core Values:

**LEARNING** through personalized experiences and shared inquiry

**ENGAGEMENT** in community

**ACCESS** and opportunity for all

**NURTURING** the potential within every individual

**RESPECT** for people and ideas





**WEBER STATE UNIVERSITY**  
Student Affairs Technology

# ANNUAL REPORT

Student Affairs Technology

# GOALS 2017–2018:

## 1. Increase effectiveness of SAT-supporting division technology

**Results:** Computer labs, technical support, web and graphic design have implemented new surveys to better assess their services. The surveys were issued to the division during Fall Semester and will be continued through Spring Semester.

## 2. Finalize implementation of DUO two-factor authentication for Student Affairs

**Results:** We have successfully enabled DUO for staff and will begin the process to get hourly workers onto the system to improve digital security across campus.

## 3. Introduce Virtual Reality (VR) to Students

**Results:** Hands-on focus groups have been implemented for department training and event purposes. These experiences are provided by a member of Student Affairs Technology and are tailored to the specific needs of the event. The experiences range from guided meditation for the counseling center's event to communication training for our computer lab team leaders. We have received positive feedback from each activity and plan to continue finding new ways to share this technology with the campus community.

## 4. Encourage a diverse and inclusive environment for out student employees.

**Results:** 100% of Team Leaders have attended at least one diversity event on campus. All hourly students have been encouraged to participate when possible.



Student Affairs Technology (SAT) is committed to supporting the Weber State University's Core Values of learning, engagement, access, and nurturing. SAT provides 10 open student computer labs, technical support for Student Affairs, web and graphic design services, and programming support. In addition, SAT strives to create an environment conducive to learning, team building and professional development for students and staff.



# LEARNING

## Table of Contents



# Annual Computer Lab Training

## Agenda:

7:30 a.m. Check-in

8:00 a.m. Breakfast & ID Photos

9:30 a.m. Group Learning Activity  
by: Sheldon Cheshire, Student  
Involvement and Leadership,  
coordinator of leadership programs

10:00 a.m. Lab Information

11:30 a.m. Lunch

1:00 p.m. Challenge Course

3:00 p.m. Goodbye



*“Sheldon’s activity showed me that one action can profoundly affect a group of individuals. Our actions and decisions matter, so make sure they are well thought out.” – Sean Kosobud*





# Annual Training



*“It was a great activity to help recognize and push each other’s trust and confidence.”  
– Anonymous*

*“I really enjoyed the team exercises. They were a great way to have everyone see that we were all one big team, even though we all work in different labs.” – Sean Kosobud*



*“I liked the challenge course. It helped me meet people from other labs that I otherwise may not have met.”  
– Anonymous*





# Team Leader Training

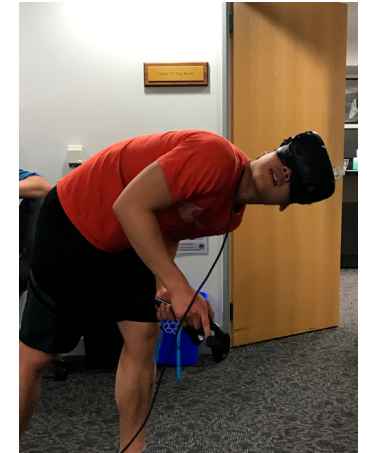
Each month the computer lab team leaders meet together to discuss relevant topics. They also have the opportunity to chair a meeting, take minutes and provide their colleagues with training on a leadership topic.



*“I enjoy team leader meetings because they help me in terms of professional development. They’re a new challenge because I am representing my team; I have a new responsibility that I haven’t had before.” – Jordan Lowder*



*“I think the best part of Team Leader meetings is being able to learn from everyone who is there. I love knowing that I have a group of people who support me.”  
– Clarissa Marston*



## Communication Training with VR

Using virtual reality software, the computer lab team leaders participated in an activity where they were forced to communicate as a team.

Following this activity the team leaders reflected upon the importance of communication within their positions. This activity significantly increased communication between team leaders, subordinates and supervisors.



# Group Meeting Trainings & Lynda.com

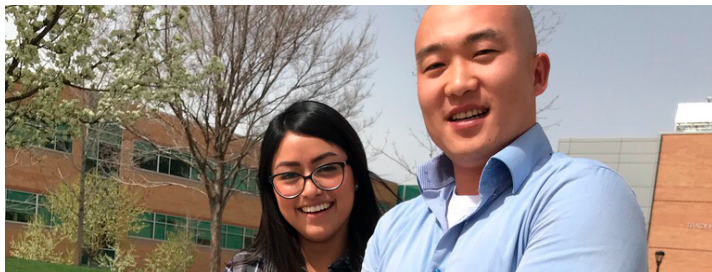
## Group Trainings

Each month, the team leaders provide their team with training and team-building opportunities. Topics include:

- Resume writing
- Question, Persuade, Refer (QPR) - Suicide prevention
- Team Building

*“Group meetings encouraged personal growth and made me get out of my comfort zone.”*

– Jordan Lowder



*“Group meetings gave me an opportunity to get to know my lab assistants and to encourage them to ask questions. I think team building opportunities like these are essential for better communication.”*

– Brenda Rubalcaba

## Lynda.com Trainings

SAT provides student employees and professional staff with access to Lynda.com.

Lynda.com is a leading online learning platform that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals.



26 users  
(12 new)



275 hours  
viewed



4,349 videos  
viewed



*“I will be able to use the concepts it introduced and what I have learned from it for my whole life.”*

– Hailey Stout

## Marketing Training

SAT provided division-wide training for all students and staff working with marketing, web, social media and graphic design.



50  
attendees

*“It was great to be able to get a review on web and marketing best practices that have a tendency to get overlooked in the long run. It was also an excellent opportunity to ask questions about Weber State’s specific guidelines.”*

– Kierra Palmer

# Conferences



## Labman 2017 - Presentation Award

Carey & Sarah:  
Student Success for Dummies Presentation

Technology departments and personnel often view their responsibilities as purely operational in higher education. However, student success is a responsibility of all departments and employees. You can contribute to student success and increase student employee performance through professional development activities of team building, civic engagement, and leadership development.

## Voted best presentation of the conference



## Labman 2018

Spencer & Sarah:  
Presenting eSports: Innovation Through Collaboration

The emergence and the importance of eSports, competitive team gaming, has increased significantly in the last few years. At Weber State University, we collaborated to leverage resources from Housing and Residence Life, Student Clubs and Organizations, Bookstore, and faculty to innovatively convert a traditional open lab, into an eSports lab, while still providing traditional academic services.



## Point and Click User Group

Chip  
Point and Click Solutions provides a complete suite of products specifically designed for college health.



## NASPA - Western Regional 2017

Carey and Sarah

We will gather to reflect on our past, examine our current world, and endeavor to build an even brighter future together. Join us as we celebrate the goodness of our calling, work to transform our communities, and cultivate environments of collaboration and partnership.



## Saintcon

Chip & Spencer

Saintcon is the premiere cyber-security conference of the intermountain-west, focused on promoting security in all areas of technology.



# ENGAGEMENT

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# Campus Engagement: Wildcat Block Party



21 SAT Employees provided support to promote the WSU Labs and a survey for SAT social media and marketing.



312 Surveys completed!





# Community Engagement:

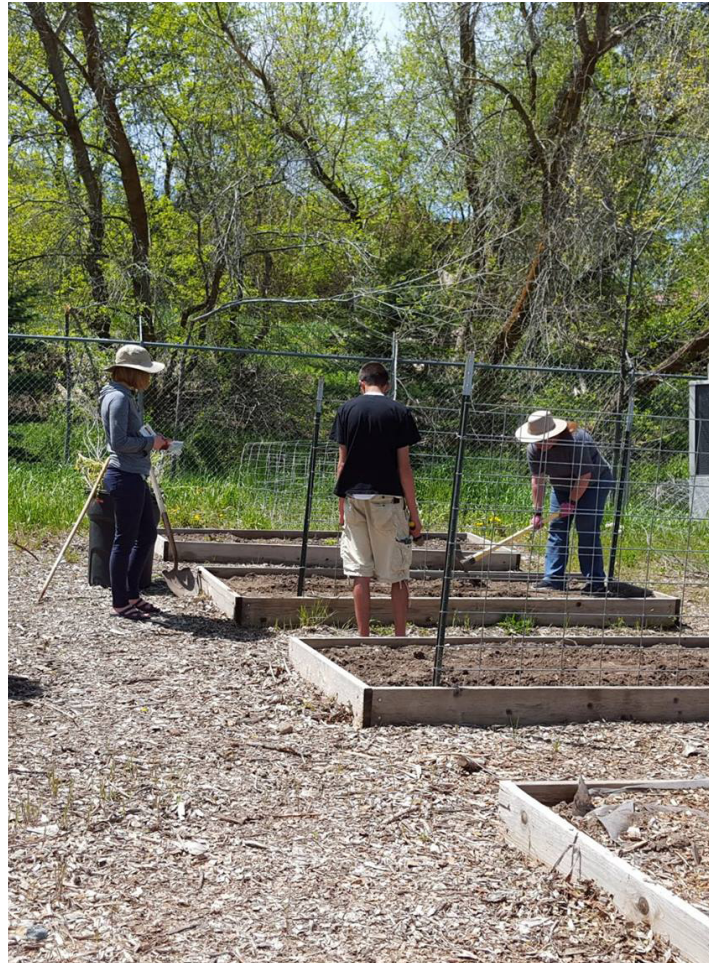
## Habitat for Humanity



21 hours of service



## WSU Community Garden



## Blanket & Hat Making for Primary Children's Hospital



15 hours of service





# ACCESS

## Table of Contents

# Open Computer Lab Student Scholarship

## Study Abroad Scholarship 2018-19: Madison Van Orman

Madison Van Orman, a graphic design student, will be studying at Cardiff Metropolitan University in Wales. She plans to travel to art and design museums, and historical sites throughout Europe. Along with traveling, Maddy loves to play guitar and sing, ski, and play with her two golden-doodles. Follow Maddy's study abroad experience here: [maddyvanorman.com/studyabroad](http://maddyvanorman.com/studyabroad)



## Lab Scholarship 2018-19: Jordan Lowder

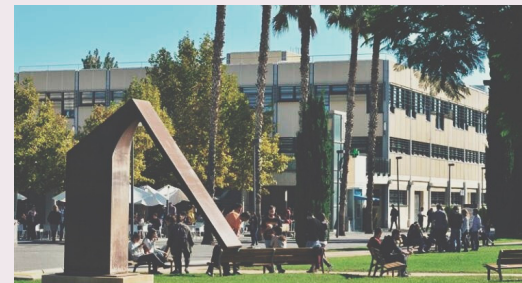
Jordan Lowder, a biochemistry major, hopes to become a surgeon one day. "I want to make a difference in someone's life and the best way to do that is to help save their life," He said. Jordan spends most of his free time studying for the MCAT exam and plans to start medical school after graduating from Weber next spring. When he has extra time he spends it playing disc golf and soccer with his friends or with his mom, two sisters, and his two golden retrievers.



## Fall 2017 Study Abroad Scholarship Recipient: Elise Waikart



Elise, a Junior at Weber State University, spent a semester studying engineering in Spain at the Polytechnic University of Valencia. You can read about her adventure on her blog at: [elisewaikart.wordpress.com](http://elisewaikart.wordpress.com).



*"Being in Spain has been a great experience and so much fun. It has been one of the hardest things I've ever had to do, but it's so worth it."*

# Lab Usage Overview

JULY 1, 2017–APRIL 3, 2018

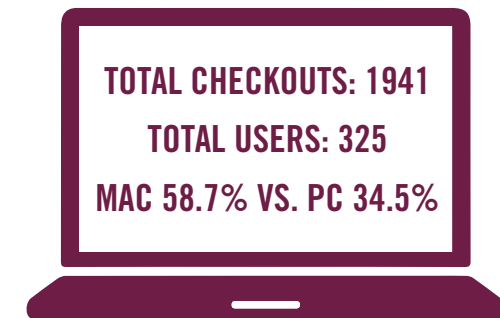
## TOTAL LOGINS







## UNIQUE USERS



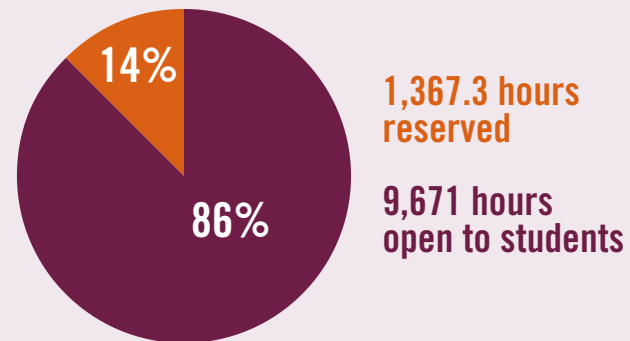
## LAPTOP CHECKOUT



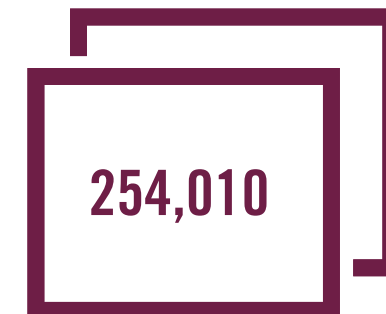
## TOP APPLICATIONS USED

- 1  Word – 52.95%
- 2  Gmail – 12.13%
- 3  PowerPoint – 9.52%
- 4  Excel – 7.12%
- 5  YouTube – 5.48%

## CLASSROOM HOURS RESERVED



## TOTAL PAGES PRINTED





# Shepherd Union Computer Lab Breakdown

JULY 1, 2017–APRIL 3, 2018

## TOTAL LOGINS

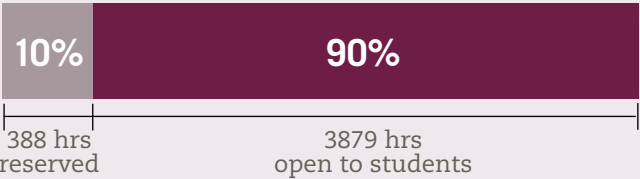


## UNIQUE USERS



## CLASSROOM DATA

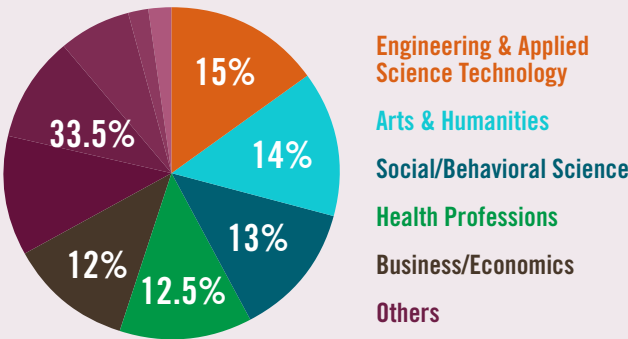
Hours Reserved:



Top 5 Department Reservations:

- First Year Experience – 119.25 hours
- Clubs and Organizations – 98 hours
- Admissions – 42 hours
- English – 37.6 hours
- Medical Laboratory Sciences – 30 hours

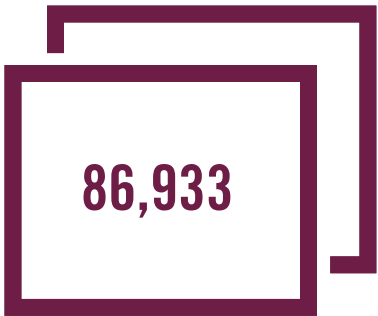
## LAB USER BREAKDOWN



## LAPTOP CHECKOUTS



## TOTAL PAGES PRINTED



# Tracy Hall Computer Lab Breakdown

JULY 1, 2017–APRIL 3, 2018

## TOTAL LOGINS

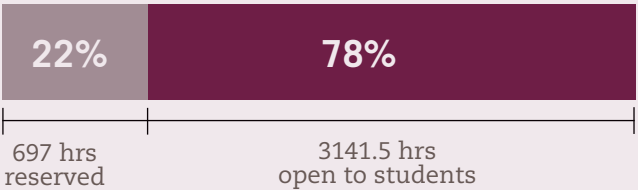


## UNIQUE USERS



## CLASSROOM DATA

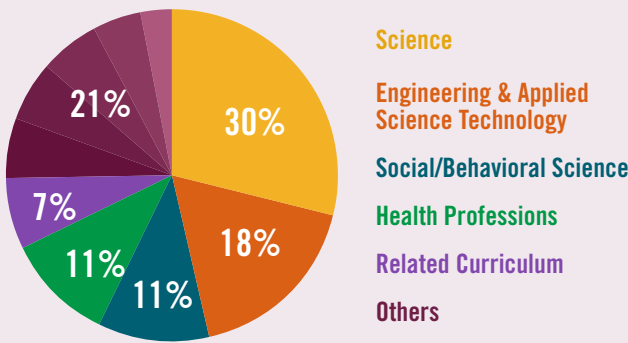
Hours Reserved:



Top 5 Department Reservations:

- Testing Center – 652 hours
- English – 14 hours
- Psychology – 13 hours
- SAT – 7.5 hours
- Microbiology – 4 hours

## LAB USER BREAKDOWN



## LAPTOP CHECKOUTS



## TOTAL PAGES PRINTED





# Elizabeth Hall Computer Lab Breakdown

JULY 1, 2017–APRIL 3, 2018

## TOTAL LOGINS

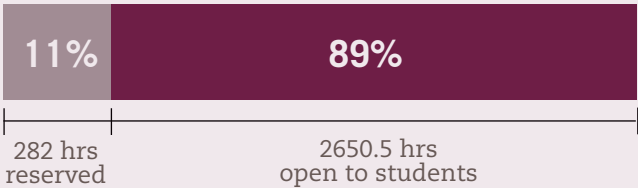


## UNIQUE USERS



## CLASSROOM DATA

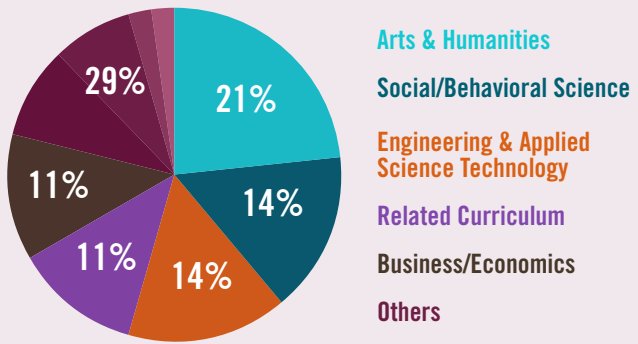
Hours Reserved:



Top 5 Department Reservations:

- English – 176 hours
- Admissions – 28 hours
- Criminal Justice – 26 hours
- Respiratory Therapy – 13 hours
- Sociology – 10 hours

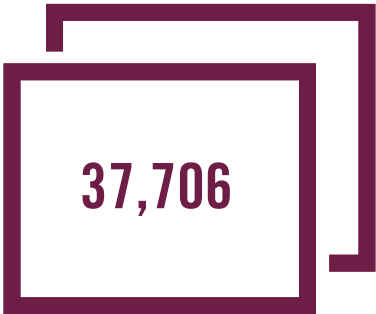
## LAB USER BREAKDOWN



## LAPTOP CHECKOUTS



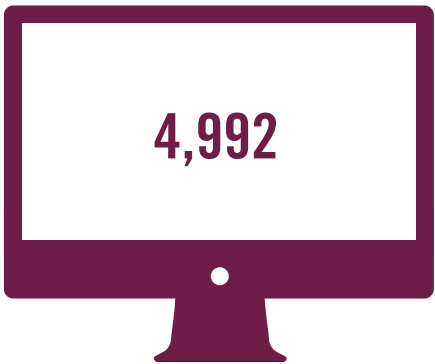
## TOTAL PAGES PRINTED



# Science Learning Center Computer Lab Breakdown

JULY 1, 2017–APRIL 3, 2018

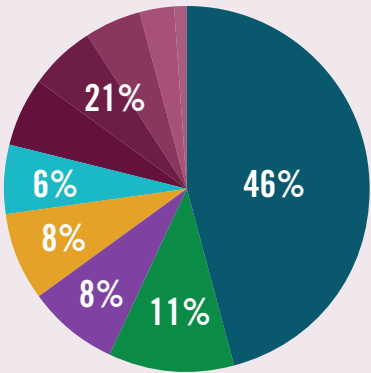
## TOTAL LOGINS



## UNIQUE USERS



## LAB USER BREAKDOWN



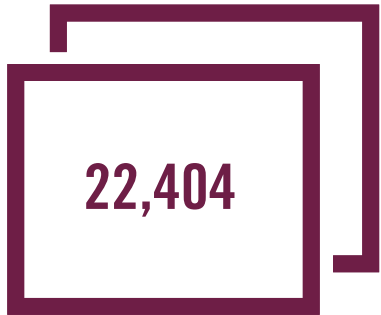
## KEY



## LAPTOP CHECKOUTS



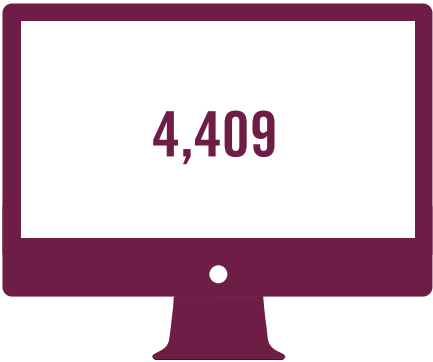
## TOTAL PAGES PRINTED



# Dumke Hall of Health Professions Computer Lab Breakdown

JULY 1, 2017–APRIL 3, 2018

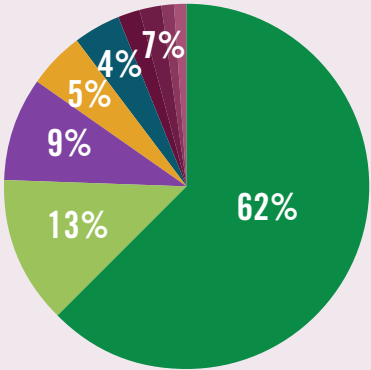
## TOTAL LOGINS



## UNIQUE USERS



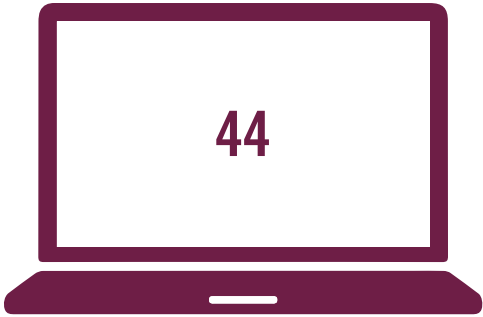
## LAB USER BREAKDOWN



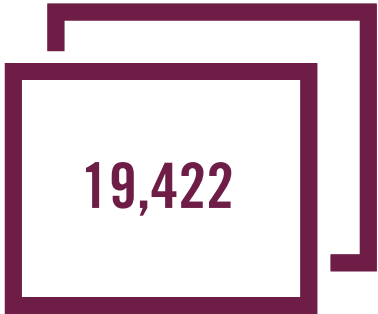
## KEY



## LAPTOP CHECKOUTS



## TOTAL PAGES PRINTED





# Wattis Business Computer Lab Breakdown

JULY 1, 2017–APRIL 3, 2018

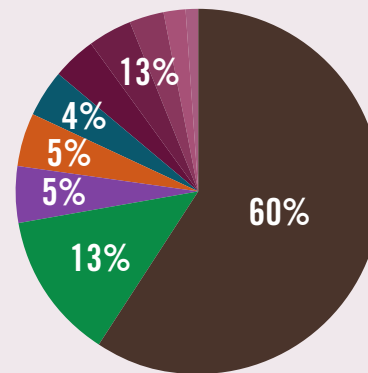
## TOTAL LOGINS



## UNIQUE USERS



## LAB USER BREAKDOWN



## KEY

Business/Economics  
Health Professions  
Related Curriculum  
Engineering & Applied  
Science Technology  
Social/Behavioral Science  
Others

## TOTAL PAGES PRINTED



*“This lab is a great place to print papers, meet with groups and do homework while waiting for class.”*  
–Natasha Erekson

# University Village Computer Lab Breakdown

JULY 1, 2017–APRIL 3, 2018

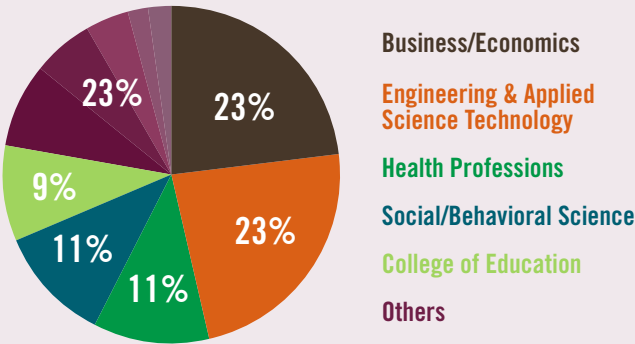
## TOTAL LOGINS



## UNIQUE USERS



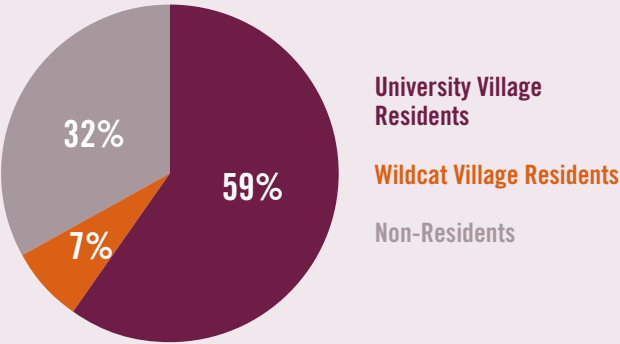
## LAB USER BREAKDOWN



## TOTAL PAGES PRINTED



## PERCENTAGE OF UV RESIDENTS



Next year the UV lab will be updated to support the growing eSports community at WSU. [CLICK HERE](#) to learn more.

# WSU Davis Computer Lab Breakdown

DAVIS INFO COMMONS AND LAPTOP LOUNGE: JULY 1, 2017–APRIL 3, 2018

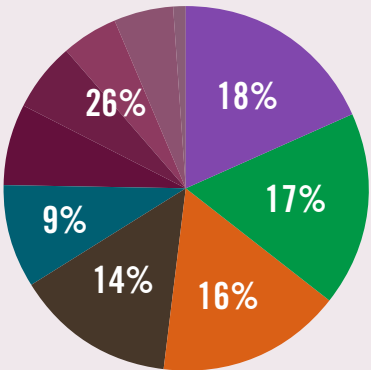
## TOTAL LOGINS



## UNIQUE USERS



## LAB USER BREAKDOWN



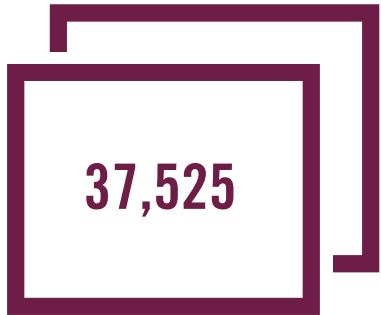
## KEY



## LAPTOP CHECKOUTS



## TOTAL PAGES PRINTED

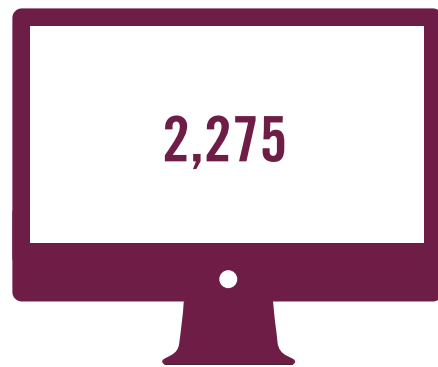




# West Center Computer Lab Breakdown

DAVIS INFO COMMONS AND LAPTOP LOUNGE: JULY 1, 2017–APRIL 3, 2018

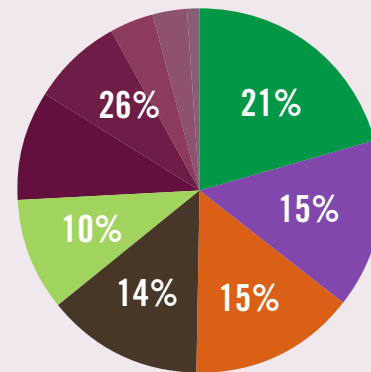
## TOTAL LOGINS



## UNIQUE USERS



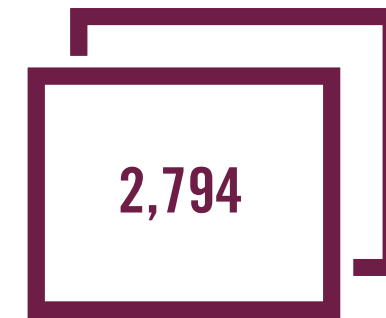
## LAB USER BREAKDOWN



## KEY

Health Professions  
Related Curriculum  
Engineering & Applied  
Science Technology  
Business/Economics  
Education  
Others

## TOTAL PAGES PRINTED



*This lab is a great place to print papers, meet with groups and do homework while waiting for class.*  
–Natasha Erekson

# Mobile Print Usage

JULY 1, 2017–APRIL 3, 2018



**TOTAL**  
**17,050**  
pages



DCHP  
MOBILE  
PRINT

**945**  
pages



STUDENT  
SERVICE  
LOUNGE

**4,008**  
pages



UNION BELL  
TOWER  
LOUNGE

**6,302**  
pages



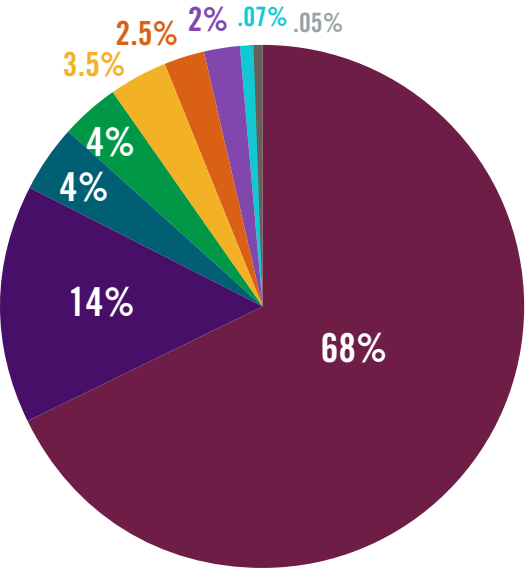
UNION  
INFORMATION  
DESK

**5,795**  
pages



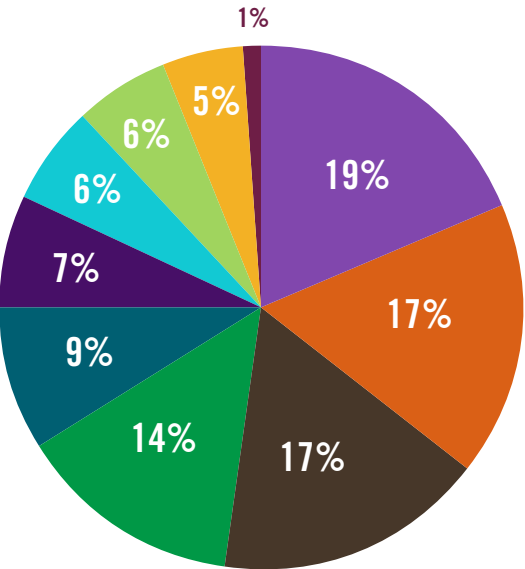
# Computer Lab User Demographics

ETNICITY

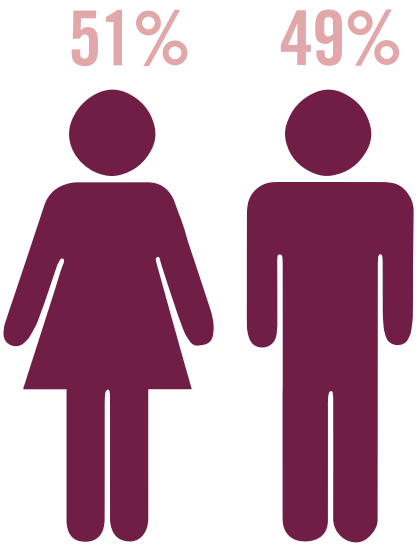


- White, Non-Hispanic
- Hispanic or Latino Descent
- Unknown
- Two or More Races
- Non-Resident Alien
- Asian
- African American
- Hawaiian or Pacific Islander
- Alaskan Native or Native American

COLLEGE



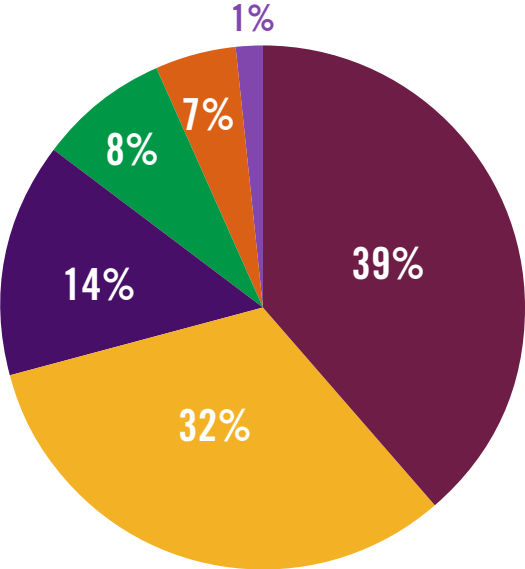
- Related Curriculum
- Applied Science/Engineering
- Business/Economics
- Health Professions
- Social/Behavioral Science
- Continuing Education
- Arts and Humanities
- Education
- Science
- No College Designated





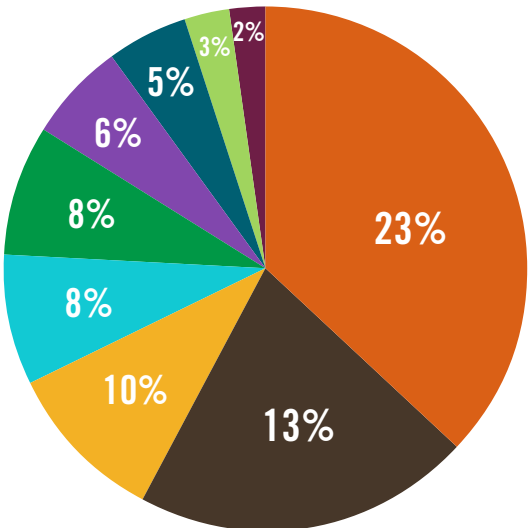
# SAT Employee Demographics

ETNICITY

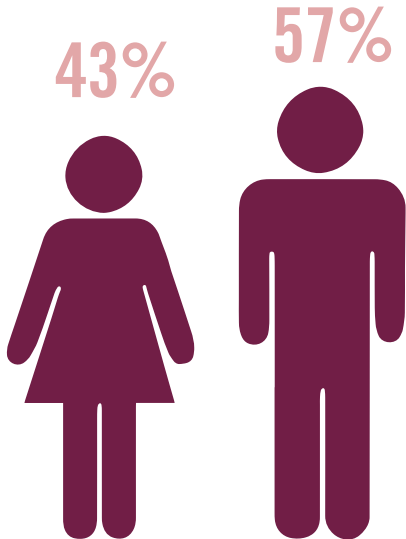


- White, Non-Hispanic
- Non-Resident Alien
- Hispanic or Latino Descent
- Two or More Races
- Asian
- African American

COLLEGE



- Applied Science/Technology
- Business/Economics
- Science
- Arts and Humanities
- Health Professions
- Related Curriculum
- Social/Behavioral Science
- Education
- No College Designated



# Marketing and Web Service Usage

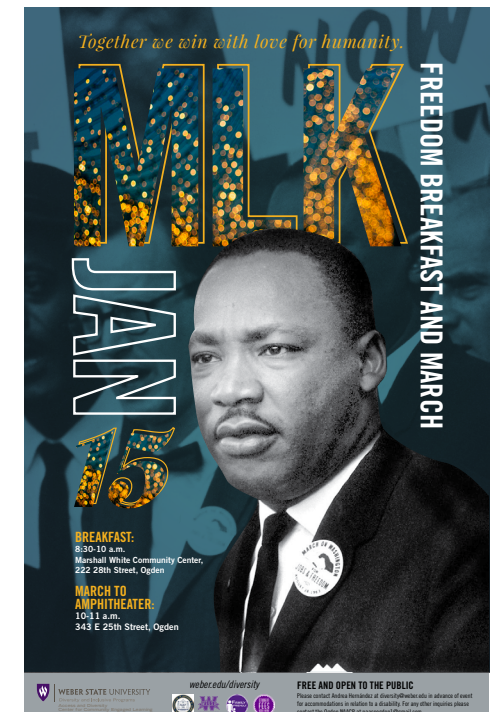
## EVENT CAMPAIGNS

Event campaigns include print, webpage creation, calendars, digital signs, email, social media and more.

85 TOTAL PROJECTS



Over 850 hours



# Marketing and Web Service Usage

## BRANDING MATERIALS



Department branding  
logos & marks



Promotional items (tablecloths, banners,  
t-shirts, magnets, stickers, pens)



Department web &  
digital graphics



Large wall and  
window murals



Brochures, flyers, posters, ads,  
mailers, etc.

## DEPARTMENTS SERVED

19 FOR EVENT MARKETING

35 FOR BRANDING (brochures, wall designs, signs, swag)

37 FOR WEBSITE UPDATES

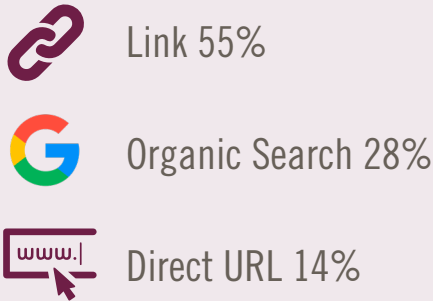


# Student Affairs Website Breakdown

## PAGE VIEWS



## HOW USERS FIND THE PAGE

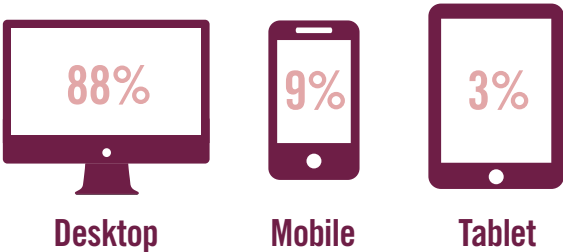


## VISITOR DEMOGRAPHICS

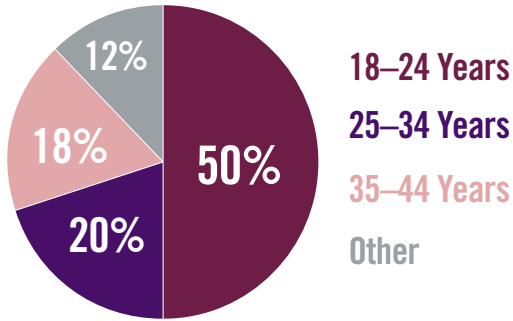
### GENDER:



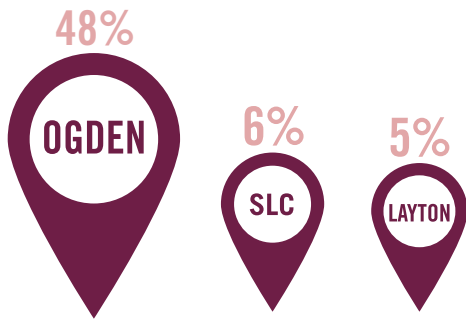
### DEVICE:



### AGE:



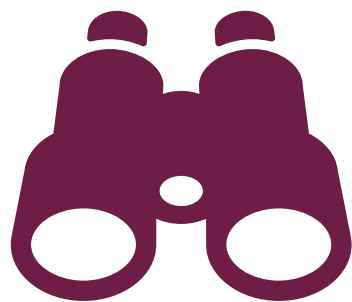
### LOCATION:



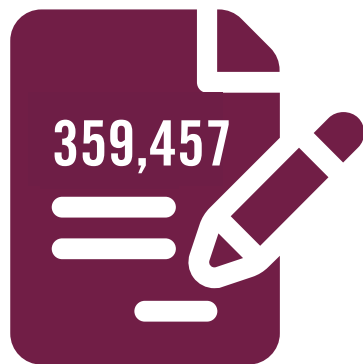
# Student Affairs Websites Overview

## TOP FIVE MOST VIEWED

SAT oversees all WSU Student Affairs websites. Here are some key usage statistics from the main and top used sites.



1. Testing Centers



2. Housing and Residence Life



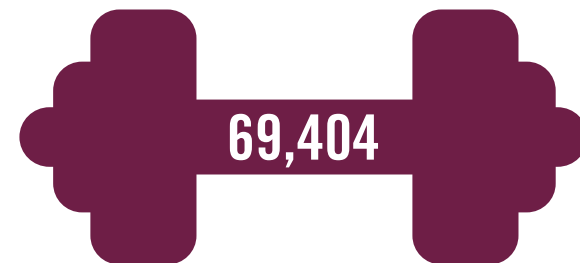
3. Outdoor Program



4. Career Services

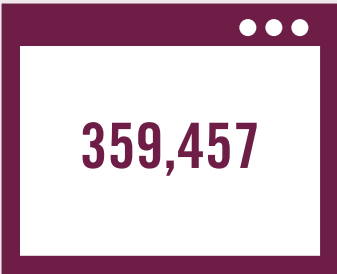


5. Fitness



# Testing Center Website Breakdown

## PAGE VIEWS



## HOW USERS FIND THE PAGE



Link 15%



Organic Search 73%



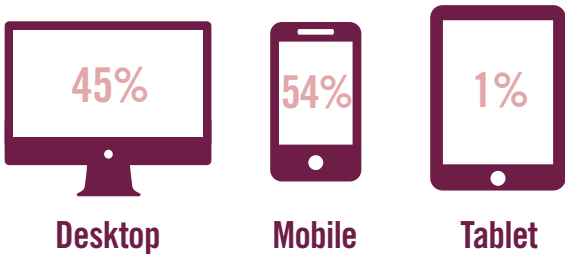
Direct URL 15%

## VISITOR DEMOGRAPHICS

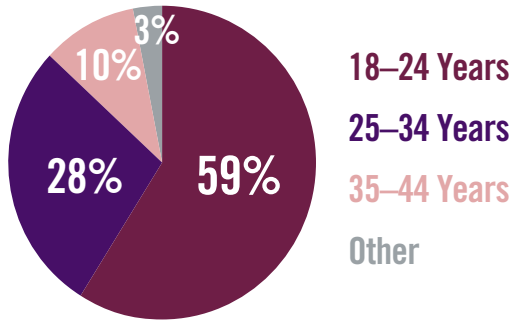
### GENDER:



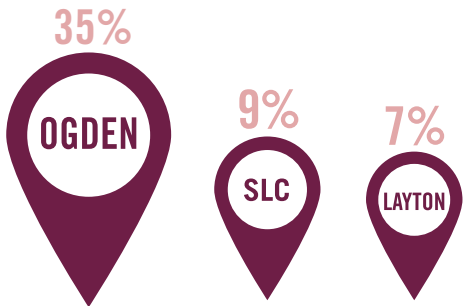
### DEVICE:



### AGE:

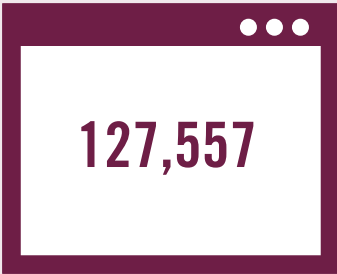


### LOCATION:



# Housing & Residence Life Website Breakdown

## PAGE VIEWS



## HOW USERS FIND THE PAGE



Link 16%



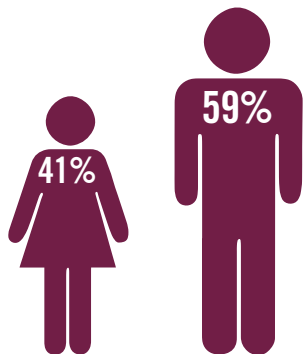
Organic Search 71%



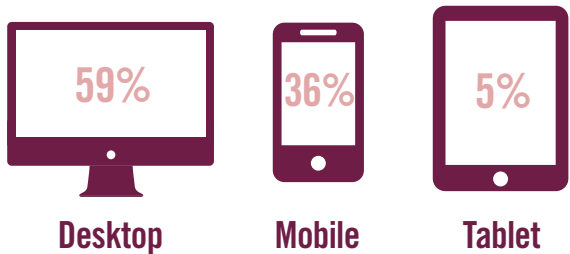
Direct URL 10%

## VISITOR DEMOGRAPHICS

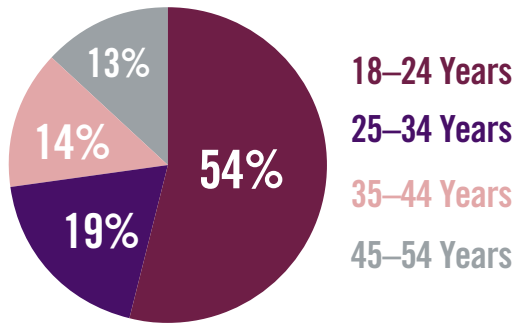
### GENDER:



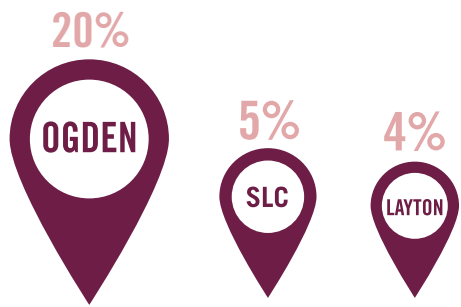
### DEVICE:



### AGE:



### LOCATION:

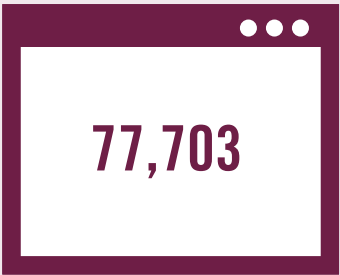




# Outdoor Program Website Breakdown

WEBER.EDU/OUTDOOR

## PAGE VIEWS



## HOW USERS FIND THE PAGE



Link 28%



Organic Search 58%



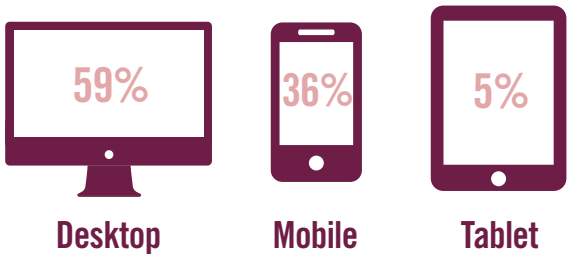
Direct URL 10%

## VISITOR DEMOGRAPHICS

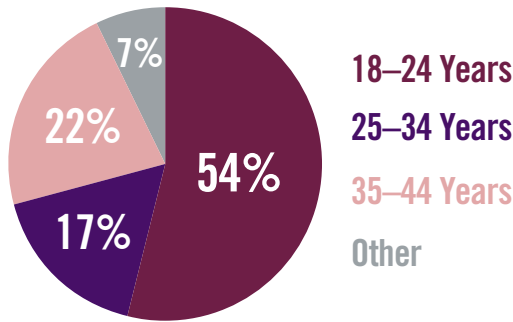
### GENDER:



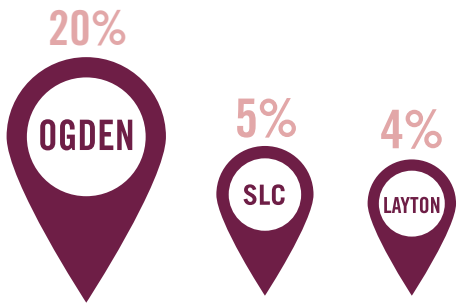
### DEVICE:



### AGE:



### LOCATION:

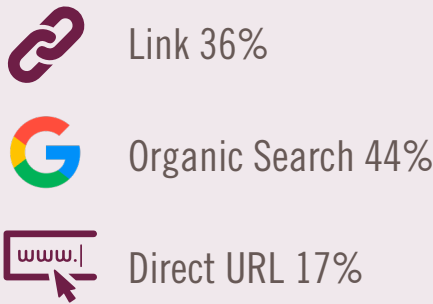


# Career Services Website Breakdown

## PAGE VIEWS



## HOW USERS FIND THE PAGE

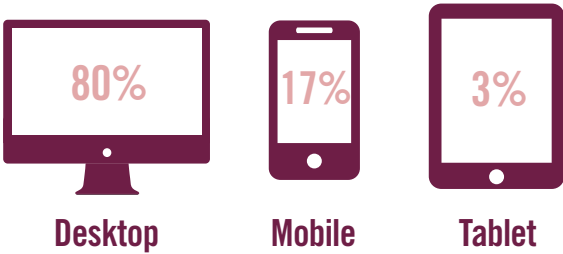


## VISITOR DEMOGRAPHICS

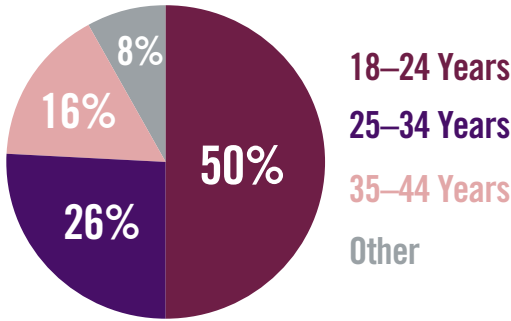
### GENDER:



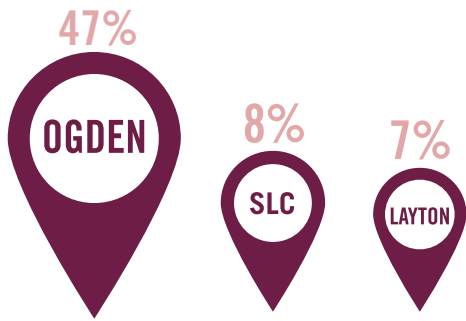
### DEVICE:



### AGE:

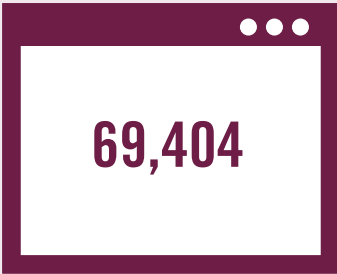


### LOCATION:



# Fitness Website Breakdown

## PAGE VIEWS



## HOW USERS FIND THE PAGE



Link 17%



Organic Search 27%



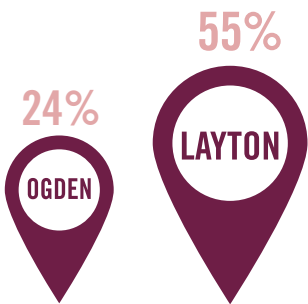
Direct URL 55%

## VISITOR DEMOGRAPHICS

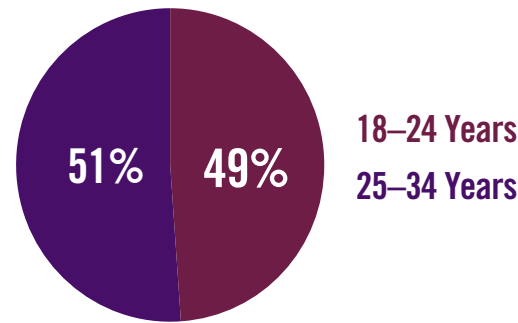
### GENDER:



### LOCATION:



### AGE:





# Student Affairs Websites

## New & Redesigned Websites

### [weber.edu/conferenceservices](http://weber.edu/conferenceservices)

Redesign May 2017

### [weber.edu/wildcatlanes](http://weber.edu/wildcatlanes)

Redesign August 2017

### [weber.edu/healthcenter](http://weber.edu/healthcenter)

Redesign August 25, 2017

### [weber.edu/union](http://weber.edu/union)

Redesign of home page August 2017

### [weber.edu/issc](http://weber.edu/issc)

Redesign September 29, 2017

### [weber.edu/supplementalinstruction](http://weber.edu/supplementalinstruction)

Redesign November 2017

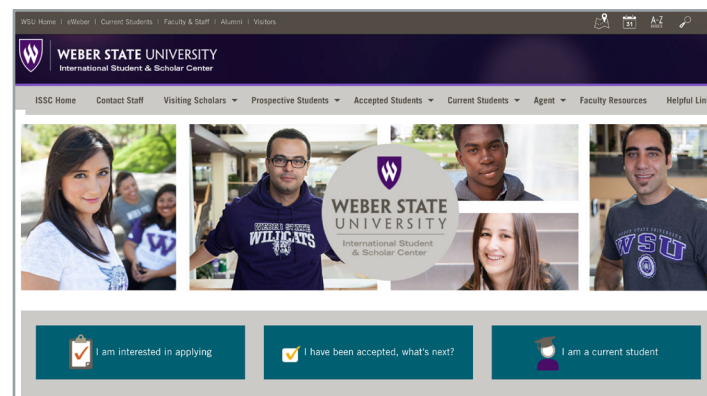
### [weber.edu/DavisStudentServices](http://weber.edu/DavisStudentServices)

Redesign launched February 2

### [weber.edu/complaint](http://weber.edu/complaint)

New website launched April 2018

All websites are updated and maintained to keep up with design and usability trends while remaining section 508 accessible and focusing on the needs of WSU students.



Website Updates:  
**430 hours**

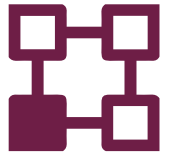
*\*Not including campaigns*

Website Maintained:  
**132 websites**

# Technical Support



**363 SUPPORT  
INCIDENTS RESOLVED**



**44 DEPARTMENTS  
SERVED**

## PROJECTS

Throughout the year the Student Technology Assistants (STA's) have assisted the Student Affairs Division with all of their technical needs, from purchasing computers to fixing printers and everything in-between. Some of the key projects the STA's have completed this year include:

- Setting up a new 88-person testing center in the Stewart Library
- Relocating the Social Science computers to the Science Learning Center, University Village, and the West Center
- Updating and installing new software on over 450 computer lab machines
- Setting up new computers at the Davis and Tracy Hall computer labs.

## CUSTOMER RESPONSES:

*“These folks were so fast, courteous and very knowledgeable. I really appreciate all their help.”*

– Colette Cooper

*“We are so happy with the service that we receive!”*

– Katie Swainston

*“The STA's came to the office right away to take care of the problem and solved it. Thank you.”*

– Lucy Alcantar

*“Working as an STA is awesome. Everyone is very friendly and hardworking. Spencer is one of the most understanding and caring managers I have had at any job. I have learned lots about System administration and enjoyed my time here immensely.”*

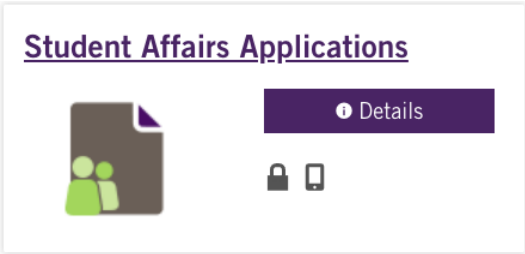
– Dallas Gardner

*“Working as an STA is what got me through college. Having an extraordinarily flexible schedule for whatever classes I may take was extremely helpful. Also, being on campus really helps when you only have a couple hours between classes. I was able to take whatever classes I need at any time. My technical skills and understanding of computer architecture wouldn't be where they are today if it wasn't for my STA team and this position.”*

– Cameron Lytle

# Systems

## SAWEB & SAT Server Systems



**98.9% Uptime**  
The servers are down for approximately 16 minutes each week for updates

## Student Health Center Systems



Upgraded



Updated Davis Health Center systems



Supported 6,675 student visits to the Health Center

## Counseling and Psychological Services Center Systems



Upgraded



Supported Scheduling System for counseling appointments



# Systems

## Dining Services Systems

Blackboard:



Upgraded



Over 356,000 transactions processed

Blackboard

New point of sale systems installed in:  
Tres Habaneros, Garden Artist, Stone Pizza, and Starbucks.



Implemented Tapingo app ordering system:



Wait less. Live more.

Installed kitchen display system at:  
Einstein Bros. and Waldo's Cheesie Grill



# Social Media Statistics

## Student Affairs Social Media Pages

### Student Affairs Facebook

[facebook.com/WeberStateStudentAffairs](https://facebook.com/WeberStateStudentAffairs)  
Launched in August 2015


1035 likes (1046 follows) with about 4 more likes a week  
(up 200 this year)

### Student Affairs Instagram

[instagram.com/WeberStateStudentAffairs](https://instagram.com/WeberStateStudentAffairs)  
Launched in August 2016

935 followers (up 630 followers this year!)

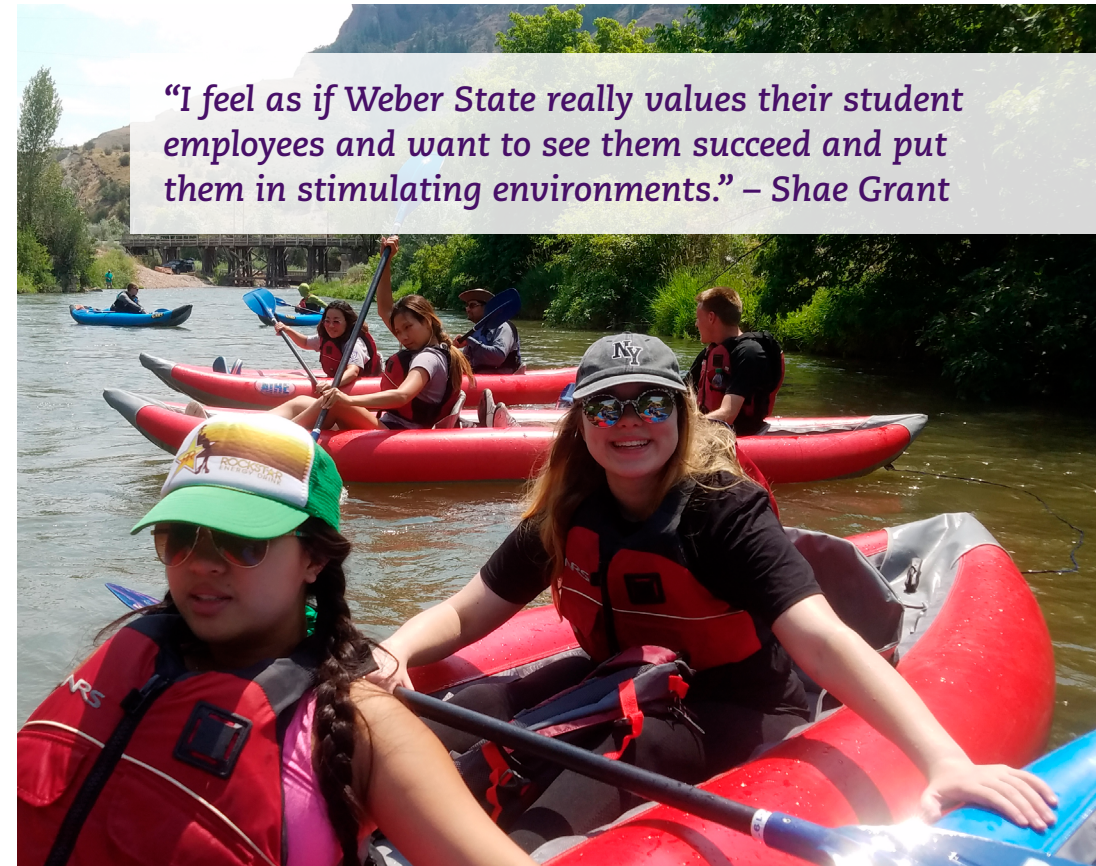
## Amount of Student Affairs Digital Media Pages

 Websites:	130	 Twitter Accounts:	7
 Facebook Pages:	25 Dept. 72 Clubs 6 Greeks	 Instagram Pages:	9
 YouTube Channels:	3	 Pinterest Accounts:	3
		 Snapchat Accounts:	1



# NURTURING

## Table of Contents





# 50-50 Student Employee Opportunities

## Expanding student employment opportunities through 50-50 positions

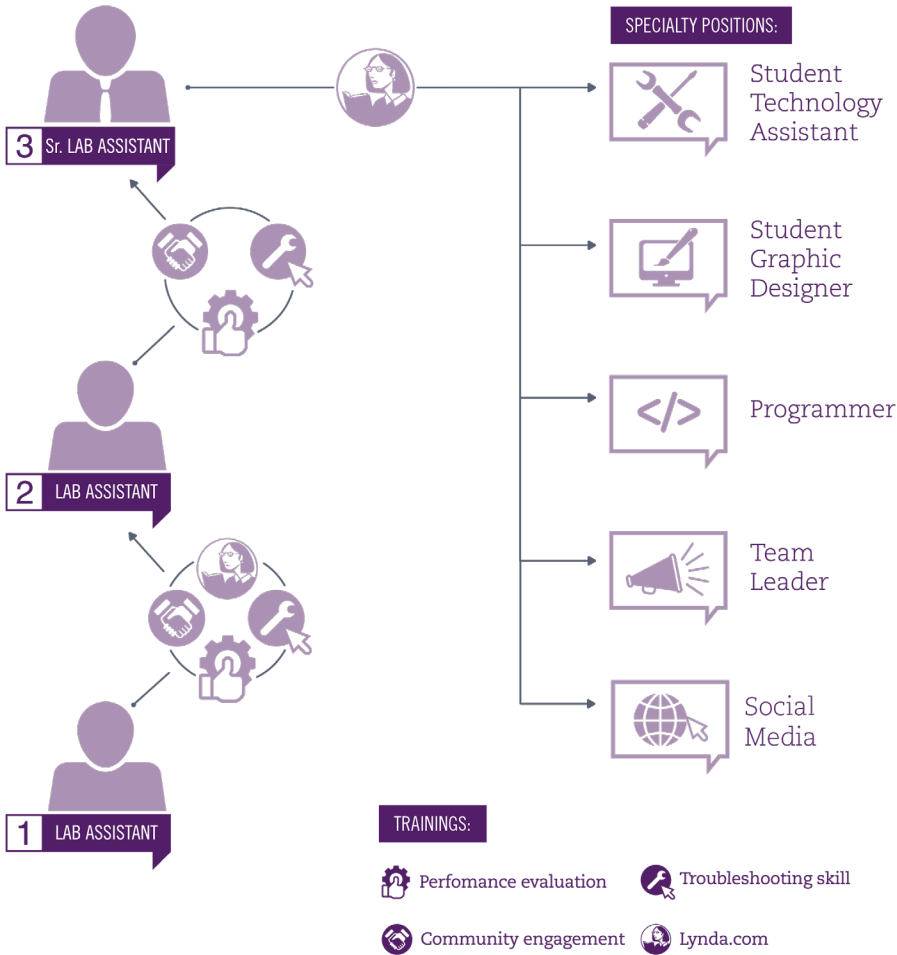
“The 50/50 Student Employment Program increases the number of on-campus student jobs for the purpose of gaining meaningful work experience, retaining students, encouraging students to work toward a degree, and to increase student connections with WSU faculty and staff. It is designed to help on-campus employers create positions to be filled by full-time undergraduate students.”





# Career Tracking

## Learning Tracks:



## Career Tracks:

### Lab Assistant who moved from Level 1 to Level 2:

Desiree, Frank, Hailey, Taylor



### Lab Assistant who moved to a Specialty Position

Yeejin (Accounting), Shae(STA), Adel (STA), Clarissa (Team Leader), Jordan (Team Leader), Quynh-Nhu (Team Leader).



*“At first I was scared that I wasn’t going to be able to handle it, but I had a ton of support that made the transition easy! I have applied new leadership skills such as planning and organizing meetings, learning to work with others strengths and weaknesses, and how to have difficult conversations.”*  
– Clarissa Marston

*“Moving from a Lab Assistant to a Team Leader has been a fun challenge. I have grown personally and professionally. I have learned how to communicate and build a team, all of those things contribute to why I like this job. Having this job has taught me how valuable this opportunity is.”*  
– Jordan Lowder

# Committees



Activities  
Committee



Fundraising  
Committee



Community  
Engagement

## Committee Chairs:



Quynh-Nhu



Elise



Clarissa



Matt



Norman



Jordan



Sopheany

*“Chairing a committee has given me an opportunity to develop my ideas and watch them grow into fruition. I was grateful for the opportunity to develop ideas and to work with others to help the community.”*  
– Brenda Rubalcaba, community engagement committee co-chair

*“Being a chair of a committee is something I thought I would never do. I was not involved with school committees or activities the first few years here, but I decided I needed to be more involved when I became a team leader. This opportunity will help me gain more leadership and job skills.”*  
– Quynh-Nhu Truong, fundraising committee chair

*“Chairing the community engagement committee for the computer labs has helped me develop organization skills, people skills, as well as learn more about what needs our community has and how we can best help fulfill those needs.”*  
– Clarissa Marston, community engagement committee co-chair

*“Being able to serve as a chair on the activities team has given me new leadership experience and a greater opportunity to meet and work alongside my co-workers. I’ve learned how to work better in a team and have broadened my communication skills.”* – Elise Waikart, activities committee chair



# Team Building: Kayaking & Thanksgiving



“This activity was a good excuse to gather all the lab assistants in a non-work atmosphere and build a relationship between them, which later resulted in better communication. Before that activity, I did not know my coworkers are so funny and cool.”

– Sina Yavari



“Kayaking with the computer labs has been a great team building exercise for communication and the ability to make team decisions while rafting, unless you want to end up in the water!”

– Sean Kosobud



“International students will not feel left out. As Thanksgiving is a family and friends gathering event, it would help them feel like they have a second home with the computer lab family.”

– Sopheany Sry





# Team Building: Climbing



*“Rock climbing helped us all grow as employees and friends because we got to hang out and have fun doing non-work related things.”*  
– Shae Grant



*“I believe that we work best when we have good relationships with our coworkers. Rock climbing was great! It’s was fun, and it helped us strengthen our relationships.”*  
– Dallas Gardner





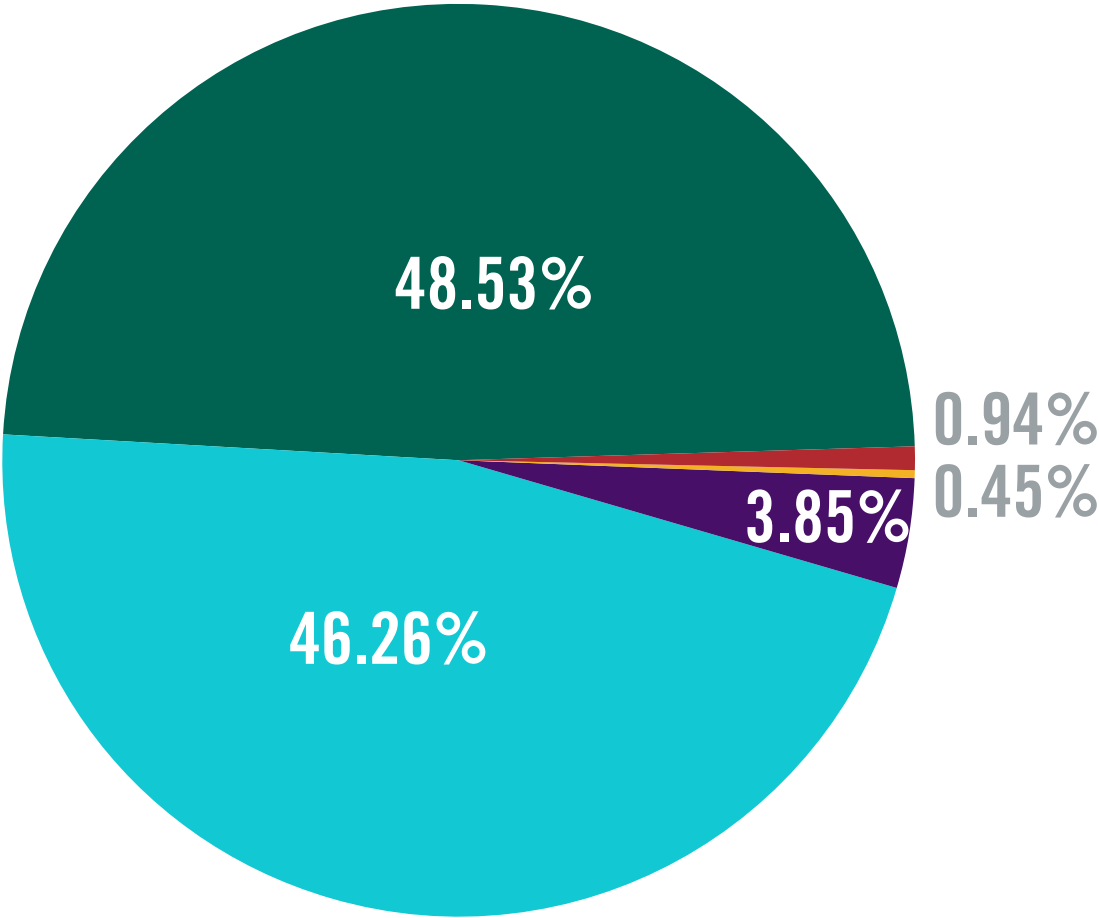
# OPERATIONS

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# Computer Lab Survey Results

## OVERALL SATISFACTION

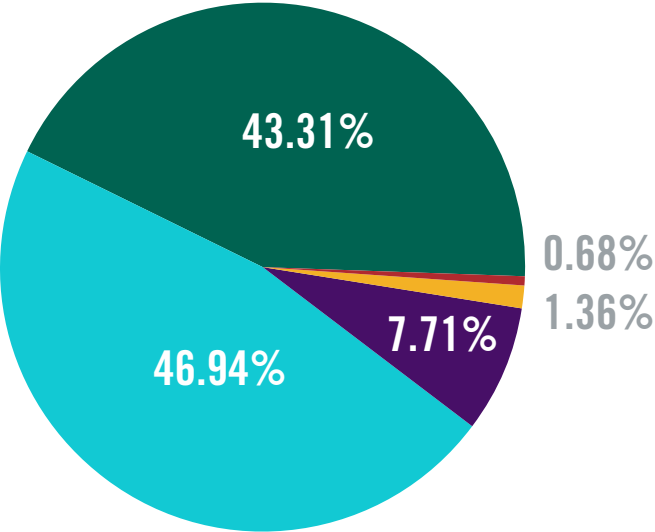


The WSU labs implemented a new student-satisfaction survey for the '17-'18 academic year. The survey was sent to the top 500 and bottom 500 lab users for the year, 441 responded.

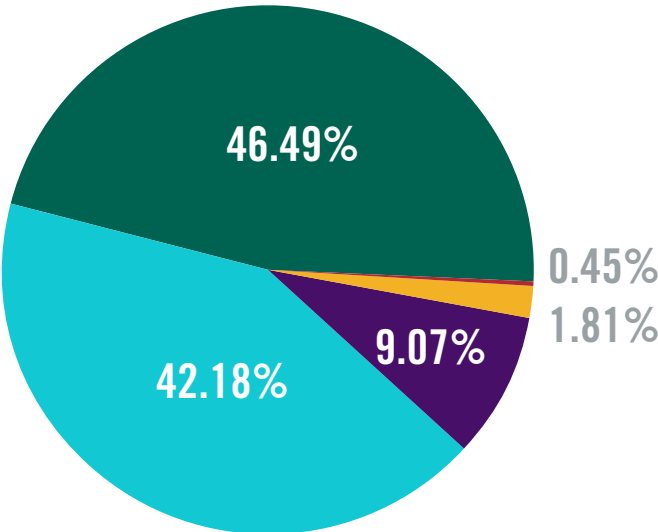
- Key:
- VERY SATISFIED
  - SATISFIED
  - NEUTRAL
  - DISSATISFIED
  - VERY DISSATISFIED

# Computer Lab Survey Results

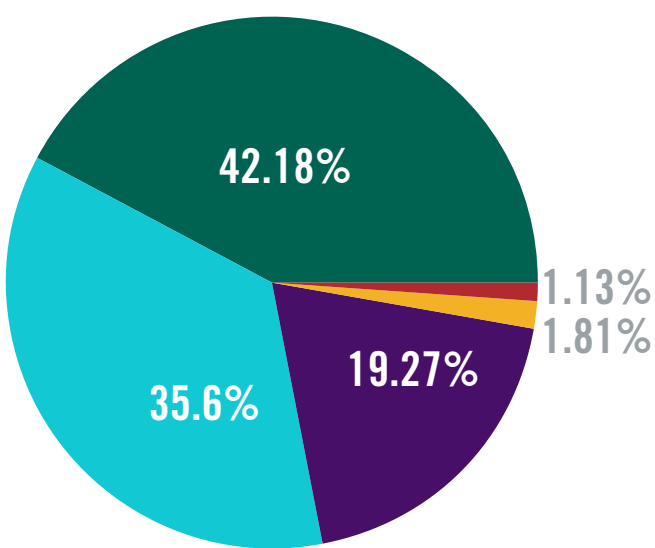
Hardware Satisfaction



Software Satisfaction



Knowledge of Lab Assistants Satisfaction



Key:

- VERY SATISFIED
- SATISFIED
- NEUTRAL
- DISSATISFIED
- VERY DISSATISFIED

# Technical Support Survey Results

This year technical support created a new survey focused on meeting the needs of Student Affairs staff. The survey was sent for all 363 resolved technical issues, 180 staff members responded.

## RESPONSE TIME RATING:



*“Your team rocks! Thank you so much for all you do to help us stay functional. I’m continually amazed at your people skills and with your willingness and ability to problem solve with us and for us. You’re all the best.”*  
– Claire Hughes

## COURTESY RATING:



## SATISFACTION RATING:



*“Student Tech came to the office right away to take care of the problem and solved it. Thank you.”* – Lucy Alcantar

## COMPETENCY RATING:



## RESOLUTION RATING:\*



\*83% of incidents were resolved during the first contact.



# Web & Design Survey Results

Web and graphic design created a new survey during spring semester to send to departments after completing their event marketing project. Five departments received the survey and all of them responded.

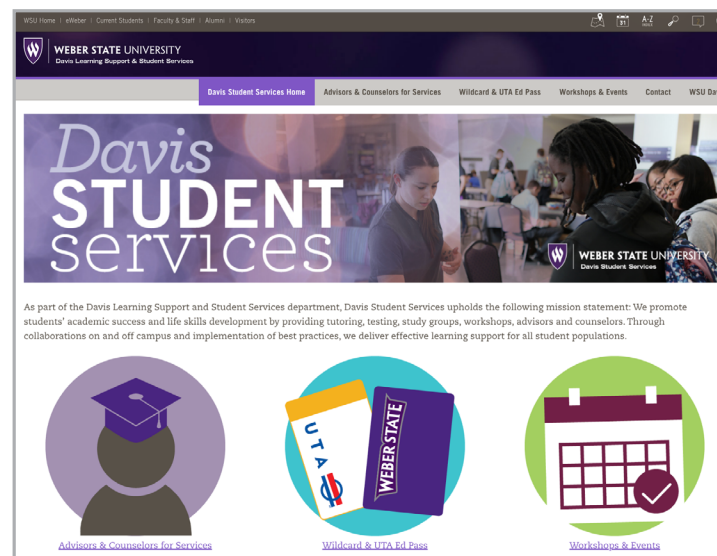


## OVERALL EXPERIENCE:



## INCREASED EVENT ATTENDANCE:

3 out of 5 clients tracked an increased attendance at events. 2 out of 5 clients report having a possible increased attendance at events.



# Finances

## Hardware

New computers:



Davis



Tracy Hall




## Software

Lab Stats: \$2,500 

Lynda: \$10,000   
lynda.com

Uniprint: \$10,663 

Stop: \$1,800 

Zoomshift: \$2,636 

Farionics: \$5,205 

Adobe Stock: \$320 

Citrix: \$1,200 

**Grand Total: \$34,324**

## Paper and Toner



Elizabeth Hall	\$253.30	\$625.78
Union	\$405.28	\$1871.21
Social Science	\$101.32	\$261.32
DCHP	\$75.99	
Programming		\$583.98
Davis D3	\$151.98	\$1281.74
Davis D2	\$101.32	\$233.09
University Village		
West Center	\$50.66	\$1369.33

**Grand Total: \$7,938.59**

# Finances

## SAT Student Employee Wages

JULY 1, 2017–MARCH 31, 2018



ESTIMATED SAVINGS FROM  
50-50 AND WORK STUDY:  
**\$35,439**

# Projects

## Virtual Reality - HTC Vive

SAT has spent the year demonstrating virtual reality software across campus. Each demonstration has been an example of the power VR has to immerse someone in another world and has been catered to the specific group needs. Examples of this include climbing Mount Everest for team building, defusing a bomb for team communication training and guided meditation for stress relief.



### Departments Served

Counseling and Psychological  
Services Center  
Enrollment Services  
Resident Halls  
Student Affairs Conference  
Stress Fair

### Student Affairs

#### Technology Areas:

Student Technology Assistants  
Compute Lab, lab assistants  
Computer Lab, team leaders  
Web and Design students



# Projects

## eSports: Transforming University Village

The WSU Computer Labs are excited to support the growing eSports community at Weber State. The lab at University Village will be tailored to eSports users while continuing to support the academic technology needs of all our students.

**Purpose:** Increase computer lab usage, engagement, recruitment, and recognition.



(Above) CLAW Gaming, Weber State eSports team. (Right) ESports Club President, Brayden Vera's tweet from October 2017.

## Partners:



Student Housing  
Clubs & Organizations  
Faculty Members  
Wildcat Bookstore



**Student Affairs Grant: \$9,100**

**SAT funds: \$33,200**

# Our Team

## SAT STAFF

Clayton Oyler



Director of Student Affairs Technology

Carey Anson



Coordinator, Academic Technologies

Chip Coleman



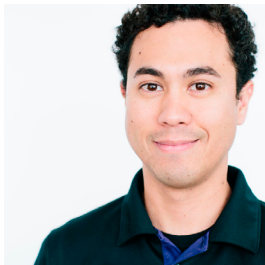
Systems Architect

Dani McKean



Supervisor, Web Development & Digital Media

Spencer Coleman



Manager, Technical Support

Sarah MacKay



Lab Supervisor

Lindsay Holland



Graphic Designer

## SAT STUDENT EMPLOYEES

### Computer Labs

Alvaro Torená  
Belete Nigusie  
Brenda Rubalcaba  
Brittania Arave  
Chugiat Udommana  
Clarissa Marston  
Clarissa Torgeson  
Desiree Owsley  
Elise Waikart  
Francesco Sechi  
Goeun Kwak

Jeffrey Pack  
Jenyann Zamora  
Jordan Lowder  
Julie Kepler  
Kangil Lee  
Laila Jeftawi  
Madison Van Orman  
Marissa Hogue  
Matthew Asay  
Ndubuisi Chukwuba  
Nuttaphang Manaudom  
Orana Paullus

Quynh-Nhu Truong  
Richard Sargent  
Sarah O’Neil  
Sarah Smith  
Sean Kosobud  
Sina Yavari  
Sohyung Kim  
Sopheany Sry  
Sultan Ayubi  
Sungjin Cho  
Taylor Beutler  
Taylor Dawson

Travis Redd  
Woocheol Choung  
Yeejin Lim  
Zachary Jones

### STA’s

Adel Alamri  
Cameron Lytle  
Collin Catuccio  
Dallas Gardner  
Edwin Santiago-Lopez  
Jaed Norberg

Lawrence Magana  
Orana Paullus  
Pannawat Hiranbanthow  
Parada Ganrayanapoj  
Shae Grant

### SAT Assistant

Brieanna Spoo

### Web, Marketing and Design

Alicia Hall

Jessica Cairo  
Julia Funtanilla  
Kierra Palmer  
Noor Mouhammad  
Savannah Loyola  
Steven Vargo

### Programmers

Chukwuebua Odu  
Jaed Norberg  
Vincent Rinaldi