



WEBER STATE UNIVERSITY  
Computer Labs

# ANNUAL REPORT 2019

STUDENT AFFAIRS TECHNOLOGY

# MESSAGE FROM THE DIRECTOR:



**CLAYTON OYLER**  
**DIRECTOR OF SAT**

2018-19 was a year of change for Student Affairs Technology (SAT). We said goodbye to three staff members and welcomed two new ones. The Division of Student Affairs updated the priorities for 2018 to emphasize marketing and in doing so required our marketing staff to move

out and become their own separate department. Dani McKean and Lindsay Holland left SAT to establish the Student Affairs Marketing, reporting directly to the Executive Director of Strategic Initiatives. In addition, our Technical Support Manager, Spencer Coleman, left for a position outside WSU.

As hard as it was to lose our colleagues, we were excited to have two new staff join us. Randi Weston, our new Proprietary Systems Support Technician and Pannawat Hiranbanthow our new Technical Support Manager.

Challenges often lead to great opportunities. This year's changes have given us a chance to reevaluate

our priorities and plans to focus on creation and implementation of new technologies to coincide with our support of the division and university.

A major highlight this year was the official opening of our new esports lab at the University Village Community Center, which has been an outstanding success. We are also excited to embrace the university's new Digital Literacy Initiative and play a major role in providing the service to our students through our open student computer labs. I'm excited for SAT's role in the development of the future Digital Literacy and expanding our services beyond what we have traditionally offered.

## 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



# 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:

Our vision and values describe the university we aspire to be. The vision extends from our traditions and institutional authority and is our proclamation of how we intend to achieve greatness among universities. The core values set a standard for personal and interpersonal behaviors that shape the culture of Weber State.

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.



Quick print and Mobile Print are just a couple examples of fulfilling WSU's mission and vision by creating tools for better learning and student accessibility.



# ANNUAL REPORT

STUDENT AFFAIRS TECHNOLOGY



# GOALS:

## 1. Establish and support esports at Weber State University

The WSU labs established an esports focused Computer Lab (esports @ the Village). By converting an underutilized lab at University Village into an esports focused space the usage for the lab increased from 1,356 logins over 10 months to 3,749 logins in only seven months. This space also established a spectator area, console gaming station and a location for collegiate tournaments, providing even more opportunities for students to be involved on campus. The esports @ the Village Lab had over 300 unique users through fall and the beginning of the spring semester including many members of the esports club and competitive team.

## 2. Increase staffing in SAT department to broaden our support structure for the division

A new Proprietary Systems Support Technician was hired in February of 2019 to continue to provide excellent service to all of the Point of Sales systems on campus.

## 3. Encourage a diverse and inclusive environment for our student employees

All WSU Computer Lab employees attended diversity training this year and 100% of student leaders attended multiple diversity and inclusion focused trainings and programs. Through these programs, students are better able to understand their own diversity and the importance of recognizing and celebrating the diversity of others, all while creating a welcoming and inclusive environment for patrons and employees of the WSU Labs.

## 4. Improve promotion of Lab services to the Campus

The WSU Labs have increased marketing efforts to WSU students through print, social media and screensavers. These efforts highlight various lab services and locations and incorporate the “Student Fees Used Here” logo in all promotional materials.

The WSU Labs have actively engaged with faculty and staff promoting lab services to support the academic success of WSU students.

## 5. Explore Wildcard Service Changes

SAT has started an exploratory committee with key stakeholders in the Wildcard process. This committee is looking at possible changes and enhancements to the current system. This is an ongoing process and will continue into the next fiscal year.

## 6. Increase effectiveness of SAT supporting division technology

SAT has been actively researching new tools to better support technology in the division and increase efficiency, through academic research, networking and conferences.

Due to the separation of our technical support manager, the implementation process of this goal will be continued next fiscal year.

# LEARNING

## TABLE OF CONTENTS:



# ANNUAL TRAINING:

## AGENDA:

7:30 a.m. Check-in

8:00 a.m. Breakfast

9:30 a.m. VR Game/Team Leader Activity

10:00 a.m. Lab Information

11:00 a.m. Diversity Activity

11:30 a.m. Lunch/ID Photos

12:15 p.m. Quiz

12:30–2:30 p.m. Lab Breakouts



*“Annual training is always a fresh reminder of policies, find out about new policies, and to just have a fun time with everyone else before school gets started.”*  
– Jordan

*“I felt that we were in a safe place that we could ask questions and learn everything that we needed to know in order to perform our jobs effectively.”*  
– Clarissa



# LEADERSHIP ACADEMY:

This year the WSU labs implemented a new leadership training opportunity for all SAT employees. This training is mandatory for all students in leadership or specialty positions and optional for everyone else. Because of the nature of the labs, someone has to be at the desk during all open times. Understanding this, we decided to live-stream all of the training via youtube so everyone who wants to attend can. Each training is followed by a brief assessment to ensure the training remains relevant and useful. Additionally, all trainings are specified to different focuses of leadership, including Weber State information, personal well being, communication and leadership traits.



*“From attending the leadership academy, I have learned important concepts like inclusivity and stress management, that not only will assist me in my professional development but also as a person. These are not only the skills for a great leader but also great skills to master as a team member for my current role and in future positions.” – Clarissa*



## TOPICS INCLUDED

- Time Management - FYE Instructors
- Campus Services - Admissions Ambassadors
- Financial Management - Money Management Center
- Health and Wellness - Student Wellness
- QPR Suicide Prevention - Counseling Services
- Stress Management - Counseling Services
- Social Media Presence/Building your Brand - Student Affairs Marketing
- Inclusive Excellence - LGBTQ Resource Center
- Conflict Resolution/Challenging Conversations - Savanna Grotz
- Active Listening - Gail Niklason
- Presentational Speaking - Jessica Oyler

## TEAM LEADER TRAINING:



*“Team Leader meetings were a valuable experience because it gave me the opportunity to seek advice and learn from my peers in leadership positions. It helped facilitate my own growth as a leader and allowed me to share what I had learned on the job as well.”*  
– Brenda



*“I really look forward to Team Leader meetings because this is one of the only chances that I am able to see my fellow team leads (and friends!). I like being able to get their advice and opinions about situations that come up in my lab.”*  
– Clarissa



*“Team Leader Meetings have proven to be important not only for the policies and updates that we go over, but for the relationships we can build with the other team leaders during this time.”*  
– Jordan



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.



# GROUP MEETING TRAINING:

## GROUP TRAININGS

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



*“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*



*“I personally really have enjoyed our group meetings because they’re a chance for us to all get-together and get to know one another better, which really boosts team unity and cohesiveness.”*

*– Dave*



# LINKEDIN LEARNING:

## LINKEDIN TRAINING

SAT provides student employees and professional staff with access to LinkedIn Learning. This year, 17 students took part in this program and 11 utilized it to progress through our learning tracks.



**17 STUDENTS  
UTILIZED LINKEDIN  
LEARNING**



**11 STUDENTS  
PROMOTED**

LinkedIn is a leading online learning platform that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals. WSU Lab student can complete any of the trainings; however, to be promoted, they must select from a list of specific modules designed to help them within their current position. These include technical skills like Adobe and Microsoft Office essentials, as well as soft skills like time management and leadership styles.



*"I like how with LinkedIn Learning  
I can learn more skills that can  
better help me in this job and any  
other job I have in the future."  
– JenyAnn*

# CONFERENCES:



## LABMAN - ESPORTS: INNOVATION THROUGH COLLABORATION

*Presented by Sarah and Spencer*

The nature and use of technology is constantly evolving in higher education. The emergence and importance of esports have increased significantly in the last few years. In addition, there are also increasing constraints on physical and financial resources.

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. Our presentation will discuss our experience collaborating with these various groups including challenges we faced and the things we learned along the way. The presentation will entail an interactive game, visual presentation, group discussion, and a video.

Following are the presentation learning outcomes: understanding the importance of collaboration and innovation to meet the evolving needs of students, overcoming the stigma attached to esports in higher ed, conveying the benefits of embracing esports on campus.



## SAINTCON

*Attended by Chip*

Saintcon is the premiere cyber-security conference of the intermountain-west, focused on promoting security in all areas of technology and inspire us to do our work on campus, this event is one not to be missed!



## POINT AND CLICK

*Attended by Chip*

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



## NASPA

*Attended by Clayton*

The NASPA Annual Conference is the premier student affairs professional development event.

With over 7,000 student affairs educators, the NASPA Annual Conference is the largest event of its kind. With featured speakers who engage participants in thoughtful reflection on the field, over 500 educational sessions presented by student affairs professionals, and networking events that both engage and inspire us to do our work on campus, this event is one not to be missed!



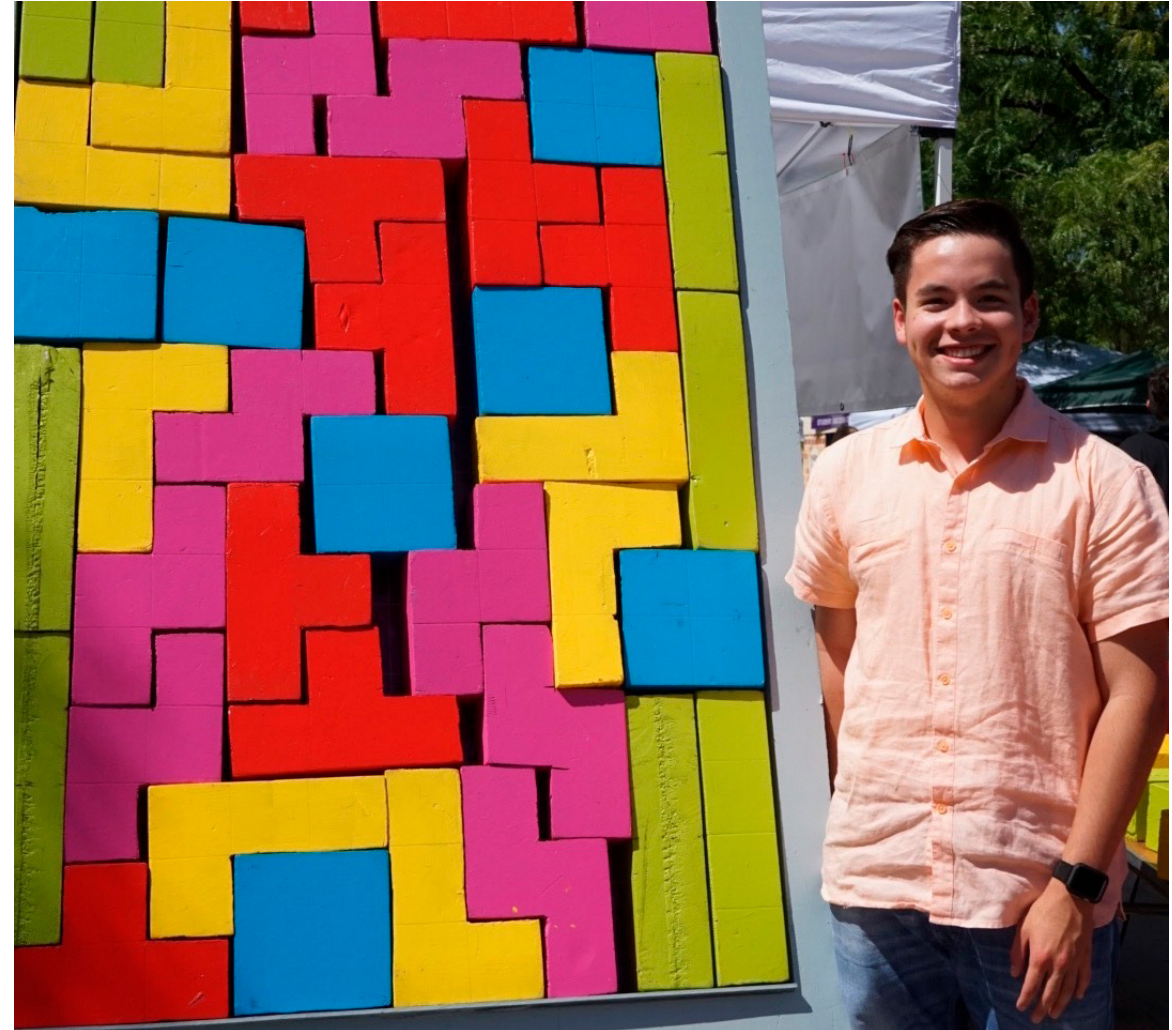
## BLACKBOARD

*Attended by Chip and Randi*

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

# ENGAGEMENT

## TABLE OF CONTENTS:





# CAMPUS ENGAGEMENT

## WILDCAT BLOCK PARTY



The Computer Labs Block Party booth won “Best Booth” for our giant Tetris game. The theme was “Saved by the Bell Tower” so we thought 80’s style Tetris was suiting.



# COMMUNITY ENGAGEMENT

## CLEAN-UP DAY AT CAUSEY



## WSU DAY OF SERVICE: HABITAT FOR HUMANITY



The SAT and WSU Labs Staff volunteered a combined 25 hours cleaning up at Causey Reservoir and helping out at the Habitat for Humanity Re-Store.



# ACCESS

## TABLE OF CONTENTS:





# SCHOLARSHIPS

## FALL 2018 STUDY ABROAD SCHOLARSHIP RECIPIENT: MADISON VAN ORMAN



Maddy was accepted to study abroad at Cardiff School of Art and Design in Cardiff, Wales in the United Kingdom. She is a graphic design major and said she had a great experience furthering her design education abroad.

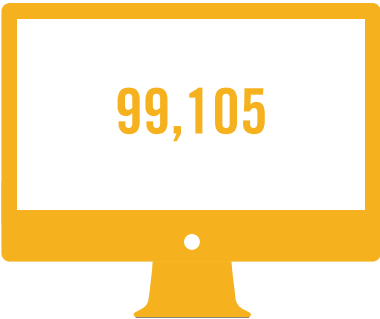
Maddy was able to gain experience running a business, designing products, designing branding materials and general life experience in Wales. She traveled to six different countries in Europe while abroad.

*“Studying abroad changed my life. I will never forget the once-in-a-lifetime experiences I had and the amazing people I met. I learned so much about the world and myself.”*

# TOTAL LABS USAGE

July 2018 – April 2019

## TOTAL LOGINS



Last Year: 107,975

## PAGES PRINTED



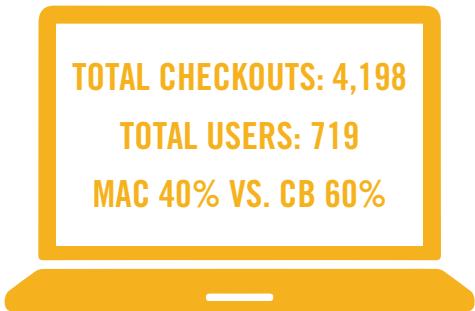
Last Year: 254,010

## TOTAL UNIQUE USERS



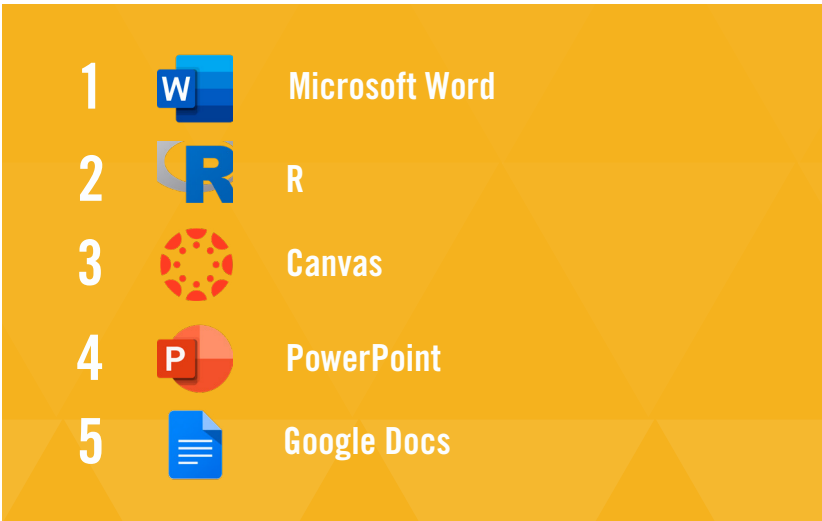
Last Year 9,825

## LAPTOP CHECKOUTS

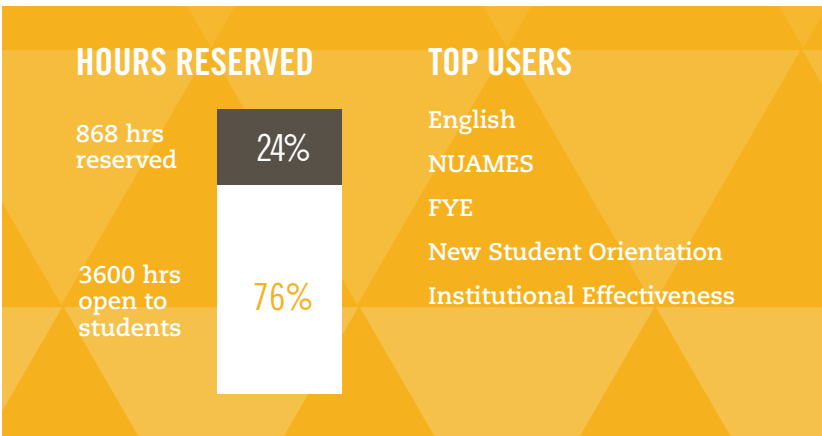


Last Year:  
Total Checkouts: 1,941  
Total Users: 325  
Mac 58.7% vs. PC 34.5%

## TOP APPLICATIONS USED



## TOTAL CLASSROOM USAGE



# UNION BUILDING

## Lab Usage Overview July 2018 – April 2019

### TOTAL LOGINS



Last Year: 35,605

### PAGES PRINTED



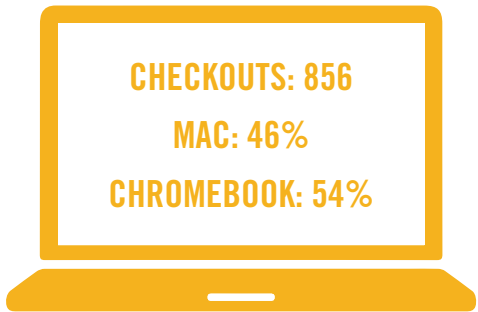
Last Year: 86,933

### TOTAL UNIQUE USERS



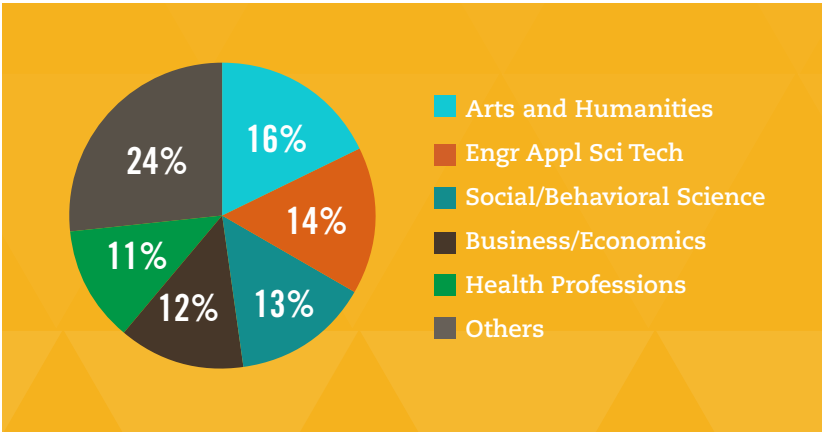
Last Year 5,229

### LAPTOP CHECKOUTS

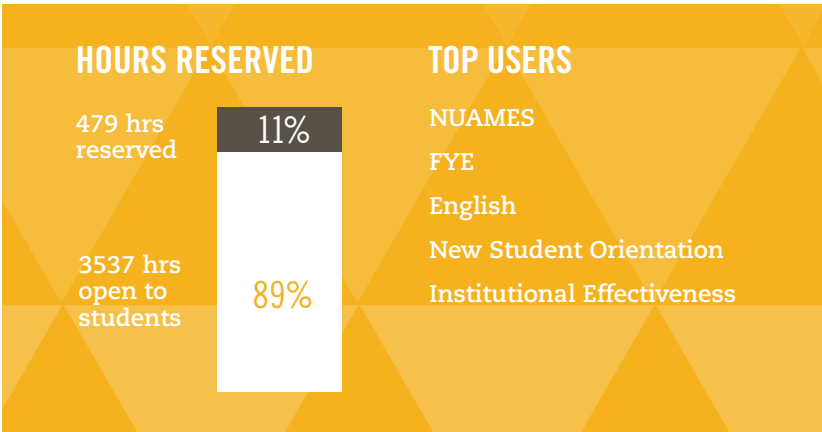


Last Year:  
Total Checkouts: 538

### LAB USER COLLEGE BREAKDOWN



### CLASSROOM USAGE





# TRACY HALL

## Lab Usage Overview July 2018 – April 2019

### TOTAL LOGINS



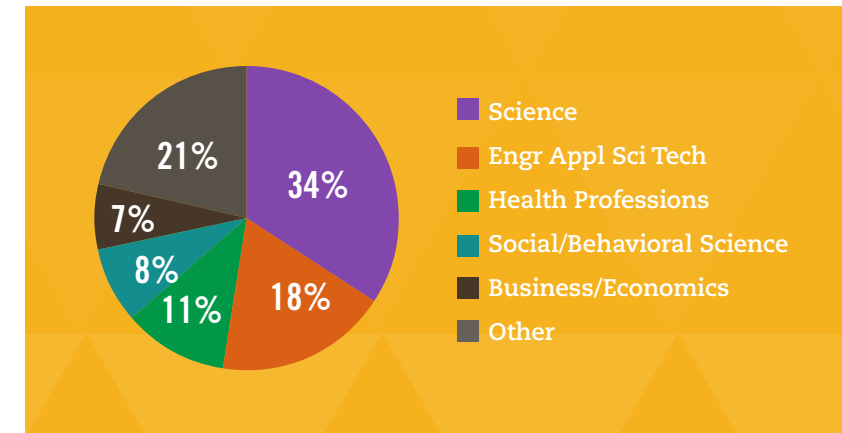
Last Year: 15,054

### PAGES PRINTED



Last Year: 37,706

### LAB USER COLLEGE BREAKDOWN

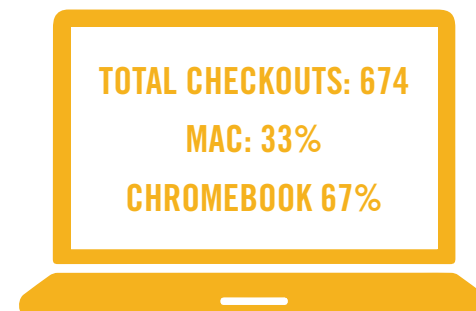


### TOTAL UNIQUE USERS



Last Year 1,933

### LAPTOP CHECKOUTS

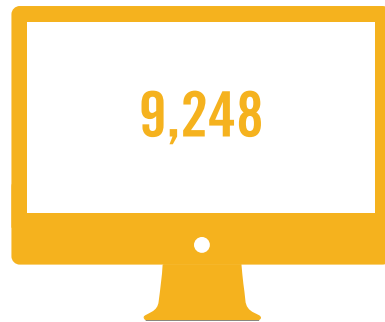


Last Year:  
Total Checkouts: 470

# ELIZABETH HALL

## Lab Usage Overview July 2018 – April 2019

### TOTAL LOGINS



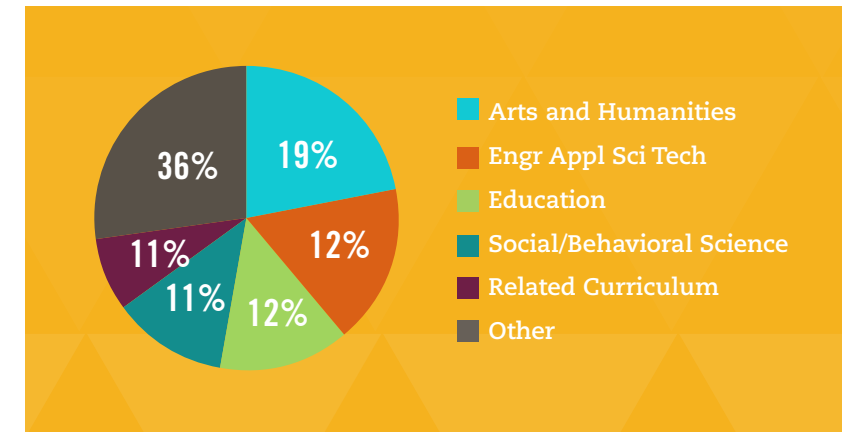
Last Year: 11,393

### PAGES PRINTED



Last Year: 25,530

### LAB USER COLLEGE BREAKDOWN

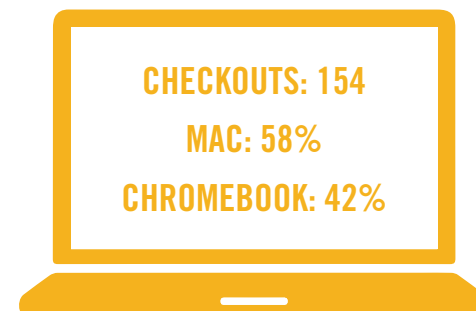


### TOTAL UNIQUE USERS



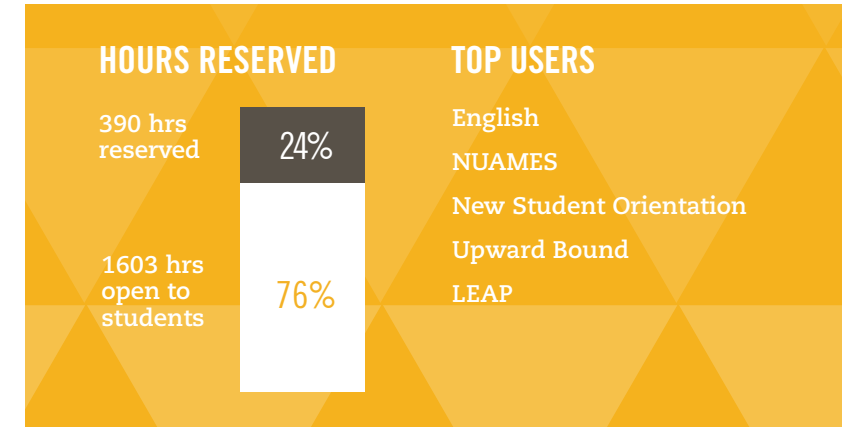
Last Year: 2,322

### LAPTOP CHECKOUTS



Last Year:  
Total Checkouts: 248

### CLASSROOM USAGE



# DCHP

## Lab Usage Overview July 2018 – April 2019

### TOTAL LOGINS



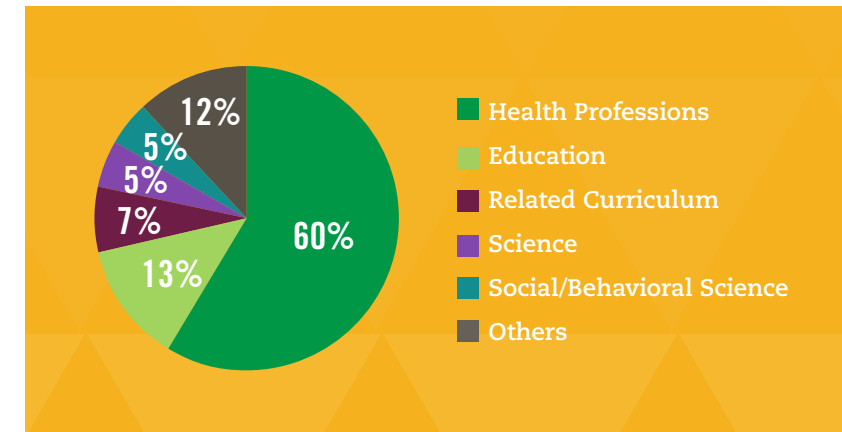
Last Year: 4,409

### PAGES PRINTED



Last Year: 25,530

### LAB USER COLLEGE BREAKDOWN

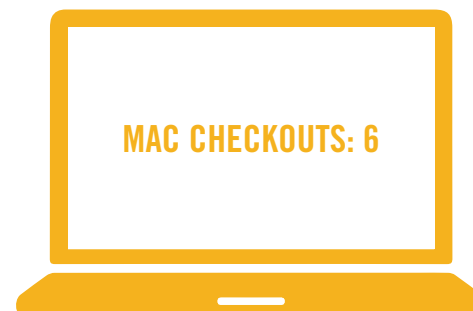


### TOTAL UNIQUE USERS



Last Year: 672

### LAPTOP CHECKOUTS



Last Year:  
Total Checkouts: 44



# WATTIS BUSINESS

Lab Usage Overview July 2018 – April 2019

## TOTAL LOGINS



Last Year: 3,817

## PAGES PRINTED



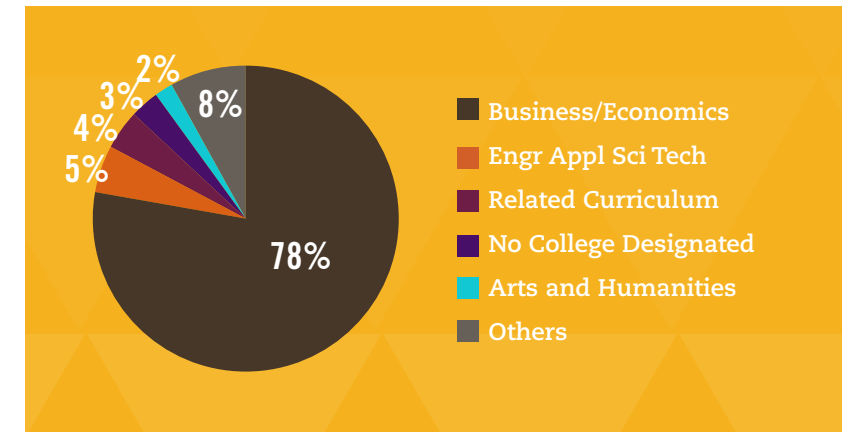
Last Year: 11,871

## TOTAL UNIQUE USERS



Last Year: 718

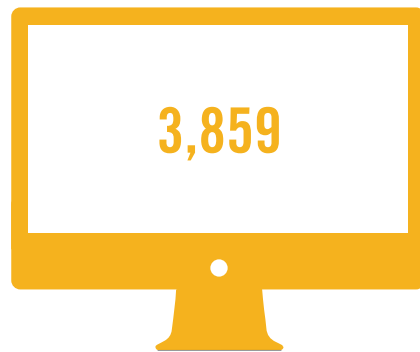
## LAB USER COLLEGE BREAKDOWN



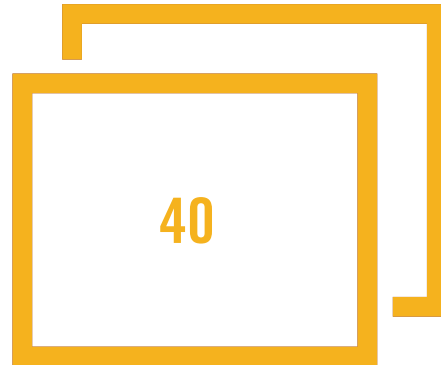
# LINDQUIST HALL

Lab Usage Overview July 2018 – April 2019

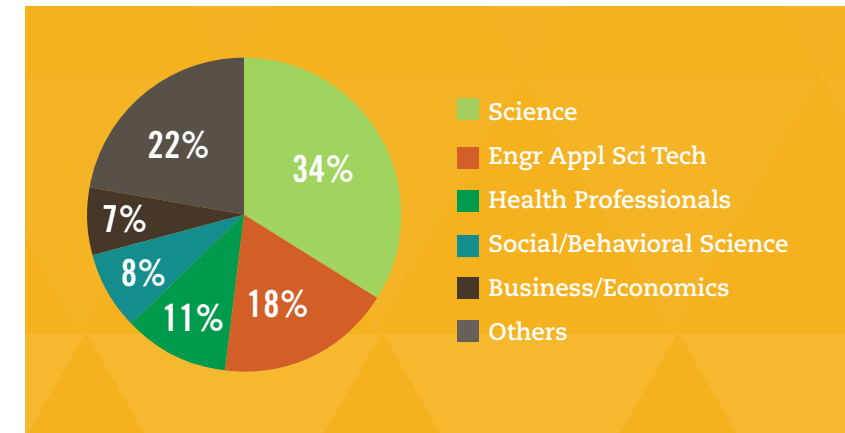
## TOTAL LOGINS



## PAGES PRINTED



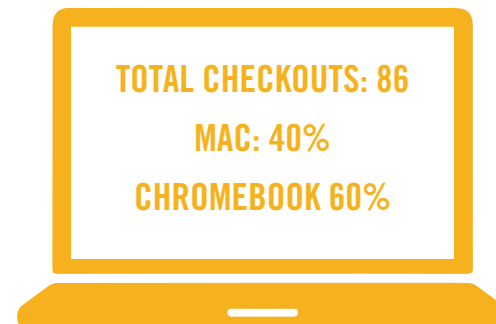
## LAB USER COLLEGE BREAKDOWN



## TOTAL UNIQUE USERS



## LAPTOP CHECKOUTS



# ESPORTS

Lab Usage Overview July 2018 – April 2019

## TOTAL LOGINS



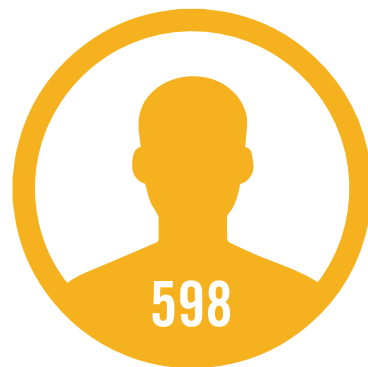
Last Year: 1,356

## PAGES PRINTED



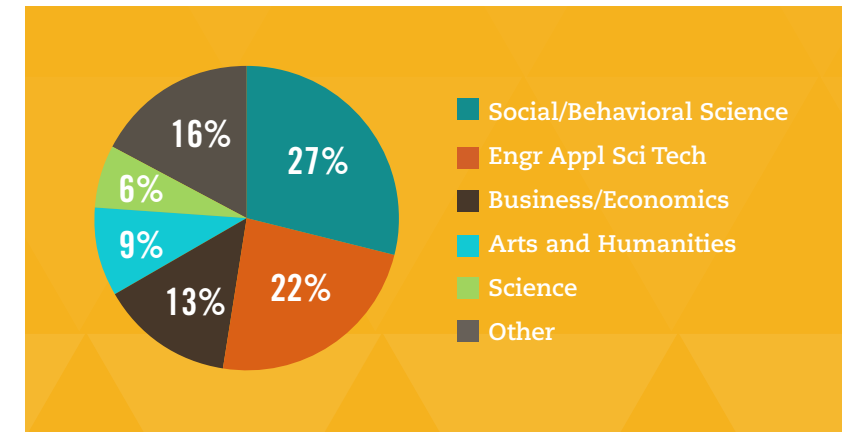
Last Year: 5,817

## TOTAL UNIQUE USERS



Last Year: 290

## LAB USER COLLEGE BREAKDOWN





# DAVIS D2

## Lab Usage Overview July 2018 – April 2019

### TOTAL LOGINS



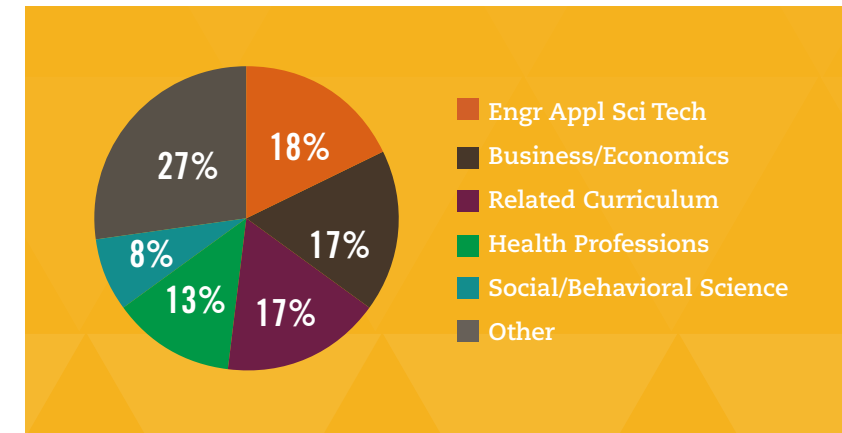
Last Year: 17,996

### PAGES PRINTED



Last Year Combined  
with D3 : 37,525

### LAB USER COLLEGE BREAKDOWN

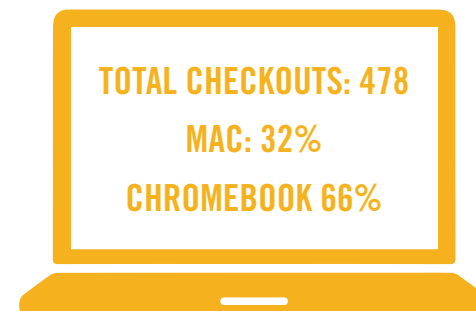


### TOTAL UNIQUE USERS



Last Year: 1,933

### LAPTOP CHECKOUTS



Last Year Combined with D3:  
Total Checkouts: 583

# DAVIS D3

## Lab Usage Overview July 2018 – April 2019

### TOTAL LOGINS



Last Year: 4,320

### PAGES PRINTED



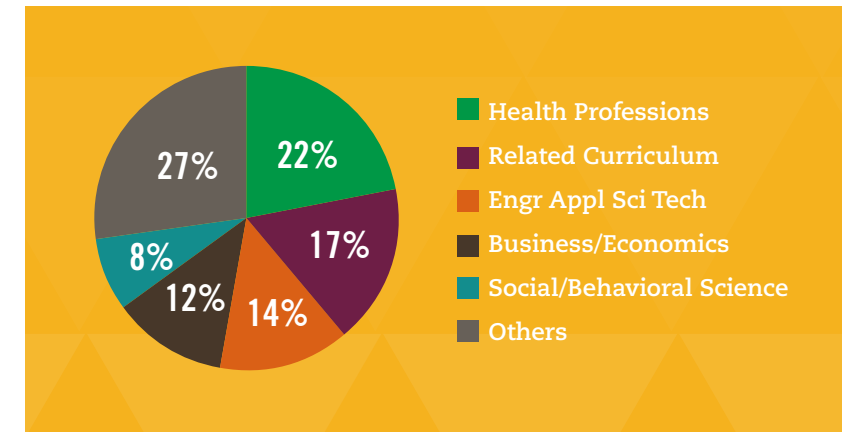
Last Year Combined  
with D2 : 37,525

### TOTAL UNIQUE USERS



Last Year: 1,453

### LAB USER COLLEGE BREAKDOWN



# WEST CENTER

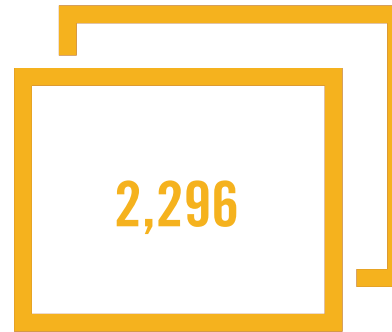
## Lab Usage Overview July 2018 – April 2019

### TOTAL LOGINS



Last Year: 2,275

### PAGES PRINTED



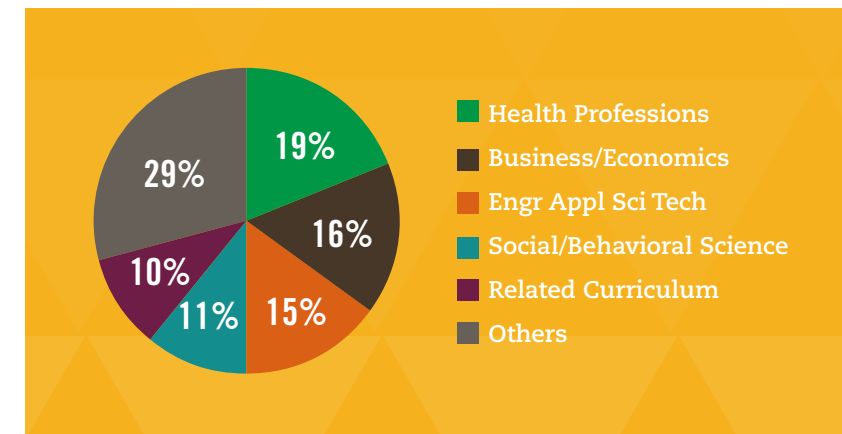
Last Year: 2,794

### TOTAL UNIQUE USERS

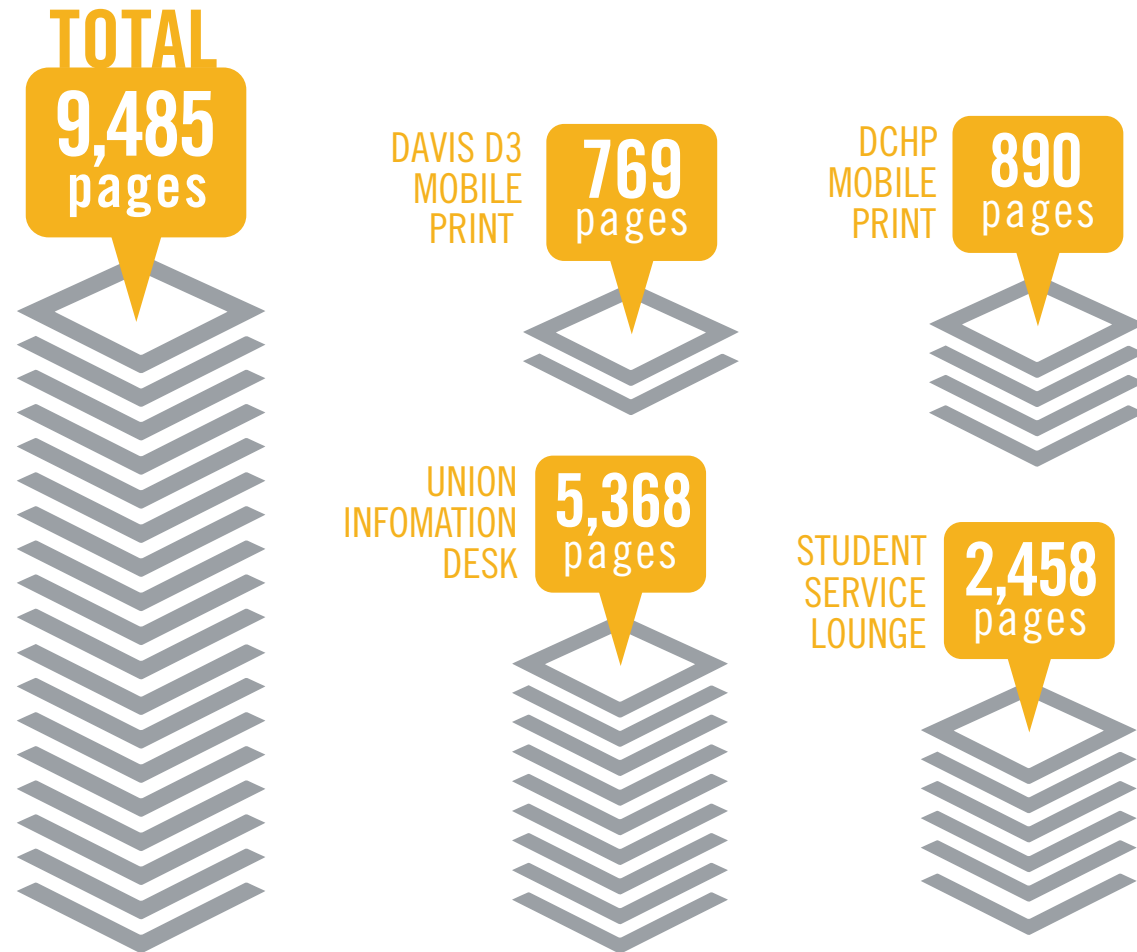


Last Year: 603

### LAB USER COLLEGE BREAKDOWN



# MOBILE PRINT



## Last Year's Mobile Print Usage:

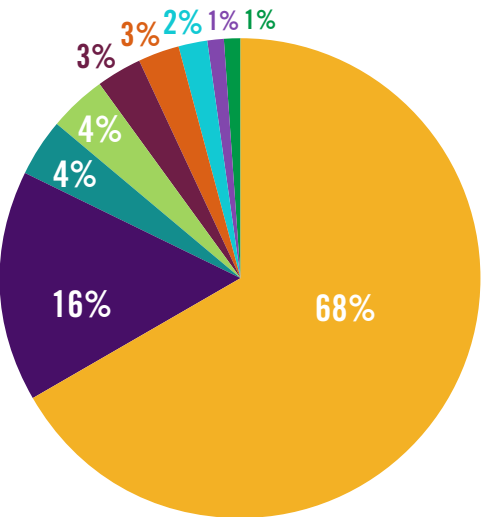
Student Services Lounge: 4,008  
Union Bell Tower: 6,302  
Union Info Desk: 5,795  
Marriott Health: 945

**Grand Total: 17,050**



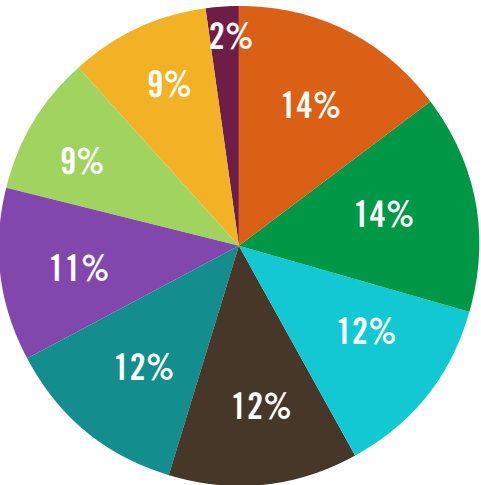
# LAB USER DEMOGRAPHICS

ETHNICITY



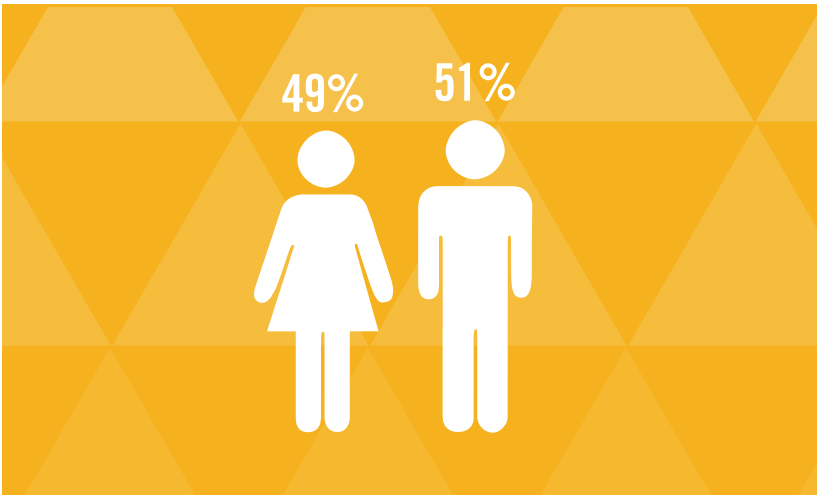
- White, Non-Hispanic
- Hispanic or Latino Descent
- Two or More Races
- Non-Resident Alien
- Unknown
- Asian
- African American
- Alaskan Native or Native American
- Hawaiian or Pacific Islander

COLLEGE

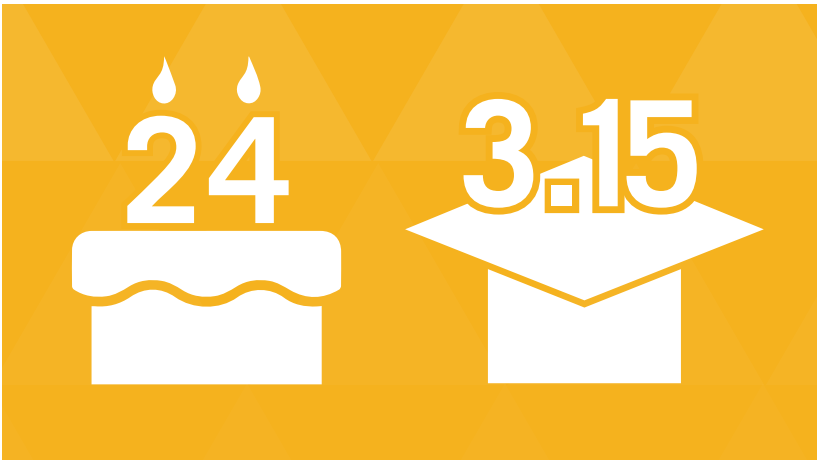


- Applied Science/Engineering
- Health Professions
- Arts and Humanities
- Business/Economics
- Social/Behavioral Science
- Related Curriculum
- Education
- Science
- No College Designated

GENDER



AVERAGE AGE

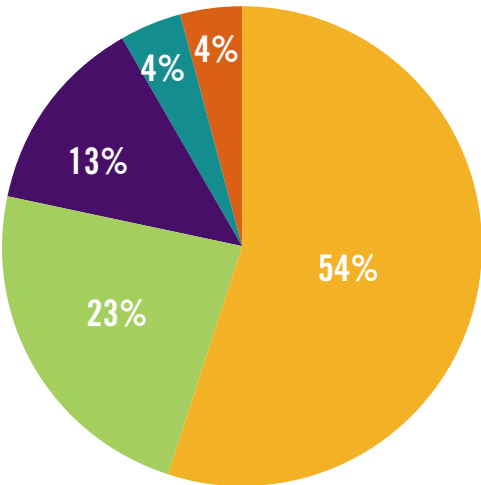


AVERAGE GPS



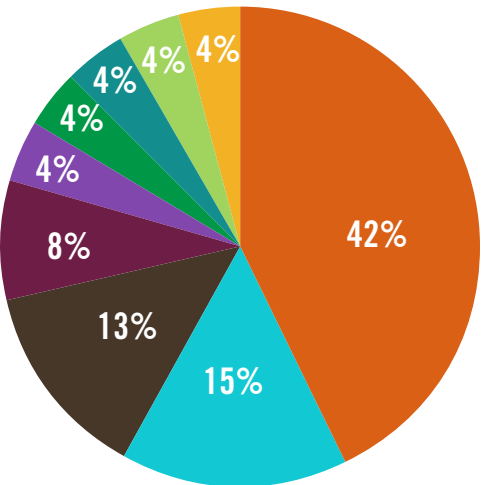
# SAT EMPLOYEE DEMOGRAPHICS

ETHNICITY



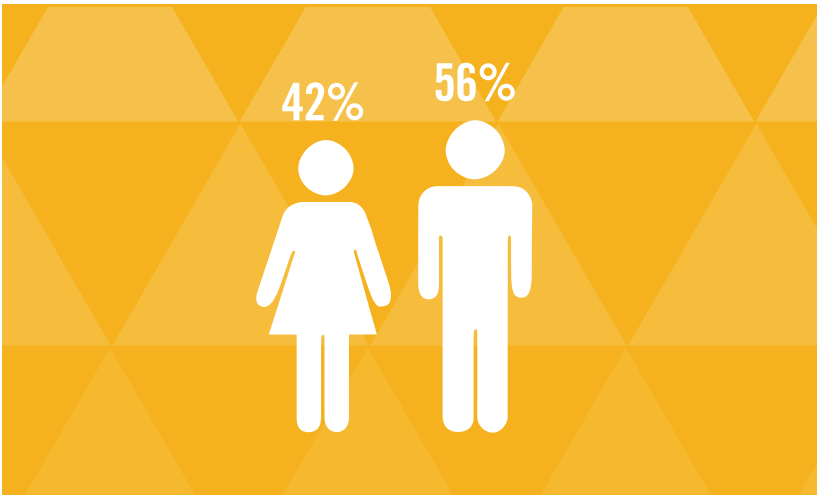
White, Non-Hispanic  
Non-Resident Alien  
Hispanic or Latino Descent  
Two or More Races  
Asian

COLLEGE

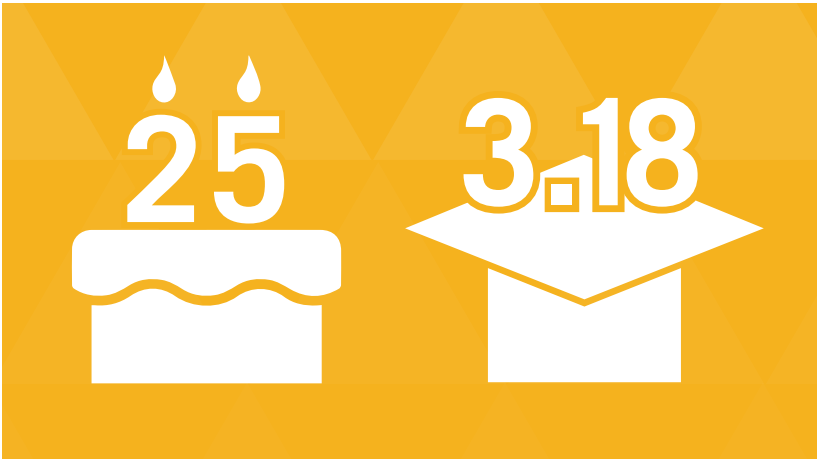


Applied Science/Engineering  
Arts and Humanities  
Business/Economics  
No College Designated  
Related Curriculum  
Health Professions  
Social/Behavioral Science  
Education  
Science

GENDER

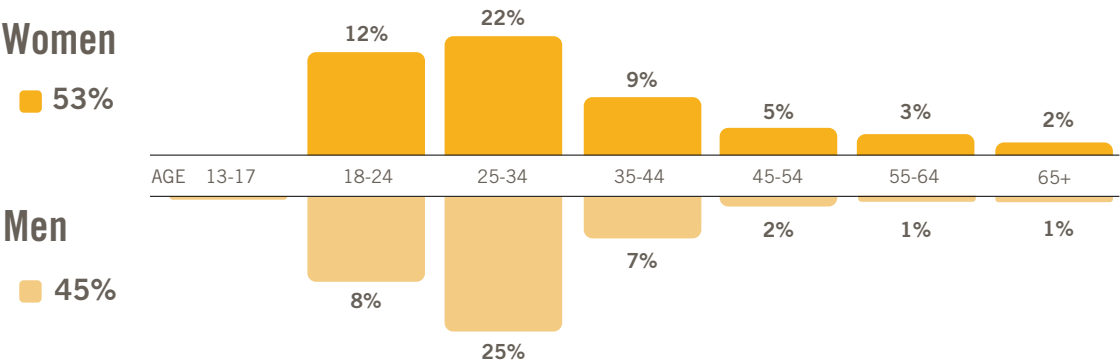


AVERAGE AGE



# COMPUTER LABS MARKETING

## SOCIAL MEDIA: FACEBOOK FAN DEMOGRAPHICS






386 LIKES


## PRINT ADS

Chromebooks now available for checkout!



Free for Students

learn more at [weber.edu/computerlabs](http://weber.edu/computerlabs)



WEBER STATE UNIVERSITY  
Computer Labs

The WSU Labs increased marketing efforts to WSU students through print, social media and screensavers.

# TECHNICAL SUPPORT

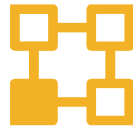
## PROJECTS

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 the Lindquist Hall Computer Lab, Computer Lab Classroom and Testing Center
- Updating and installing new software on over 450 computer lab machines
- Setting up the new esports lab and finding a way to allow games to be updated on the machines
- Setting up and installing software on all new machines for the DCHP Lab
- Setting up Chrome management for the WSU Labs Chromebook checkout
- Setting up new computers at the Davis and Tracy Hall computer labs.



**583 Support  
Incidents  
Resolved**



**45  
Departments  
Served**

*“Working as an STA is quite the great gig. I get to do what I love and learn as I go, all alongside friends and great hardworking people. Working with Student Affairs staff gives me in-depth experience with how to keep Weber State running well. Overall it’s a pretty amazing job for getting started in the tech industry. And it feels like I get to give back to the university for my education.”*

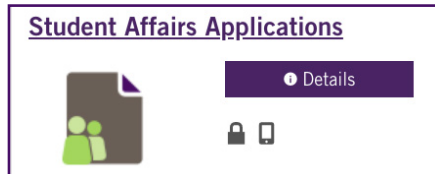
*– Brad*

*Working as a student tech has been amazing. I’ve been able to utilize the technical experience I learn in the classroom and implement those ideas at work. The atmosphere here is very friendly. It is great to be a part of a team that has the same goals and passions in common.*

*– Shae*



# SYSTEMS



## SAWEB & SAT SERVER SYSTEMS



### 98.7% Uptime

Server uptime since July 1, 2018, is at 98.7%. Almost all downtime due to patches and updates with a few cases of services hanging.



## STUDENT HEALTH CENTER SYSTEMS



### Updated

Running current version v12.11



### Supported 5,731 student visits to the Health Center

Point and Click system handled 4,444 encounters in 2018 and 1,287 so far in 2019



## COUNSELING AND PSYCHOLOGICAL SERVICES CENTER SYSTEMS

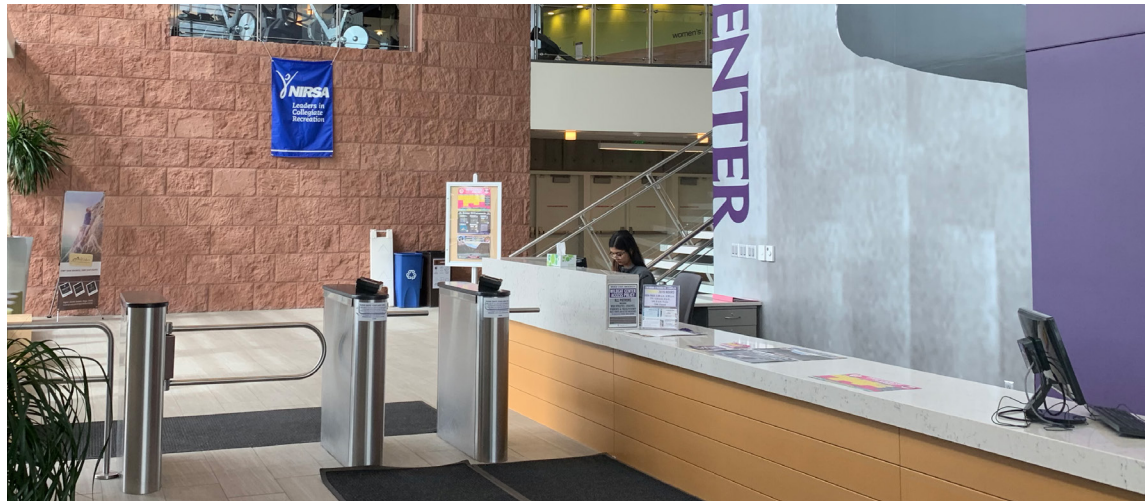


### Upgraded

Upgraded to Titanium Version 10.63.19046.1700 February 2019

# SYSTEMS

**TRANSACT SYSTEM (DINING SERVICES, POS DEVICES, GYM ACCESS, LAB PRINTING, WILDCARD OFFICE, WILDCAT LANES)**



## 488,861 Transactions

Over 488,861 transactions handled by the Transact System since July 1, 2018



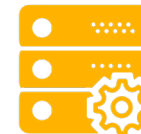
## Secure Swipe Devices

Implemented secure encrypted EMV card swipe devices on all Dining registers



## Virtualized Server

Moved to new virtualized server infrastructure Dec. 14, 2018.



## Hired new Proprietary Systems Support Technician



## Upgraded

Upgraded to Version 3.13.6.1 January 2019



# NURTURING

## TABLE OF CONTENTS:





# TRACKS SYSTEM

## LEARNING TRACKS:



**LAB  
ASSISTANT**



**LAB  
ASSISTANT II**



**SR. LAB  
ASSISTANT**



**SPECIALTY  
POSITIONS**

## OUR VALUES:

### PERFORMANCE



Performance includes strikes, reward points, cleaning duties, understanding and implementation of policies and procedures, active communication and more. Are you currently excelling in all areas in the lab? Do you have multiple reward points and no strikes? Then it's time to look at moving up and progressing!

### INVOLVMENT



Involvement is essential to understanding and exemplifying the culture of the WSU Labs. While we understand that you are balancing a lot right now and may not be able to attend everything, you're expected to actively participate in lab events and activities as possible.

### CUSTOMER SERVICE



Customer service is the key purpose of any position in the labs. Before anything else, our goal is to support students academic endeavors and ensure they have a positive experience along the way. This means, that your job every day is to put the lab patrons first.

## CAREER TRACKS:

### LAB ASSISTANT WHO MOVED FROM LEVEL 1 TO LEVEL 2:

Al, Maryam, Seyed, Sina



### LAB ASSISTANT WHO MOVED TO A SPECIALTY POSITION

Eric (STA), Brad (STA), Hunter (STA), Aria (STA), Jake (Team Leader), Natalie (Team Leader), Weston (Team Leader).



# COMMITTEES

## ACTIVITIES



## COMMUNITY ENGAGEMENT



## FUNDRAISING



*“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, activities committee co-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

## COMMITTEE CHAIRS:



Brenda



Clarissa



Jordan



Matt



Sopheany

All WSU Lab Assistants serve on at least one committee, some serve on all three. Each committee is focused on serving and engaging all WSU Lab employees and providing them with high impact learning opportunities through their student employment.



# TEAM BUILDING

## THANKSGIVING



## KAYAKING





# CELEBRATIONS

## PIZZA PARTY



## BOWLING

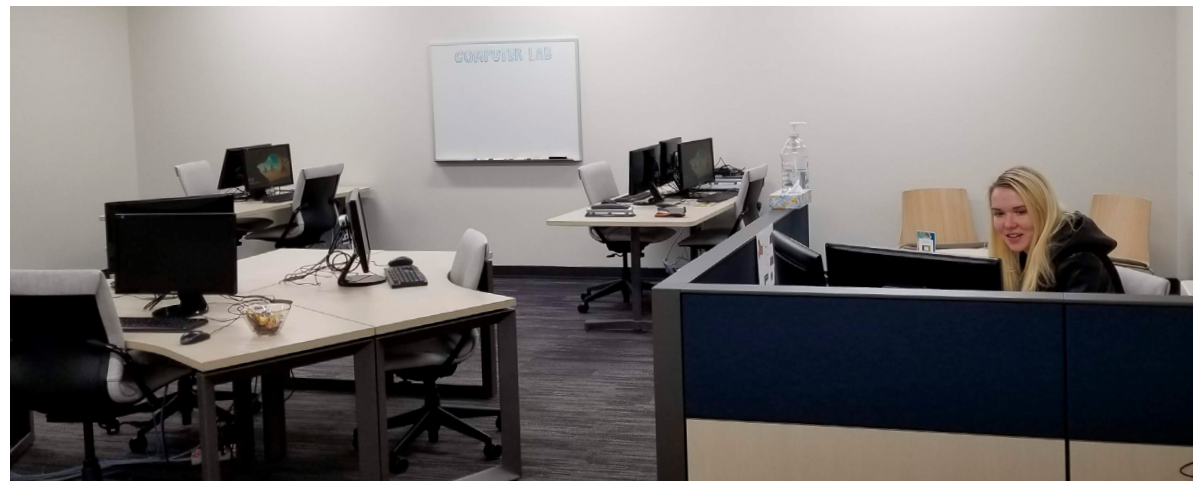


## ESPORTS COMPETITION



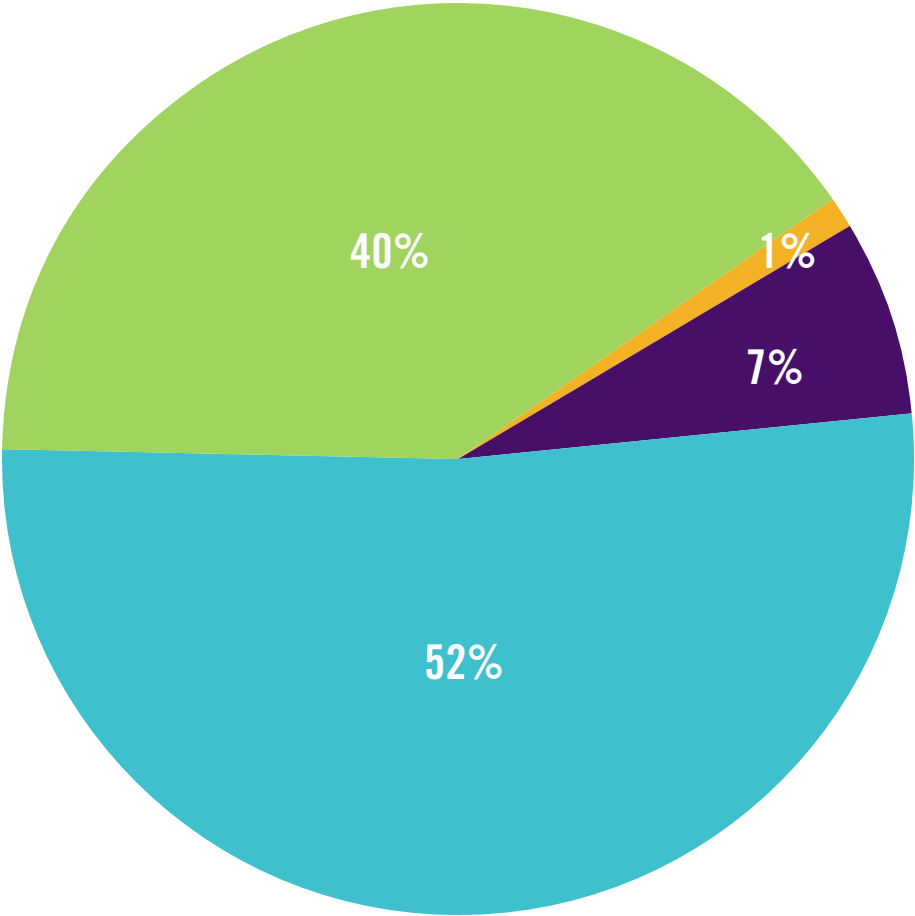
# LEARNING

## TABLE OF CONTENTS:



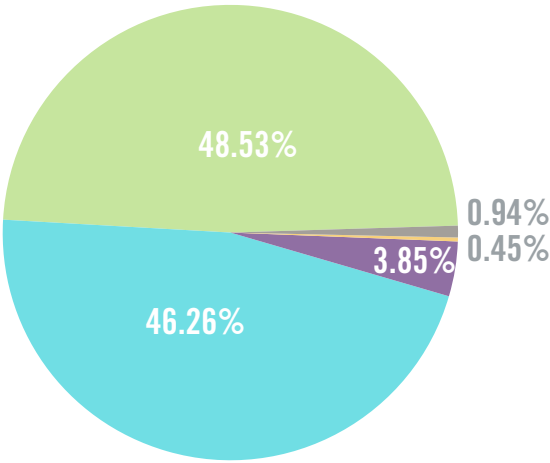
# COMPUTER LABS SURVEY RESULTS:

OVERALL SATISFACTION



KEY:  
VERY SATISFIED  
SATISFIED  
NEUTRAL  
DISSATISFIED  
VERY DISSATISFIED

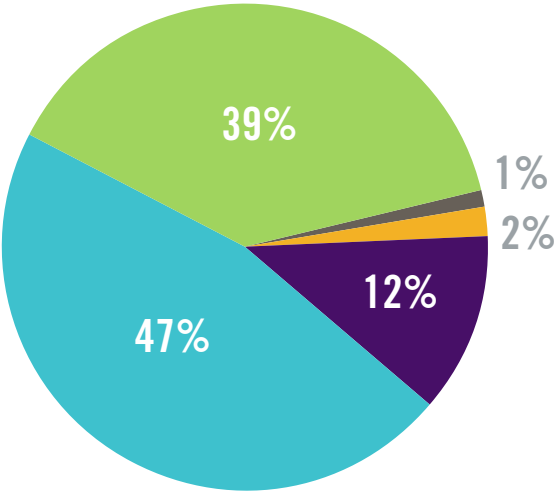
LAST YEAR OVERALL SATISFACTION



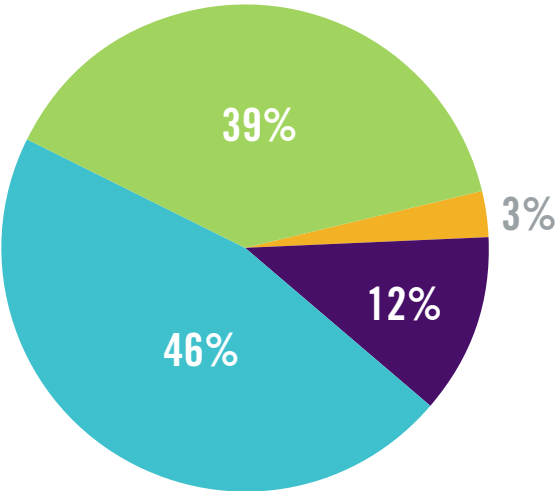


# COMPUTER LABS SURVEY RESULTS:

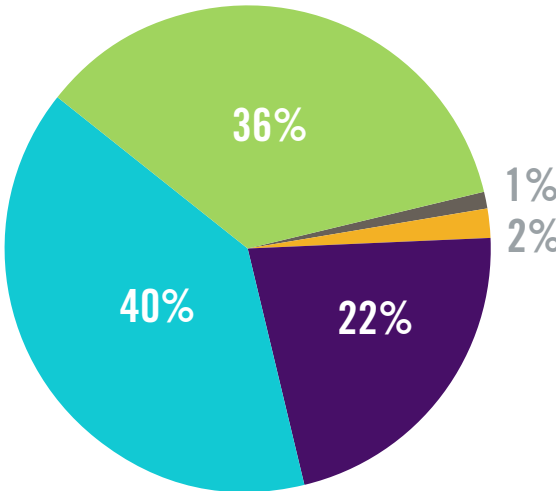
HARDWARE SATISFACTION



SOFTWARE SATISFACTION

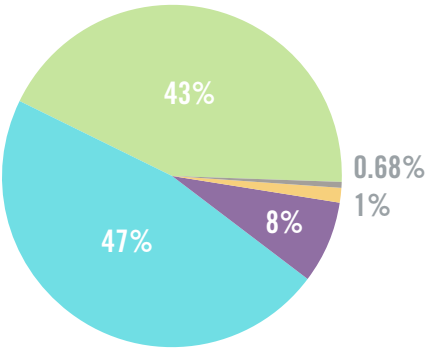


KNOWLEDGE OF LAB ASSISTANTS

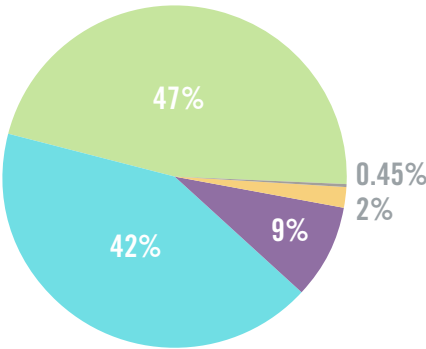


KEY:  
VERY SATISFIED  
SATISFIED  
NEUTRAL  
DISSATISFIED  
VERY DISSATISFIED

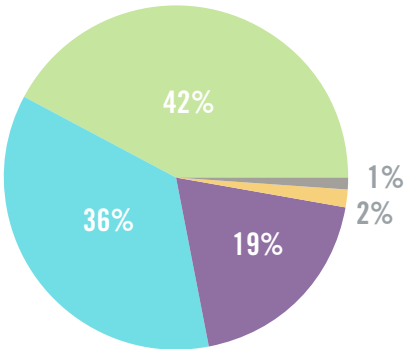
Last Year Hardware Satisfaction:



Last Year Software Satisfaction:



Knowledge of Lab Assistants Satisfaction:





# FINANCES

## HARDWARE

NEW COMPUTERS:



CHROME-BOOKS



DCHP



WATTIS



ESPORTS

## SOFTWARE

LAB STATS: \$3,042	
UNIPRINT: \$10,663	
STOP: \$1,800	
ZOOMSHIFT: \$2,636	
CITRIX: \$375	
TOTAL: \$18,516	

## PAPER AND TONER

July 1 2018 – March 1 2019



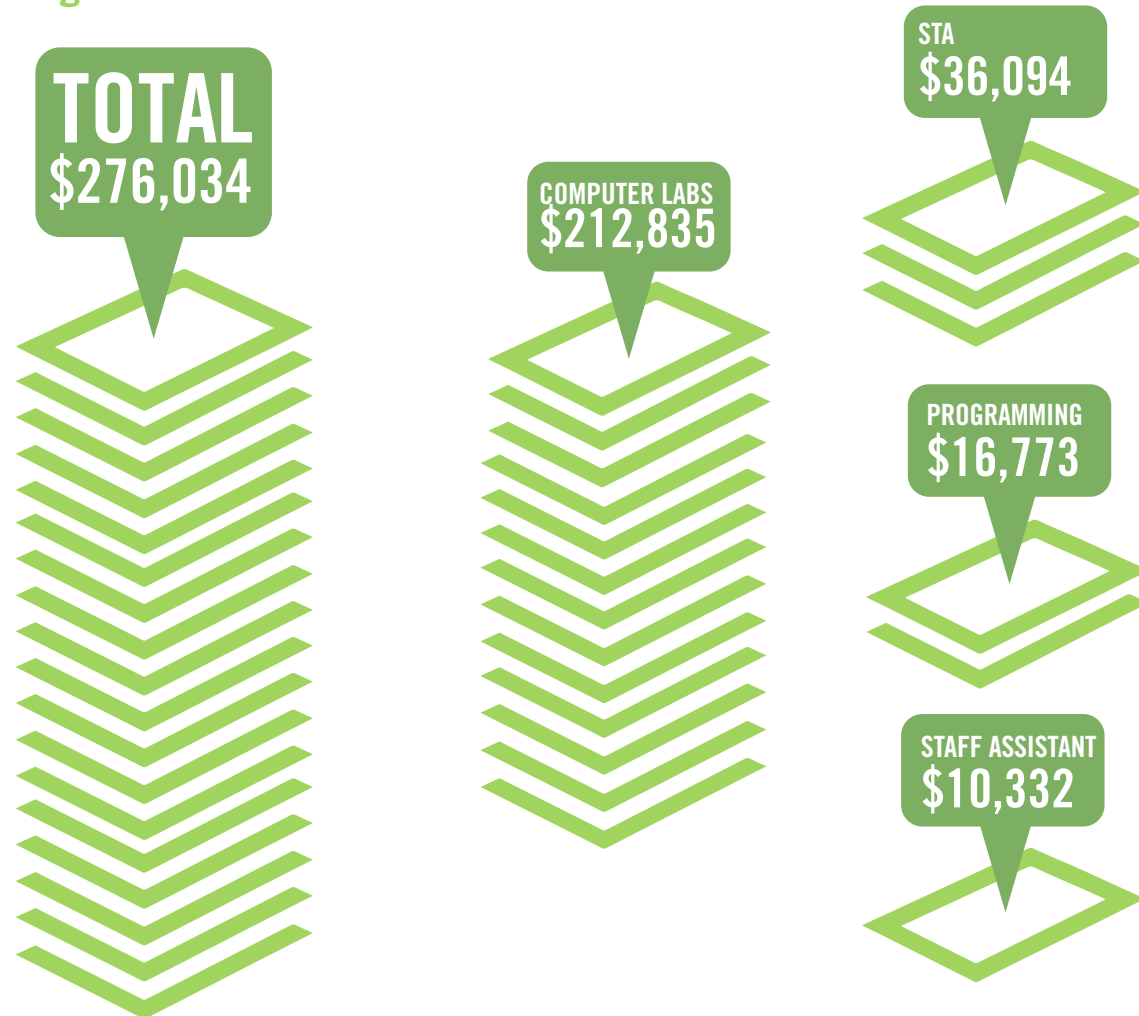
## CLEANING EXPENSES



# FINANCES

## SAT STUDENT EMPLOYEE WAGES

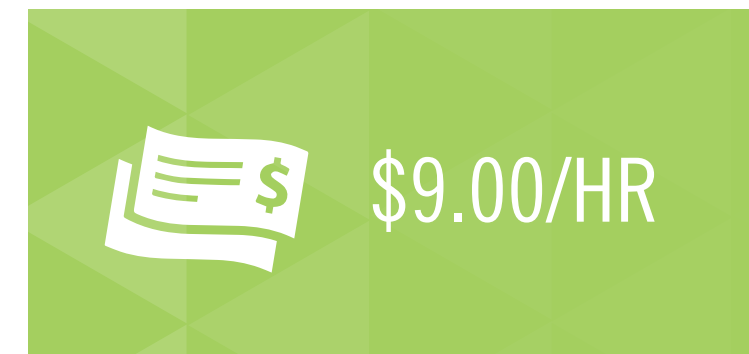
August 1 2018 – March 1 2019



## ESTIMATED SAVINGS WITH 50-50 & WORK STUDY



## THE WSU LABS INCREASED MINIMUM WAGE



# PROJECTS

## MARKETING SPLIT

In 2008 SAT saw the need to expand their technical support services by hiring a web designer to assist with division websites. That position quickly grew into a pivotal role and expanded into SAT Digital Media and Marketing with a graphic designer and multiple students to promote all division events and marketing efforts.

After nurturing the growth of this area for 10 years, Student Affairs Marketing became its own department to best serve the needs and goals of the division.



## NEW SAT POSITION

The SAT Systems Architect supports all of the Sodexo point of sale (POS) systems for the division. This enables food services to process the nearly 500,000 transactions each year. Due to the high demand SAT was able to hire a new position to continue to provide excellent support for POS and all of the other systems supported by the Systems Architect on campus.

Randi Weston, the new Proprietary System Support Technician will install, maintain and configure these systems from this point forward.





# PROJECTS

## LH MOVE

The Social Science building renovation to Lindquist Hall was completed. For the start of Spring semester, the Computer lab was moved from the temporary space in Natural Science back into the Lindquist Hall building. The open-lab now contains 15 PCs in a collaborative seating format as well as, study space, whiteboards, B&W and Color printing, a scanner station and a classroom with 27 stations, a teacher station, a 4K projector and a whiteboard.



## CHROMEBOOK IMPLEMENTATION

Starting July 1, 2018, the WSU Labs replaced all PC laptop checkout machines with Chromebooks. The Chromebooks allow students to customize computer settings and save all of their work. Because of the cloud-based platform, everything this saved to the student's Wildcat Mail account and is not saved locally. This enables us to maintain a high level of network security while better meeting the student's needs and eliminating lost work.

In the past, our PC laptops have slowed down significantly faster than our Mac laptops, making them harder to use and less sought after. Our hope is that because of the cloud-based platform, our Chromebooks will maintain their speed and quality through our entire computer rotation.

1,326 Chromebooks were checked out between July 1, 2018, and 4/19/2019



**Increased Non-Mac  
Checkouts by 25.5%**





# PROJECTS

## ESPORTS LAUNCH

The launch of the first WSU esports Lab was a huge success! Our usage has increased from 1,356 logins (July 1, 2017-April 3, 2018) to 5,192 logins (July 1 2018 - April 3, 2019)!



Increased logins by  
over 4,000

## PARTNERS:



Student Housing  
Clubs & Organizations  
Faculty Members  
Wildcat Bookstore



# SAT STAFF AND EMPLOYEES

## SAT STAFF

Clayton Oyler



Director of Student Affairs  
Technology

Carey Anson



Coordinator, Academic  
Technologies

Chip Coleman



Systems Architect

Sarah MacKay



Lab Supervisor

Pannawat Hiranbanthow



Manager, Technical Support

Randi Weston



Proprietary System Support  
Technician

## SAT STUDENT EMPLOYEES

### Computer Lab Assistants

Brand, Maurya  
Cho, Sungjin  
Choung, Woocheol  
Chukwuba, Ndubuisi  
Crichton, Lorraine  
Dawson, Taylor  
Eames, Brayden  
Francis, William  
Horne, Tyrell  
Kepler, Julie  
Khazaei, Maryam

Kim, Dongmin  
Kwak, Goeun  
Lam, Holly  
Lee, Weston  
Lemke, Shaleene  
Lim, Yeejin  
Lowder, Jordan  
Mai, Weilun  
Mana-Udom, Nuttaphong  
Marshall, Aria  
Marston, Clarissa  
Nishime, Masaki  
Olmedo, Conner

Ong, Alexander  
Pack, Jeffrey  
Park, Jeong  
Peterson, Brennen  
Plehn, Eli  
Redd, Travis  
Rigby, Michael  
Rojas, Brenda  
Rubalcaba, Brenda  
Sadeghi kolour, Seyed  
mohamadali  
Skalka, Bradley  
Smith, Cole

Smith, Sarah  
Sry, Sopheany  
Stammen, Joshua  
Stout, Hailey  
Torena, Alvaro  
Truong, Quynh-Nhu  
Waikart, Elise  
Walter, Jake  
Warburton, Eric  
Wille, Hunter  
Yavari, Sina  
Zamora, Jenyann

### STAs

Grant, Shae  
Marshall, Aria  
Norberg, Jaed  
Paullus, Orana  
Skalka, Bradley

### Staff Assistant

Spoo, Brianna

### Programmers

Norberg, Jaed  
Odu, Chukwuebuka

### Specialty Positions/ Interns

Van Orman, Madison  
Osborn, Madison  
Jones, Lily