To: Linda Matthias, Director of Client Services  
From: Carl Combs, Computer Services Consultant III  
Date: September 27th, 2001  
Subject: Summer Quarter 2001 stats (June 25th – August 17th) for the PUB and SPO General Access Computer Labs

**Lab Foot Traffic:**
It is important to note that some students may not scan their card at the front desk of each lab because:
- A lab monitor may not be at the front desk to enforce scanning.
- Lost, damaged, or forgotten EagleCards (although a lab monitor can manually enter the student’s number into the system).
- Incorrect card versions (The student needs to correct the problem at the EagleCard office).
Also, some students may scan multiple times on any given day when they leave the lab for either long or short periods of time.

Total students accessing The Labs…

**Lab and Tech Fee Details**
Total number of students who have paid the $6.00 computer lab fee: 880
The student technology fee is not an option for Summer quarter.

Waitlists have been generated which translates into 100% utilization at some point during the time period…

**Wait List Statistics:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Platform</th>
<th># / Percent of Days a Waitlist was activated</th>
<th>Longest Wait Time From 7:00am-10:00am*</th>
<th>Longest Wait Time From 10:01am-1:00pm*</th>
<th>Longest Wait Time From 1:01pm-5:00pm*</th>
<th>Longest Wait Time From 5:01pm-Midnight*</th>
</tr>
</thead>
<tbody>
<tr>
<td>PUB</td>
<td>Windows</td>
<td>0 / 0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PUB</td>
<td>Macintosh</td>
<td>0 / 0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SPO</td>
<td>Windows</td>
<td>0 / 0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SPO</td>
<td>Macintosh</td>
<td>0 / 0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

* Wait Times are displayed in Minutes.

**PUB Utilization and Application Usage:** Due to server upgrades, utilization and application statistics are not available. The next set of reports will be run for Fall quarter 2001.

**Responsible Print:**
The purpose of this data is to evaluate overall demand for each type of release station (swipe and chip) and to summarize print usage in the labs. These numbers reflect print usage in the PUB, Spokane Center, Riverpoint, and MARS computer labs.

- Number of students who had $6.00 remaining on their print credit: 443
- Number of students who had < $6.00 remaining on their print credit: 437
- Number of students who had < $5.00 remaining on their print credit: 317
- Number of students who had < $4.00 remaining on their print credit: 250
- Number of students who had < $3.00 remaining on their print credit: 187
- Number of students who had < $2.00 remaining on their print credit: 139
- Number of students who had < $1.00 remaining on their print credit: 99

**Spokane Center:**
The Spokane Center lab is consistently utilized for general student use less than 25% on both Windows and Macintosh workstations. The busiest times are around 6:00pm Monday through Friday. Utilization is higher during this time, reaching 50%-60% on the Windows platform for an hour or two. Then the utilization drops back down to less than 25%. During many open hours, there will be one to six students at a time using the lab.