To: Linda Matthias, Director of Client Services  
From: Carl Combs  
Date: September 27th, 2002  
Subject: Summer Quarter 2002 stats (June 24th – August 16th) for the PUB and SPO General Access Computer Labs

Lab Foot Traffic:
Some students may not scan their card at the front desk of each lab because:
- 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:
PUB: 3,672 Average Per Day: 80, Highest Use Day: July 15th with 177 swipes.
PUB: 146 Average Per Day: 4, Highest Use Day: August 6th with 10 swipes.

Lab and Tech Fee Details
Total number of students who have paid the $6.00 computer lab fee: 585
Total number of students who have paid the $35.00 student tech fee: N/A for summer quarter.

Waitlists have not been generated for this quarter; which is the norm for Summer quarter!

Wait List Statistics:

<table>
<thead>
<tr>
<th>Location</th>
<th>Platform: # Stations</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: 109</td>
<td>0 / 0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>PUB</td>
<td>Macintosh: 11</td>
<td>0 / 0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SPO</td>
<td>Windows: 12</td>
<td>0 / 0%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SPO</td>
<td>Macintosh: 11</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/SPO Utilization and Application Usage: Due to server upgrades and general summer upheavals, utilization and application statistics will start Fall quarter 2002.

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: 223
Number of students who had < $6.00 remaining on their print credit: 362
Number of students who had < $5.00 remaining on their print credit: 260
Number of students who had < $4.00 remaining on their print credit: 194
Number of students who had < $3.00 remaining on their print credit: 146
Number of students who had < $2.00 remaining on their print credit: 120
Number of students who had < $1.00 remaining on their print credit: 91
Number of students who had < $0.10 remaining on their print credit: 47 which translates into 8% of the students using their entire print credit.

Spokane Center:
The Spokane Center lab is consistently utilized for general student use less than 25% on both platforms. The busiest times are from 4:00pm to 6:00pm Monday through Friday. Utilization is higher during this time, reaching as high as 40%-75% 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.