



Learning Assistance Department

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LAC COMPUTER LAB STAFF REVIEW

LAC COMPUTER LABS

- Lab open 51 hours/week
- Two computer labs with 72 and 33 computers for student use, chemistry mini lab with 2 computers, math mini lab with 8 computers, two group rooms with 2 computers and projectors, 12 computers for students support, 3 servers and 21 staff machines.
- Online tutoring project tech support and maintenance with 1 PC and multiple peripheral devices.
- New Lab reservation process to assist classes with technology access.
- Constantly updated LAC web page with services and information
- IT Operations Support Administrator II 1093 hires, trains and supervises up to 15 lab assistants for continuous support to the students; two IT Operations Support Administrator II 1092 provide software and hardware support in the lab.
- Continuous hardware and software upgrades on lab and staff machines.
- Troubleshooting s/w and h/w for students and staff.
- Vendors communications
- Purchasing research.
- Procedures and instructions writing.
- SLO data collection.
- IT personnel is on LAC budget, evaluation system, second chain of command comes from IT.

POSITIVE ATTENDANCE

- Largest open –access computer lab on campus.
- Largest positive attendance lab on campus.
- 400 attendance hours/day
- 250 students visits/day
- 50% of whole LAC positive attendance comes from the LAC Labs

LAC TECHNOLOGY PROJECTS

- LAC is technology advanced department – tutoring involving computers, online tutoring, positive attendance, payroll, collaboration study rooms, etc.
- IT personnel assist in running LAC Classroom for LERN 1000.
- Collaborative study rooms with projectors creating big monitor screen for study groups.
- Coordination of payroll for LAC 120 student workers.
- LAC budget records and spreadsheets.
- Program review work and data collection.
- SLO creation and data collection.
- Online tutoring assistance in research and implementation and support/maintenance.
- Problem solving for LAC ongoing projects.