Fall 2021 Hours of Operation
August 22 - December 17

| Day	Service Desk (email, call, chat)	Library 105 Computer Lab	Cheek 150 Computer Lab	Glass 229 Computer Lab
Monday - Thursday	8:00am - 9:00pm	8:00am - 10:00pm	8:00am - 5:00pm	8:00am - 5:00pm
Friday	8:00am - 6:00pm	8:00am - 6:00pm	8:00am - 5:00pm	8:00am - 5:00pm
Saturday	Noon - 6:00pm	Noon - 6:00pm	CLOSED	CLOSED
Sunday	Noon - 9:00pm	1:00pm - 10:00pm	CLOSED	CLOSED

CLOSED for the following University holidays:
Sept. 6 (Mon) - Labor Day Holiday
Nov. 24-27 (Wed - Sat) - Thanksgiving Holiday

Alternate hours for Fall Break and Finals Week will be posted at least one week prior.

Staff Hours Per Week

|	Service Desk (call, email, chat)	Open-Access Computer Labs
Total Operating Hours	**69**	**171 (73 concurrent)**
FT Staff Hours	120 (CSV Funded)	80
GA Hours	40	80
Student Emp. Hours	172.5	225

125 Current Open-Access Lab Computers
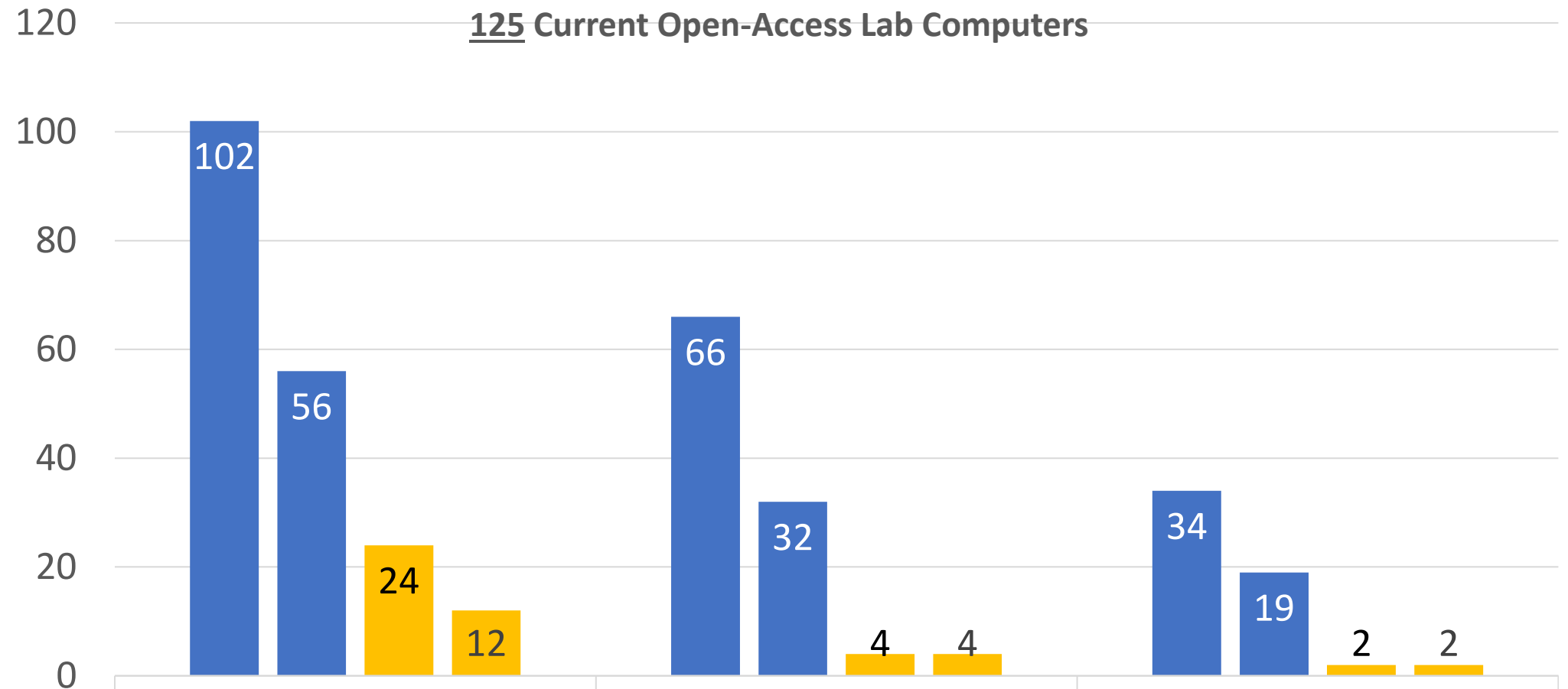
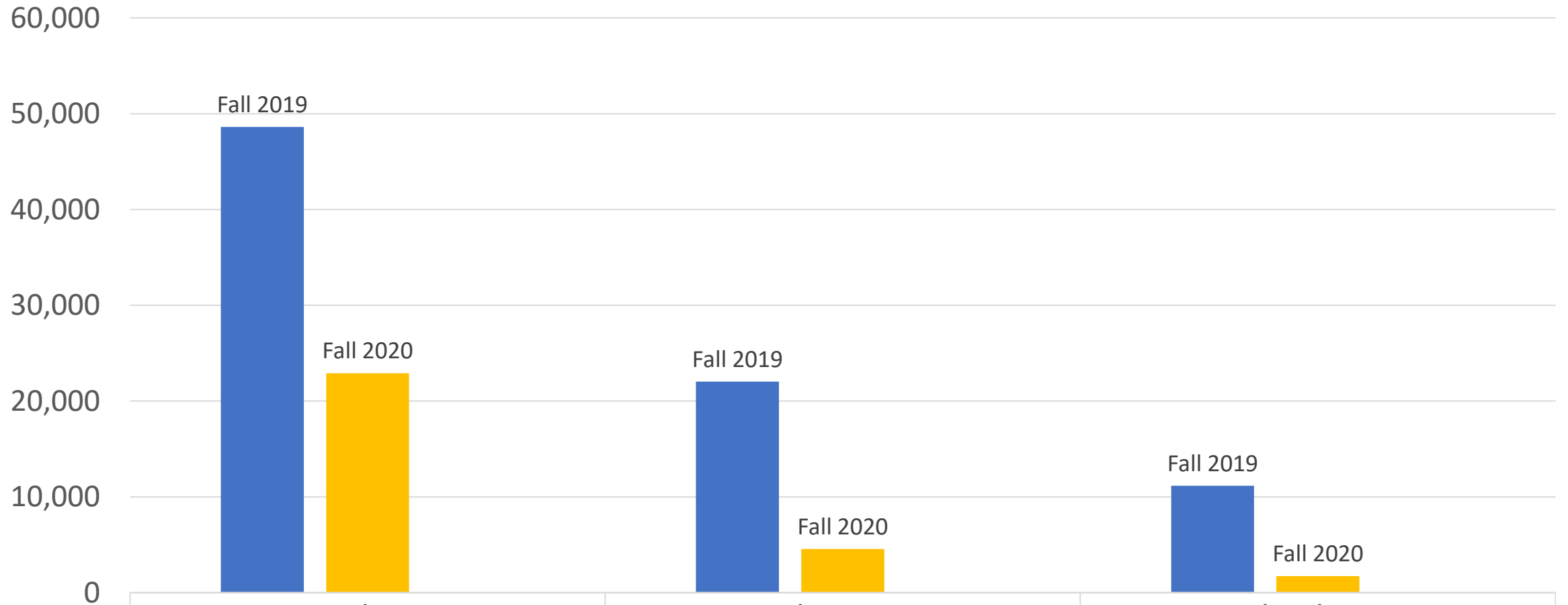|	Meyer Library 105	Glass Hall 229	Cheek Hall 150
■ < Sp20 PCs	102	66	34
■ Current PCs	56	32	19
■ < Sp20 iMacs	24	4	2
■ Current iMacs	12	4	2

73,512 BearPrint Pages Printed
First 5 Days of Fall Semester
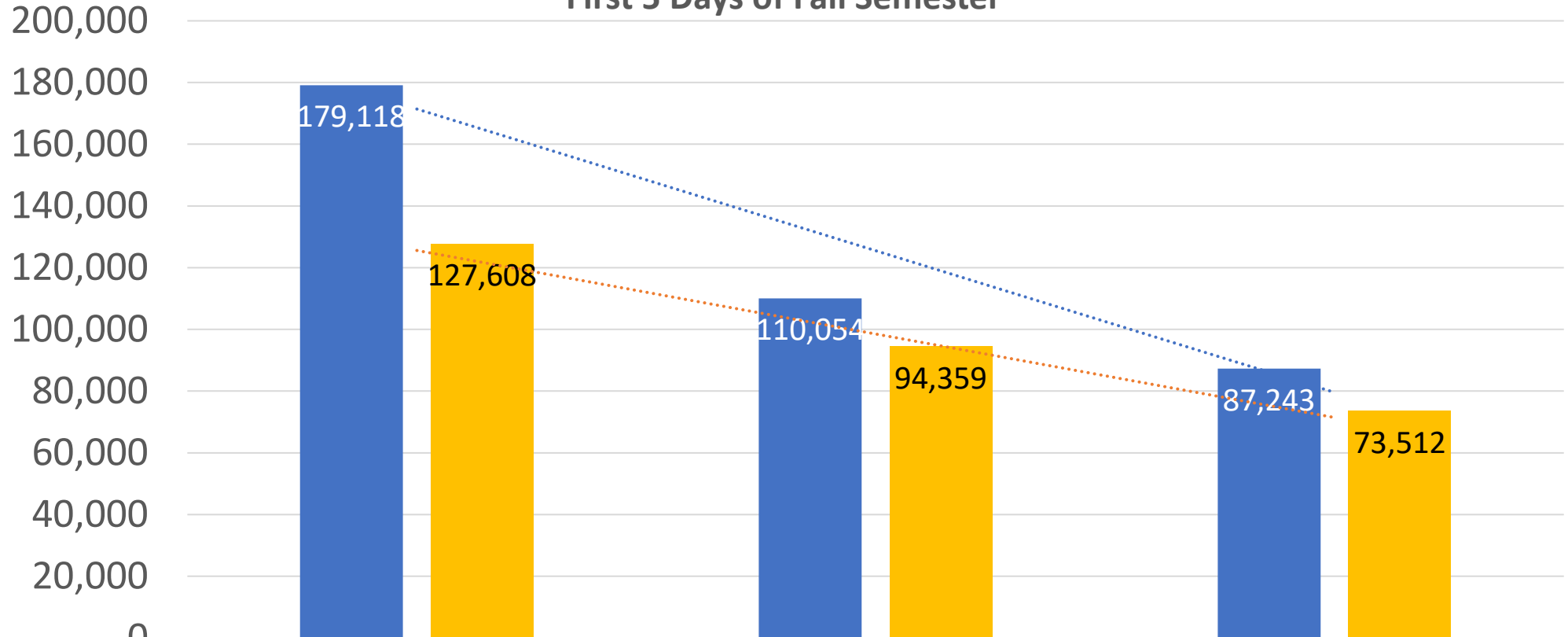
	2019	2020	2021
Campus-Wide	179,118	110,054	87,243
Open-Access Computer Labs	127,608	94,359	73,512

Count of Unique User Logins
Last 2 Fall Semesters

	Meyer Library 105	Glass 229	Cheek 150
■ 2019	48,614	22,020	11,164
■ 2020	22,916	4,550	1,718
■ Reduction	53%	79%	85%

728 User Support Tickets
First 5 Days of Fall Semester

Phone
31%

Self-Service Tickets
27%

Email
18%

Chat
13%

Walk-Up
11%

- Phone
- Self-Service Tickets
- Email
- Chat
- Walk-Up
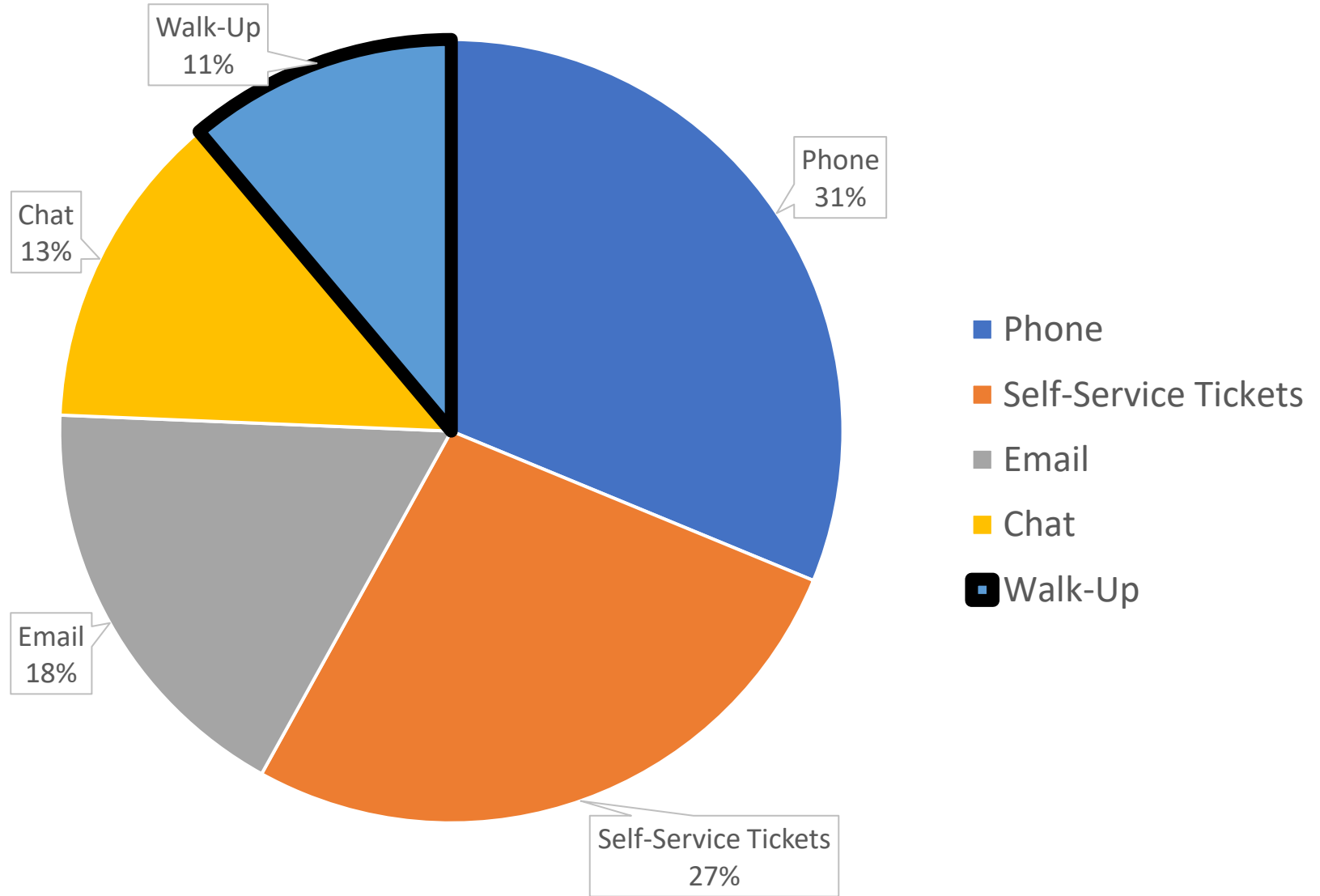
Lab Staff Responsibilities

Other SCUF Lab Imaging, Maintenance, and Support

- TRIO
- Veterans Student Services
- BearClaw (PSU 0114)
- Multicultural Center
- Student Engagement (PSU 0111)
- Athletics - 2 (FORA 0245, 0250)
- Karls Hall -2 (KARL 0231, 0233)
- DARR (0105)

Software Server and License Management

- Manages licenses for SPSS, ESRI, ArcGIS, Minitab, Visio/Project, Office 365 for Student Installs, Mathematica, SAS
- Server administration for SPSS, ArcGIS, Minitab, LabStats
- Management of Kivuto and Azure Dev Site for Teaching storefronts

BearPrint Services and Supplies

- Campus-Wide BearPrint Server administration
- Maintenance and Support for 19 BearPrint printers on campus
- Toner and fuses delivery for 55 BearPrint printers on campus

Open-Access Computer Labs

- Computer, printer maintenance for 125 computers and 7 printers over 3 lab locations.
- Walk-Up technical support for students, faculty, and staff.