
JACKSON COMMUNITY COLLEGE

LEARNING SPACES USER AGREEMENT

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JACKSON COMMUNITY COLLEGE LEARNING SPACE USER AGREEMENT

OBJECTIVE

The purpose of this agreement is to establish standard procedures designed to provide optimal service , support and security for all college resources to provide a positive and productive learning space.

BENEFITS

- Student success
- Positive learning environment
- Standard equipment
- Ease of use
- Cost effective equipment purchase
- Cost effective use of personnel
- Timely implementation
- Safety and security

DEFINITIONS

Learning Studio- Classroom that is equipped with multimedia equipment that is supported by Information Technology.

Breakout Room- Small study rooms located on the first and second floor of William Atkinson Hall. Each room is equipped with a large flat screen TV where students can plug in their computer or watch basic cable television. The rooms have a dry eraser wall (WallTalker) and the larger rooms have projectors.

Information Commons- Open computer lab for students in William Atkinson Hall (WA103). 20 Notebooks for check out, 4 Macs and 30+ Desktops are available for students to use. There is also has printing capabilities and wireless access available. All computers have the Standard Classroom Load (see below).

Prep Room- Next to some notebook classrooms in William Atkinson Hall. These rooms are where the notebooks for the adjoining rooms are stored. Information Technology staff are in Prep Rooms available for Classroom support. WA218 also has Adjunct Faculty computer stations and work area/storage area for Graphic classes.

Notebook- A mobile computer that weighs in a range from five to seven pounds. The term originated when laptops were routinely more than 10 pounds, and those that became lighter were placed in a special "notebook" category. In practice, notebooks and laptops are synonymous.

Standard Classroom Load- A standard load is a term that Information Technology uses to refer to a base install of the operating system and applications that are common to instruction on all computers.

IMPORTANT NUMBERS

JCC Solution Center	517-796-8639
JCC Security	517-796-8620
Scheduling Office	517-796-8609
Deans Office	517-796-8627

LEARNING STUDIOS

SUPPORT

Technical Support

Technical enhancement, problems or concerns should be communicated to the JCC Solution Center. Please contact the Solution Center at extension 8639.

The Solution Center will offer the following steps:

- Create HEAT work request and assign a priority 1 response to individual Learning Studio.
- Send Solution Center or IT Student Consultant staff if available.
- Call a 2nd level technician. Solution Center cannot guarantee a technician will be available.
 - Solution Center cannot guarantee the problem will be fixed within meeting/class timeframe.

Prep Rooms/ Information Technology Student Consultants

There are three Prep Rooms located in William Atkinson Hall designed to support the Learning Studios on each floor. If your class is scheduled during a time when a student consultant is not available in the Prep Room, nearest the room you are teaching in, you can call the other Prep room on your floor. You may also call the Information Commons which is staffed from open to close. Please remember that the IT Student Consultant may have three rooms they are responsible for at one time.

The Information Technology Student Consultants that are in those rooms are trained to help with basic troubleshooting for the equipment in the rooms. The student consultant may not always have an answer or solution for the problem but they can help find the answer to get the issue resolved.

Each Learning Studio is equipped with a phone that has quick access numbers to the Prep Rooms, Solution Center and Security.

First Floor Support

WA 121.....ext. 6521
Information Commons.....ext. 8607

Second Floor Support

WA 218.....ext.6568
WA 221.....ext. 6571
JCC Solution Center.....ext. 8639

Equipment / Room Documentation

Each room includes equipment instructions. As technology changes and/or equipment is removed all documentation will be updated. Inquiries about room usage and availability should be directed to the Scheduling Office.

Room Checks and Maintenance

Learning Studios are scheduled on the software reload and hardware maintenance cycle. Each room and its equipment are checked and cleaned weekly by IT Student Consultants. Additional cleaning materials are available in the Prep Rooms on each floor. Disinfectant wipes have been provided for every Learning Studio if you wish to clean the equipment on your own.

Possible Back-up Solutions

Instructor / Presenter may relocate to another available room in case of a technology failure; contact the Scheduling Coordinator, x8490, first. Permanent room changes will need to be scheduled through the Scheduling Coordinator. If a room change is necessary, furniture will not be replaced / added. Faculty and Presenters must assume a back-up plan in the event of a technology failure.

USER RESPONSIBILITY AND TRAINING

Learning Studio users should be trained on how to properly use the technology provided. Users are responsible for the proper use and care of all equipment. JCC Employees may request Learning Studio training during professional development days. Individual training may also be scheduled by contacting the JCC Solution Center or Human Resources. JCC Employees are eligible to check out and install, on their personal computer, the same Microsoft

software that is installed on the computers in the Learning Studios for work at home. For more information please visit: <http://www.jccmi.edu/infotech/workathome.htm>

SCHEDULING

JCC Learning Studios are scheduled by the Scheduling Office. First priority scheduling is for JCC classroom instruction; however, these rooms may be scheduled for other purposes. Each Learning Studio only has 24 student computers. The Learning Studios are unable to accommodate larger classes.

SECURITY AND ACCESS

Most equipment devices are securely mounted. Rooms remain closed and locked when not in use. If you leave a classroom please shut all doors behind you. Students are not allowed to enter a Learning Studio prior to the instructor arriving. Swipe card access is available to all Learning Studios and limited access to the Prep Rooms. Swipe card access is determined and implemented through Campus Security; please contact Jeff Whipple at ext. 8683.

If a Notebook or Monitor is physically broken or dropped during class please contact the JCC Solution Center immediately. IT Staff will properly dispose the equipment.

If there is a “brown out” during class, Information Technology requests that all equipment be shut down to avoid damage or loss of data. An IT Student Consultant will come to each room to help with the process.

LEARNING STUDIO EQUIPMENT/SUPPLIES

Projector(s) :

At the end of each class the projector(s) should be turned off in order to save on projector bulb replacement costs.

Printer(s):

The small printer(s) in each classroom is not suited to large print jobs. The Information Commons and the JCC Solution Center each have a large printer capable of large print jobs. If a printer is running low on toner please contact the JCC Solution Center.

Other Equipment:

Document Cameras at each instructor station should not be dismantled for any reason. If equipment is moved during a class session it should be replaced to the original set up at the end of class.

Furniture:

Mobile tables and chairs can be arranged in any way to suit the classroom needs. It is the responsibility of each instructor to move the furniture. Information Technology is not responsible for the arrangement of furniture.

Food and Drink:

Food and drink are allowed in the Learning Studios. At the end of each class garbage and should be picked up and tables should be wiped clean for the next class. If anything is spilled during class please call the JCC Solution Center so that the area/equipment can be properly cleaned.

Supplies:

Information Technology supplies the paper, toner, dry Erase markers and erasers for each Learning Studio. The Prep Rooms are equipped with pencil sharpeners and staplers for classroom use and should be left in those rooms for shared access. If any of these supplies are running low please contact the Student Consultant in the Prep Room. Additional requests for classroom supplies not previously listed should be directed to the Deans.

NOTEBOOK CLASSROOMS

Each Notebook Classroom is equipped with 24 notebook computers. The notebooks are located on wire racks either in the classroom or in the adjoining Prep Room. Occasionally with back-to-back classes our Notebook computers will not have sufficient battery power for the entire day. **Power supplies** are available in each Prep Room and IT

students can help you become acquainted with these and with using the floor boxes for power provided in each Learning Studio.

The notebooks on the rack are cable managed in a way that allows Information Technology to quickly troubleshoot any power or network problems that the notebooks are encountering. **Do not attempt to remove or rearrange the cables for any reason.** If you need assistance with the notebooks please contact the nearest Prep Room or the Solution Center.

Information Technology does not supply keyboards or mice for the notebooks.

Notebook repair

Information Technology makes every attempt to repair the notebooks within a 24 hour period. However, when this is not possible there may be times when a classroom has fewer notebooks than students. If a student does not have a notebook for class they can go to the Information Commons and checkout a notebook for use during class. They will need a valid driver's license and the entire process takes about 5 minutes.

Notebook procedures

Notebooks should be removed and replaced by an IT Student Consultant at the beginning and end of every class. If a Student Consultant is not available please call the nearest Prep Room or the JCC Solution Center to assist your class. There may be times that the notebooks for the classroom are not docked prior to class starting. It is of no use to dock the CPUs during the day between classes as insufficient time exists for charging. Frequent docking and undocking decreases battery life and increases the chance of broken equipment.

Notebook security

Doors to Prep Rooms may be left open during class time, but at the end of class these doors should be shut as well as the doors from the Prep Room to the hallways if there is not an IT Student Consultant present. Notebook rooms that are not next to a Prep Room should be closed at the end of class to secure the notebooks. If an instructor leaves students in a classroom/prep room/breakout rooms unattended during or after class that instructor is responsible for the equipment and the students in that room. The instructor is responsible for any misused, misplaced or broken equipment during the time they leave students unattended.

Discovery / Confirmation Process:

Instructor will:

- 1) Inventory (determine all notebooks are there) at the beginning and end of each class
- 2) If students are distributed throughout building w/ notebooks at the end of class the instructor will stay until all notebooks are returned
- 3) Notify appropriate group after determining notebook is truly missing (check for IT maintenance tag)

Notification Process:

Information Technology or Faculty will:

- 1) Notify Missing Notebook group with an email. The group has a distribution list in Outlook called "WA Notebook Missing"
- 2) Email will contain date notebook was discovered missing, room number, contact/course information

Resolution Process:

Dean's Office will:

- 1) Work with faculty teaching in room to determine approximate time computer went missing
- 2) Work with Security to determine loss or theft, including suspected time and date equipment went missing.
- 3) Notify faculty teaching in room of reduced seat count
- 4) Work with scheduling to potentially move class if at capacity
- 5) Notify IT Director of final loss/theft determination
- 6) Notify IT Director if notebook was recovered
- 7) Measurable limits

Information Technology will:

Replace missing notebook with spare notebook when and if available

Note: All Learning Studio processes apply to Notebook Classrooms.

BREAKOUT ROOMS

The primary purpose of the nine Breakout Rooms located in William Atkinson Hall is to provide study and meeting space for students and for students meeting with faculty. When not in demand by students, the rooms may be used by staff. The primary purpose is to provide learning spaces for students.

Access to the Breakout rooms is gained by using the reservation system as described below. Rooms will be locked at all times to protect the technology from damage.

Reservation system

Students and/or faculty wishing to use a Breakout Room may reserve the room by going to the Library Information Desk to sign-up for a specific room. Students may also call the Library to make a reservation in advance. When the room is checked out for use, one student of the group will be asked for their driver's license or other State-issued photo identification; to be returned when the checkout materials and keys are returned. Reservations will be placed into a room scheduling system.

Checkout materials

Students checking out a Breakout Room will receive a key to the room plus markers and erasers for the Wall Talkers. Additionally, they will receive a "Reserved" sign to insert in the room sign. If students note any damages when entering the room, they should immediately report this to the nearest Library staff.

Advanced reservations

When students reserve ahead of time, a reservation sign with their designated times will be posted at the Breakout Room entrance. Students who are 15 minutes late for their reservations forfeit their room but may use the next available Breakout Room.

Signage

Reservation signs will be posted during use. Students reserving the room will be responsible for locking the room as they leave and for returning materials.

Check-in

Students will lock the Breakout Room and return the check-out material to the Library Information Desk in order to collect their State-issued photo identification. Library staff will immediately inspect the room for any damages, noting the results on the reservation form and collect the Reservation signs. Students who checked out the room will be assessed accordingly for damages.

INFORMATION COMMONS NOTEBOOK CHECKOUT

The Information Commons is equipped with 20 notebooks for checkout. The notebooks are able to connect to G:/ drives, JCC printers and the Internet. JCC Employees and Students wishing to check out a notebook from the Information Commons area must go to the Student Consultant desk with a valid State-issued photo identification. ID will be held by Information Technology until the notebook is returned. Patrons will have to read and agree to the Notebook Checkout Borrowers agreement. The notebooks are due the same business day they are checked out within building hours and are not to be taken outside of William Atkinson Hall. Any notebook not returned the same business day is considered lost or stolen and user will be charged \$1500 for replacement fee.