

# A Quick Look at the Information Technology Assistance Center

*The first point of contact for campus IT needs*

## 2011 Facts and Figures

Budget (in millions)	\$2.5
FTEs	30
Student staff	60

### Support

#### IT Help Desk

Incidents logged	45,886
Average calls/day	148
Highest - September	798
Average abandon rates (%)	
Week day	3
Weekend	33
Questions fielded (%)	
eID/passwords	39
K-State Online	10
General information request	8
Email	8
Remote desktop support	
Linktivity	492
Chat (beginning Aug. 2011)	90
Consultants - hours of training	150
Emeritus faculty house calls	121
Average house call (hours)	1.5

### Training

Attendees in iTAC training sessions	861
Training sessions	45
Teaching, Learning, & Technology Showcase	
Registrants	315
Presenters	27
Vendors	6
Electronic Thesis, Dissertations and Reports	
One-on-one sessions	451
Graduate students seeking help	241
IT News articles published	180
Yammer channels	4
Followers on yammer channels	505

### Services

#### Computing Labs/InfoCommons

Pages printed	1,718,846
Computing use in labs - browsing	63%
Computers in labs	370
Computers replaced	71
Equipment recycled/repurposed	
Computers	80
Projectors, switchers, etc.	51
Departments receiving equipment	15

#### Media Development Center

Individuals served/month	580
Equipment check-out instances	3415
Large format scanner	
Faculty & staff use	44
Hours faculty & staff use	163

#### Computer Repair and Desktop Support

Desktop support	
Academic & administrative units supported	27
Total departments assisted	155
Support tickets worked - yearly	3935
Personal computers repaired	858

#### Technology Classrooms

Number of tech classrooms	69
Buildings with tech classrooms	27
General use classrooms upgraded	14
Design & build consultations	
Departments consulting	29
Rooms upgraded	55

Information Technology Assistance Center

214 Hale Library

785-532-4918

[www.k-state.edu/itac](http://www.k-state.edu/itac)

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### Major Projects Completed in 2011

#### Virtual Computing

A Proof of Concept (POC) was conducted jointly with Dell to evaluate the feasibility of virtual computing and to expand our knowledge of virtualization in computing labs and technology classroom environments. Citrix XenDesktop Suite along with Microsoft's App-V technology appeared to be the best fit because of the ability to provision physical desktops, host fully virtualized desktops, and provide cloud-based applications. Dell donated approximately \$65K in resources for this project.

#### Classroom Upgrades

iTAC staff upgraded 14 general use classrooms with basic technology as part of the 50 technology classrooms in two years project. In conjunction with the Division of Facilities, iTAC planned the technology upgrade for UM 105.



UM 105 pre-renovation



UM 105 post-renovation

#### Teaching, Learning and Technology Showcase

The Teaching, Learning and Technology Showcase was held to showcase exemplary teaching talent on campus, inspire faculty to use technology in innovative ways, share best practices with university colleagues and interact with technology vendors.



#### Gaming Workshop

An instructional gaming workshop was unveiled and taught three times at K-State and once at Johnson County Community College.

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