

## SUMMARY CONCLUSIONS FROM ASSESSMENT FINDINGS

### Summary Conclusions on Objective 3: To identify the technical challenges using wireless technology in the classroom have for students, faculty, and technical staff.

- There were some technical challenges at the beginning of each semester that were quickly resolved.
- At the beginning of the semester, 60% of the faculty felt that they spent time on technical issues. However, by the end of the semester, less than 25% had to modify plans for teaching because of technical problems. The end of the semester survey indicated that 72% of the faculty felt that technical issues were solved in a timely manner.
- By 2004 it became clear that as the **number of students who were using laptop on campus increased, the more the students needed to be empowered to solve their own problems. Therefore, in fall of 2004, the students were** taught about their computers in a modified course: E115. Many changes were made to course content of E115 for the laptop sections, which taught students about the computer and allowed them to choose their own operating platform (Windows, Mac, Linux). During that year, the number of logged help calls for the laptop program decreased by more than half: from 108 in 2003-2004 to 47 in 2004-2005. This modified course was a very important addition to the program.
- The main reason students chose their computers was the features of the computer. Cost, recommendations and brand loyalty were also reasons that student chose their computer. Few students chose their computer based on weight or advertisement.
- There is a need for more of the campus to be accessible by wireless technology. Wireless connectivity was one of the issues studied in this project. At the beginning fo the Pilot, ComTech added newer, faster standards that provided an increase in the network speed, and allowed an increase in the number of clients that could be connected via wireless in a given area. As of spring 2005, the technical staff saw fewer problems with the campus wireless network due to better login management, an increase in the number of access points, and a diversified mix of wireless standards.
- The laptop cart's main drawback is the battery life of the laptop computers. The laptops cannot be used constantly for 8 hours a day. So the scheduling of when the laptop cart can be used and scheduling time for battery charge is a major consideration. But the laptop cart did provide opportunity for anyone in the building to use the cart for some or all of their course.