HCC REDESIGN RECOMMENDATIONS

Recommendations from the Study
In FY16, the Assessment Committee conducted a study of student use in our most popular service location, the Harmon Computer Commons (HCC).

The committee recommends a redesign of the HCC to provide additional study spaces with computer access. Currently, the HCC is not designed to enable study. A proposed HCC renovation includes a pilot technology space called an Innovative Huddle Room and adding study rooms to the HCC. An Innovative Huddle Room would enable students to record presentations and provide enhanced group communication. Building 3 study rooms in the HCC would meet students needs for study space and increase the number of study rooms on campus.

Student Feedback
The HCC survey and observation data identified student desire for space that supported both their individual study and group work needs.

Student Survey Responses

Students highly value the HCC. They repeatedly indicated their desire for spaces which support studying while providing access to computers. According to students, convenient access to computers and printing in the HCC facilitated their coursework. The word cloud (Fig. 1) captured student responses to the question "Why do you use the HCC (compared to other computer labs on campus)?" Students appreciated the HCC for its:

- convenience
- computer availability
- size of the space
- noise level
- printing options
- atmosphere
- specialized software and hardware (Fig. 2)
Students indicated they used the HCC as well as other parts of JCKL for studying & group work (Fig. 3). These behaviors support the notion that students see and use the library as a study space, both individually and in groups. 100% of students surveyed were aware of other library services, whether or not they chose to use them.

**Student Usage in the HCC**

In FY16, HCC saw increases in both printing and usage. Printing increased by 14% to 267,876 pages (Fig. 4). The majority of printing occurred in the HCC, demonstrating students use it as a quick, convenient service.

HCC gate counts indicated 84,089 people used the space in FY16. Usage in FY17 is projected to be higher than the previous academic year (Fig. 5). The HCC offers both Mac and PC computers, which consistently draw students. 90% of students reported they prefer to use computers for individual work. However, over 50% of students reported they use the library as study space. Adding innovative technologies and study rooms in the HCC would support learning to a greater degree.