

BACKGROUND

Binghamton University is ranked among the elite public universities in the nation, and boasts an unparalleled international education program. We at BU are also recognized for our efforts to maintain a green campus.

BUSINESS CHALLENGE

Before we had LabStats we had no real means of tracking usage of the 600+ computers in our public labs.

SOLUTION

We were first introduced to LabStats at the 2005 LabMan Conference held at Cornell University. We recommended our administration to implement LabStats after seeing the product demonstrated at the conference.

RESULTS

LabStats provided us with user login and duration statistics in our various computer labs so we could demonstrate to administration when and how our labs were being used.

Setting up LabStats was easy and took approximately 3-4 hours. We had one minor difficulty associated with how we image our machines and clone them out to the labs, but this was solved quickly and efficiently by CLS Support who instructed us in how to edit the configuration file of the image machine before cloning.

One unintended use we have found is that LabStats has helped our University Police Department investigate various types of crimes by providing most recent check-in times and user logins. These crimes have ranged from fraudulent credit card use to actual theft of computer hardware from our labs.

Our Pod (Public Computer Labs) Manager uses LabStats to track her Student Consultant's hours worked. The Student Consultants are required to log in and out of a Student Consultant computer while they are working their shift; when timesheets are submitted the Pod Manager compares them to LabStats data to confirm their hours worked.

We also love LabMaps, a LabStats plugin that displays computer availability, and use it extensively. We currently have two different implementations of our LabMaps. The first is a series of LabMaps that is displayed exclusively on a 40" display outside our largest lab, the Bartle Library Information Commons.

This 40" display scrolls through a series of pages that show all of our public computing labs and classrooms on our main campus. Along with these maps, we have

CUSTOMER:

Binghamton University

INDUSTRY:

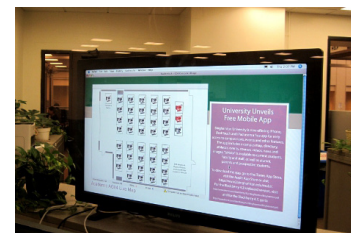
Education

PRODUCT:

LabStats & LabMaps

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-Cheryl Tarbox
Macintosh Support Specialist



40" display screen for LabMaps



Binghamton University Campus

timely content displayed either alongside the maps or on separate pages that scroll between the maps. This information is mostly geared to the students and may range from campus-wide announcements, ITS system status, or products available like our bMobi mobile apps. These maps can be viewed here.

The second is a series of web pages that are open to the public and have a list of all our labs. Each of the lab pages lists the current map, a list of hardware that is located in the lab and the current operating system(s) for that area; a link to our software database so users can search what software is installed in a particular lab; and a link to our R25 system which manages the room reservations for each area. These pages can be found here.

LabStats has been a tremendous tool for our administrators, technical staff, student employees and our users. It has allowed us to gather the data that we need to track usage of our computers, labs, and logins. We are very satisfied with LabStats and have recommended it many times.

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