

To: Cluster Services

From: Education and Outreach

Prepared By: Leah Ericson

Subject: West Wing Collaborative Cluster "Early Impressions..."

Abstract

- 152 completed cards

What are your 3 favorite features in the new West Wing Cluster?

- 70% (106/152) response rate
- The Booth Area, Mobile scanning whiteboard, Furniture and Rotating LCD were the most frequently indicated favorite features
- "Linux machines" was the most frequent "other" favorite feature

In terms of the following categories, what were your first impressions of the space?

Technology

- 76% (116/152) response rate
- Monitors too small (N=19), too much linux (N=12), and like plasma (N=9) were the most frequent specific first impressions about technology

Aesthetics

- 55% (83/152) response rate
- Good aesthetics (N=27), lighting (N=16), and comfortable (N=7) were the most frequent specific first impressions about aesthetics

Work Areas

- 58% (88/152) response rate
- Like booth (N=8), lunch area (N=7), and collaborative space (N=6) were the most frequent specific first impressions about work areas.

Other

- 55% (83/152) response rate
- Hole punch and stapler (N=10), lunch area (N=6), and bathroom access (N=5) were the most frequent other first impressions.

1. Introduction

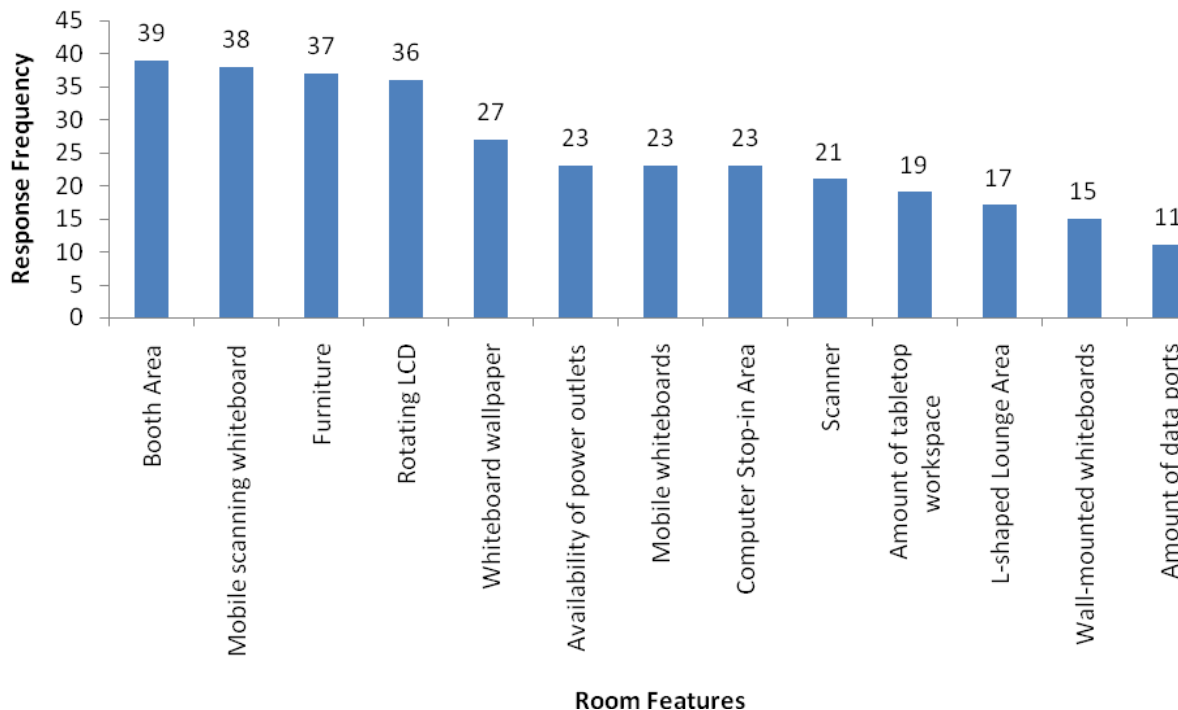
In September 2007 Cluster Services unveiled the new West Wing Collaborative Cluster. This Cluster was renovated during the summer of 2007 as part of the Computing Services strategic plan to “Redefine Services to Accommodate an Evolving University.” In an effort to determine students’ initial reactions to the new cluster space, a “First Impressions...” survey was conducted. This report summarizes the responses to this survey.

2. Methodology

The “Early Impressions...” cards were available to complete during the opening two weeks of the Collaborative Cluster. The cards were placed in comment card boxes throughout the cluster. Students (N=152) completed the cards at their own discretion. Therefore the sample for this survey was not scientific and results are purely anecdotal.

3. Results

What are your 3 favorite features in the new West Wing Cluster?



The response rate for this question was 70% (106/152). The Booth Area, Mobile scanning whiteboard, Furniture and Rotating LCD were the most frequently indicated favorite features. The frequencies in which other features were indicated are at least 9 responses lower than the four most selected features.

Other Features:

Table 1: Coded Open Ended Responses to "Other Top Features"

Number of Responses	Code	Student Response Example
5	linux computers	<i>Linux machines</i>
4	general positive	<i>SO awesome</i>
3	lighting	<i>lighting</i>
2	aesthetics	<i>appearance</i>
2	lunch area	<i>Lunch area</i>
1	close printer	<i>Printer closer than library! Off campus students thank you!</i>
1	moving desks	<i>Moving desks</i>
1	stapler	<i>BIG Stapler</i>
1	stop-in area	<i>standby computer area</i>

All of the 20 responses to this question can be found in Appendix A.

In terms of the following categories, what were your first impressions of the space?

Technology

Table 2: Coded Open Ended Responses to “Technology”

Number of Responses	Code	Student Response Example
38	general positive	<i>Great! Fresh idea! Innovative!</i>
19	monitors too small	<i>I hate the tiny screens</i>
12	too much linux	<i>Too many LINUX computers. So hard to find a Windows machine.</i>
9	like plasma	<i>awsome plasma.</i>
8	general negative	<i>There seems to be too much going on for such a small space... I can't imagine too many groups being able to use this place at once.</i>
7	crappy keyboard and mouse	<i>he keyboards and mice are terrible</i>
7	like scanning whiteboard	<i>Scanning whiteboard!</i>
7	more pc or mac	<i>more macs and pcs please</i>
7	more windows	<i>More Windows computers please</i>
5	more macs	<i>More macs!</i>
4	better monitors	<i>higher resolution screen needed.</i>
4	good combination of platforms	<i>the 3 different systems lined up next to each other for multisystem collab.</i>
4	like other whiteboard space	<i>Sweet whiteboard wall</i>
4	like scanner	<i>love the scanner</i>
4	negative printer comment	<i>Printer are bad</i>
4	yay linux	<i>i like that this is mostly linux</i>
3	computers old	<i>old computers in new space...</i>
3	hole punch and stapler	<i>Need hole punch! Need stapler!</i>
3	more software	<i>IBM's = Good but need regular microsoft word and internet explorer!</i>
3	wish equipment could do x	<i>I wish the LCD could hook up to more of the computers</i>
2	collaborative space	<i>seems like the technology is keyed for collaboration.</i>
2	faster wireless	<i>FASTER WIRELESS!!!</i>
2	fix computer	<i>Please, on the Linux comptuers, reampve the pc spher module to to cut down on the coustont beeping</i>
2	good aesthetics	<i>Lots of pretty things!</i>
2	more computers	<i>Could have more computers</i>
2	more power outlets	<i>more power outlets needed in the boot areas.</i>
2	stop-in area	<i>very impressed with the efficiency/user-friendliness of the stop-in area,</i>
1	chairs for all platforms	<i>Why no chair for mac and windows computer? How inconvenient.</i>
1	too cold	<i>Air conditioning too high.</i>
1	too many pcs	<i>Too Much PC</i>

The response rate for this part of the second question was 76% (116/152). Some of the written comments were coded into multiple categories. Of these comments, 77 were coded as positive and 96 were coded as negative. In Table 2 above, negative comments are highlighted in red and positive comments are highlighted in green. All of the responses to this question can be found in Appendix A.

Aesthetics

Table 3: Coded Open Ended Responses to “Aesthetics”

Number of Responses	Code	Student Response Example
40	general positive	<i>NICE</i>
27	good aesthetics	<i>Just beautiful.</i>
16	lighting	<i>sun can get in. I like it</i>
7	comfortable	<i>very inviting, comfortable</i>
7	well organized	<i>really like the overall layout</i>
3	bad aesthetics	<i>but could have chosen better colors - don't like the light blue</i>
3	clean	<i>So clean</i>
3	general negative	<i>Could be improved.</i>
2	like chairs	<i>Chairs are comfy</i>
2	like couches	<i>Like the couches->need more!</i>
2	like other whiteboard space	<i>whiteboards are good!</i>
2	more whiteboards	<i>and there could have been more white board space in other places</i>
2	unorganized	<i>what organization is this.</i>
2	whiteboard negative	<i>whiteboard wallpaper might start to get smeary after use</i>
1	good desks	<i>Desks are cool.</i>
1	like booth	<i>Cool booths - I like</i>
1	lunch area	<i>I also think it'll be hard for people to not eat in a cafe environment.</i>
1	monitors too small	<i>small monitors</i>
1	negative printer comment	<i>printer is very loud</i>
1	new posters	<i>I like the new posters!</i>
1	not comfy	<i>sofas are not comfy enough.</i>
1	smaller computers	<i>great! only complaint is that all the computer towers are taking up so much table space.</i>
1	want more privacy	<i>Higher dividers/more privacy for group projects.</i>

The response rate for this part of the second question was 55% (83/152). Some of the written comments were coded into multiple categories. Of these comments, 109 were coded as positive and 18 were coded as negative. In Table 3 above, negative comments are highlighted in red and positive comments are highlighted in green. All of the responses to this question can be found in Appendix A.

Work Areas

Table 4: Coded Open Ended Responses to “Work Areas”

Number of Responses	Code	Student Response Example
35	general positive	<i>Nice space to work in</i>
8	like booth	<i>Cool booths - I like</i>
7	lunch area	<i>The "not a lunch area" lunch area is a nice touch.</i>
6	collaborative space	<i>group work and collaboration</i>
6	general negative	<i>Was far more convenient before.</i>
6	like other whiteboard space	<i><3 whiteboards</i>
6	like work areas	<i>Oh man. I love the different areas.</i>
6	lots of space	<i>ample space</i>
4	laptop friendly	<i>and laptop friendliness</i>
4	too small	<i>It's smaller than I thought it would be :(</i>
3	comfortable	<i>Comfortable!</i>
3	general neutral	<i>not sure how much people will move stuff around to their liking.</i>
3	more table space	<i>great! more table space would be nice.</i>
3	too social	<i>Nice if you could work there though. Too many people socializing.</i>
2	chairs for all platforms	<i>Chairs at all stations</i>
2	clean	<i>seems clean still</i>
2	good aesthetics	<i>everything is really well designed</i>
2	like couches	<i>couches</i>
2	monitors too small	<i>hard to see monitors</i>
2	more whiteboards	<i>more wall whiteboards would rock</i>
2	well organized	<i>efficient</i>
1	good combination of platforms	<i>good work env. for desktops and laptops</i>
1	hole punch and stapler	<i>GET A STAPLER! Please</i>
1	location negative	<i>Not sure if I could choose to work here over other places (hunt).</i>
1	more computers	<i>Need more computers in sitting area! Not just in standing area.</i>
1	not comfy	<i>May not be comfortable moving stuff.</i>
1	too quiet	<i>not so usefull because the area is too quiet for group work</i>
1	unorganized	<i>lounge is nice but miss placed</i>
1	want more privacy	<i>could be more partitions to allow smaller groups to work separately</i>

The response rate for this part of the second question was 58% (88/152). Some of the written comments were coded into multiple categories. Of these comments, 83 were coded as positive and 39 were coded as negative. In Table 4 above, negative comments are highlighted in red and positive comments are highlighted in green. All of the responses to this question can be found in Appendix A.

Other

Table 5: Coded Open Ended Responses to “Other”

Number of Responses	Code	Student Response Example
24	general positive	<i>so awesome</i>
10	hole punch and stapler	<i>Needs a 3 hole punch!</i>
7	general negative	<i>It was fine last year, nice job f***ing it up.</i>
6	lunch area	<i>and a food-ok area were here for long shifts and will be careful</i>
5	bathroom access	<i>bathroom locks at 8pm - this NEEDS to be fixed</i>
5	more whiteboards	<i>i worry that the whiteboard wall will be tough to use w/ furniture in front of it</i>
4	too much linux	<i>Why is this Linux?</i>
3	like other whiteboard space	<i>white boards are totally sweet!</i>
3	more windows	<i>More Windows machines.</i>
3	negative printer comment	<i>Hard to print on LINUX computers.</i>
3	too cold	<i>It's freezing in here!</i>
2	do not like camera or alarm	<i>I think alarms are going to be set off left and right and center because of the furniture and food is just going to be a huge problem</i>
2	laptop friendly	<i>easy to plug laptop into terminal monitor/keyboard</i>
2	let me in	<i>My cmu id will not unlock the door, thats not helpful.</i>
2	monitors too small	<i>Bigger monitors (19")</i>
2	more computers	<i>tooo few computers</i>
2	more software	<i>need: SPSS program on Windows</i>
2	needs a clock	<i>needs a wall clock</i>
2	too small	<i>make it bigger, too small</i>
2	too social	<i>being loud, and not doing work. It is really distracting for people who need to do work.</i>
1	better monitors	<i>old monitors</i>
1	general neutral	<i>Srsly, plz stop KGB from migrating into the new cluster, it's too nice to let that happen :-/</i>
1	good aesthetics	<i>Its beautiful!</i>
1	more pc or mac	<i>instead of the 12 central computers all being knox boxes, they could alternate (8 have one of each OS connecte to the big LCD)</i>
1	more power outlets	<i>not enough power outlets</i>
1	smaller computers	<i>To Save Space Drop the Towers under the tables</i>
1	unorganized	<i>lounge is nice but miss placed</i>
1	whiteboard negative	<i>Whiteboards will get graffiti profanity</i>
1	yay linux	<i>You have put linux machines in! thank you so much. We OS students are happy.</i>

The response rate for this part of the second question was 55% (83/152). Some of the written comments were coded into multiple categories. Of these comments, 31 were coded as positive and 69 were coded as negative. In Table 5 above, negative comments are highlighted in red and positive comments are highlighted in green. All of the responses to this question can be found in Appendix A.

The following comments are student responses to open ended questions. Numbering indicates order in which the response was received.

What are your 3 favorite features in the new West Wing Cluster? Other Top Features...

1. good place to partay!
2. BIG stapler
3. Yay Linux Computers
4. standby computer area
5. Printer closer than library! Off campus students thank you!
6. Linux computers
7. SO awesome
8. More linux machines
9. Linux machines
10. Can't just have 3 favorites
11. Linux
12. moving desks
13. lunch area
14. lighting
15. wall color
16. Lunch area
17. really all of the above
18. appearance
19. lighting
20. ceiling & lighting

In terms of the following categories, what were your first impressions of the space?

Technology

1. :)
2. A lot of access to computers
3. Too much Linux! Need more Windows/Mac OS
4. Why star offices? Difficult to use printer, works half of the times
5. More Macs, Please
6. Too Much PC
7. I like the big screen but what's the use of it?
8. Install SPSS!! Need more Windows computers!
9. More PC's or apples.
10. Screens way too small.
11. Put in a new card reader for printing.
12. I just want windows.
13. It would be nice to have a few more MACs to sit at.
14. Good
15. Not enough Macs or windows pcs. Not many people like or need the Unix machines.
16. Linux = sad face
17. Why no chair for mac and windows computer? How I inconvenient.
18. need more macs/pc
19. The keys on the keyboards keep getting stuck. It's really hard to type.
20. more non linux machines would be nice
21. Would like more windows or apple machines
22. Too many linux computers - should keep them in wean
23. It would be nice to have working keyboard and mice, than expensive whiteboards.
24. the "stop in" computers should not be linux. there are enough linux machines elsewhere.
25. Pretty cool
26. Check
27. Too many linux machines. It should be 80% PCs or MACs.
28. More macs!
29. Too much linux 9. Air conditioning too high. Need hole punch! Need stapler!
30. Monitors on the Linux machines are too small and too low.
31. AWESOME
32. Freakin Sweet!

Appendix A-3
Open Ended Responses

33. more power outlets needed in the boot areas. higher resolution screen needed. whiteboard should be able to dump to afs.
34. IBM's = Good but need regular microsoft word and internet explorer!
35. computer were old but very fast
36. Need a 3 hole punch and stapler!
37. "Printer are bad"
38. I like it!
39. NEED HOLE PUNCHER + MORE WINDOWS COMPUTERS
40. FASTER WIRELESS!!! (very dark pin in large letters)
41. Monitors are so tiny! very difficult to work with multiple desktop windows at once
42. Could have more computers
43. Very nice appearceree but to many CS majors make it smell
44. Lots of pretty things!
45. good ideas
46. very collaborative, i'm almost not used to it, but it's awesome
47. There seems to be too much going on for such a small space... I can't imagine too many groups being able to use this place at once.
48. I would really like these linux machines if they were connected to the same, slightly larger, LCD displays as the windows machines
49. Linux can't open word doc's too well.. I like windows and would prefer more windows machines but i guess that isn't this clusters purpose =)
50. Could use bigger screens, more macs
51. The computers are nice
52. WOW, awesome!
53. Monitors are a little small
54. All 3 major cperatic systems
55. Too many linux computers, not enough windows machines
56. DOPE but needs more macs, also too many linux computers attract small CS majors
57. Excellent desgn, arangement and tech Please, on the Linux comptuers, reampve the pc spher module to to cut down on the coustont beeping
58. Nice mix of (something) mac, linux the scanning white board is cool. other than that, there isn't much innovative technology, but it is above par compared to the other clusters
59. Need bigger moniters 19"
60. Monitors too small
61. Monitors too small

Appendix A-4
Open Ended Responses

62. screen resolution is stupidly low IBM keyboards/mice hard to use turn off PC speakers!
63. the LCD especially make this interesting especially with the command interface
64. seems about the same as every where else
65. Better mmonitors
66. Quite technologically advanced. Scanner will be nice. I like the idea of scanning whiteboards
67. Low resolution monitors
68. I think there needs to be more computers and less sitting area
69. Too many LINUX computers. So hard to find a Windows machine.
70. get bigger monitors! please!
71. archaic machines with tiny monitors...But they're the del spice machines so we love them anyway <3
72. -needs a wireless ap -needs more outlets -needs bigger lcd's - keyboards suck
73. sweet!
74. very nice, wish you didn't use linux though
75. awesome plasma. Scanning whiteboard! Sweet whiteboard wall
76. Thank you so much for the large amuonts of linux boxes
77. acceptable for most uses I can think of
78. I JUST WANT BASIC WINDOWS THAT I CAN USE. THANKS FOR SENDING ME TO WEAN! <#\$\$@# removed>
79. Uptodate, Promotes higher use of technology
80. All 25 machines in the cluster NEED to be renamed. May I suggest the last names of famous computer scientists?
81. A good combination of platforms. Nice features with scanners and whiteboards
82. the 3 different systems lined up next to each other for multisystem collab. The mobile scanner is awesome
83. awesome!
84. really seems great. I wish the LCD could hook up to more of the computers
85. Please bigger monitors!
86. love the scanner and the macs and pcs
87. Linux machines are awesome
88. Good but monitors too small
89. too many linux computers (hard to print files). Potentially many CS majors will play Starcraft here.
90. more macs and pcs please
91. More Windows computers please
92. the screens are too small. he keyboards and mice are terrible
93. like the moving TV

Appendix A-5
Open Ended Responses

94. Why are there so many Linux machines?
95. Cool, but I hate the tiny screens and annoying mice. Also no direct rendering support for grafx
96. Good New age very high tech white boards are nice
97. i like that this is mostly linux
98. amazing
99. bigger monitors = better mice with normal scrollig chairs = awesome!!!
100. the printer placement is perfect, as it is the highest traffic area..the overhead monitor is great.
101. very impressed with the efficiency/user-friendliness of the stop-in area, LCD, etc
102. more of the scannable whiteboards would be very useful for students doing math work
103. seems all very well thought out
104. like the kiosks. maybe add one in uc basement by printer, and in academic buildings?
105. very cool. seems like the technology is keyed for collaboration.
106. old computers in new space...
107. nice features esp the scanning whiteboard
108. tiny bit superfluous, but we'll see how it is received
109. need bigger screens!!! nice whiteboards
110. Nice to have Linux computrs
111. all the systems I need, nice job on the power outlets LARGER DISPLAYS!!!
112. impressive, but almost wish there were more PCs - I wonder if it would be possible to get a color printer
113. The rotating LCD is pretty cool - plug for LCD on desk.
114. I'm really excited about this space! lots of different useful things like scanners, LCD
115. Great! Fresh idea! Innovative!
116. 1337! Very impressive - giant monitor! Scanning whiteboard!!

Aesthetics

1. :D
2. looks good. feels comfortable
3. Cool booths - I like
4. nice chair. ugly. what organization is this.
5. excellent!
6. Like the couches->need more!
7. Perfect.
8. Absolutely beautiful.
9. Good
10. Looks very nice and new.
11. sofas are not comfy enough. Desks are cool.
12. 5 stars
13. comfortable set up - the couches are really nice
14. looks good, but could have chosen better colors - don't like the light blue
15. seems like there might be less glare, but well see
16. Get a design major for your signs and brochures.
17. Could be improved. Higher dividers/more privacy for group projects.
18. Great!
19. Very nice!
20. great!
21. heantiful
22. bright comfortable
23. Niiiice
24. I also think it'll be hard for people to not eat in a cafe environment. Some of the white board space is obstructed by furniture and there could have been more white board space in other places
25. Awesome!
26. It's so pretty! I'm in love
27. COOL!
28. color scheme good I like the new posters!
29. So clean and new
30. Very nice
31. Pretty
32. Pleasont, perhaps a small bit too bright for us cluster folk
33. aesthetics are fine- the cluster looks nice (and new); it doesn't distract from trying to get work done. There is plenty of light (unlike the other clusters)
34. very nice

Appendix A-7
Open Ended Responses

35. nice and well lit
36. well-lit well laid out (cant read)
37. very pretty compared to the other clusters
38. looks pretty fancy printer is very loud
39. pretty, shiny
40. It has windows! There's furniture. There are several different work areas all laid out nicely. Excellent!
41. small monitors
42. NICE
43. very nice
44. nice, airy, sun can get in. I like it
45. -more dry erasers
46. nice
47. A++, amazing job
48. very nice
49. Amazing. whiteboard wallpaper might start to get smeary after use
50. neat! though I'm not sre the whiteboard scanner is totally necessary. Just beautiful. whiteboards are good!
51. very neat, well oranized spacing
52. Looks nice. Chairs are comfy
53. beautiful. The color scheme is amazing. I like the pendant lamps.
54. It's a lot prettier than I thought it would be
55. I love the layout
56. yay for color! I like the style - a lot more homely
57. in general i'm very impressed
58. Good arrangment of computers
59. clean light (well lit)
60. looks lovely
61. really like the overall layout
62. Terrible. Is this supposed to be a cafe?
63. very pleasant nice lighting and we can visibly see outside!
64. very nice looking, homey
65. very open, social space =)
66. very inviting, comfortable
67. great
68. awesome. looks comfortable, and a nice place to print, meet, or work.
69. the whiteboards/wallpaper, lighting, etc is fun and tasteful w/o being distracting, which is great for a working area.
70. great job! it makes work so much less stressful/taxing ligh+color is a very good thing!

Appendix A-8
Open Ended Responses

71. great! only complaint is that all the computer towers are taking up so much table space.
72. very good work environment, well lit, good paint colors, but booths, carpet are ugly
73. pretty. makes me go wow! no joke!
74. looks snazzy
75. nice clean and happy. in general good
76. very well coordinated
77. Nice, yes still cluster-like
78. Lovely, well lit, comfy
79. The colors are well chosen and will be very appreciated in the winter.
80. Color!
81. very relaxing inviting environment
82. Great lighting and wall color
83. very pretty, clean, colors are a great change

Work Areas

1. :|
2. plenty of space. a lot of whiteboards is good for group work.
3. Chairs at all stations
4. Cool booths - I like
5. too many
6. moderate
7. It's smaller than I thought it would be :(
8. Perfect
9. Stupid, can't get work done with people talking about nothing.
10. Amazing improvement on last year's setup.
11. Good
12. I like the collaboration ideas.
13. Not sure if I could choose to work here over other places (hunt).
14. 5 stars
15. other than those holding computers, not much table space
16. excellent
17. not so usefull because the area is too quiet for group work
18. lots of nice seats for laptop use.
19. check
20. Need more computers in sitting area! Not just in standing area.
21. Need more booths.
22. The alarm on the chairs is retarded!
23. The alarm on the chairs is retarded!
24. Takes up space
25. really good for groups.
26. nice - I'm a history + prob won't use...
27. plentiful
28. white boards are an excellent idea!
29. like the white boards
30. nice slectioni versatiale
31. good, but makees me want to eat
32. LARGER DISPLAYS
33. Totally Awesome!
34. Spacious, comfortable, efficient
35. Pretty! Comfortable!
36. Nice space to work in
37. great for group work
38. could be more partitions to allow smaller groups to work separeatly
39. Yes?

Appendix A-10
Open Ended Responses

40. the modile units are often stolen and(Something) They've really quite excellent haover
41. has lots of good ideas but there are problems more booth space would be nice, white - board supples not easily found, not enough seating for mobile white boards; lounge is nice but miss placed
42. +
43. useful
44. write boards = awesome
45. perfect
46. seems clean still
47. awesome
48. I love the diversity of the work spaces
49. hard to see monitors
50. organization/couches/everything is really well designed
51. -more booth-like things would be good -more wall whiteboards would rock
52. -more booths
53. -more booth work areas
54. also nice
55. very nice, more booths!
56. best cluster on campus
57. Oh man. I love the different areas.
58. spiffy!
59. lots of space encouraged group work and collaboration
60. I <3 lunch are (you may think it's not, but it is)
61. very versatile looking forward to doing work here. way better than the hunt library spaces.
62. Cool be I think is going to encourage food and drinks since it's more like a lounge now.
63. well placed
64. the laptop hookups will be well used
65. I like the booths but I'm worried people will start sleeping in them.
66. convenient
67. nice
68. Whiteboards!
69. Was far more convenient before.
70. Just a little cramped. The "not a lunch area" lunch area is a nice touch. Perfect for reclining
71. good separate areas
72. <3 whiteboards and laptop friendliness
73. great
74. sweet

75. the set-up of computers in the center of the room seem just as crowded as in other clusters.
76. great, i just think we'll need more as this cluster becomes more popular
77. great! more table space would be nice.
78. spacious, clean-good work env. for desktops and laptops
79. i really just like it! easy to use.
80. -food will be a problem -not sure how much people will move stuff around to their liking. May not be comfortable moving stuff.
81. very nice. people will want to eat in the restaurant looking area.
82. I love the work areas. Nice if you could work there though. Too many people socializing.
83. ample space, plenty of whiteboard closed container drink policy would be useful
84. I like the idea but I know that I would personally not be able to work on a booth bench...I always need a stable table-top
85. Spacious
86. Favorite part lets you use group activities and laptops and little hooks to keep sound down
87. Good, could be problematic, with the "social" setup...
88. awesome, divers, should meet a lot needs.

Other

1. the printing release screen machine thing isn't too good. The bigger ones work much better. Also, the printing is to cl- cyert, not WW.
2. GET A STAPLER! Please
3. Don't like Linux!
4. It was fine last year, nice job f***ing it up.
5. I think the tables should be writable. At least the "lunch area" table should be a whiteboard.
6. the atmosphere is nice, quiet. I can really concentrate here.
7. tooo few computers
8. need: SPSS program on Windows - holepuncher and stapler
9. It would be great to have a 3-hole puncher to use in the printer area.
10. It would be great to have a 3-hole puncher to use in the printer area.
11. It would be great to have a 3-hole puncher to use in the printer area.
12. I have been sitting in the cluster for 5 minutes and have seen 6 people walk in and right out. Unix literacy needs to increase in order for an all-Linux (well, mostly with 4-5 exceptions that are usually busy) cluster in a dorm to work. The scary all text login screen may be a problem. Also, Thunderbird should be accessible (its hidden now) maybe a few more windows pcs are needed. PS: I love linux but I see many people scared to use it.
13. the wall white board seems hard to access. our ECE lab white board is a good example of how it should be done.
14. check
15. It's freezing in here!
16. I liked the old one better- in my opinion this was a huge waste of \$. When something works just fine it seems pointless to replace it.
17. Bit chilly in here.
18. Access to bathrooms can be a problem.
19. "need a stapler near printers"
20. Maybe 1 or 2 more computers?
21. IT SUCKS (all caps in large letters accost the back of the card)
22. Staple, tape, ect. by the printer would be nice!
23. Put a hole punch and stapler in near the printer
24. LARGER DISPLAYS (underlines several times)
25. I ::heart:: power outlets white boards are totally sweet!
26. Needs a 3 hole punch!

Appendix A-13
Open Ended Responses

27. WHY DO YOU LOCK THE BATHROOMS AT NIGHT? =((written in LARGE green sharpie accost the back of the card)
28. and a food-ok area were here for long shifts and will be careful
29. Num Num Num!
30. My cmu id will not unlock the door, thats not helpful.
31. Vast improvement over all (something) what it was like before
32. not enough power outlets
33. Srsly, plz stop KGB from migrating into the new cluster, it's too nice to let that happen :-/
34. "cross - platform" section not so useful, space could be better used, instead of the 12 central computers all being knox boxes, they could alternate (8 have one of each OS connecte to the big LCD)
35. To Save Space Drop the Towers under the tables
36. bathroom locks at 8pm - this NEEDS to be fixed
37. great
38. needs a wall clock
39. just let me in, dont close thise place for campus, or if you do make some place that is always available & functioning
40. best idea EVAR We need one of these in wean. take out the mac cluster in wean and put one of these in!
41. You have put linux machines in! thank you so much. We OS students are happy.
42. old monitors
43. Hard to print on LINUX computers.
44. good job
45. so awesome
46. -other stuff is awesome
47. -taller whiteboards -make it bigger, too small
48. -taller mobile whiteboards -extend the room
49. Color lazer? No food but closed container drink policy?
50. Need code of conduct. Would like to have a closed container drink policy. Ya tend to get thirsty when working long hours.
51. night bathroom access minor issue
52. <3 witeboards. DO NOT LIKE CAMERA!!
53. I think alarms are going to be set off left and right and center because of the furniture and food is just going to be a huge problem
54. people might use the area for LAN Parties. The area is highly conducive for that.
55. I am really afraid about food.
56. Its beautiful! I love it!
57. NICE!
58. Whiteboards will get graffiti profanity

59. U Rool!!! <B
60. bathrooms locked after 8pm
61. Linux is not a common OS among students. More Windows machines.
62. cold
63. there needs to be a wall clock there needs to be more clusters like this.
64. Bigger monitors (19")
65. Please add staplers
66. There's never a ccon on duty...
67. Whiteboard heaven. And our very own printer!!
68. Why is this Linux?
69. this really suits my needs =)
70. great job!
71. cool! but certain people will spend all their time here...
72. i'd like to see one of the work areas have a collaborative windows area
73. easy to plug laptop into terminal monitor/keyboard
74. i worry that the whiteboard wall will be tough to use w/ furniture in front of it
75. we need more!!!
76. theft will be a problem.
77. overall, very well done.
78. People are eating in the cluster, being loud, and not doing work. It is really distracting for people who need to do work.
79. MORE CLUSTERS LIKE THIS! This is gonna be used so much closer to food=way good!
80. THANK YOU!!!
81. GREAT!!
82. Hope it will be spread about to the rest of campus.
83. Excellent job!