Get a Room!
Creating a campus wide study space finder

Library Technology Conference
March 2019
Slides: https://z.umn.edu/LibTech_GetaRoom

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Agenda

Introductions
- UMN Study Spaces
  - Why We Care / Background / Prehistory
- Tech Development
  - How did we do it

User Experience
- Usage/Promotion
- Usability
- Lessons learned

Study Space Finder
- [Usage/Promotion]

Q/A
- Next Steps

Time:
- 5 min
- 37 min
- 6 min
How do students find places to study?
Challenges

- Large campus
- Busy places (the Union) are busy
- Many different UMN web sites to find info
- Study space information is not consistent
- Word of mouth, Reddit, personal exploration, etc.

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Overall, there is still a disconnect on how students plan to spend their time in college compared to what will be expected of them. Students must change their study habits to allocate more time for studying.

Tell Us About Yourself Survey Results - Class of 2021 (OFYP)
What makes for a good place to study?
Student Space Needs

- Space for group projects
- Individual quiet studying
- Collaboration
- Commuting students
- Power, device charging
- Wireless
- Food and coffee shops
- Extended and late night study areas
- Space for Skype, interviews

- Deep quiet space
- Access to computers, specialized software
- Printers and scanners
- Study carrels
- Social space
- Reservable space
- Whiteboards
- Space to practice presentations

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History
Inspirations

- **Space Scout & IlliniSpaces**

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Ryan Mattke <matt0089@umn.edu>
to KIRSTEN, me ↓

Kate,

I forwarded your note to Dan Sward (University Services - they handle Enterprise GIS, including the Campus Map) and Len Kne (U-Spatial). They looped in Dave Crane (Academic Support Resources - Classroom Management) -- he (or his department) manage the page the Scott mentioned.

It sounds like Dave is interested in some kind of collaboration in order to improve communication to students and leverage study space resources. Would you be the person in the Libraries to meet with them? If not, who would you suggest?

Best,
Ryan
Early meetings

Folks from the following offices started working on the idea:

- Office of Classroom Management
- Office of Information Technology
- University Libraries
- University Services *map*
  - AND Student Unions, OFYP, Dining Services, etc., etc., etc.

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“Get a Room”
Undergraduate Mobile Hackfest (2014)

“The "Get a Room" app would have allowed a student to "get dibs" on a room for any one hour and broadcast to their friends or a group of people that the room had been acquired for them to study.”
Aspirations

- What attributes are important?
- What is a space? Is a single chair a study space?
- How to label unlabeled space? Use floor plans?
- What is a couch? What is comfy?
- What is a “carrel”?
- What about hours?
- Can we get how busy it is in real time?
- Reserve?
- Can users “save” a space? Report new spaces?
- Can it be an “app”? A site?
Early inventory

• Astra system - not quite right
• Used Google docs to began to build a test database of spaces
• Moved to Qualtrics
Open source

Space Scout on Github: http://uw-it-aca.github.io/spacescout/ForDev.html

…“The install was relatively easy and went off without a hitch. However…” - Shane N.
We had a Python problem
But...what is important to students?
The realization

Esri Conference in June 2016 - Tree inventory template
Critical Application Features

• Communicate **where** the Study Spaces are
  → Map

• Communicate **what type** of Study Spaces there are
  → Broad Categories & Photos

• Make detailed Study Space information easily available
  → specific characteristics, relevant links, etc.
How did we do it?

[The Technology]
Helpful links


Helpful tips

● ArcGIS software platform has its own jargon, acronyms, etc. If you are not already an ArcGIS software user don’t panic. Be patient, watch tutorials.

● Getting an .ipa and .apk file into the app store is a complicated process when you do it for the first time. Find somebody with experience.

● If you want to be efficient, standardize the way you capture and store images.
Usage and Promotion
Inventory

159 Total Study Space Locations

- 83 East Bank
- 44 West Bank
- 32 St. Paul

Study space subtypes include:

- 5 computer labs
- 12 coffee shops
- 61 group study rooms
Inventory Breakout

Study Space %

- Libraries: 58%
- OCM: 17%
- SUA: 11%
- Depts: 8%
- AHC: 5%
- OIT: 1%
Study Space Redefined

Space types include:
Computer labs, coffee shops, group study space, lobbies, corridors, dining areas, atriums, libraries, lounges, galleries, etc.

Features include:
Floor, Room Number, Room Alias, Types of Seating, Seat Count, Doors, Outlets, Markerboard, WiFi, Monitors, Computers, Printing, Vending, ADA Accessible, Natural Lighting, Noise Level, etc.
Response and participation

Any study space or computer lab that meets requirements can be added to the tool:

- It is open to all University of Minnesota undergraduate and graduate students regardless of program affiliation
- It does not have restricted access or limited hours.

11 spaces have been added by non-central resources since ‘Go Live’. Goals to expand this group as the tool improves.
Launch and promotion

- Initial report (2008)
- Orientation (2010)
- Testing (2012)
- OCM on board (2014)
- GIS Heat Maps
- Partners Meetings
- VProvost Sponsorship
- Product “Go Live” (2016)
- User Feedback
- Continual Improvement (2018)
User Experience

[Usability]
Preliminary Usability Results

Whether on the Website or on the App...
Preliminary Usability Results

Whether on the Website or on the App...

Website

Give Me More Categories Please!!!

APP

Coffee Shops

Computer Labs

Group Study Rooms

All Study Spaces

Group Study Spaces

Study Spaces with Coffee Shops

Study Spaces with Computer Labs
Preliminary Usability Results

Whether on the Website or on the App...

This is really pretty useful...
Lessons Learned
Lessons Learned - Questions

- Why did we wait so long?
- What changed to allow this initiative?
- What would we do differently?
- What is working well?
- What challenges remain?
Usage
Website sessions - Fall 2018
Next steps

• Ongoing promotion
  – Outreach to colleges and departments

• Presentation of useful data
  – Usability feedback
  – Improved room feature filters

• Better usage data
  – An advocate for resources (new, lifecycle)
  – Assess layouts, components, & features
Next steps

• Integration of emerging technologies
  – IoT (data collection), video analytics, wireless connectivity

• Distribution of study space
  – System approach
    • Room, building, neighborhood, campus
    • The importance of variety
  – Better aligned to student activity patterns
    • Movement, density, and choice
Other Tools

- Space Scout from University of Washington
- IlliniSpaces from University of Illinois
- Space Finder (Cambridge UK)
- SmithScape (anthropology majors)
- Study Space Locator from UC-Irvine
- Find a Space Harvard Library
- Springshare’s LibCal
Questions?

Study Space Finder Team:

- Dan Sward & Tobias Fimpel (University Services)
- David Crane & Christine Mounts (Office of Classroom Management)
- Jen Bentrim (OIT)
- Kate Peterson (Libraries)

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