

Does the library provide Apple Mac computers for student use?

Summary findings:

- 40% of surveyed Universities provide Apple Mac computers for student use
- majority of university libraries provide a very small number (*about 1%*) of Apple Mac computers as in relation to their total number of PCs (*exception is Charles Sturt University*)
- Apple Mac computers are funded from either central or library sources
- majority of Apple Mac computers are not older than 2 years
- majority of Apple Mac computers are eMac/iMacs
- mostly specific use for multimedia/ graphics purposes
- Operating system is Mac OS X

Comments:

- Apple Mac computers are not well supported as other PCs due to lack of inhouse knowledge and training
- Vendor response for repairs is slow and unreliable
- Software issues when switching between Apple Mac and PC computers
- Mostly used by multimedia students -

Responses to the survey Does the library provide Apple Mac computers for student use? CAUL email survey (7 - 20 June, 2007)	27 or 69% of Universities responded to the survey out of 39
	11 or 40% of Universities surveyed provide Apple Mac computers for student use
	16 or 60% of Universities do not provide Apple Mac computers for student use

	Does the library provide Apple Mac computers for student use? CAUL email survey (7 - 20 June, 2007)	Does the library provide Apple Mac computers for student use?
1	Charles Sturt University	Yes
2	James Cook University	Yes
3	Latrobe University	Yes
4	Macquary University	Yes
5	RMIT University	Yes
6	Swinburne University of Technology	Yes
7	University of Melbourne	Yes
8	University of Newcastle	Yes
9	University of Queensland	Yes
10	University of Technology Sydney	Yes
11	Victoria University of Technology	Yes

	Does the library provide Apple Mac computers for student use? CAUL email survey (7 - 20 June, 2007)	Does the library provide Apple Mac computers for student use?	Are you investigating to acquire Apple Mac computers?
1	Australian Academy of Defence	No	No
2	Australian Catholic University	No	No
3	Bond University Library	No	No
4	Charles Darwin University	No	No
5	Curtin University	No	No
6	Deakin University	No	No
7	Griffith University	No	No
8	Monash University	No	No
9	Murdoch University	No	No
10	University of Ballarat	No	No
11	University of Canberra	No	No
12	University of New England	No	No
13	University of South Australia	No	No
14	University of Western Australia	No	No
15	University of Western Sydney	No	No
16	University of Wollongong	No	No

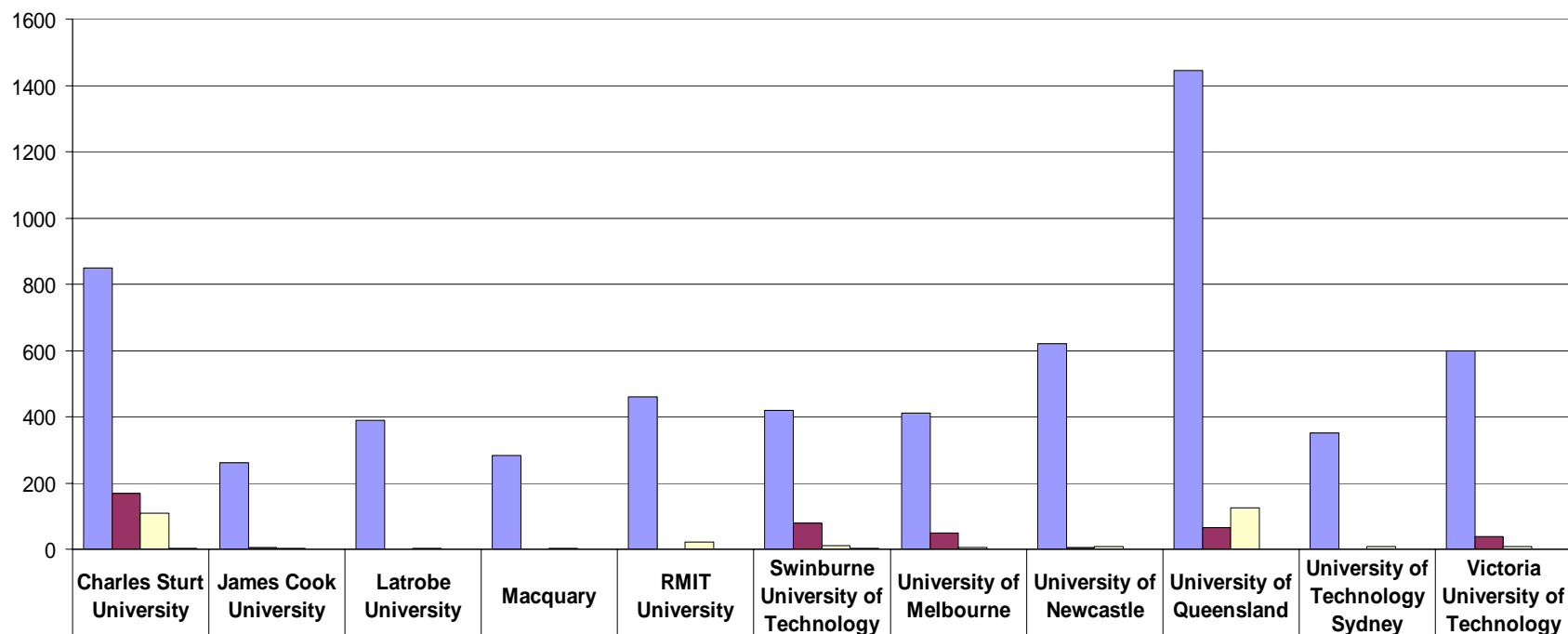
Did not respond to the survey:

1. Central Queensland University, 2. Edith Cowan University, 3. Flinders University, 4. Queensland University of Technology, 5. Southern Cross University, 6. The Australian National University, 7. The University of Adelaide, 8. The University of New South Wales, 9. The University of Sydney, 10. University of Southern Queensland, 11. University of Tasmania, 12. University of the Sunshine Coast

Does the library provide Apple Mac computers for student use? CAUL email survey (7 - 20 June, 2007)	Charles Sturt University	James Cook University	Latrobe University	Macquary	RMIT University	Swinburne University of Technology	University of Melbourne	University of Newcastle	University of Queensland	University of Technology Sydney	Victoria University of Technology
1) Does library provide Apple Mac computers for student use	√	√	√	√	√	√	√	√	√	√	√
2) How are the Apple Mac computers funded											
2a) Central University funding	√	√					√	√		√	
2b) Library funding		√	√	√		√					√
2c) Other.....					√	√			faculty funded √		
3) How old are the majority of Apple Mac computers:											
3a) Under 1 year		√			√			√			√
3b) 2 years or older	√	√	√	√			√		√	√	√
3c) 3 years or older	√					√					
4 How many networked computers do you have for student use (total for all campuses if multicampus):											
4a) Number of Desktop PCs	850	260	390	284	460	418	410	620	1445	350	600
4b) Number of PC laptops	169	6	0	0	0	80	50	6	65	0	38
4c) Number of Desktop Apple Macs	108	2	2	2	21	10	5	9	126 (in faculty labs)	8	8
4d) Number of Apple Mac Laptops	3	0	0	0	0	2	0	0	0	0	0
5) What type of Apple Mac computers do you have in your library (select more than 1 if applicable)											
5a) AppleMac desktops		√		√					√		√
5b) AppleMac laptops.....						√					
5c) eMac / iMacs.....	√	√	√		√	√	√	√	√	√	
5d) Other.....											
6) What is the main nature of use for the Apple Mac Computers?											
6a) General use (Email / internet)								√		√	
6b) Specific (e.g. multimedia / Graphics)	√		√	√	√	√		√			√
6c) Online learning (Podcasting)								√			
6d) all above		√					√		√		
6e) Other.....											
7) What kind of Operating system is installed on the Apple Mac computers?											
7a) Microsoft Windows											
7b) Mac OSX	√	√	√	√	√		√	√	√	√	√
7c) Dual Boot system (Both OSX + Windows)						√					
7d) UNIX											

Does the library provide Apple Mac computers for student use? CAUL email survey (7 - 20 June, 2007)	Charles Sturt University	James Cook University	Larrobe University	Macquary	RMIT University	Swinburne University of Technology	University of Melbourne	University of Newcastle	University of Queensland	University of Technology Sydney	Victoria University of Technology
8) Are there any issues associated with the Apple Mac Computers?	Remote Management not as good as PC's * Image deployment solutions immature and inefficient * Dual boot solution are unsupported by vendor	None so far	no	Lack of inhouse knowledge and support of Mac Environment. > Macquarie University Library is a windows based environment.	none that is specific to Macs		There have been issues with faulty Macs taking a long time (over 3 weeks) to be repaired under warranty (it seems Apple have a policy to only repair not replace faulty computers), whereas the PC's when faulty have been replaced if not repaired within 24hrs.	None so far	Are there any issues associated with the Apple Mac Computers? UQ: Some issues with different versions of software between PC and mac machines, some students have experienced problems switching documents with endnote on different platforms. Most minor issues appear to be related to lack of familiarity with the UI	none	
9) Are there any feedback provided by students using the Apple Mac Format?						Not so far					The City Flinders students are increasingly requesting specialised graphics and multimedia applications which do not fall within any of the University site wide or CAUDIT agreements and as a result are expensive.
9a) Positive:	Not a great deal of positive feedback	Small number Mac computers available (2 only), but positive feedback provided from those students who use them, usually already committed Mac users.		9a) Students are positive about the range of software > provided and its potential	positive	Some of the Students have adapted quite well to the new platform and have even asked to purchase apple equipment.	Some students like to have the option to use Macs. The majority of the students seem to be used to using windows based PC's	positive	positive	positive	Multimedia students like having access to them at times when other parts of the University may not be open.
9b) Negative:	File formats often cause compatibility issues.			sNegative feedback when Macs are out of > service and take longer to fix due to external arrangement for support.							Lack of some specialist applications. Components appear to be expensive. We recently had a mouse stolen and the replacement cost was high compared to a standard pc mouse.
10) Other comments:		Nothing to add		none	The location at 3 Library sites is tied to academic portfolios that primarily use Apple Macs. We use the same image as general Mac image in academic computer areas We have no Macs for Library staff use. RMIT University has an Apple store on campus	No specific negative feedback so far. Library Staff have been exposed to the new platform, which has created a new challenge to learn and adapt.	Within the next year the Library may trial Apple laptops to enhance the current student laptop loan service within the library. For staff using the new Unimelb student administration system, they must have computers capable of running the Windows operating system.		The relative number of mac related support queries at our student helpdesks is lower than in previous years but still at a level where we need to provide specialist training to staff involved. We are starting to see increasing numbers of students with their own mac computers on campus but the proportion is still fairly low compared to windows based machines.		We have really only started working with the platform on a small scale at two specific campuses due to the specialist needs of a group clients located there.

CAUL email survey (7 - 20 June, 2007): Does the library provide Apple Mac computers for student use?
 4 How many networked computers do you have for student use (total for all campuses if multicampus)



	Charles Sturt University	James Cook University	Latrobe University	Macquary	RMIT University	Swinburne University of Technology	University of Melbourne	University of Newcastle	University of Queensland	University of Technology Sydney	Victoria University of Technology
4a) Number of Desktop PCs	850	260	390	284	460	418	410	620	1445	350	600
4b) Number of PC laptops	169	6	0	0	0	80	50	6	65	0	38
4c) Number of Desktop Apple Macs	108	2	2	2	21	10	5	9	126	8	8
4d) Number of Apple Mac Laptops	3	0	0	0	0	2	0	0	0	0	0