

**Annual Report of the
Interactive Language Resource Center
2003-2004**

Submitted by Daniel E. Meyers, Director

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The Interactive Language Resource Center (ILRC) at Miami University is a restricted reference laboratory open to students, faculty, and staff of the following departments: French and Italian; German, Russian, East Asian Languages, Hebrew, and Arabic; Spanish and Portuguese; and Classics.

The ILRC's mission is to serve the four language departments in actively implementing computer assisted language-learning technology into foreign language education, to act as a central repository of foreign language related materials and multimedia resources, and to promote technological advances related to foreign language education through workshops, individualized assistance, conferences, and regular announcements.

Total officially logged attendance figures for this year indicate that **17,259** students visited the ILRC facilities. This brings an estimated **860,488** students who have visited the ILRC and its predecessor, the Language Laboratory, since these facilities began operations in the late 1950s. Attendance figures for this academic year by language and activity are shown on the bottom of this page and on the next page.

Attendance Figures for 2003-2004 Academic Year

Language	Fall 2003	Spring 2004	Totals
Arabic	414	240	654
Chinese	67	107	174
Classics	70	59	129
French	777	771	1,548
German	3,175	2,278	5,453
Hebrew	218	114	332
Italian	287	232	519
Japanese	899	948	1,847
Portuguese	24	43	67
Russian	26	26	52
Spanish	3,077	3,167	6,244
Guest	59	100	159
Totals	9,093	8,166	17,259

Attendance Figures by Day of Week

Day	Fall	Spring	Totals
Sunday	3	104	107
Monday	1,571	1,501	3,072
Tuesday	1,940	1,827	3,767
Wednesday	1,590	1,873	3,463
Thursday	2,908	1,769	4,677
Friday	1,081	1,092	2,173
Saturday	0	0	0
Totals	9,093	8,166	17,259

Attendance Figures by Time of Day

Time	Fall	Spring	Totals
08:00 – 09:00	474	301	775
09:00 – 10:00	1,115	1,100	2,215
10:00 – 11:00	1,636	1,407	3,043
11:00 – 12:00	1,511	970	2,481
12:00 – 13:00	1,238	1,403	2,641
13:00 – 14:00	980	920	1,900
14:00 – 15:00	451	699	1,150
15:00 – 16:00	514	349	863
16:00 – 17:00	715	284	999
17:00 – 18:00	236	423	659
18:00 – 19:00	139	158	297
19:00 – 20:00	84	152	236
Totals	9,093	8,166	17,259

Attendance Figures by Activity

Activity	Fall	Spring	Total
Class Reservations	2,830	3,298	6,128
Computer Usage	5,908	4,458	10,366
General Homework	32	76	108
Duplication Request	40	119	159
Testing	12	16	28
Video Viewing	244	199	443
Totals	9,093	8,166	17,259

Attendance figures are the results of raw numbers of students working in the ILRC. The time that students worked in the ILRC ranged widely, from an average of 20 minutes for students checking their E-mail to several hours for students working on term papers or students listening to the audio component of their assigned homework. No attempt was made to justify students on

an hourly scale (for example, one student working in the lab for three hours would equal three visits).

During the course of the semesters, several classes had reserved the computer classroom. Attendance figures under “computer usage” incorporate students present for these classes. While the classes were in progress, a student assistant made a head-count of participants in that particular class and logged them in under the appropriate language and activity.

Attendance figures for satellite conferences and for faculty and staff using the ILRC facilities were not incorporated into these figures. For reference purposes, however, these figures are given by the activity requested:

Activity	Fall	Spring	Totals
Materials Duplication	208	298	506
Equipment Checkout	31	21	52
Materials on Reserve Request	12	13	25
Data Digitization	40	50	90
Miscellaneous Requests	15	4	19
Totals	306	386	692

Montgomery File Server Statistics

Listed below are statistics for the Montgomery File Server Project (<http://montgomery.cas.muohio.edu>). The Montgomery file server project houses several foreign language initiatives, the largest being “ILRC-Online.” Every audio tape, most videos, and several multimedia projects which could be found in the ILRC this past academic year could also be found on ILRC-Online. This has led to all ILRC materials being available to students 24 hours a day, seven days a week so long as the server did not crash during the evening or late night hours. Along with the Virtual ILRC, the Montgomery File Server also housed several other projects and department web sites.

Of relevance to this report is that individual login data for each student viewing or listening to materials were not counted in the attendance figures above. Since the server does not yet have the capability to track individual usage, the following tables are listed to reference total usage of ILRC-Online as compared to other projects housed on this server.

For this academic year, the data obtained from the file server indicates that the 17% of total number of pages seen by users belonged to ILRC-Online. Of total file transfer requests by the server, 13% belonged to those using ILRC-Online. During the months of February and March 2004, the server had problems with its logging files, and six weeks of data were lost. However, the known data that was recovered is reported below. The breakout of statistics for the Montgomery File Server is as follows:

Directory Report	# Pages Served	# Requests Made	GB Transferred
ILRC-Online	139,497	474,365	156.56
Root	39,028	370,750	1.25
Other	646,445	2,770,034	651.34

Totals	824,970	3,615,149	809.15
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Daily Summary	# Pages Served	# Requests Made	GB Transferred
Sunday	109,564	444,997	103.30
Monday	130,851	625,277	126.76
Tuesday	133,593	611,290	132.82
Wednesday	137,542	631,842	134.42
Thursday	144,845	590,075	129.90
Friday	91,321	412,090	99.27
Saturday	77,254	299,578	82.68
Totals	824,970	3,615,149	809.15

Hourly Summary	# Pages Served	# Requests Made	GB Transferred
12:00 AM	26,860	123,167	28.63
1:00 AM	23,299	98,385	25.51
2:00 AM	20,123	77,430	21.01
3:00 AM	19,834	66,612	18.42
4:00 AM	19,712	72,631	18.51
5:00 AM	19,282	66,190	18.35
6:00 AM	24,649	77,121	20.17
7:00 AM	22,562	87,095	24.90
8:00 AM	30,191	121,987	26.52
9:00 AM	48,509	182,652	39.46
10:00 AM	50,000	212,680	44.96
11:00 AM	48,427	203,210	44.23
12:00 PM	44,941	214,731	43.55
1:00 PM	50,219	217,211	42.39
2:00 PM	45,752	211,044	44.13
3:00 PM	49,293	225,508	44.83
4:00 PM	43,774	208,674	45.45
5:00 PM	36,221	172,624	42.41
6:00 PM	31,422	154,377	34.97
7:00 PM	34,936	169,331	33.46
8:00 PM	34,406	167,566	38.06
9:00 PM	35,548	168,360	36.85
10:00 PM	33,555	166,362	36.80
11:00 PM	31,455	150,201	35.58
Totals	824,970	3,615,149	809.15

Monthly Report	# Pages Served	# Requests Made	GB Transferred
May 2003	53,093	221,902	50.38
June 2003	61,996	185,606	50.30
July 2003	38,878	182,416	52.58
August 2003	60,588	234,539	61.36
September 2003	143,706	588,863	123.23
October 2003	139,194	612,163	116.44
November 2003	90,718	431,142	95.41

December 2003	65,708	321,291	105.42
January 2004	55,011	223,980	94.68
February 2004	22,512	135,049	16.19
March 2004	22,143	126,442	9.72
April 2004	71,423	351,756	33.44
Totals	824,970	3,615,149	809.15

Services Provided by the ILRC

In addition to the topics already mentioned, the ILRC provides many different services to students, faculty, and staff throughout the academic year. The most common services performed are:

- Audiocassette and videotape duplication
- Video translation to and from PAL, SECAM, and NTSC formats
- Provision of foreign language materials, dictionaries and reference resources
- Archival of weekly SCOLA broadcasts in foreign languages on request
- Digital camera, camcorder, tripod, and video editing services
- Scanning, printing, digital video conversion, and server maintenance services
- Computer classroom upkeep and maintenance
- Various workshops and one-on-one tutorials on aspects of technology related to foreign language learning
- Technical support services to students in the ILRC
- Basic technical support services to faculty and staff in language departments
- Promotion of various satellite teleconferences and guest lectures
- Assistance to language classes utilizing ILRC resources
- Procurement of funding opportunities when available

Accomplishments Held This Academic Year

Committee Meetings and Commitments

The ILRC was involved in several IT Services committees this year. This year the director of the ILRC continued to serve on Miami's Technical Support Representative steering committee. This committee directed the monthly activities of the TSR Program, which is a university-wide initiative run through Computing and Information Services. The director's expertise on Macintosh and PDA technologies helped to further technical research at the university level for new and coming initiatives.

The ILRC Director also assisted the IT Services with the testing of several wireless initiatives on and off campus during Spring Semester. The director participated in several tests and studies of implementation of the Navini Wireless Modem project to determine coverage and signal strengths of wireless transmissions being broadcast from Harrison Hall to the the City of Oxford, its surrounding community, and the Miami campus.

The ILRC Director was involved in regular weekly meetings with the College of Arts and Science's Information Technology group and contributed to discussions as appropriate to relevant topics.

The Director has also committed to assist the department of Speech Pathology with their testing of incoming non-American graduate students in oral proficiencies. Testing was done three times a semester and results of the tests were forwarded to the Graduate School for proper placement of graduate students in teaching or research assistantships.

Conferences, Services, and Workshops

As usual, the Director of the ILRC was involved in many faculty initiatives and projects. Those projects that received increased attention from the Director included the continued digitization of several language movies, digitization of visual materials and classroom media materials for the language departments.

The Director continued to be the lead equipment and technical coordinator for the yearly Computer Assisted Language Instruction Consortium (CALICO) conference, which was held at the University of Ottawa, Canada, in June 2003. The duties of this position included the coordination of all technical aspects of the week-long conference, assessment of the needs of workshop leaders and hourly presenters, and to closely work with the hosting institution to make sure that all technical needs of the conference were appropriately met.

Equipment Upgrades and Maintenance

This year the ILRC replaced its original Montgomery File Server with a Macintosh G5 Tower and an X-Serve RAID 1.26TB dual Fibre-Channel component system. Server software was also upgraded to Macintosh OS X Server version 10.3.3. This upgrade was made possible through funds from the Phelps and Beverly Wood Endowment and through the College of Arts and Science. This upgrade allows the ILRC to continue its digital distribution of language learning resources and allows for expansion for another two to three years.

Issues pertaining to the ILRC

The ILRC continues its annual need to obtain a full time technical support position to help in the daily maintenance of the technology needs of lab facilities. The Director is becoming more of a technical support person rather than a person who assists faculty with integrating new technologies in the languages.

Funding issues continue to be a concern. More funding regarding student employment and supplies budgets are needed to maintain the basic needs of the ILRC.

Acknowledgements

The smooth operation of the ILRC would not be possible were it not for several people who have helped and assisted at various times. The director wishes to acknowledge the work performed by the various student assistants and graduate assistants in the ILRC. Were it not for their assistance, the ILRC would not be able to operate on a personal and serviceable basis.

Contact Information

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