The MAD team works hard all year to ensure that our students, staff and faculty receive the best user experience. Here is an overview of our activities:

**Infrastructure Upgrades, Lab and Workshop changes:**

- Just prior to the start of spring term, MAD upgraded/refreshed 20% of the Windows and Macs in teaching labs.
- MAD and Retail Services worked together to create an online web store to sell Workshop supplies to students.
- We worked with Plant Operations to install a new slat-wall panel system to be used for display and storage in the Workshop. This addition will make our tools more accessible to the students/users.
- We initiated a Desktop Rollover (DTR) program to provide a regular renewal of desktop computers for eligible support staff in each of the faculty’s units. The renewal will occur every four to five years. Dell is currently the preferred computer supplier. The goal is to provide staff with high quality computers that perform well during the machine's life cycle.

**Course Support:**

- The Geospatial team provided course support for Geog 181 (online, for the first time), 187, 310, 271, 371, 471, Geog/Plan 281, 387, 481, 487 and Avia 474.
- The Workshop provided course support for Plan 313 and Integ 320/321.

**Projects:**

- Course enrollment data: Working with Associate Dean’s Undergrad and Grad along with Grad Office and IST to provide access to up-to-date and historic enrollment and course information.
- Office 365: (Office 365 pop-up at MAD Helpdesk; Tuesday, May 22, 2:00 – 4:00)
  - Staff, faculty, grads: 5TB of cloud storage, access to on-line Office suite and ability to install Office on 5 personal devices. Ability to share files internally and externally.
  - Undergrads: Email, storage, on-line access to Office suite, and ability to install Office on personal devices.
- Xerox Printers: worked with Retail Services to deploy the new fleet of Xerox printers to departments and computer labs.

**Development/Training and Outreach:**

- Staff development and training for this year includes attending a few conferences, including: the Woodworking Machinery & Supply Conference and Expo; Canheir, the national conference for higher education IT professionals in Canada; and, the Earth Observation Summit 2017.
During the spring term 2017, MAD collaborated with the Engineering Science Quest summer camp to provide a weekly session for the 10-11 yr. age creating Photograms in the Darkroom.

Participated in the ENVigorate Festival by hosting a workshop making laser engraved coasters, as well as a Photogram Workshop in the Darkroom.

Co-hosted the annual GIS Day event with the Library Geospatial Centre.

In March, for the third time, MAD hosted a workshop for the Department of Knowledge Integration on The things that are possible with MAD resources. Topics included a Photogram Workshop in the Darkroom; Where Experiential Learning & the Maker Movement Collide; How to use Adobe Illustrator; Xpress Yourself - Video to Podcasting; and a 360° GoPro Workshop.

Committees:
MAD staff continues their efforts to collaborate with IT and non-IT groups campus-wide. To that end, MAD has maintained its participation/involvement in campus committees and projects that include among others: Faccus (Faculty Computing User Support Group); WNAG (Windows Network Advisory Group); CTSC (Computing Technology & Services Committee); UCIST (University Committee on Information Systems & Technology); Macintosh Users Group; Google Analytics Working Group; IA Working Group; Campus Map and Open Data Working Group; WAC (Web Advisory Committee)

Pain Point – RESOLVED!!
The student enrollment process for the UW/WLU joint graduate program in Geography has seen a major improvement and MAD no longer is involved in the process.

Mary Burden, MAD
May 1, 2018