

2nd Bi Annual BYUH Computer Repair Shop Report – Winter 2006 Jared Bodine

This service learning lab experience was a complete success due to the efforts of the students in the IS250 class. We had a total of 8 sessions of lab that were open to the public for help in solving computer problems. We had approximately 3-5 computers in each lab session for a total of about 30 computers repaired.



Things took off with a bang from the first night. We had computers of all makes and models. Although we studied desktop computers mostly, almost 1 in four computers brought to us were laptops. The students were quite capable fixing laptops as well.



Hans Ta'ala (left) and Joshua Tune (right) removing a laptop keyboard

We came across a rare sight for our class, a Macintosh. Although not being savvy in the ways of the Apple, a student and I were able to navigate our way around. Within an hour, we had fixed the computer and had another customer walk out of the door satisfied.



Jared Bodine (right) working on a Mac and its printer

The service lab was especially helpful because we worked with the owners of the computers, not just dropped off computer. That enables us to give them the tools and knowledge to keep their computers healthy.



Daniel McCallum (right) showing a customer software

What enabled the students to serve well were the tools we had. Thanks to the BYUH Service Learning Department and the IS Department, we had the tools we needed. Large hard drives allowed us to back up data for people who needed to reformat and start over, without loosing cherished pictures or songs. Power supply testers made diagnosis of power problems a snap. Also, spare parts, like RAM and processors, allowed us to swap out potentially faulty parts for testing.



Nikie Reyes (left) and Toetu Faletagaloa (right) using our large tool kit.

What makes these service labs fun is not just the learning or the fixed computers. It's the smiling faces that walk out of the room – both those of the customers and the students.



Carlo Roberto Guzman with a fixed laptop



A satisfied customer