Fall 2007 Quarterly Report
Computer Lab Management
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Computer Lab Management (CLM) operates 17 computer rooms across the UC Davis campus. Utilization of CLM services continued to be very high in Fall 2007. CLM is concerned that the high utilization is not allowing us to serve all our clients' needs. Therefore, we are working with other campus units to attempt to increase the computer room space on campus. Over Winter Break CLM was able to reconfigure 1101 Hart to allow a few more open-access stations, which may alleviate the wait lines to a small degree. A substantial reduction of the wait lines would require a much larger addition of open-access stations.

Goals and Accomplishments

Reconfigure 1101 Hart
Status: Completed
CLM reconfigured stations in 1101 Hart to make better use of the space. As usage of traditional media material has decreased there is less need for media viewing stations. Therefore, CLM added 3 PC and 6 Mac open access stations. There are now a total of 9 PC and 8 Mac open access stations. The number of restricted-access Multimedia Mac stations was reduced from 18 to 10. CLM also combined tape players with slide projector carrels and reduced number total number of media carrels. A Teamspot group collaboration space (http://www.tidebreak.com/) was created and the Teamspot installation will be completed during Winter quarter.

Finish Renovation of 177 MU
Status: Completed
CLM completely renovated the open access computer room in 177 MU during Summer 2007. New furniture, flooring, ceiling tiles, and lighting were installed. The room was also painted and energy efficient glass installed in the doors. Several tables took longer than expected to ship from the vendor and arrived during Fall 2007. Those remaining tables and associated computers were completely installed in 177 MU by October 27th to finish the renovation.

Conduct a Faculty Survey
Status: Completed
As part of an annual process to identify our clients' needs, Computer Lab Management surveyed faculty who used computer classrooms during the Fall 2007 Quarter. 28 faculty members responded. CLM evaluates the responses to determine areas where we meet client needs and where we can improve our services. The survey results can be found at http://clm.ucdavis.edu/pubs/survey/faculty_f07.html.

Install Campus Phones in 1, 21, and 27 Olson
Status: Completed
CLM worked with Communication Resources to install campus phones in 1, 21, and 27 Olson. These phones are intended for instructor use in case of an emergency or to contact the Computer Room Consultant in 15 Olson.
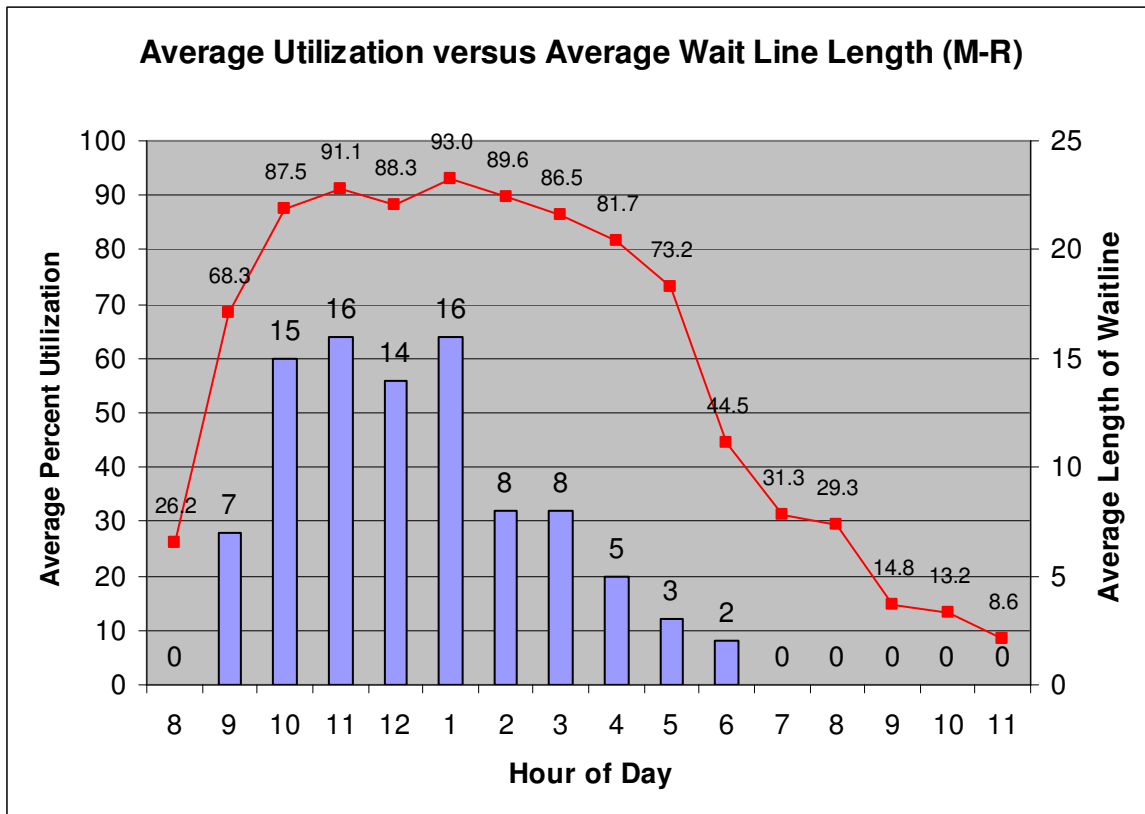
Install Comment Boxes

Status: Completed

CLM installed comment boxes in each set of computer rooms. CLM had many other means for receiving comments, including email, web forms, and surveys. However, we felt that some clients would be most comfortable using a paper based comment form and therefore we added that capability.

Statistical Summary

Utilization

Overall computer room utilization

Computer Lab Management operates 17 computer rooms at UC Davis, consisting of computer classrooms, open access computer labs, and media rooms. The computer rooms experience high utilization during peak hours (9:00 am to 6:00 pm). Most open access labs and some classrooms also experience long wait lines. The graph below combines utilization Monday through Thursday for CLM's 11 computer classrooms and 4 open access computer labs.

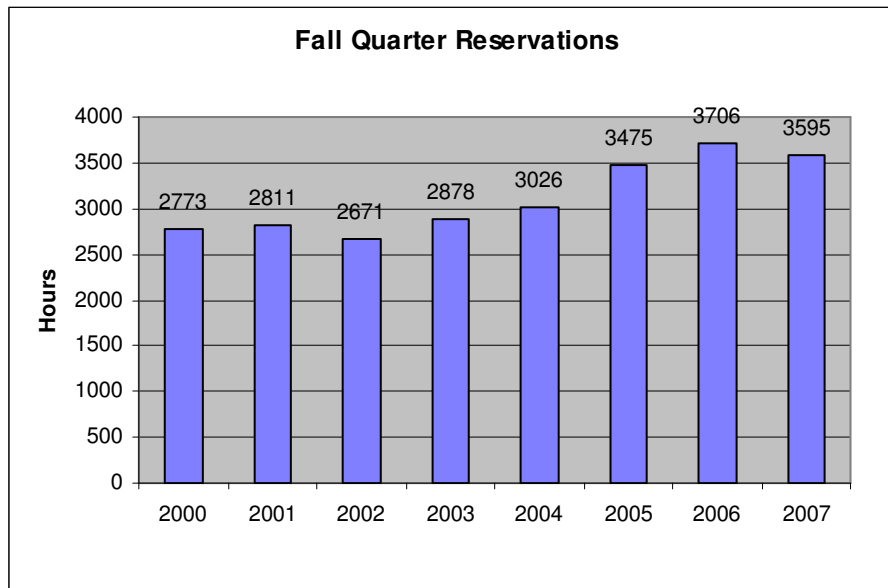**Average Utilization versus Average Wait Line Length (M-R)**

Utilization exhibits the behavior seen in past quarters, being highly impacted from 9am to 6pm with considerable evening utilization as well. The wait lines are averaged over the entire quarter, so the maximum combined wait line of 43 on 12/4/07 is quite a bit higher.

Class Use

During the Fall 2007 quarter there were 3,595.25 class hours reserved in the computer classrooms. This is down slightly from the average of 3,720 during 06-07. The likely reason for the decrease is that
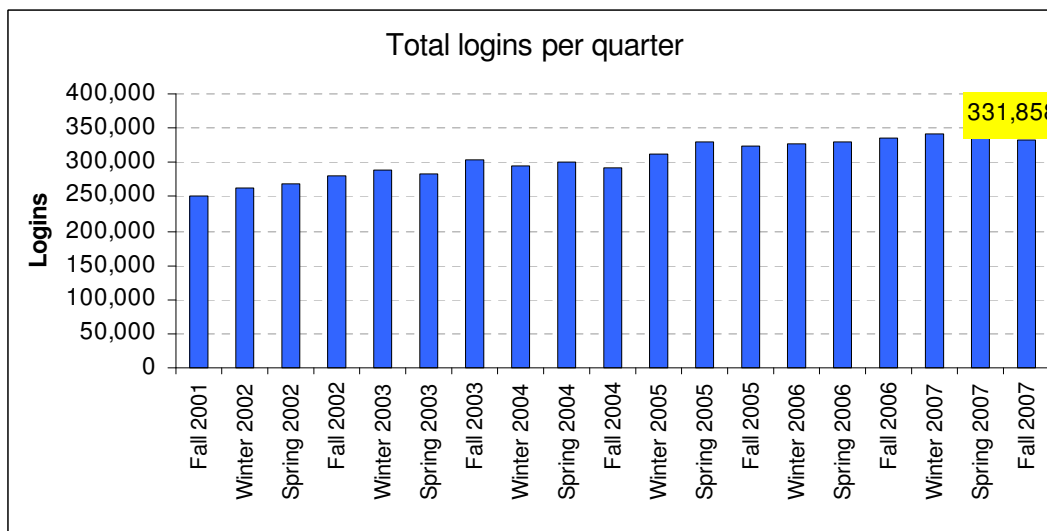
Technocultural Studies (TCS) opened their own departmental computer lab and shifted their classes there. TCS reserved CLM rooms for over 130 hours each quarter during 06-07, which is roughly the decrease in class reservations.

Fall Quarter Reservations

During Fall 2007, there were 87 class software installs and 102 class folders created.
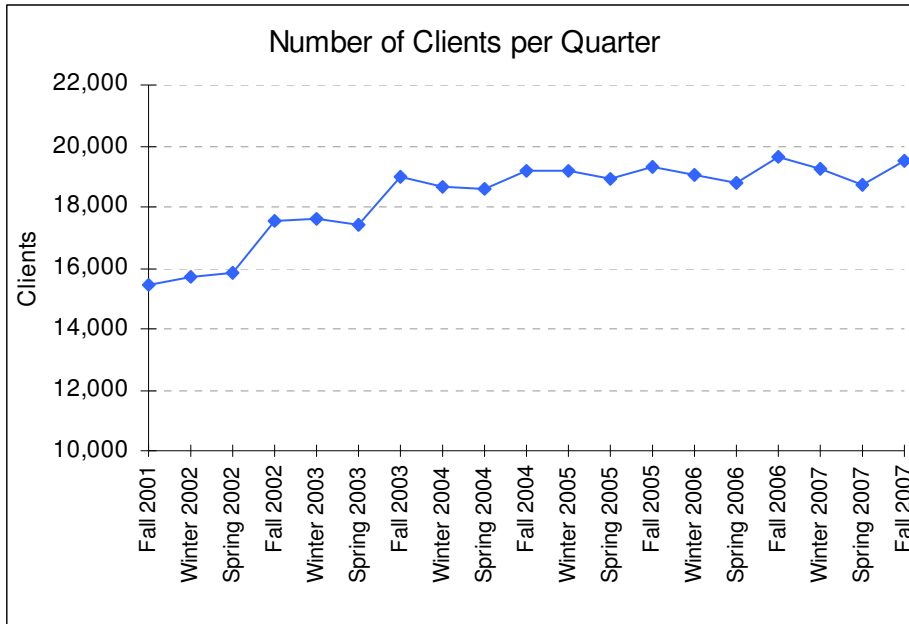
Number of Logins and Users
The total logins in Fall 2007 remained fairly constant 331,858. The average for 06-07 was 338,144, so the Fall 2007 number is slightly lower.
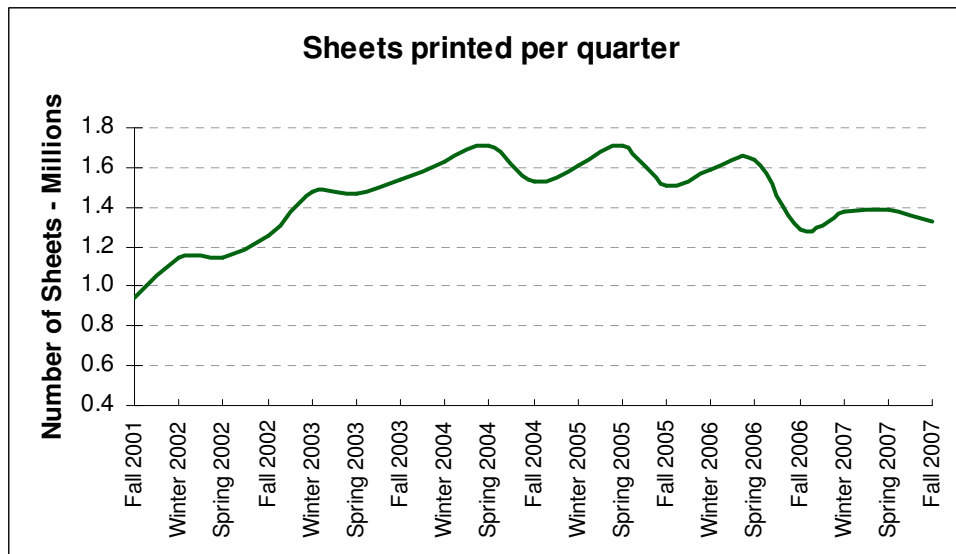
Unique Users

The number of unique users increased to 19,516 in Fall 2007. This is only slightly less than the all time high of 19,624 in Fall 2006. Of the 19,516 unique users, 18,853 were students.
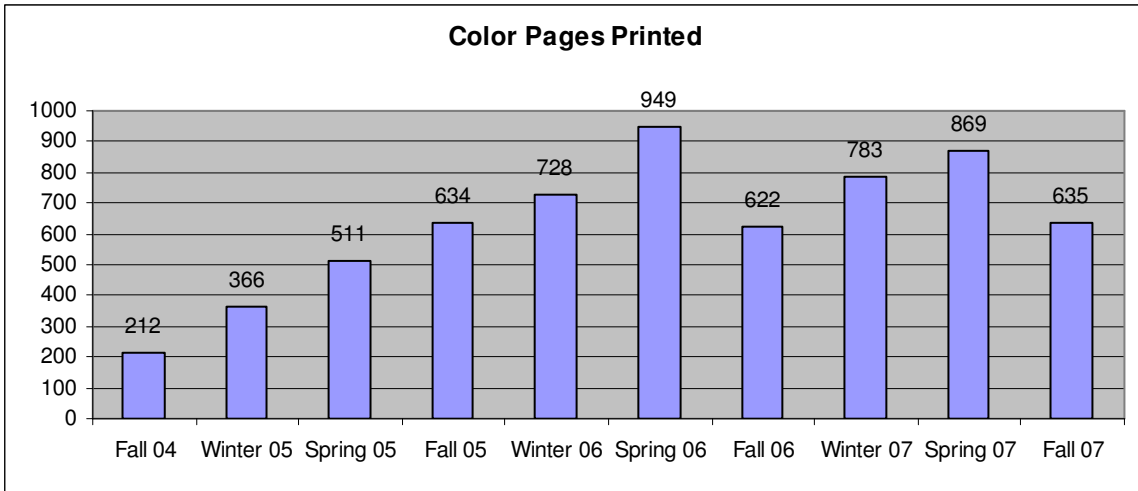
Number of Clients per Quarter

The slight decreases in both total logins and unique users are likely due to the drop in UCDavis enrollment of about 1,000 between Fall 2006 and Fall 2007. .
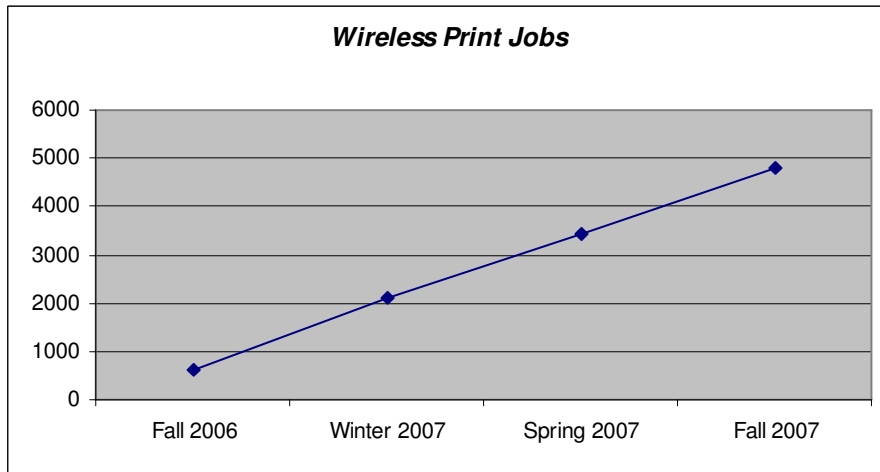
Printing

The total sheets printed in Fall 2006 decreased to 1,327,215, which is a drop of 4% from Spring 2007. This decrease was likely caused by the decrease in total logins. The average sheets per client (of those who printed) was 76.72.

Sheets printed per quarter

In addition, there were 635 color pages printed in the Meyer Media Lab. This is higher than Fall 2006 but lower than Winter and Spring 2007.

Color Pages Printed

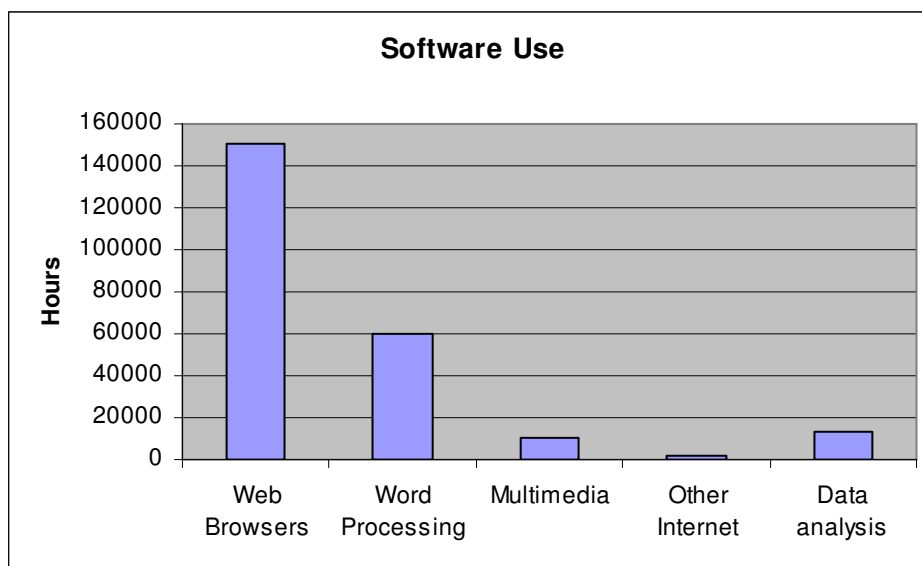| Term	Pages
Fall 04	212
Winter 05	366
Spring 05	511
Fall 05	634
Winter 06	728
Spring 06	949
Fall 06	622
Winter 07	783
Spring 07	869
Fall 07	635

Wireless printing has been quite popular as this graph of wireless printing jobs shows. The number of wireless print jobs grew to 4,814. 541 unique clients printed though the wireless printing system during Fall 2007.
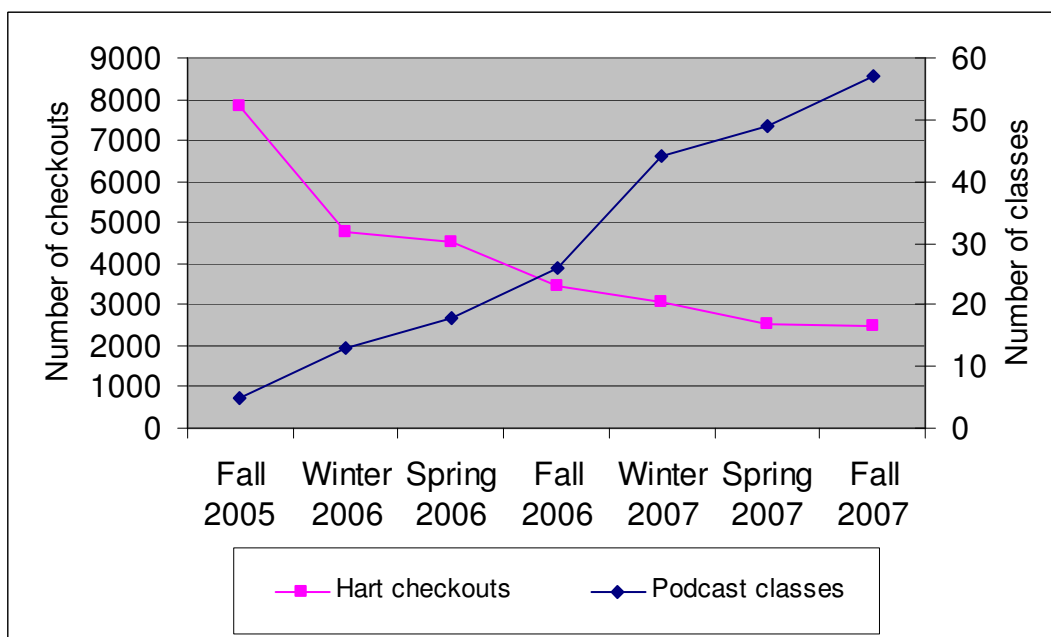
Wireless Print Jobs

Software

During Fall 2007 web browsers outpaced all other software use and accounted for 64 percent of all software usage. Web browsers are used by students to access email, access materials on class web pages, and perform online research. Web browsers have become the primary way for students to retrieve instructor prepared materials.

Software Use

Media Distribution Lab

The Hart Media Distribution Lab (MDL) holds class materials such as DVDs, video tapes, and slide sets for students and faculty to checkout and view in the facility. Faculty typically put these class materials on reserve at the MDL instead of the Library since the facility has VCRs, DVD players, audio players, and slide carrels permitting clients to check out and view the material in the same location. Additionally, there are 18 iMac computers dedicated for viewing computer-based instructional software modules.

Faculty have transitioned from recording lectures on audio tapes to using podcasting. The graph above shows how the growth in podcasting corresponds with a decline of checkouts in Hart. There are no more audio tape checkouts in Hart, so the remaining checkouts are mostly faculty reserving video tapes or DVDs to show in class.