# Fall 2008 Quarterly Report
## Computer Lab Management
**Prepared by Tim Leamy**

Computer Lab Management (CLM) operates 18 computer rooms across the UC Davis campus. These consist of 11 computer classrooms, 5 open access labs, and 2 media rooms with a total of 568 installed stations. Utilization of CLM services continued to be very high during Fall 2008, with the highest number of logons and unique clients in CLM history.

In the coming years, CLM expects more faculty members to adopt and integrate instructional technology into their classroom teaching. Consequently the demand for technology-aided and technology-focused classes will grow. Therefore, CLM is looking for ways to add computer classrooms or reconfigure existing rooms to add more computer stations.

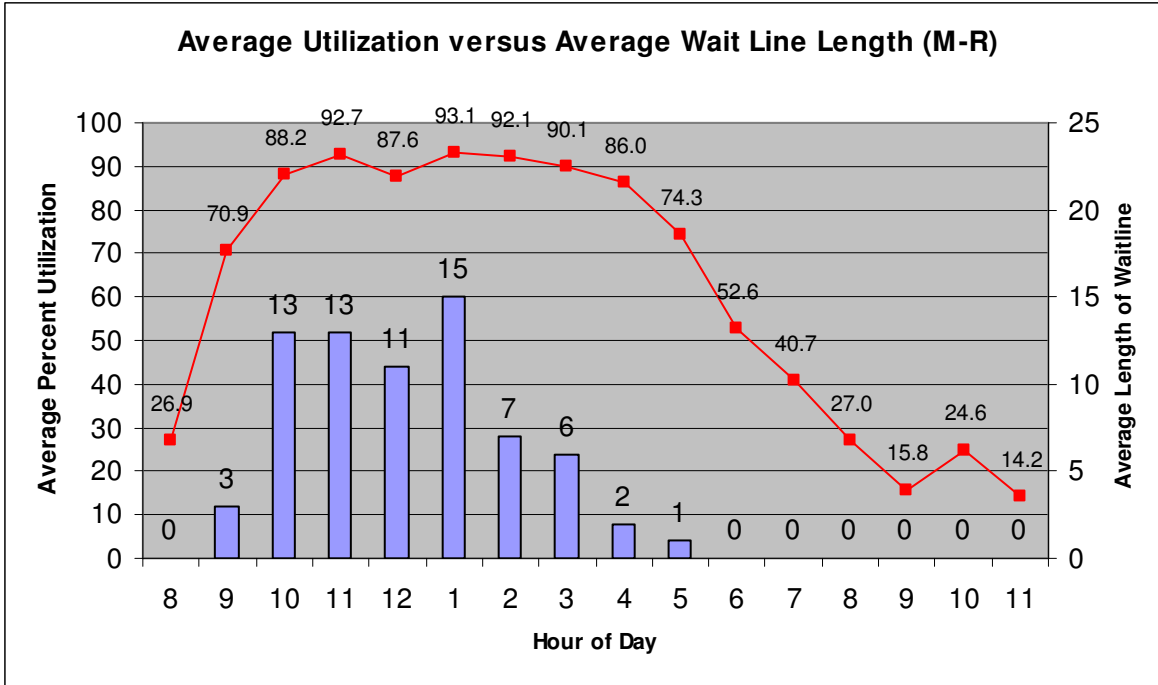Some of the highlights from Fall 2008 include:
- The total logins increased to 389,947. This is an increase of 44,589 (13%) over Spring 2008 and is the highest number of logins in CLM history.
- There were 3,951 class hours reserved in the computer classrooms. This is the highest number of quarterly reserved hours in CLM history.
- The number of unique clients was 21,084. This is an increase of 2,187 clients over Spring 2008 and is the highest number of unique clients in CLM history
- CLM reduced the color printing rate from $1.50 per page to $1.00 per page. The rate change was driven by the new printers installed in Summer 2008. The new HP Color LaserJet 3505 printers are cheaper to run than the earlier color printers and by increasing the number of installed printers the fixed costs were distributed across more pages.
- CLM and Shields Reserves continued the process of transferring the Hart Media Distribution functions to Shields Reserves. DVDs from Hart's permanent collection were loaned to Shields Library for cataloging and returned to Hart. CLM and Shields Reserves will continue this process throughout the 08-09 academic year and plan to finish the project in Summer 2009.
- CLM is developing plans to move the Meyer Media Lab functionality to 1101 Hart and convert 1154 Meyer into a new computer classroom. The space in 1101 Hart is being made available by the move of the Hart Media Distribution functions to Shields Reserves in Summer 2009. These changes will consolidate the media classroom and lab in core campus and allow CLM to add an additional computer classroom.
- CLM worked with Architects & Engineers staff to assist with the planning of the new Student Community Center (SCC), which is expected to open in Winter 2012. The CLM functions in Hart Hall will be moved to the SCC. CLM is taking this opportunity to evaluate the current space in Hart Hall and reconfigure the equivalent square footage in the SCC to be more useful. The current plan allows for the creation of an additional computer classroom in the SCC.
- CLM upgraded software on all computers, including OSX 10.5.6 and Microsoft Office 12.1.5 on all Macs.
- CLM surveyed instructors who taught in the computer classrooms during Fall 2008. The results are posted at http://clm.ucdavis.edu/pubs/survey/faculty_f08.html.
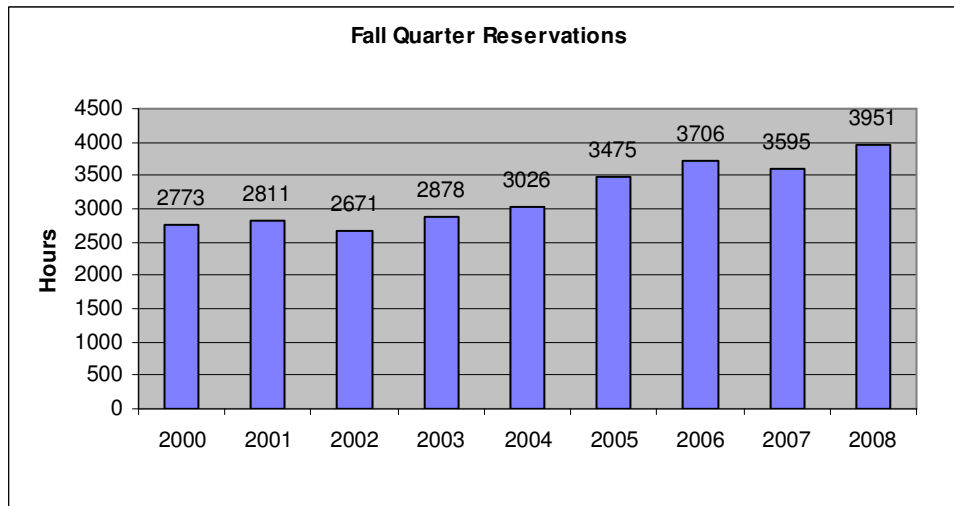
## Utilization

### Overall computer room utilization

Computer Lab Management operates 18 computer rooms at UC Davis. These 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 5 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 line data in the graph is the average wait line across all computer rooms for the entire quarter. The maximum wait line length of 62 on November 25th is over four times the average.
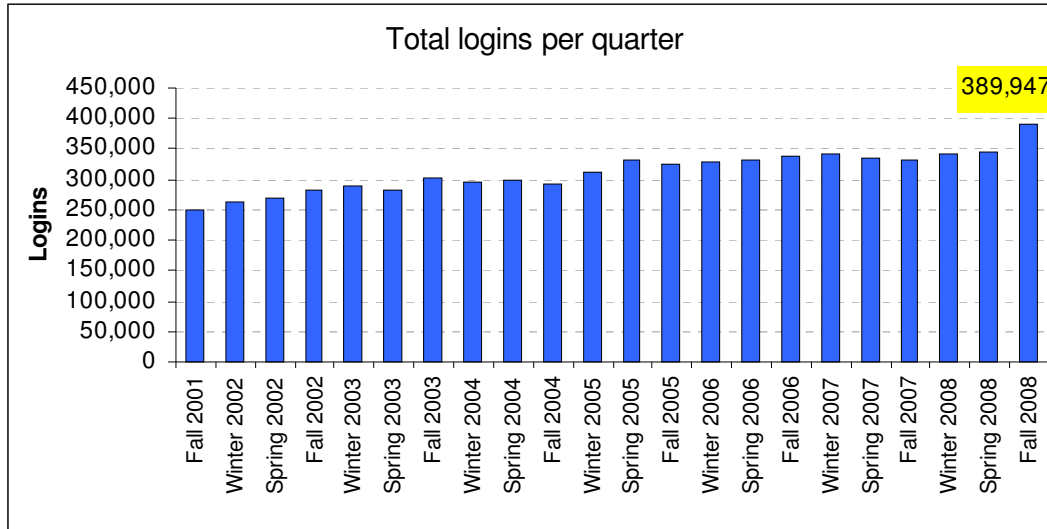
### Class Use

During Fall 2008 there were 3951 class hours reserved in the computer classrooms. This is the highest number of quarterly reserved hours in CLM history.

**Fall Quarter Reservations**

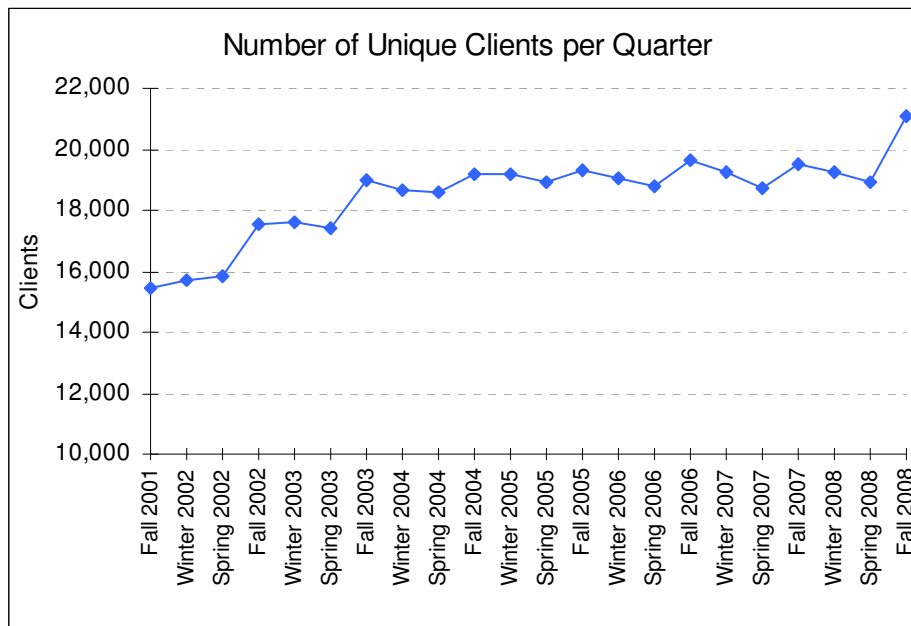During Fall 2008 there were 94 class software installs and 96 class folders created.

## Number of Logins and Users

The total logins in Fall 2008 increased to 389,947. This is an increase of 44,589 (13%) over Spring 2008 and is the highest number of logins in CLM history. The increase was largely due to opening the new computer lab in 182 Shields.
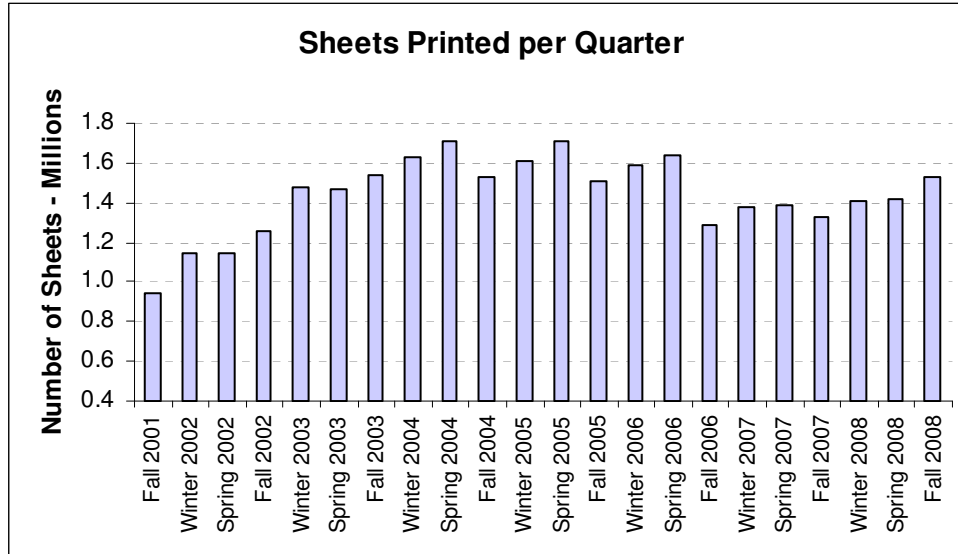


## Unique Users

The number of unique clients was 21,084 in Fall 2008. This is an increase of 2,187 clients over Spring 2008 and is the highest number of unique clients in CLM history. Of these, 20,397 were students.
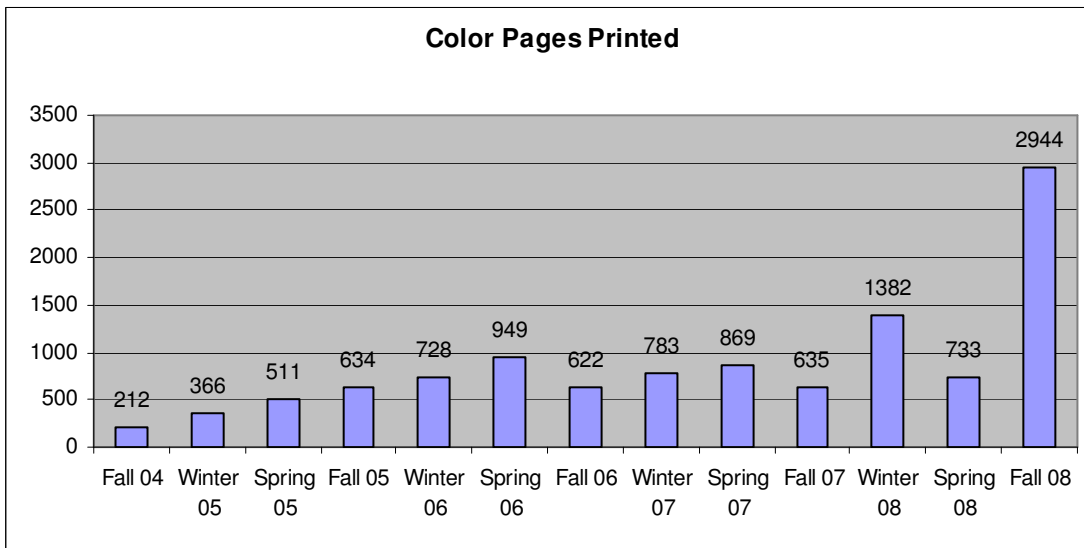


## Printing

The total sheets printed in Fall 2008 increased slightly to 1,526,487, a 7% increase from Spring 2008. The average sheets printed per client (of those who printed) was 81. However, the total number of sheets printed per quarter is still lower than in the 05-06 academic year. The decrease
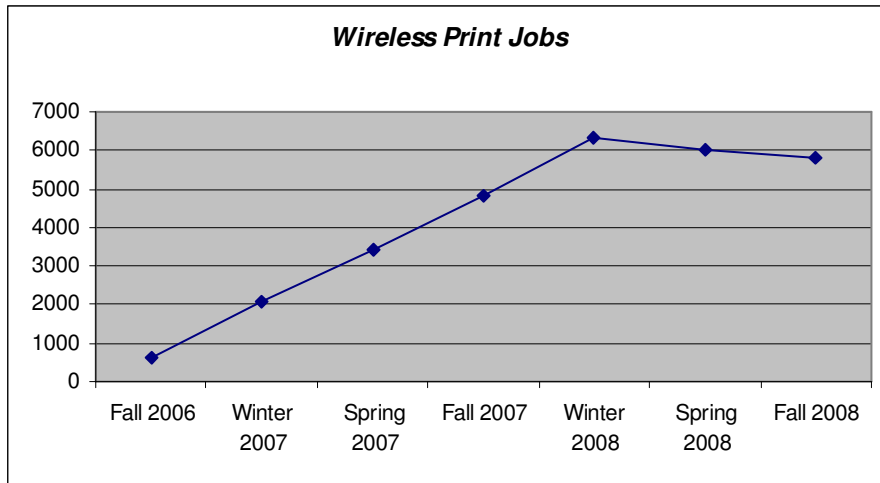
from 05-06 was caused by a change in the printing rates during Summer 2006. We expect the total sheets printed and average sheets per client to increase slowly over time as students realize that printing is still relatively inexpensive.

**Sheets Printed per Quarter**



In addition, there were 2,944 color pages printed. This was a huge increase from 733 in Spring 2008 and is due to installing color printers in 3 additional locations over Summer 2008.

**Color Pages Printed**



There were 5,813 wireless printing jobs, a slight decrease from Spring 2008. The graph shows that wireless printing service may have peaked around 6,000 print jobs. CLM will continue to monitor wireless printing use to see how the usage trends in the future. 633 unique clients printed though the wireless printing system during Fall 2008.

**Wireless Print Jobs**



## Software

During Fall 2008 web browsers outpaced all other software use and accounted for 62 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**