

Fall 2010 Quarterly Report

Computer Lab Management

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Computer Lab Management (CLM) operates 18 computer rooms across the UC Davis campus. These consist of 11 computer classrooms and 7 open access labs with a total of 553 installed stations.

In the coming years, CLM expects faculty members to continue to adopt and integrate more educational 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 significant points from Fall 2010 include:

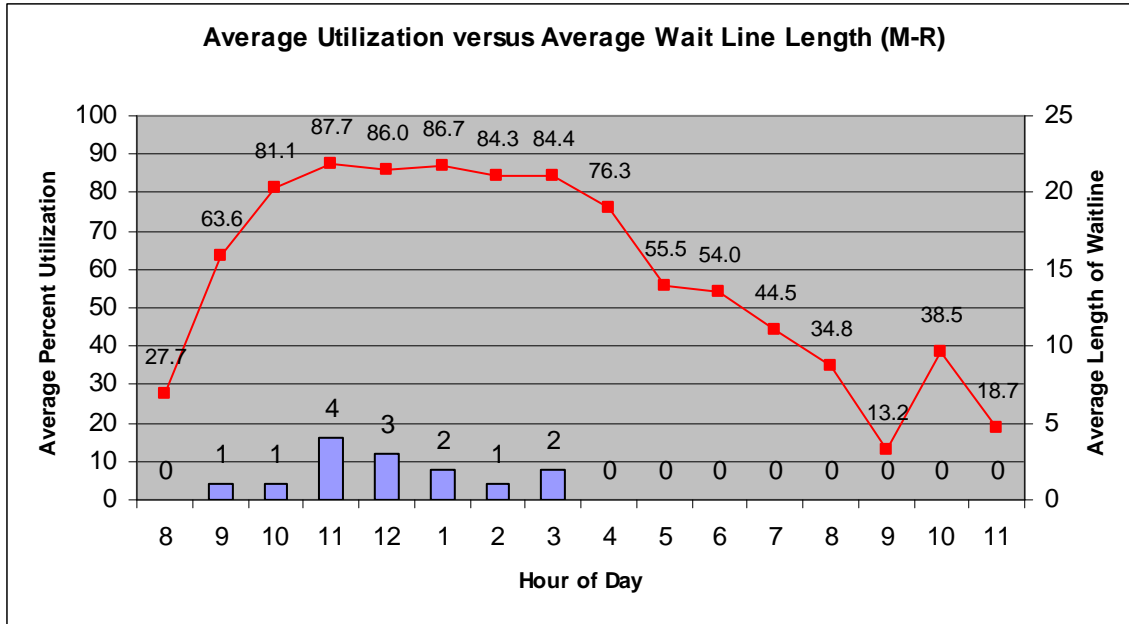
- Due to the campus budget issues CLM continued to make changes to our operations. We further reduced the hours of operation of the computer rooms. The move of the media production services from 1154 Meyer to 1101 Hart in Summer 2010 allowed us to drastically reduce the hours of the Meyer Hall computer rooms to realize student staffing cost savings.
- The total logins and sheets printed decreased slightly (about 6%) from Spring 2010 and is substantially lower than the 08-09 school year. The printing rate increase in Fall 2009 appears to have caused a large decrease in student use of the computer rooms. The decrease in open lab hours likely also contributed to the decrease. We hope that the sheets printed will rebound as students become accustomed to the new rate and realize that printing is still relatively inexpensive.
- Computer classroom reservations have stayed relatively constant since the 08-09 school year. The computer classrooms are reserved on average about 35 hours per week, which is the realistic maximum since most faculty try to avoid teaching in the early morning, evening, and Friday afternoon times.
- CLM performed several upgrades to make the computer rooms more accessible:
 - ClaroRead, a multi-sensory learning software designed to assist people with learning disabilities, was installed on all computers.
 - Installed Dragon Dictate on a Mac in the Center for Accessible Technologies
 - All PCs were upgraded to JAWS 12.
 - Dasher 4.1 and Click-N-Type were installed in the Center for Accessible Technologies
 - Height-adjustable stations were purchased for installation in the computer classrooms. These stations completed a project started in Summer 2010 where CLM modified the electrical and network wiring to allow quick installation of a height-adjustable station. So now we have the ability to install a height-adjustable work station in a computer classroom if a student taking a class there requires one.
- Wireless printing use continues to decrease. Understandably, this decrease mirrors the overall drop in printing. However, we also see a steady drop in the number of unique clients who used wireless printing (633 in Fall 2008 to 322 in Fall 2010). CLM believes that part of the drop in wireless printing is due to fewer students bringing their laptops to campus.

Statistical Summary

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 5:00 pm). Most open access labs also experience wait lines. The graph below combines utilization Monday through Thursday.

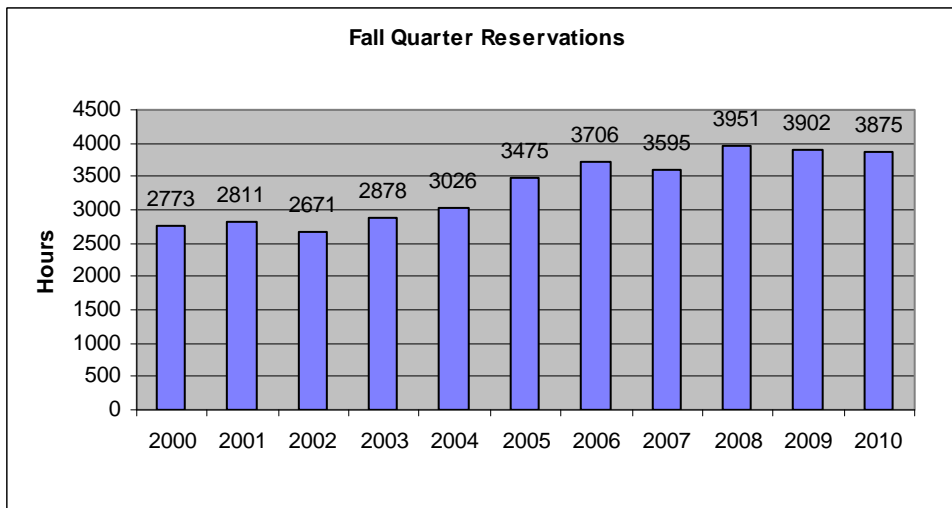


Utilization shows the general trend of high usage from 10am to 5pm continued this quarter. The average wait lines in Fall 2010 were quite a bit lower than the 08-09 school year. This is likely caused to the decreased demand due to the printing rate change.

The wait line data in the graph is the average wait line for the entire quarter. The maximum wait line length of 30 on November 30th is many times the average.

Class Use

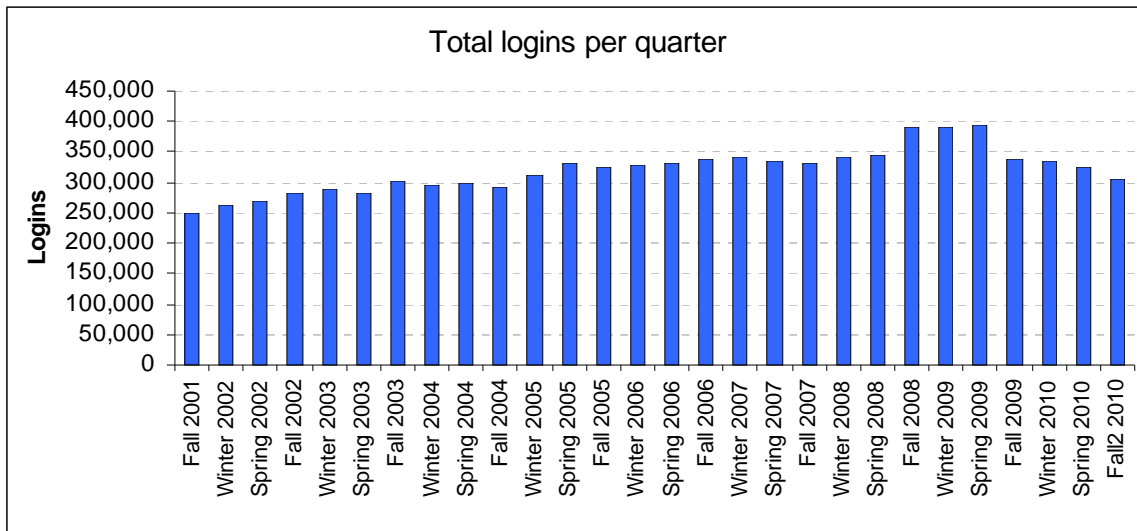
During Fall 2010 there were 3,874.5 class hours reserved in the computer classrooms. This total is down slightly from the 3,902 hours in Fall 2009.



In addition, there were 148 class software installs and 102 class folders created during Fall 2010.

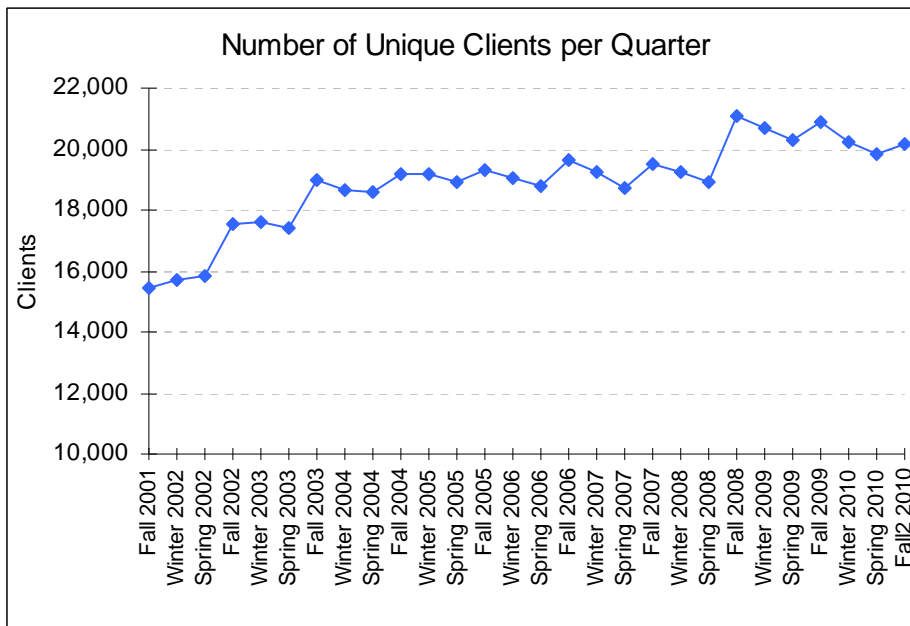
Number of Logins and Users

The total logins in Fall 2010 decreased to 306,013. This is a large decrease from the 08-09 average of 392,096. The decrease is likely caused by the decreased demand due to the printing rate change and the reduction of open hours.



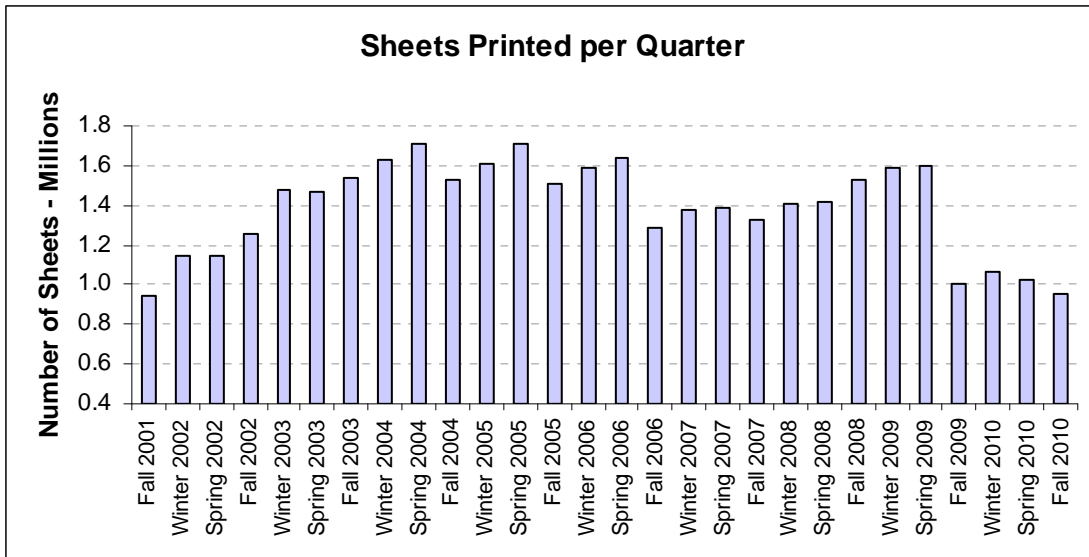
Unique Users

The number of unique clients increased to 20,169 in Fall 2010. This is an increase of 347 clients from Spring 2010. Of these, 19,645 were students. The total and student unique clients are down slightly from the high of Fall 2008.

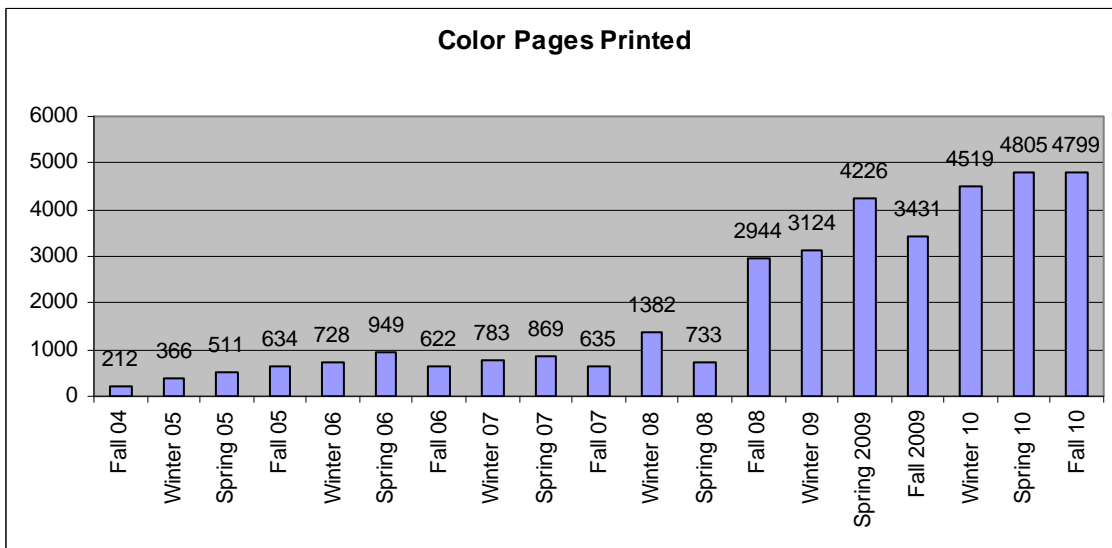


Printing

The total sheets printed in Fall 2010 decreased to 955,654. The average sheets printed per client (of those who printed) was 54.5. The number of sheets printed per quarter dropped dramatically from 08-09 levels due to a new printing rate implemented in Fall 2009.



There were 4,799 color pages printed, which was essentially the same as Spring 2010.



There were 2,702 wireless print jobs, a decrease of 226 from Spring 2010. There were 322 unique clients who printed through the wireless printing system. The drop in wireless printing usage mirrors the overall drop in printing due to the new printing rates in Fall 2009.

