

Fall 2014 Quarterly Report

Computer Lab Management

Prepared by Tim Leamy

Computer Lab Management (CLM) operates 20 computer rooms across the UC Davis campus. These consist of 14 computer classrooms and 6 open access labs with a total of 615 installed stations. CLM also manages seven departmental computer rooms with 178 installed stations for the School of Education, the UC Davis Language Center, and The Arts Admin Group.

Some of the significant items from Fall 2014 include:

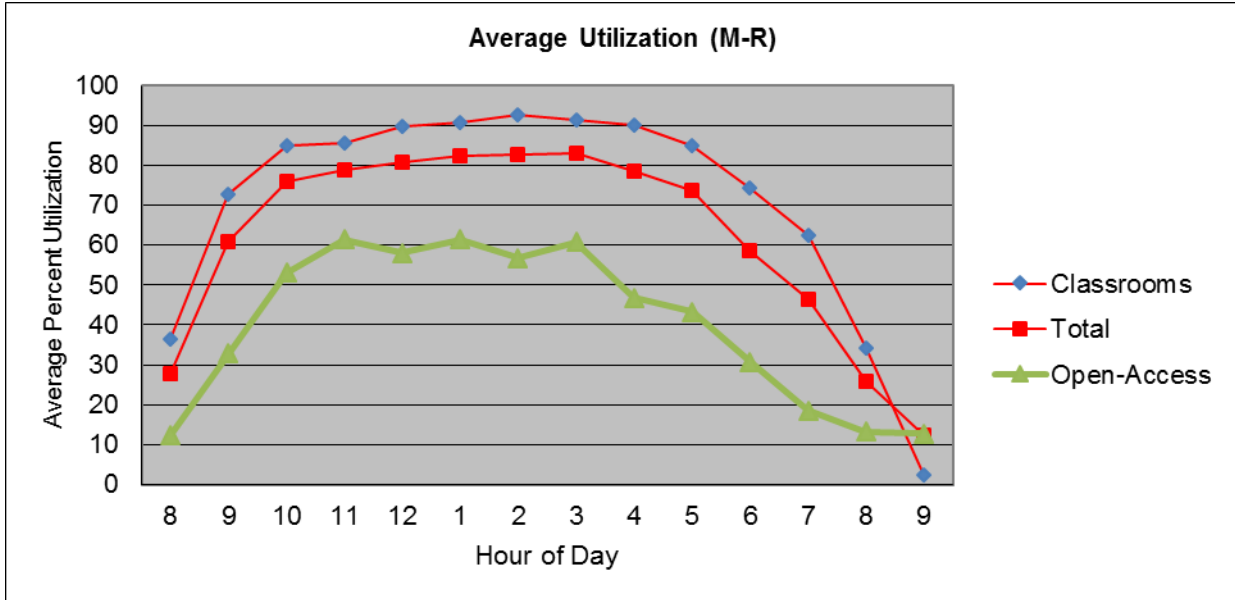
- During Fall 2014 there were 5,861 class hours reserved in the computer classrooms. This was the highest quarterly reserved hours in CLM history and an increase of 27% over Fall 2013. CLM added two new computer classrooms in the Shields Library in Winter 2014 which caused class hours to increase dramatically.
- However, the growth of computer classrooms is not entirely due to the two new classrooms. Roughly 56% of the increase from 10-11 to 14-15 (3,690 of 6,503 hours) is due to the new classrooms. The remaining growth can be attributed to the 2020 Initiative and faculty members integrating more computer-centric methods into their classroom teaching. Therefore, CLM is continuing to look for ways to add computer classrooms.
- Lights were added to the 90A and 90B Shields computer classrooms. Since the classrooms were opened in Winter 2014 many faculty have complained that the lighting was bad, which made it difficult to see what was written on the board. So CLM worked with Facilities to add lights to the front and sides of those rooms which greatly improved the overall lighting.
- The number of logins has remained fairly consistent over the past few years, but is lower than the peak in 08-09. The number of unique users is slowly increasing, most likely keeping pace with the increasing number of students.
The decrease in number of logins has several likely causes:
 - Increased ownership of laptops and smartphones reducing student need for accessing the computer rooms.
 - The Fall 2009 printing rate change decreased printing demand and therefore logins.
 - Increased reserved class hours reducing the time available for drop-in student use.
 - Decrease of open hours – CLM dramatically cut evening and weekend available hours in response to budget issues.
- CLM conducted a faculty survey about computer room use. The results are posted at http://clm.ucdavis.edu/pubs/survey/faculty_f14.html. In general faculty were very pleased with the computer classrooms.

Statistical Summary

Utilization

Overall computer room utilization

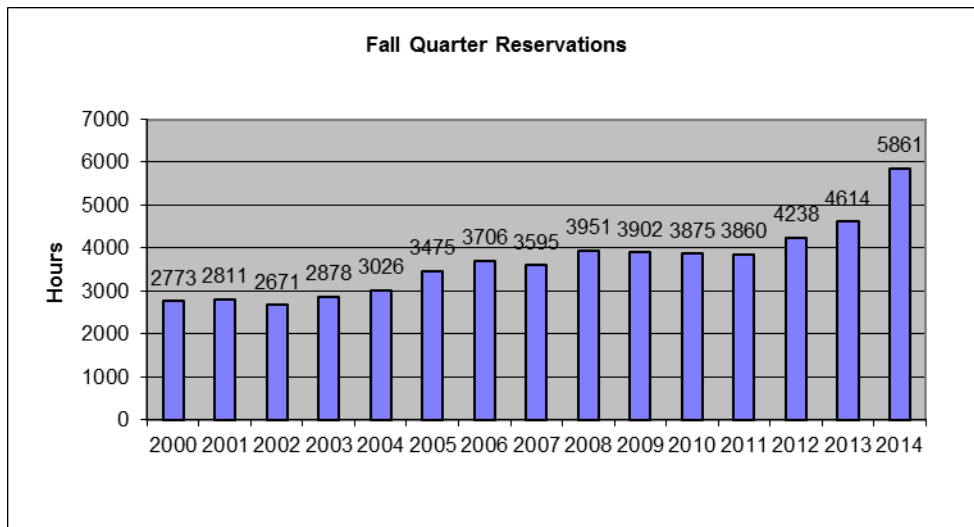
Computer Lab Management operates 20 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (10:00 am to 5:00 pm). The graph below shows average utilization for classrooms, open-access labs and all rooms for Monday through Thursday.



Classrooms use is very high – averaging about 90% for most of the peak class times. Open-access utilization is lower, but since it is an average across the entire quarter it doesn't give a sense of peak use. Many of the open-access labs also experience wait lines during busy times of the quarter. The maximum wait line was 30 people waiting for a computer on October 21st.

Class Use

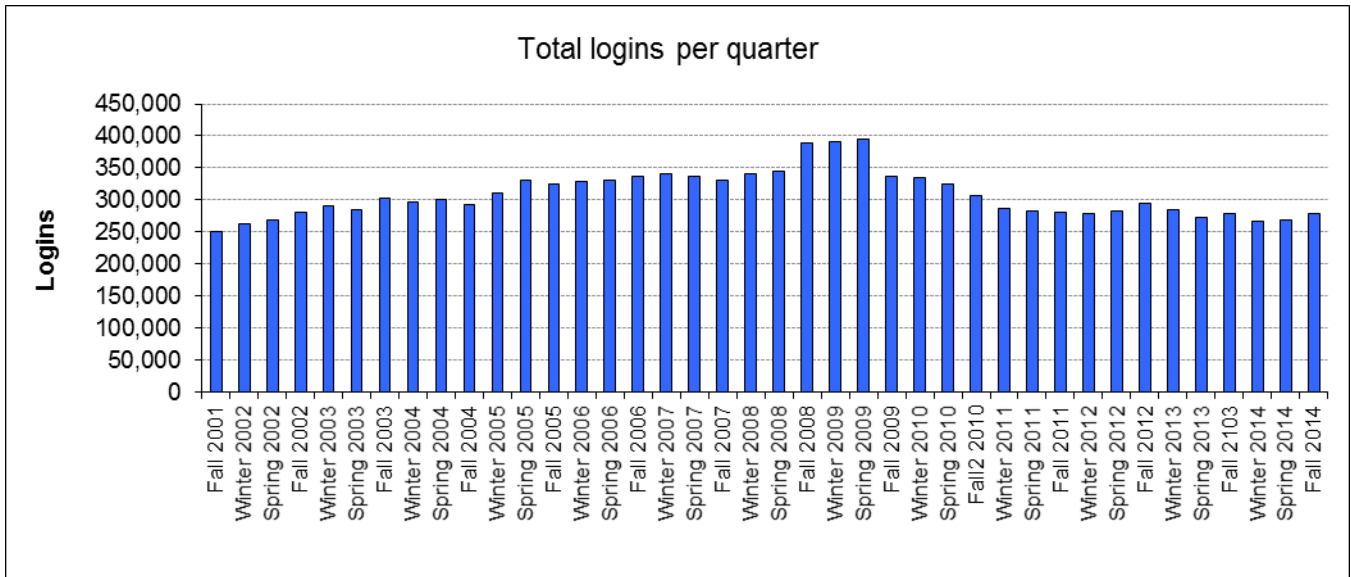
During Fall 2014 there were 5,861 class hours reserved in the computer classrooms. This was the highest quarterly reserved hours in CLM history. The huge increase from Fall 2013 is mostly due to the two new classrooms in Shields Library.



In addition, there were 213 class software installs and 157 class folders created during Fall 2014.

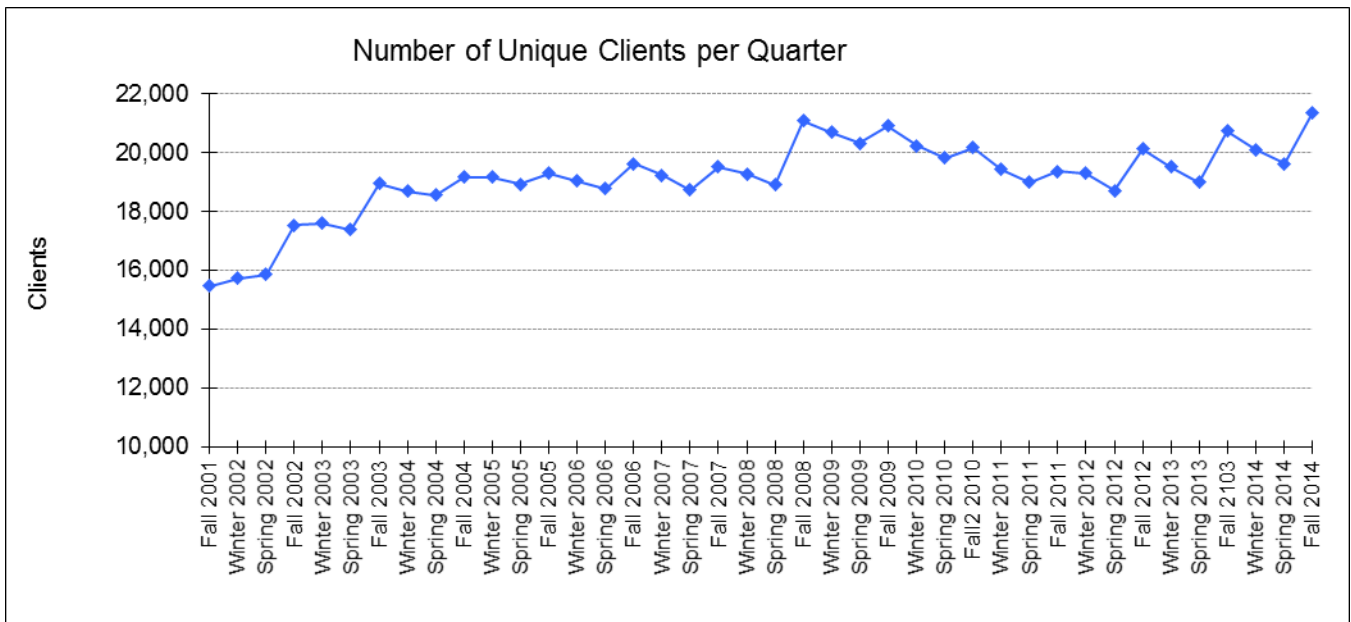
Number of Logins

The total logins in Fall 2014 increased to 278,412 (3.8% increase over Spring 2014). There 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 21,358 in Fall 2014. This is an increase of 1,729 clients from Spring 2014. 20,755 of the unique clients were students.

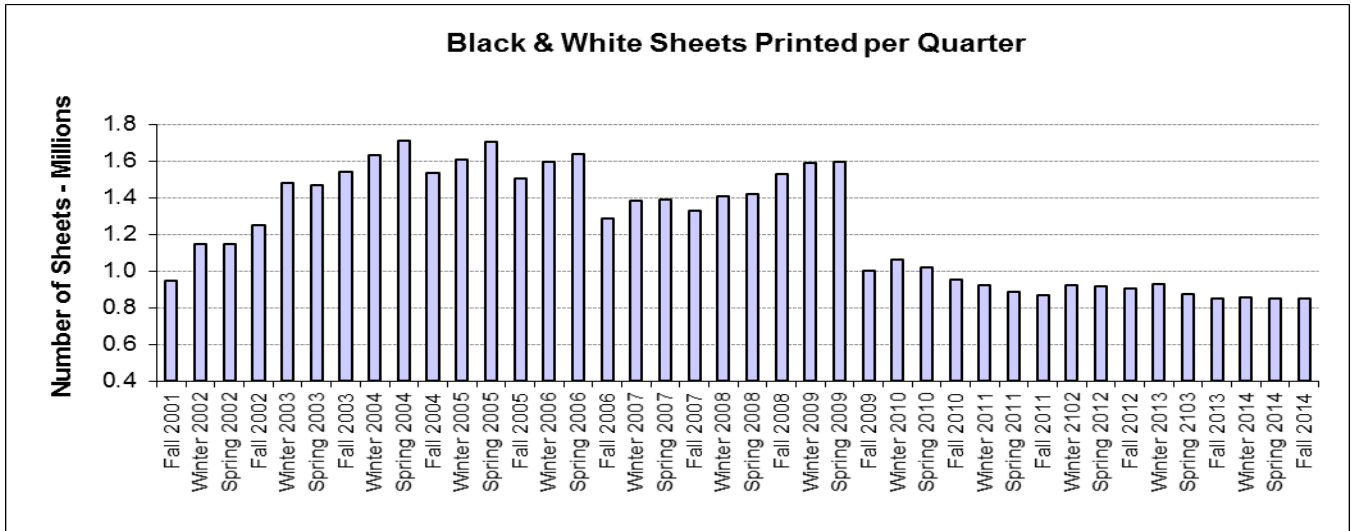


Virtual Lab Users

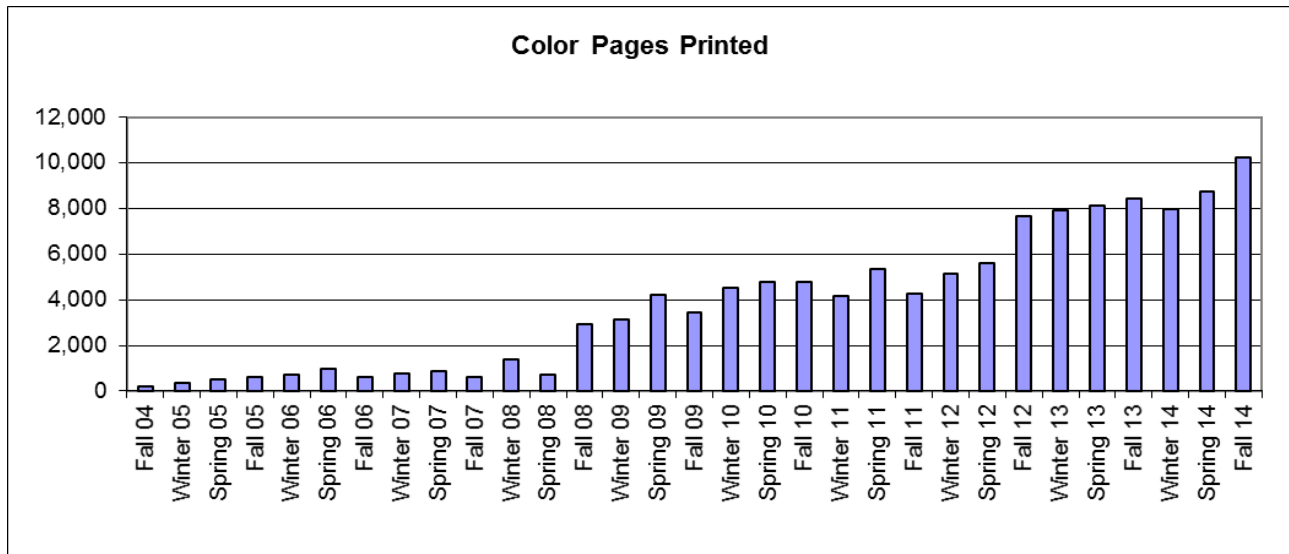
The IET Virtual Lab was used 8,246 times by 1,182 unique clients. This service was started in Summer 2012 and has averaged 6,295 logins per quarter since Fall 2012. CLM expects the number of users to slowly increase as more students and faculty become aware of the service.

Printing

The total sheets printed in Fall 2014 decreased slightly to 847,852. The average sheets printed per client (of those who printed) was 47.72. 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 10,242 color pages printed. This was the largest number of color pages printed in CLM history. CLM added a color printer to 15 Olson over Summer 2015 which might partially account for the growth.



There were 3,399 wireless print jobs, an increase of 726 from Spring 2014. There were 449 unique clients who printed though the wireless printing system.

