

Spring 2008 Quarterly Report

Computer Lab Management

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Computer Lab Management (CLM) operates 17 computer rooms across the UC Davis campus. These consist of 11 computer classrooms, 4 open access labs, and 2 media rooms with a total of over 500 installed computers. Utilization of CLM services continued to be very high during Spring 2008.

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 Spring 2008 include:

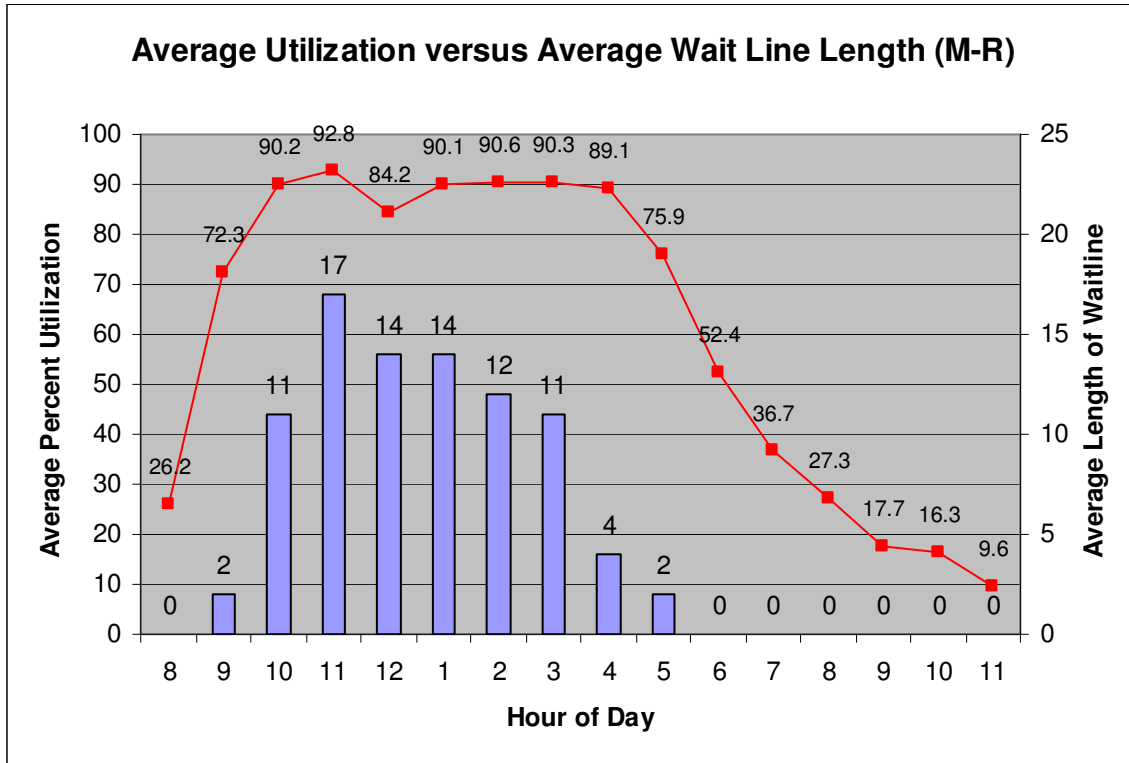
- CLM recorded the highest number of total logins and reserved computer classroom hours in our history. The number of unique users dropped slightly from Fall 2007, but that is expected since the number of enrolled students dropped.
- CLM installed new HP Color LaserJet 3505 printers in 1154 Meyer and 1102 Hart. The new printers are configured to allow both double-sided and single-sided printing on either plain or glossy paper.
- ATS and Shields Library signed an MOU to transfer the Hart Media Distribution functions to Shields Reserves. Both locations currently perform similar functions. CLM and Shields Reserves have started transferring materials for cataloging and plan to finish the project in Summer 2009. The transfer will improve client access to media on campus since it will be housed in one location and catalogued in Harvest. The change will allow CLM to focus on our core competency and provide more computer access in Hart.
- CLM finalized its summer upgrade plans for its facilities. In addition to supporting summer classes, CLM will undertake significant hardware and facilities upgrades. As part of an established upgrade cycle, CLM will replace approximately 190 computers in eight computer rooms. CLM surveyed faculty who taught in the computer classrooms over the past year and used that feedback to determine our operating system and Office upgrade plans. CLM will be upgrading all Macs to OS X 10.5 and Office 2008. We will install Office 2007 in addition to Office 2003 on the PCs and will continue to run Windows XP. CLM spent a significant amount of time testing these software changes and preparing for the upgrades during Summer 2008.
- CLM held Computer Room Consultant Supervisor training on April 26th. This all day training for our current and incoming CRC Supervisors covered many facets of leadership and training for successful supervision within CLM. Computer Room Consultant Supervisors were exposed to situational leadership, transitioning from peer to supervisor, providing evaluations, motivating employees, handling discipline and other sensitive issues, and delegation. Since holding this training session, CLM has noticed increased motivation from Computer Room Consultants, Computer Room Consultant Supervisors becoming more involved with CLM, and Computer Room Consultant Supervisors placing more emphasis on training their Computer Room Consultants. Given the success of this training, CLM is planning to hold another Computer Room Consultant Supervisor training class at the beginning of Fall Quarter.

Statistical Summary

Utilization

Overall computer room utilization

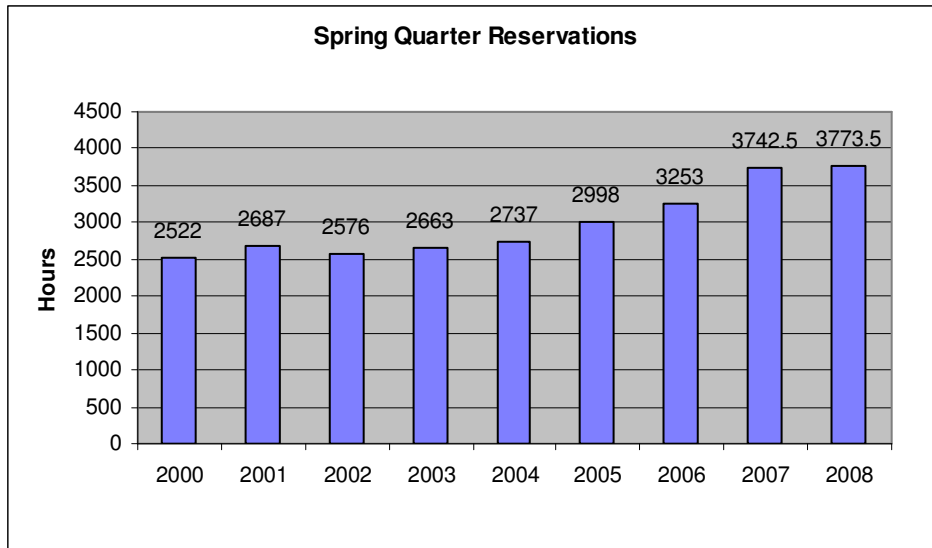
Computer Lab Management operates 17 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (9:00 am to 6:00 pm). Most open access labs and some classrooms also experience long wait lines. The graph below combines utilization Monday through Thursday for CLM's 11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



Utilization exhibits the behavior seen in past quarters, being highly impacted from 9am to 6pm with considerable evening utilization as well. The average wait line decreased from Winter 2008. 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 70 on May 28th is over four times the average.

Class Use

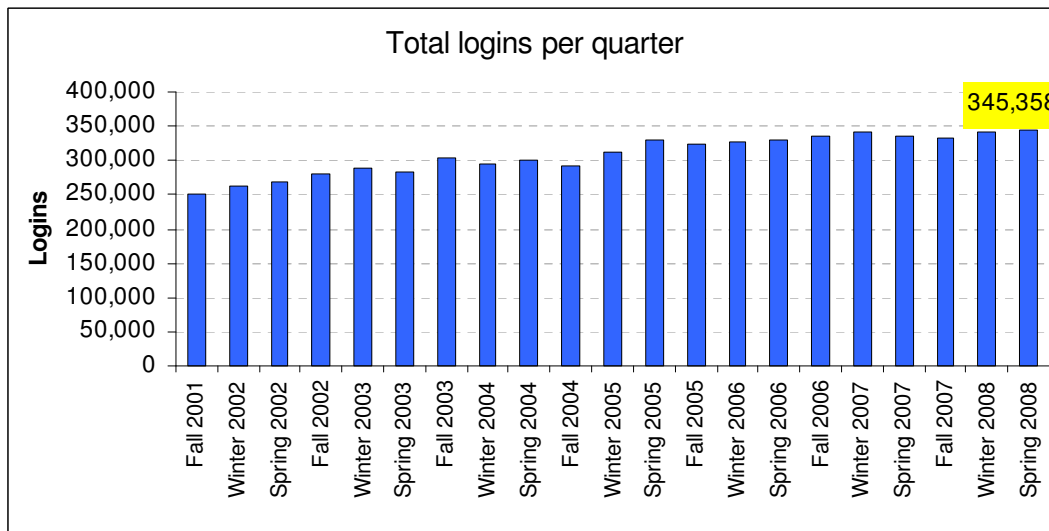
During Spring 2008 there were 3773.5 class hours reserved in the computer classrooms. This is the highest number of quarterly reserved hours in CLM history.



During Spring 2008 there were 98 class software installs and 92 class folders created.

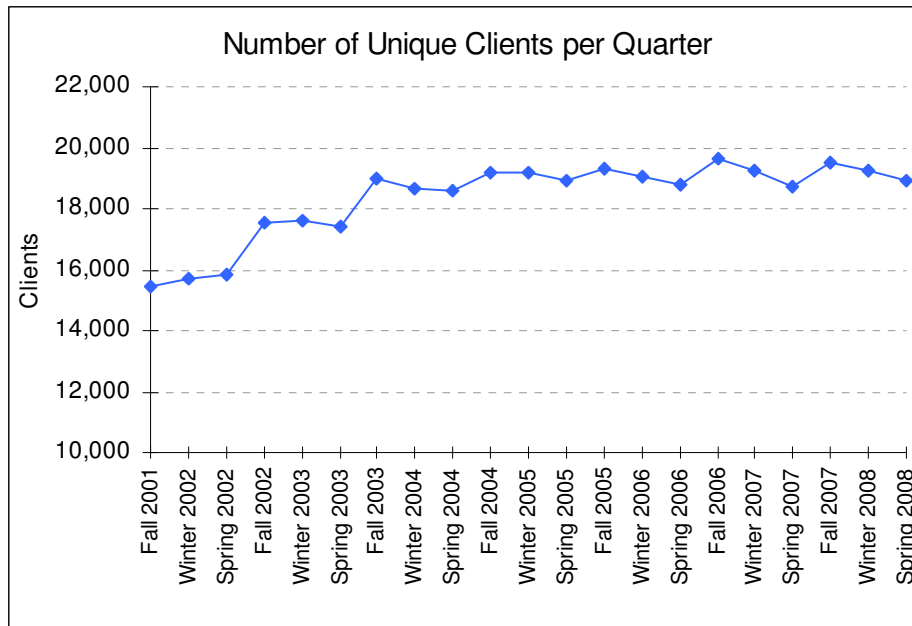
Number of Logins and Users

The total logins in Spring 2008 increased to 345,358. This is an increase of 3,849 over Winter 2008 and is the highest number of logins in CLM history. The continued increase in the total number of logins is very interesting considering that now over 75% of students own laptops (<http://clm.ucdavis.edu/pubs/survey/student-w08.html>).



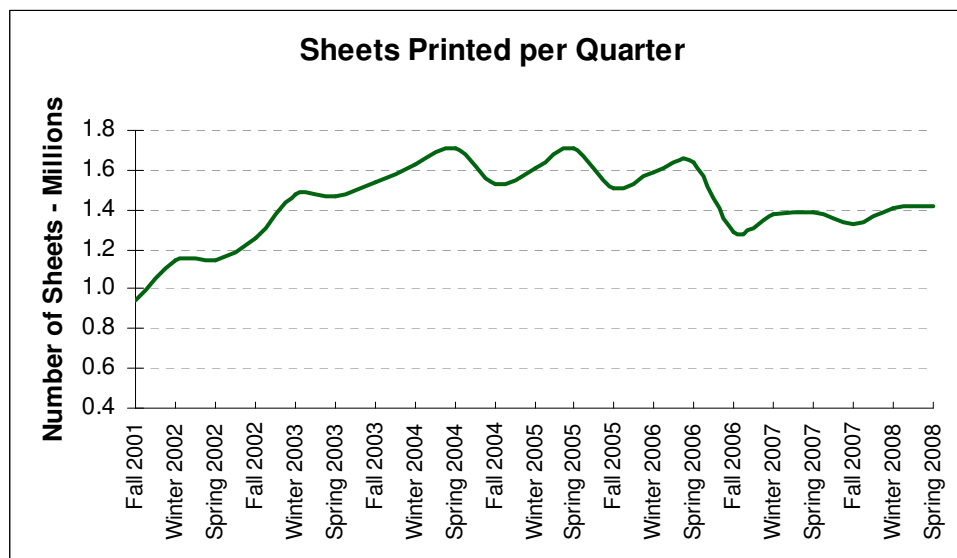
Unique Users

The number of unique clients was 18,897 in Spring 2008. Of these, 18,301 were students. The number of unique users decreased slightly from Winter 2008. This is normal as the total number of students at UC Davis typically drops after Fall Quarter since some graduate each quarter.



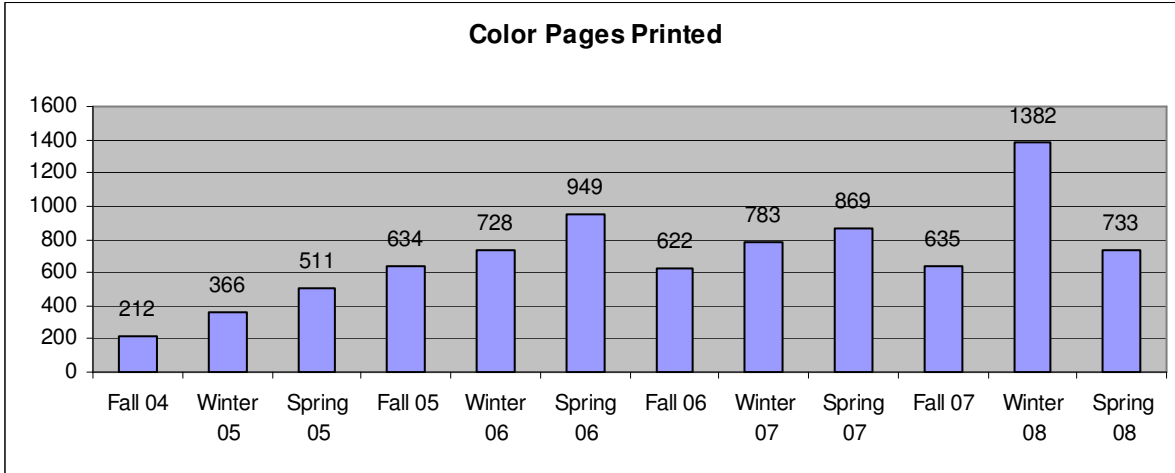
Printing

The total sheets printed in Spring 2008 increased slightly to 1,422,244, a 1% increase from Winter 2008. The average sheets printed per client (of those who printed) was 82.65. 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.

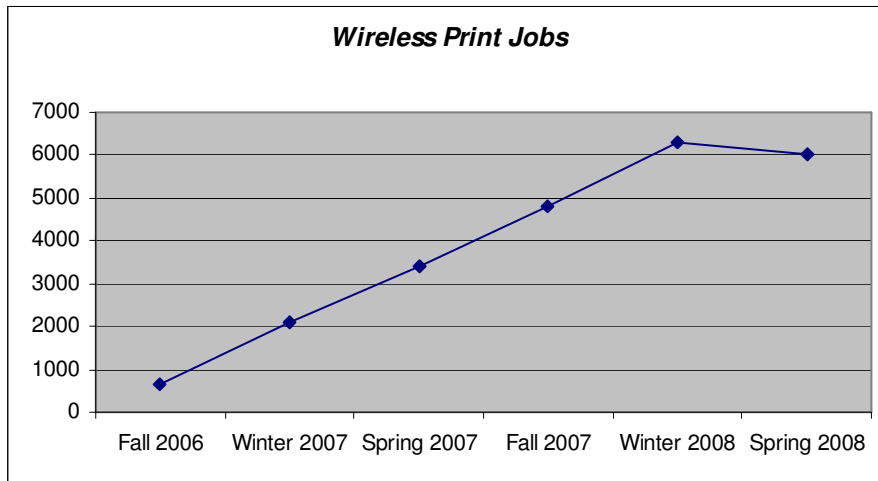


In addition, there were 733 color pages printed in the Meyer Media Lab. This was a large drop from 1,382 in Winter 2008, but more in line with previous quarter. CLM recently upgraded the

color printer in 1154 Meyer and will be adding color printers to other rooms. Therefore, we expect the amount of color printing to grow in the future.



There were 6,019 wireless printing jobs, a slight decrease from Winter 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. 675 unique clients printed through the wireless printing system during Spring 2008.



Software

During Spring 2008 web browsers outpaced all other software use and accounted for 61 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.

