Spring 2010 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 and 7 open access labs with a total of 566 installed stations.

The 09-10 academic year was marked by campus budget issues leading to fewer open computer room hours, classes being cancelled, and an increase in printing rates. These changes had a large impact on CLM operations. However, the campus is adjusting to the new reality and CLM expects that faculty members will 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 items from Spring 2010 include:
- CLM has reduced the amount of open hours by 13.7% from Fall 2008. These cuts were driven by the ongoing campus budget crisis. This decrease in availability likely caused some of the drop in overall logins and printing we have seen during 09-10.
- The number of sheets printed Spring 2010 decreased slightly to 1,020,229 (down 2.8% from Winter 2010). There was a large decrease from the 08-09 printing levels due to a new printing rate implemented in Fall 2009. We expect the sheets printed to slowly increase as students become accustomed to the new rate and realize that printing is still relatively inexpensive.
- The total number of logins decreased to 324,696, a 2.8% drop from Winter 2010. The overall drop in logins from 08-09 most likely due to a combination in the decrease of open hours and the Fall 2009 printing rate change decreasing demand. Surveys indicated that printing was the primary reason that many students used the open-access labs, and therefore a reduction in printing demand translates to fewer logins.
- There was a slight reduction in reserved class hours. CLM has seen a drop in reserved classes during the 09-10 academic year. Based on the cancellations we have seen it appears that departments are responding to the budget crisis by reducing the number of classes offered.
- CLM prepared for the implementation of the Center for Accessible Technologies (CAT). The CAT will be a centralized location in Shields Library where students, faculty and staff go to use e-access technologies offered by the SDC, Disability Management Services, EH&S, Shields Library and IET-ATS. The initial CAT implementation will occur over the break between Spring quarter and Summer Session I, therefore CLM purchased and prepared hardware, furniture, and software during Spring quarter.
- CLM also prepared to move the media services of the Meyer Media Lab to 1101 Hart during the same break. This move will allow greater access to the media software and equipment since Hart is in core campus. In addition, the media equipment will be co-located with the Hart Media Classroom in 1102 Hart Hall where many media-based classes are taught.
- CLM prepared for other planned summer upgrades by purchasing hardware and software, testing new system configurations, and developing a project plan.
- CLM replaced instructor's Mac Book in 247 Olson with a Mac Mini and 17" flat panel display on a monitor arm. This configuration increased the projected resolution of the instructor's screen, allowed them to move the monitor, and provided a full size keyboard and mouse. The instructors who taught in the room over Spring quarter reported the new setup was an improvement.
- CLM is assisting Strategic Sourcing by testing lower cost remanufactured toner to see if they are a good option for the campus.
- CLM conducted a faculty survey about computer room use. The results are posted at http://clm.ucdavis.edu/pubs/survey/faculty_s10.html.

Statistical Summary

Utilization

Overall computer room utilization

Computer Lab Management operates 18 computer rooms at UC Davis. These computer rooms experience high utilization betweem10:00am to 5:00pm, which continues the trend from previous quarters. Most open access labs also experience wait lines. The graph below combines utilization Monday through Thursday.

Average Utilization versus Average Wait Line Length (M-R)
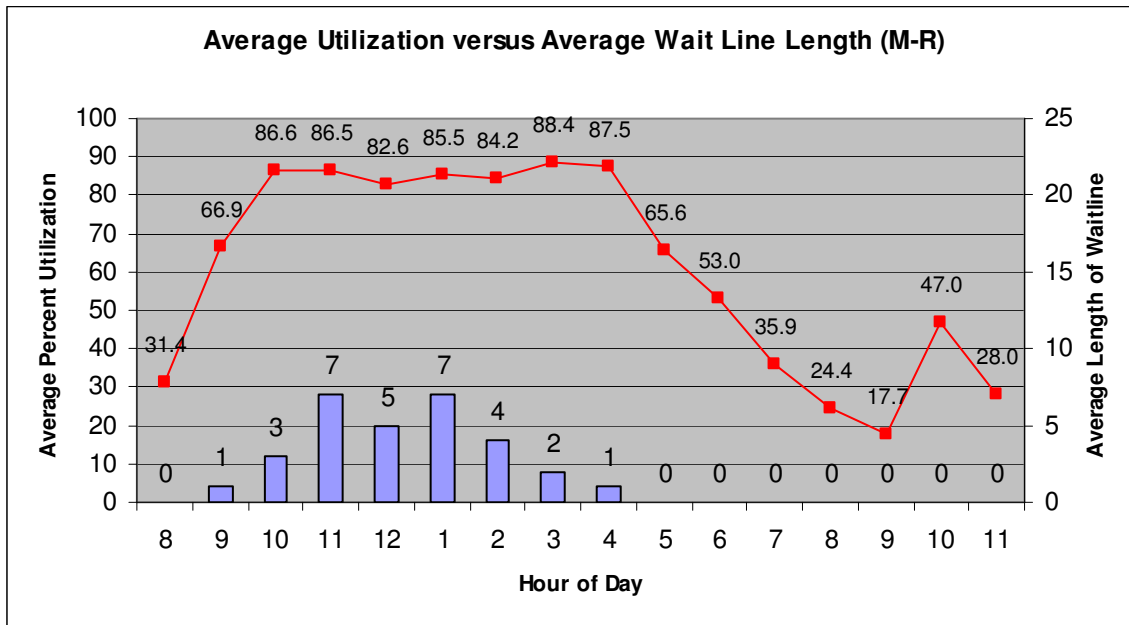
The averages wait lines in Spring 2010 are up from Fall 2009, but were slightly lower than 08-09 levels. The wait line data shown is the average wait line for the entire quarter. The maximum wait line of 50 on June 3rd is many times the average. Past student surveys show roughly only 25% of students would wait if there were line of 10 people. Therefore, CLM's wait line statistics are most likely not an accurate measure of demand during busy times.

Class Use

During Spring 2010 there were 3,721 class hours reserved in the computer classrooms.
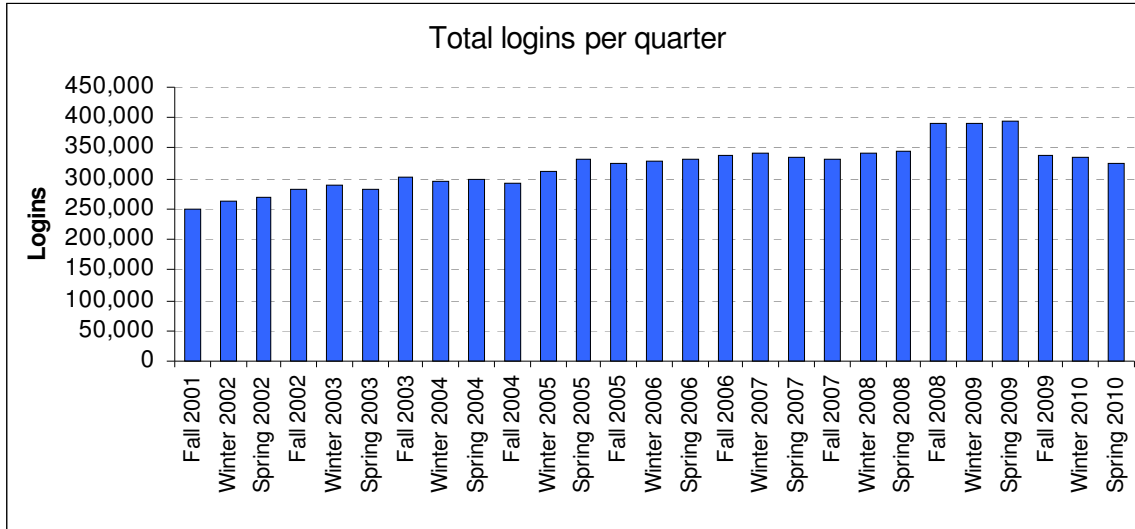
Spring Quarter Reservations
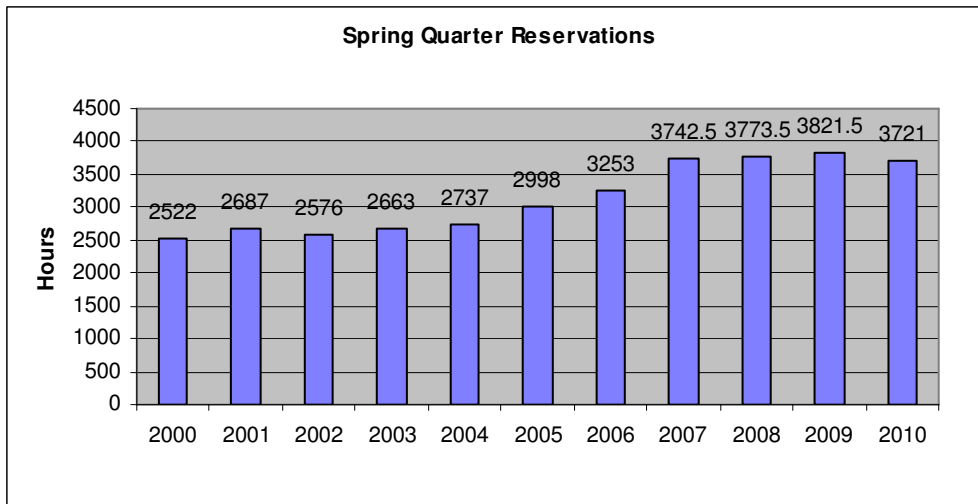
CLM has seen a drop in reserved classes during the 09-10 academic year. It appears that departments are responding to the budget crisis by canceling class offerings.

In addition, there were 106 class software installs and 76 class folders created during Spring 2010.
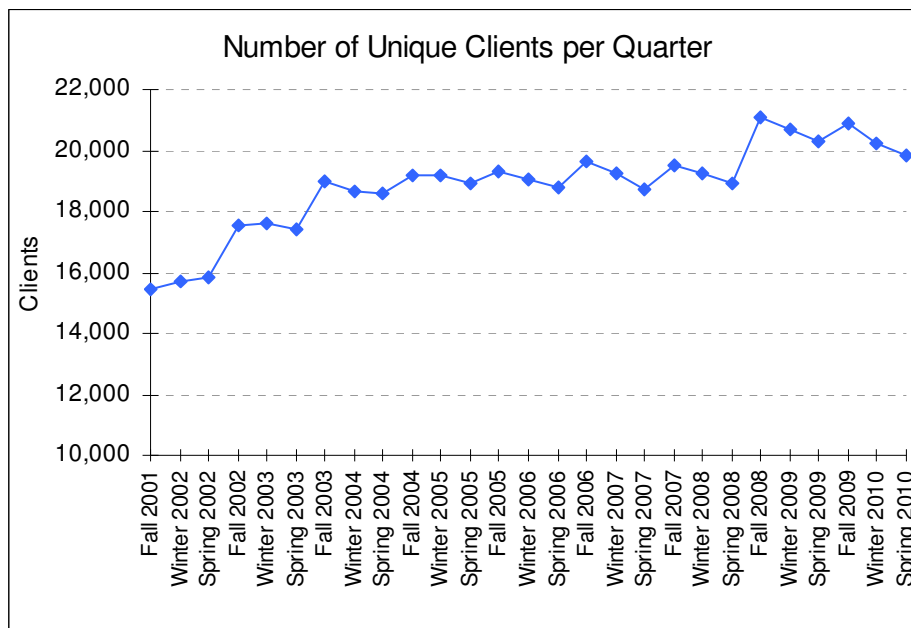
Number of Logins and Users

The total logins in Spring 2010 decreased to 324,696, a 2.8% drop from Winter 2010. The number of logins has dropped from 08-09, most likely due to a combination in the decrease of open hours and the printing rate change decreasing demand.

Total logins per quarter

(Bar chart showing Logins on the y-axis from 0 to 450,000 and quarters from Fall 2001 to Spring 2010 on the x-axis.)

Unique Users

The number of unique clients decreased to 19,822 in Spring 2010. This is a decrease of 415 clients from Winter 2010. Of these, 19,272 were students. The decrease is normal as the total number of students at UCDavis typically drops from Fall to Spring quarter.

Number of Unique Clients per Quarter

(Line chart showing Clients on the y-axis from 10,000 to 22,000 and quarters from Fall 2001 to Spring 2010 on the x-axis.)
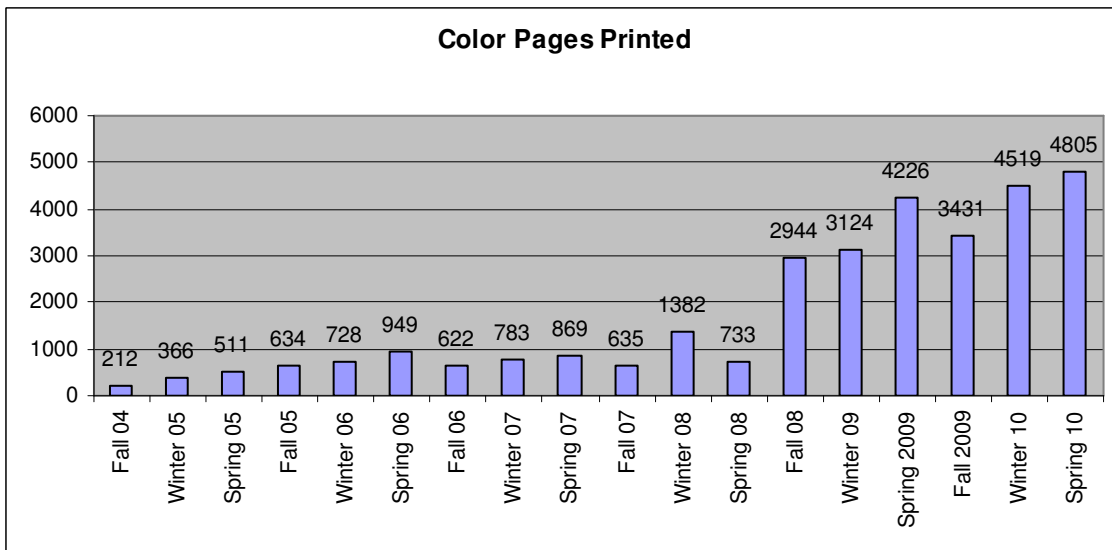
Printing

The total sheets printed in Spring 2010 decreased slightly to 1,020,229. The average sheets printed per client (of those who printed) was 57.94. The large decrease from 08-09 was due to the change in printing rates at the start of Fall quarter. We expect the total sheets printed and average sheets per client to slowly increase as students become accustomed to the new rate and realize that printing is still relatively inexpensive.

Sheets Printed per Quarter
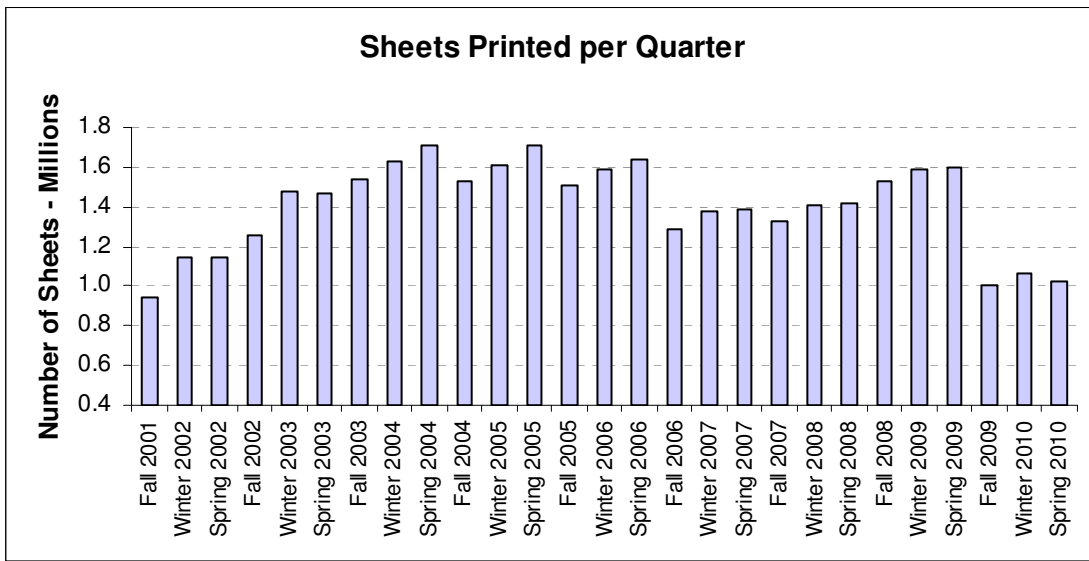
In addition, there were 4,805 color pages printed, an increase of 286 from Winter 2010. This was the highest total of color pages printed.

Color Pages Printed

There were 2,928 wireless print jobs, a decrease of 77 from Winter 2010. There were 358 unique clients who printed though the wireless printing system. The drop in wireless printing usage from 08-09 level is most likely due to the overall drop in printing caused by the printing rate increase.

Wireless Print Jobs