

Spring 2021 Quarterly Report

Computer Lab Management

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Computer Lab Management (CLM) operates 22 computer rooms across the UC Davis campus. These consist of 15 computer classrooms and 7 open access labs with a total of 668 installed stations. CLM also manages eight departmental computer rooms with 170 installed stations for the UC Davis Language Center and The Arts Admin Group.

Spring 2021 was significantly impacted by the COVID-19 pandemic. It caused huge disruptions and major changes to CLM operations:

- All classes were remote, therefore all class sessions in the computer classrooms were cancelled.
- All CLM open-access labs were closed.
- CLM expanded the IET Virtual Lab to support remote lab sections. We added all the computers in the closed PC computer rooms to available pool and installed software as requested to support remote classes.
- CLM deployed a self-serve wireless printing system to allow students to safely print from their personal laptops in Shields Library and the MU. See <https://wirelessprinting.ucdavis.edu/> for info.

During Spring 2021 CLM continued the review of the long-term usage trends of our open-access computer labs. We worked with IET leadership and other campus organizations to develop plans to adjust our services to better match demand. The planned changes for Summer 2021 include:

- CLM is consolidating 163 and 182 Shields into a new computer lab in 91 Shields. This change would allow us to save money on student staffing while providing better service to the classes in 90A & 90B Shields. We are also adding wireless printing outside of 91 Shields.
- CLM is closing the small open-access computer lab in 246 MU
- CLM is adding self-serve wireless printing to the 1st floor lounge at the MU and the basement study area in Shields Library. This will allow students to print from their laptops whenever those buildings are open.

UC Davis has stated that Fall 2021 will be primarily in person. Therefore, CLM has started work to rebuild our student staffing. Since almost all of our previous student employees will have graduated by Fall 2021 we need to rehire almost our complete student staff. We needed to expand our advertising to many different channels to reach enough possible candidates. The interviews started in Spring and will continue during early Summer. We are planning a hybrid student training program with asynchronous online videos following by in-person hands-on training the week before Fall quarter.

Spring 2021 Statistical Summary

Utilization

Class Use

All Spring 2021 classes were offered remotely. Prior to the cancellations, there were 5,887.5 hours of classes reserved in the computer classrooms.

Although there were no in-person classes, the various computer rooms were used remotely via the IET Virtual Lab. There were 103 class software installs to support remote classes.

Virtual Lab Users

Since the campus was closed the only access was remotely via the IET Virtual Lab. It was used 10,780 times by 1,243 unique clients during Spring 2021. Both logins and unique clients were down slightly from Winter 2021 (8% and 4% respectively).

Printing

The self-serve wireless printing system was used by 535 clients to print 3,861 files during Spring 2021. There were 14,927 B&W sheets printed in total. These statistics are all up slightly (2%-7%) from Winter 2021.