

# Spring 2024 Quarterly Report

## Computer Lab Management

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Computer Lab Management (CLM) operates 24 computer rooms across the UC Davis campus. These consist of 18 computer classrooms and 6 open access labs with a total of 717 installed stations. CLM also manages six departmental computer rooms with 126 installed stations for the UC Davis Language Center and The Arts Admin Group.

Some of the significant items from Spring 2024 include:

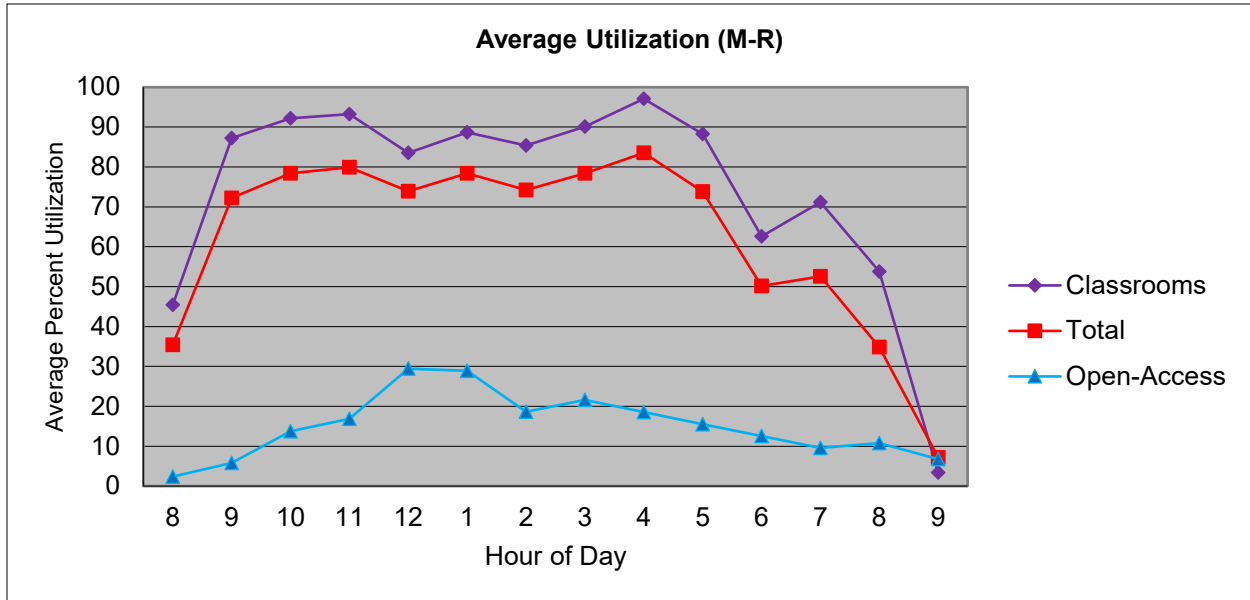
- Overall number of logins, utilization, and printing are still far below pre-pandemic levels.
  - It is unclear if these usage changes are still due to COVID keeping students away from campus or are long-term usage changes. It's most likely a combination. We'll need to watch usage trends to determine how to adjust service levels to match needs going forward.
  - B&W printing decreased dramatically from pre-pandemic levels, but might have stabilized at a new lower amount. We believe the pandemic forced faculty and students to become comfortable with electronic documents and therefore greatly decreased the need for printing.
  - Color printing is increasing, but still below pre-pandemic levels.
- The number of reserved classroom hours was 22,253 for the 23-24 academic year. This is roughly constant with 22-23.
- CLM switched the Shields computer rooms to the new PaperCut printing system and plan to transition the rest of our rooms over summer.

# Statistical Summary

## Utilization

### Overall computer room utilization

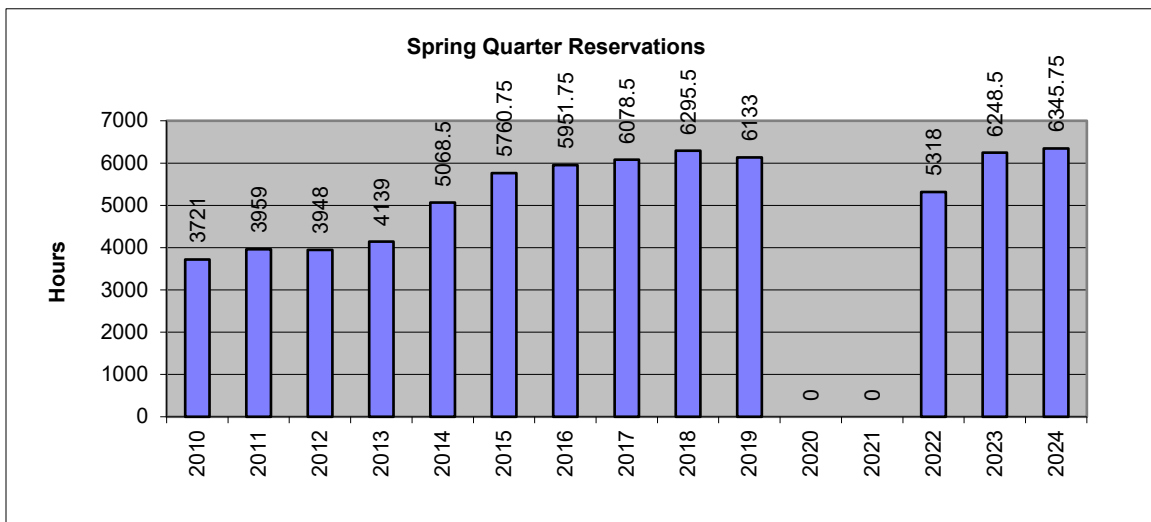
Computer Lab Management operates 24 computer rooms at UC Davis. The graph below shows average utilization for classrooms, open-access labs and all rooms for Monday through Thursday.



Classroom utilization was quite high (85-95% 9am to 6pm). Open access utilization is much lower. It appears the COVID pandemic significantly reduced drop-in use. For example, utilization averaged over 40% 10am-4pm in 2018-2019.

### Class Use

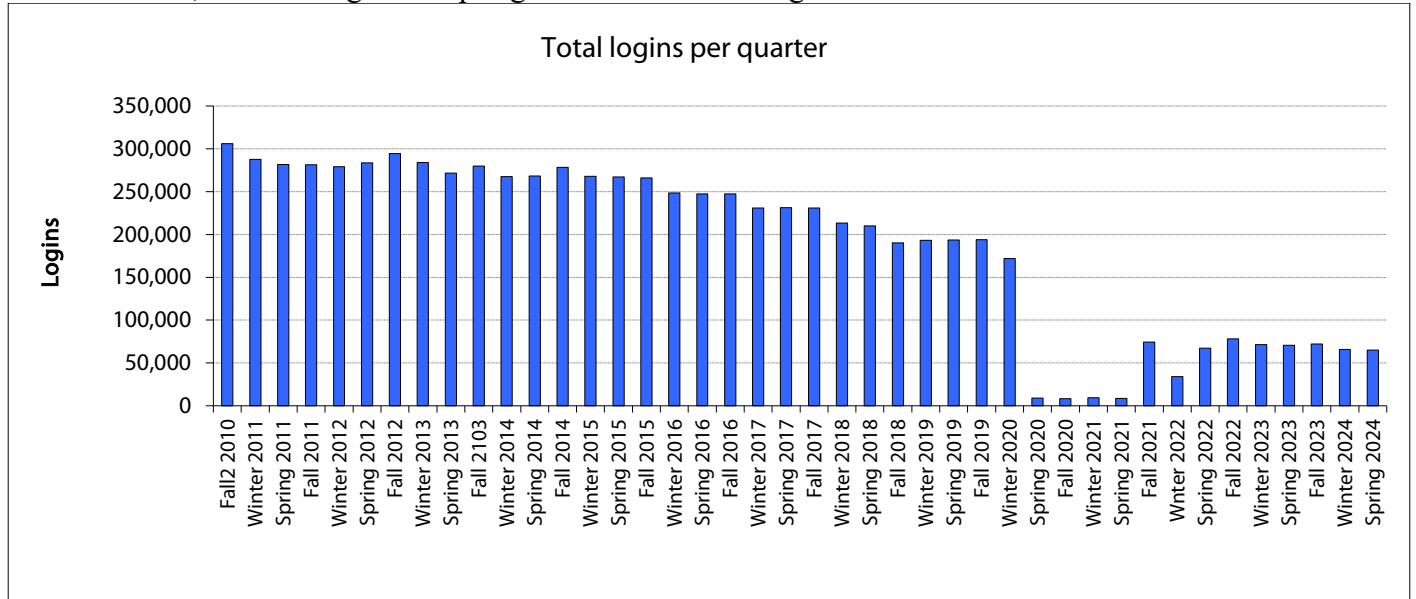
During Spring 2022 there were 6345.75 class hours reserved in the computer classrooms. This is the most hours in Spring in CLM history. The class hours were originally a bit higher, but there were 701 hours of cancellations.



In addition, there were 360 class software installs and 10 class folders created during Spring 2024.

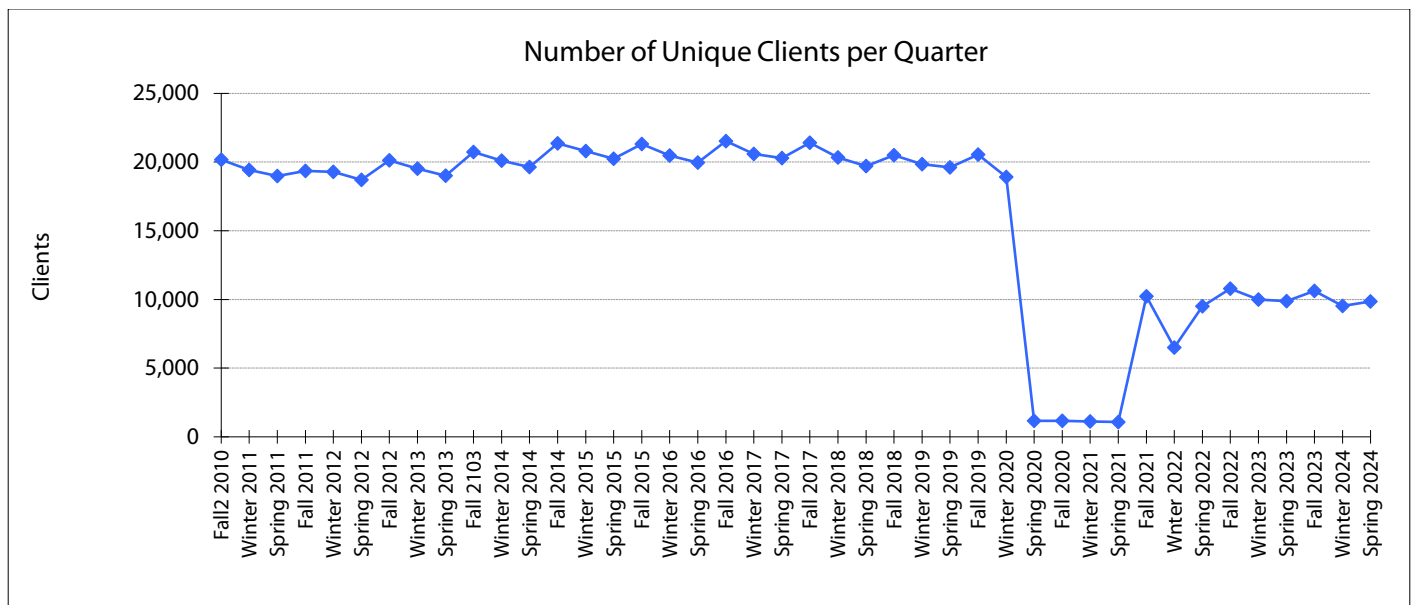
## Number of Logins

There were 64,926 total logins in Spring 2024. This was a slight decrease of 1.3% from Winter 2024.



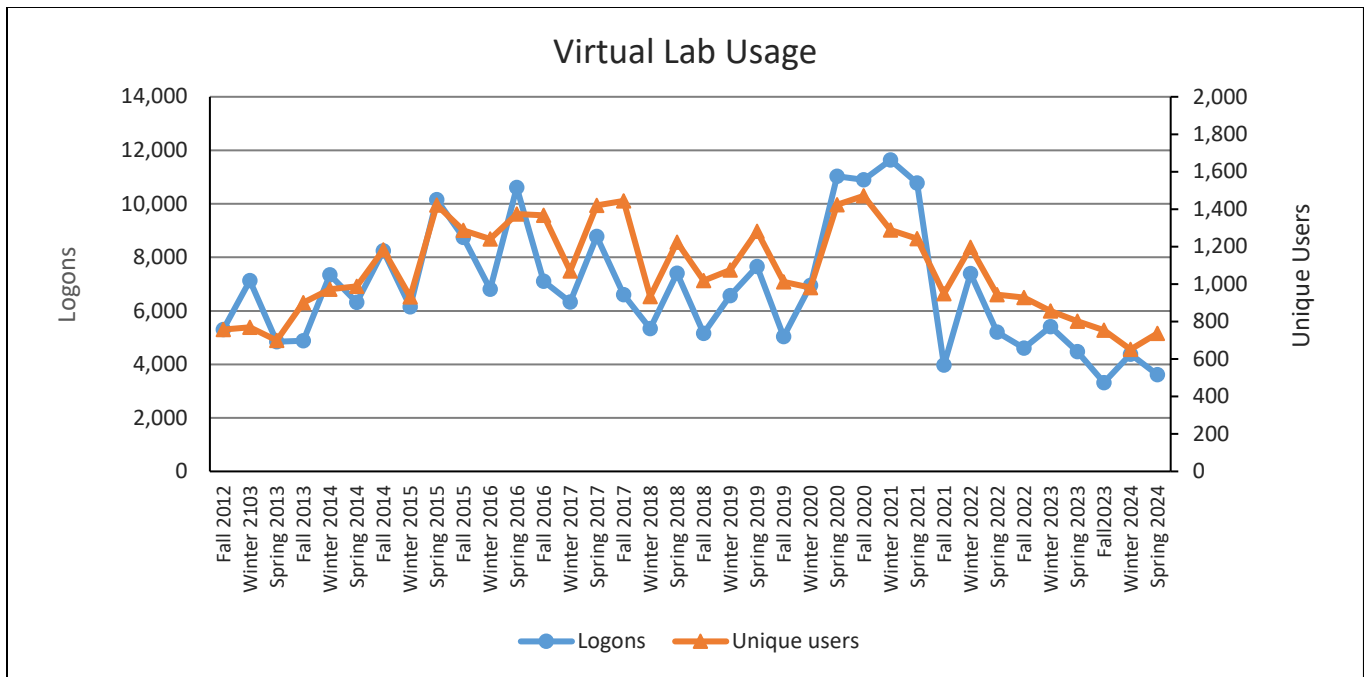
## Unique Users

The number of unique clients increased slightly to 9,844 in Spring 2024. 9,545 (97%) of the unique clients were students.



## Virtual Lab Users

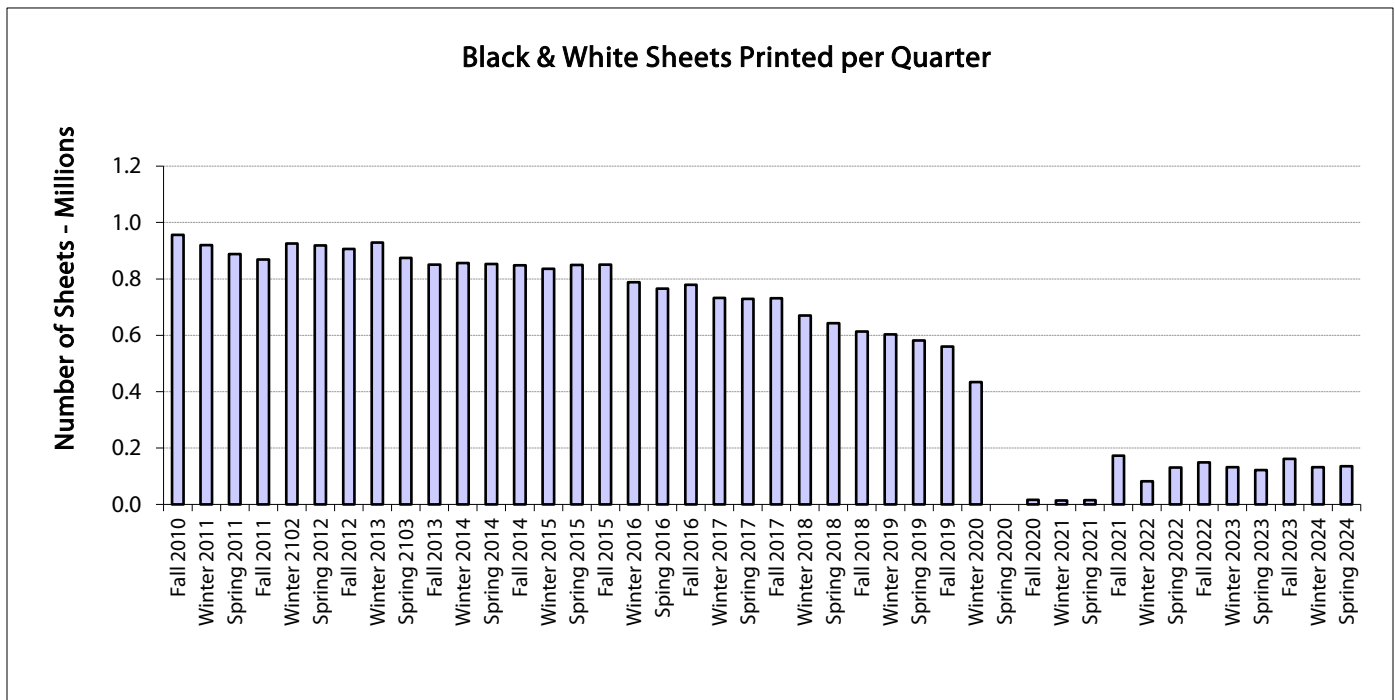
The IET Virtual Lab was used 3,611 times by 736 unique clients.



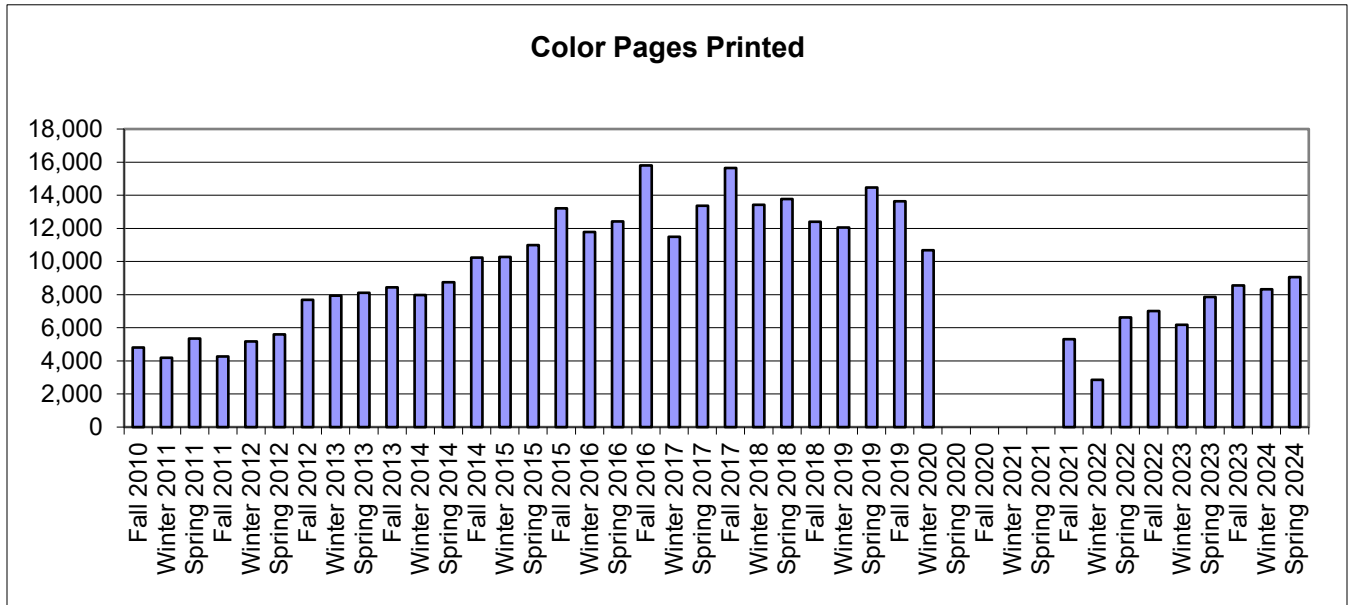
There were 1,295 denied connections to the virtual lab since there were no free stations.

## Printing

There were 135,539 total sheets printed in Spring 2024.



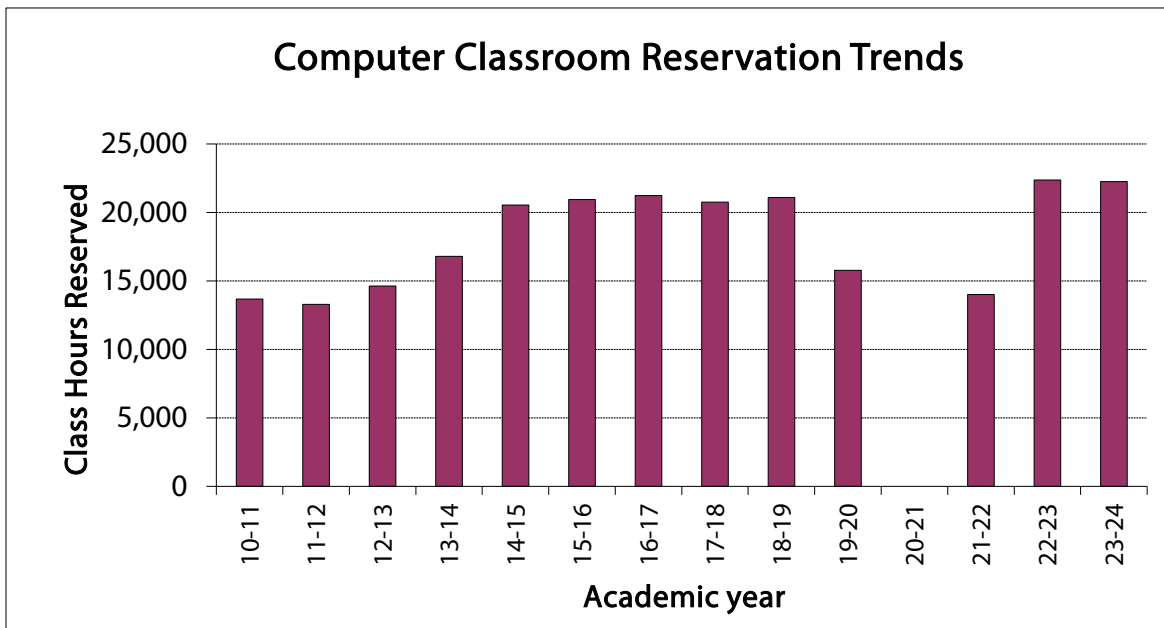
There were 9,061 color pages printed.



## Review of Annual Data

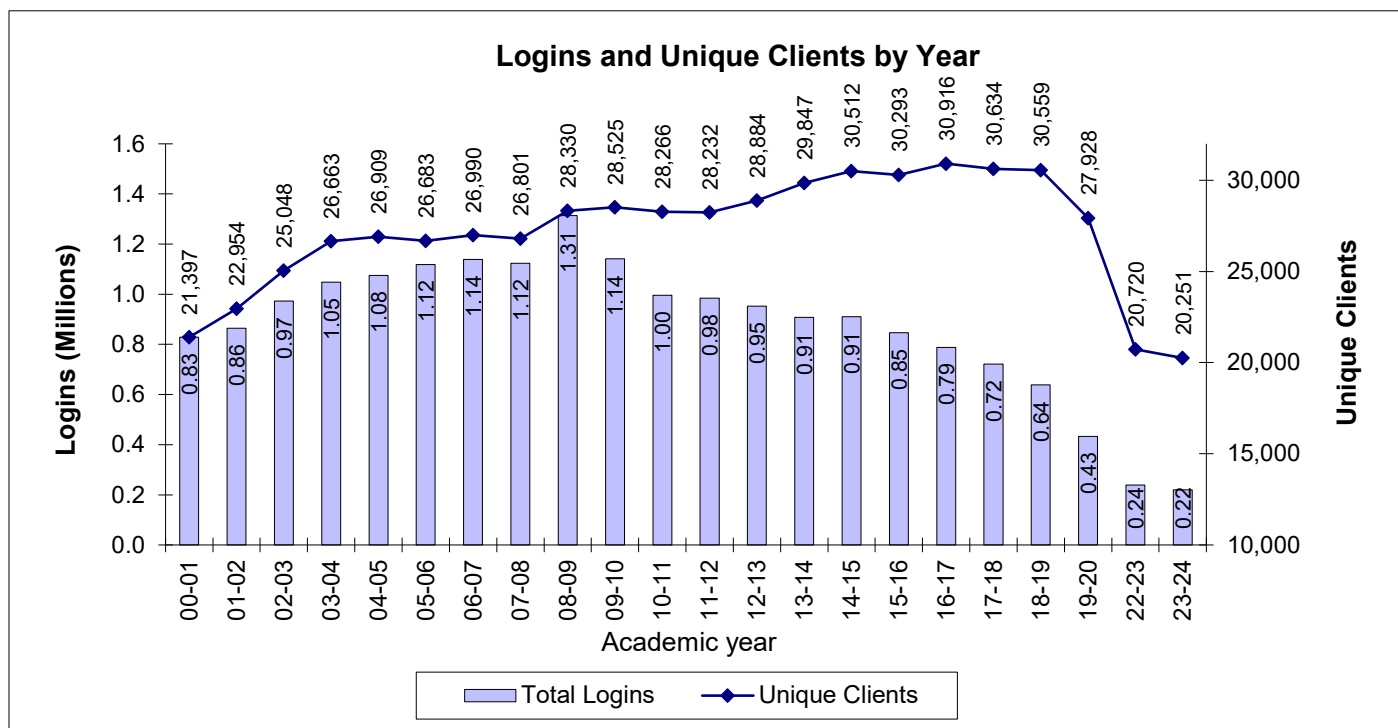
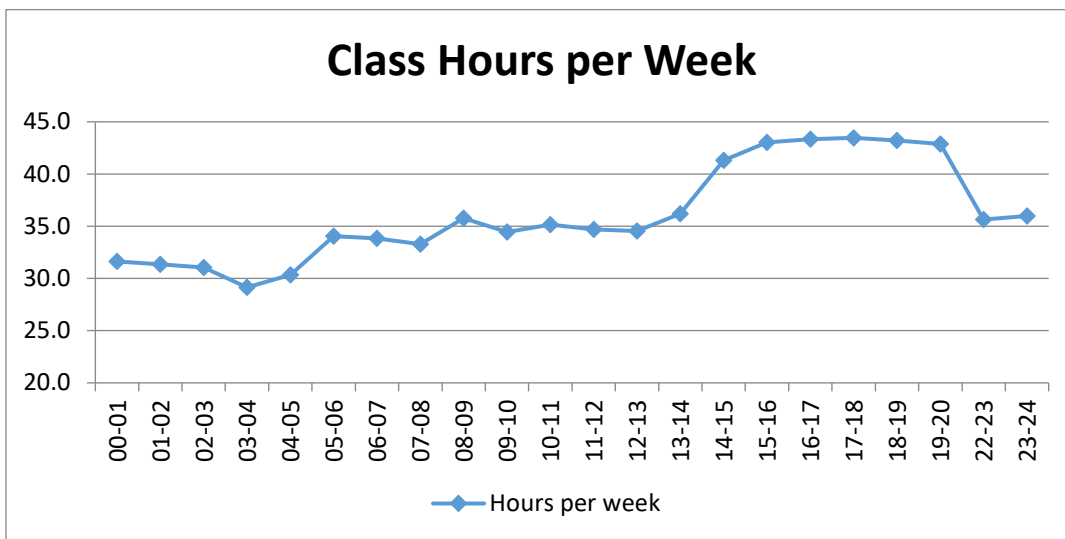
CLM includes annual trends in this quarterly report since Spring quarter is the end of the academic year.

The overall computer classroom reserved hours stayed roughly constant at 22,253 hours in 23-24.



The jump over 2012-2014 was mostly due to the addition of 3 new classrooms in the SCC and Shields Library. The jump between 18-19 and 22-23 (ignoring the pandemic years) is due to adding 4 new classrooms in TLC.

The new TLC classrooms allowed faculty and departments to shift classes from less desirable evening times to daytime. Therefore, the class hours per week dropped a bit from 43 to 36. In addition, we have seen a jump in class cancellations due to COVID concerns and faculty preferring to teach remotely.

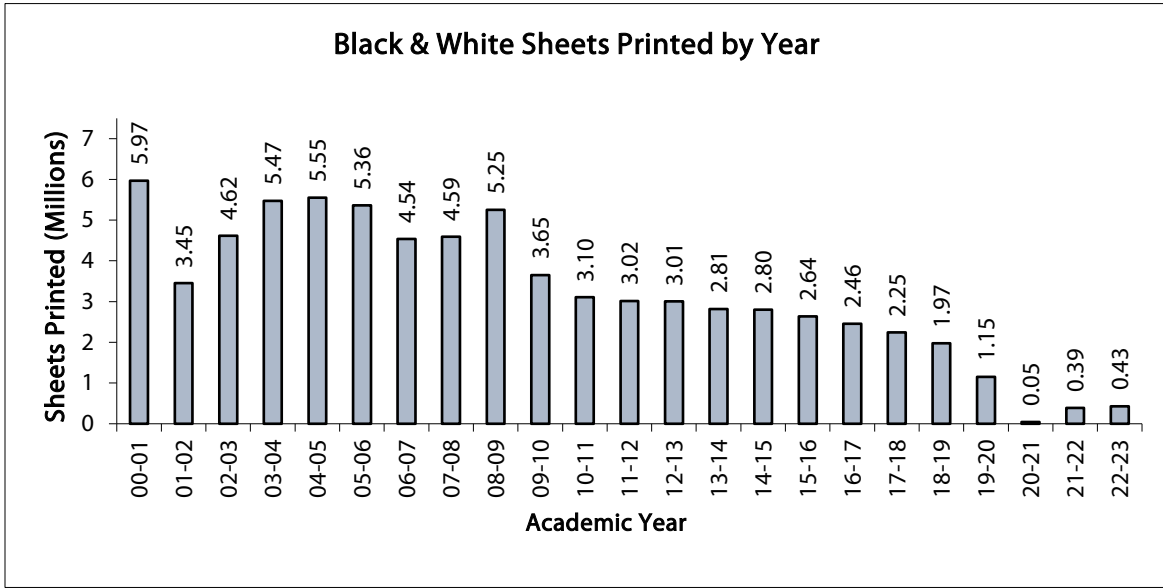


We believe the earlier decrease in number of logins from 08-09 through 18-19 has several likely causes:

- The Fall 2009 printing rate change decreased printing demand and therefore logins.
- Increased ownership of laptops and smartphones reducing student need for accessing the computer rooms.
- Decrease of open hours – CLM dramatically cut evening and weekend available hours in response to budget issues.

The COVID pandemic accelerated the change in student behavior and caused a large drop in total logins and unique users per year. We have seen a huge decrease of use in our open access drop-in labs while the use of the computer classrooms remains high.

The pandemic also accelerated the decrease in printing. Printing was slowly decreasing 09-10 through 18-19 and dropped dramatically post-pandemic. We believe the pandemic forced faculty and students to become comfortable with electronic documents and therefore greatly decreased the need for printing.



The number of color pages printed per year also dropped dramatically due to the pandemic but has been increasing again.

