Summer 2006 Quarterly Report
Computer Lab Management
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Computer Lab Management (CLM) operates 17 computer rooms. Summer presents unique challenges to Computer Lab Management because of the added responsibilities and demands of facilities, equipment, and software upgrades while still maintaining a high level of service to the campus.

During Summer 2006 CLM made two major improvements – opening 2060 Sciences Laboratory Building (SLB) and renovating 163 Shields. These improvements have a major impact on our clients. 2060 SLB provides an additional computer classroom and more stations for drop-in use. The 163 Shields renovation greatly improved the environment in the computer lab while adding a few more stations.

Summer 2006 also held many changes regarding printing. We implemented new printing rates at the start of Summer Session I. The rate changes appear to have contributed to a decrease in printing. In addition, we added Print Queue Displays in the Open Access Computer Labs to help our clients locate their print jobs. Looking forward, we plan to pilot the wireless printing solution we started developing this Summer.

Goals and Accomplishments

1. Renovate 163 Shields
Status: Completed
Computer Lab Management completely renovated the computer room in 163 Shields during Summer 2006. The room layout was changed and new furniture was installed. This allowed CLM to add three more computer stations. In addition, 10 stations were converted to stand-up Quick Access stations. We hope these changes will allow more clients to use the computers and reduce the lines. As part of the renovation the pillars were squared off, the room was painted, the electrical and data wiring upgraded, and the lighting was impoved.

2. Open new Computer Classroom in 2060 SLB
Status: Completed
Computer Lab Management opened a new computer room in 2060 Sciences Lab Building (SLB). CLM partnered with the College of Biological Sciences to outfit and manage the 37 seat computer room. 30 of the computers were donated by Hewlett Packard, while the remaining computers were provided by UC Davis. While there may be an occasional class, 2060 SLB will primarily be open access.
With the addition of 2060 SLB, CLM now manages a total of 17 rooms and 538 stations across campus. In the past 3 years CLM has added almost 100 stations.

3. Roll out of Digital lectures (podcast) service

Status: Completed

CLM has supported the digital lecture recording and distribution pilot over the past year. The pilot was very successful, so IET decided to implement the service widely for Fall 2006. Therefore, digital MP3 recorders were installed in 10 lecture halls.

CLM staff were instrumental in developing the service, workflow, and training documents for the digital lecture service. CLM staff continues to provide personal faculty support for this service as well.

4. Upgrade computers in Hutchison and Shields

Status: Completed

As part of an established three-year upgrade cycle, CLM replaced almost 100 computers during Summer 2006. The PCs in 73 Hutchison, 93 Hutchison, and 163 Shields were upgraded to Dell GX620 computers with 3.6GHz Pentium 4, 2 GB RAM, 160 GB hard drives, CD-RW/DVD-ROM drives, and 17" flat panel monitors.

5. Perform projector upgrades

Status: Completed

Four projectors were upgraded during Summer 2006 in order to improve the projection of higher resolution images. 241 and 247 Olson were upgraded to Hitachi CP-X1200 projectors. 73 and 93 Hutchison were upgraded to CP-X885 projectors. The new Hitachi projectors can project higher screen resolutions and are substantially brighter, which will improve the teaching environment in the computer classrooms.

6. Deploy print queue displays in select computer rooms

Status: In progress

CLM installed Print Queue Displays in 177 MU, 75 Hutchison, 1101 Hart, 15 Olson, and 163 Shields. These displays show the most recently printed jobs, including which printer the job printed on, to help clients locate their printed jobs and reduce congestion around the printers. The Print Queue Displays consist of a 27 inch ViewSonic Widescreen LCD HDTV powered by an iMac Mini 1.5 GHz Core solo.

7. Hold annual student staff training event

Status: Completed

CLM staff and veteran students organized and led the annual four-day, student employee training event called BootCamp. Approximately 80 students attended the event held in late September. The event provided classes on customer service, technical issues, and supporting instruction to better prepare the employees to serve the campus. There were also team building activities, guest speakers on sexual harassment and SmartSite, and a barbeque. Employees from other CTS units were also invited to attend.
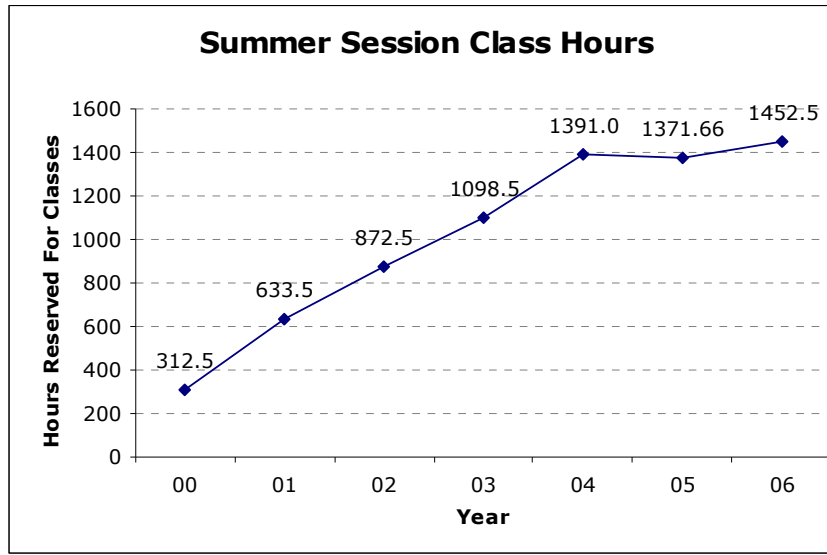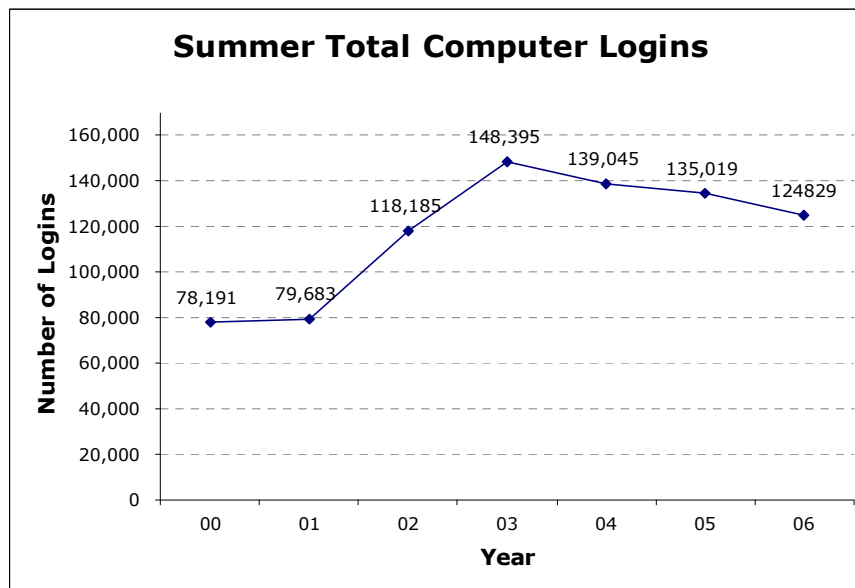
Statistical Summary

Utilization

Class Use

During the two Summer 2006 academic sessions, Computer Lab Management maintained a high level of classroom reservations. Historically, Computer Lab Management operates fewer computer classrooms during the summer. Summer class hours increased slightly over 2004 and 2005. The number of classes in Summer seem to have evened out over the last three years.

Summer Session Class Hours

| Year	Hours Reserved For Classes
00	312.5
01	633.5
02	872.5
03	1098.5
04	1391.0
05	1371.66
06	1452.5

Number of Logins and Users

Totals logins per Summer have been decreasing since Summer 2003. There are several possible causes. Fewer students might be attending Summer Session classes. During the last Summer, we closed the very popular 163 Shields computer room for renovations. This probably caused some of the decrease.

Summer Total Computer Logins

| Year	Number of Logins
00	78,191
01	79,683
02	118,185
03	148,395
04	139,045
05	135,019
06	124829

Unique Users

Unique users per Summer have followed the same trend as totals logins. The number of unique students peaked Summer 2003 and have declined slowly since.

**Summer Unique Students**
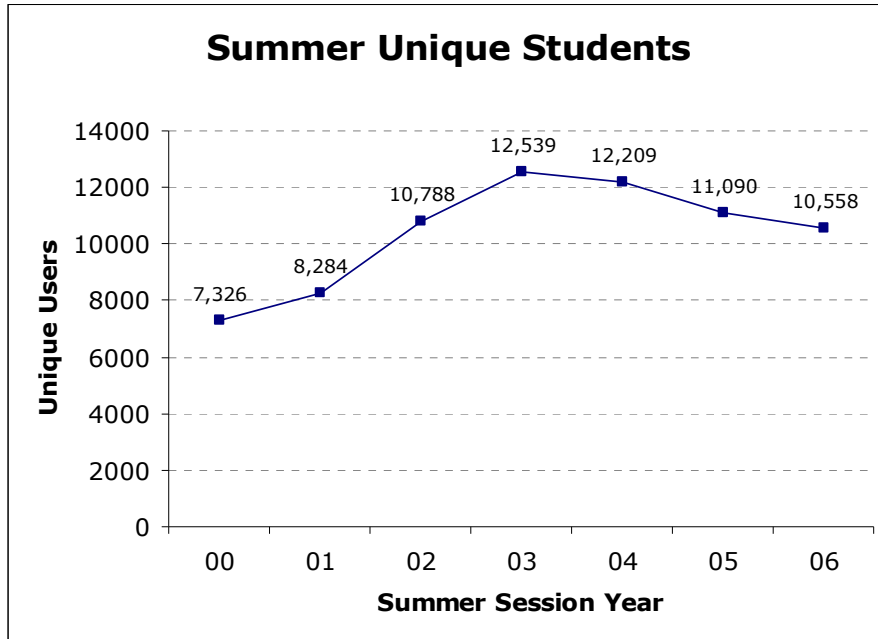
Printing

With the decrease in unique clients and logins, it is not surprising that printing also decreased. However, the decrease is most likely also caused by the printing rates that changed at the start of Summer Session I 2006. The average printing per clients was roughly 40 sheets.

Summer Session Printing
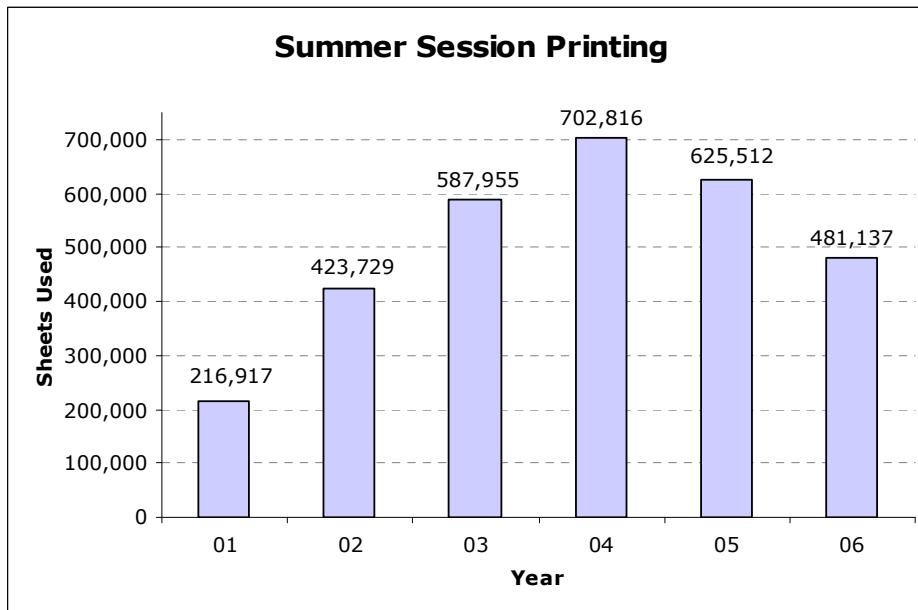
In addition, there were 207 color pages printed in the Meyer Media Lab.

Software

During the summer quarter, web browsers accounted for 62 percent of all software usage. Web browsers are used by students to access materials on class web pages and perform online research. Web browsers have become the primary way for students to retrieve instructor prepared materials.
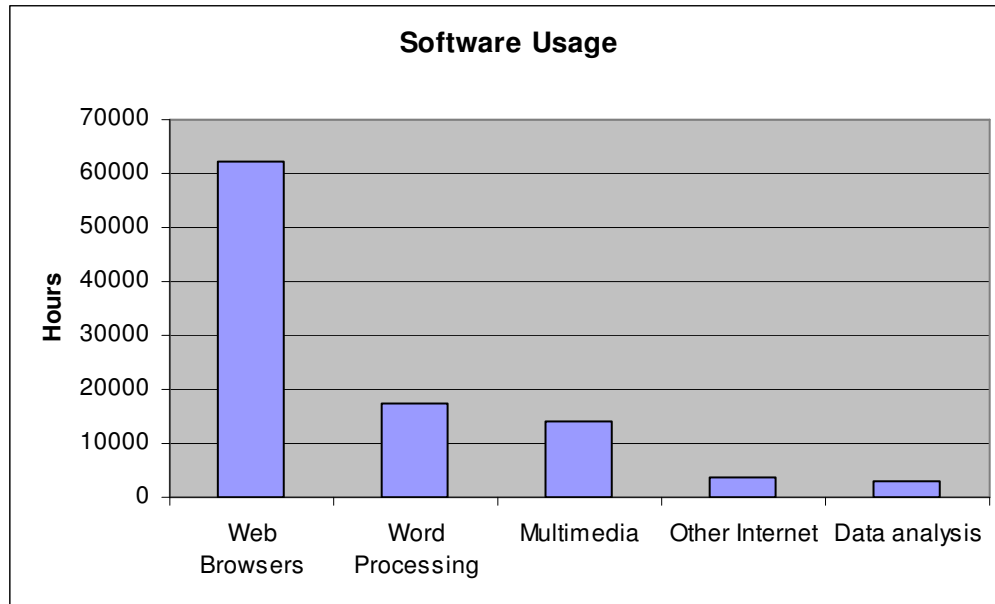
Media Distribution Lab

The Hart Media Distribution Lab (MDL) holds class materials such as DVDs, video tapes, audio tapes, slide sets, and notes for students and faculty to checkout and view in the facility. Faculty typically put these class materials on reserve at the MDL instead of the Library since the facility has VCRs, DVD players, audio players, and slide carrels permitting clients to check out and view the material in the same location. Additionally, there are also 18 iMac computers dedicated for viewing computer-based instructional software modules.

The MDL at 1101 and 1102 Hart functions as both a distribution center and as a classroom. The graph below measures the MDL's primary transactions. Specifically, it shows the total number of material checkouts and number of computer logins during Summer 2006. The number of material checkouts is declining – most likely due to the shift from cassette checkouts to digital lecture distribution.

Summary Quarter Transactions

Summer Quarter Transactions

Year	Logins	Checkouts
Summer 2000	17,904	547
Summer 2001	10,934	630
Summer 2002	26,578	2,060
Summer 2003	37,627	2,719
Summer 2004	25,838	2,197
Summer 2005	29,696	2,351
Summer 2006	29,551	936