Summer 2010 Quarterly Report
Computer Lab Management
Prepared by Tim Leamy

Computer Lab Management (CLM) operates 18 computer rooms. These consist of 11 computer classrooms and 7 open access labs with a total of over 550 installed computers. 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.

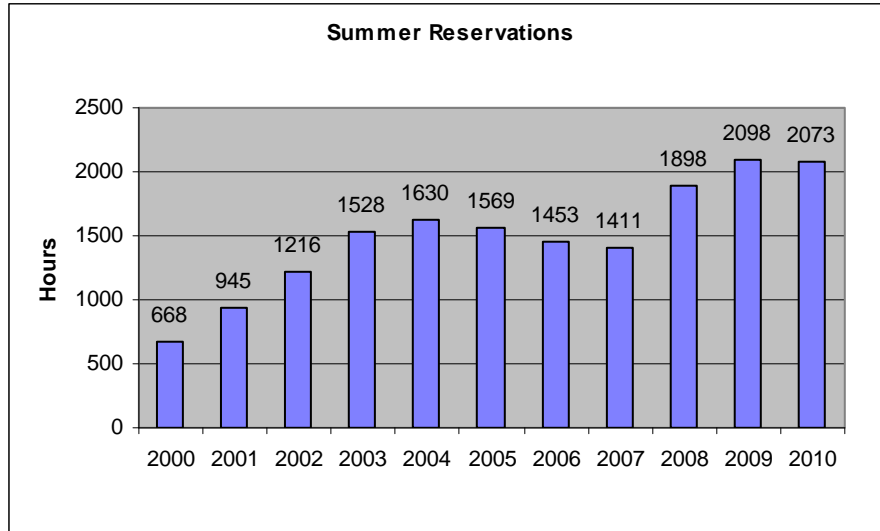Some of the significant items from Summer 2010 include:

- Overall, Summer 2010 usage was lower than Summer 2009. Reserved class hours, total logins and unique clients all decreased from Summer 2009. Since these are general usage measures all three generally move in sync.
- Printing decreased dramatically compared to Summer 2009. The drop is likely primarily due the printing rates increasing in Fall 2009. CLM has seen a large drop in printing since Fall 2009 and therefore the drop in printing was expected. A likely secondary cause of the decline in printing is the lower number of logins and unique clients, but that probably had much less effect than the change in printing rates.
- CLM opened the Center for Accessible Technologies (CAT) in 163 Shields. The CAT offers a variety of hardware and software designed to be accessible to individuals with disabilities. The CAT is the result of a collaborative effort between IET (Academic Technology Services Department), Student Affairs (the Student Disabilities Center), Shields Library, Environmental Health and Safety (Ergonomics), and Human Resources. The CAT contains four Mac Mini computers with large 30" monitors that run both Mac OS X and Windows XP, as well as many application designed to make the computers more accessible.
- CLM moved the media functions from 1154 Meyer to 1101 Hart. These functions include digital video editing, the audio room, scanning, and image manipulation. The new Hart Media Lab is the main general access media production computer lab on the UC Davis campus. The Hart Media Lab provides access to media equipment and software for students, staff and faculty to create their own projects utilizing scanner, video, audio, and general media computer stations. The Media Lab moved to core campus to allow greater access to the media software and equipment. It is also co-located with the Hart Media Classroom in 1102 Hart Hall where many media-based classes are taught.
- As part of an established four-year upgrade cycle, CLM replaced over 120 computers during Summer 2010.
  - Dell Optiplex GX 780 computers with Intel Core Duo 3.16 GHz processor, 4GB RAM, 250GB hard drive, CD-RW & DVD+/-RW optical drive, and 20" widescreen flat panel monitors in 2020 SciLab, 2060 SciLab, and 1131 Meyer.
  - CLM also converted 1154 Meyer into an Open Access computer lab with 14 Dell Optiplex 745 and 2 Apple iMac computers by moving the older computers from other computer rooms.

- To meet the growing need for scanning, we installed Epson ScanSnap document scanners in 1154 Meyer, 75 Hutchison, and the CAT. Epson flatbed scanners were installed in 1154 Meyer and the CAT.
- CLM upgraded software in all the computer rooms, including update version of Microsoft Office, Endnote, Firefox, Flash, and many other applications.
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. Approximately 60 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 our academic community. There were also team building activities, sexual harassment prevention training, Cyber-Safety training, safety training, and a presentation on working with persons with disabilities.
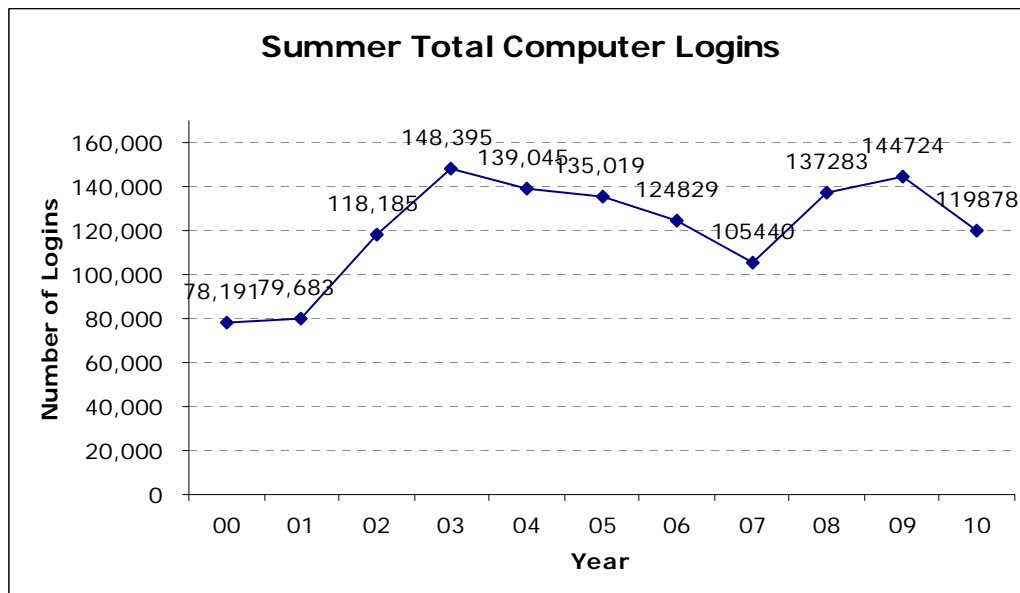
Utilization

Class Use
During Summer 2010 Computer Lab Management had 2,073 class hours reserved. In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 35 hours of recharge classes and 26.5 hours of goodwill classes.   In addition, there were also 94 class software installs and 51 class folders created.

Summer Reservations

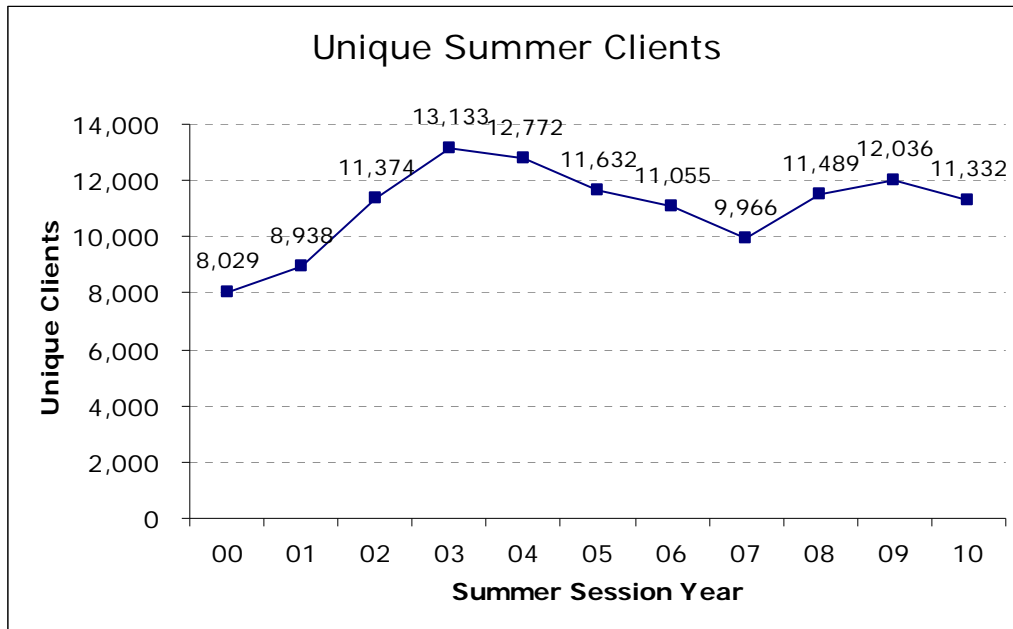| Year	Hours
2000	668
2001	945
2002	1216
2003	1528
2004	1630
2005	1569
2006	1453
2007	1411
2008	1898
2009	2098
2010	2073

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Number of Logins and Users
There were 119,878 total logins during Summer 2010. Totals logins per Summer decreased from Summer 2003 through Summer 2007, increased from Summer 2007 through Summer 2009, and then dropped again for Summer 2010.

Summer Total Computer Logins
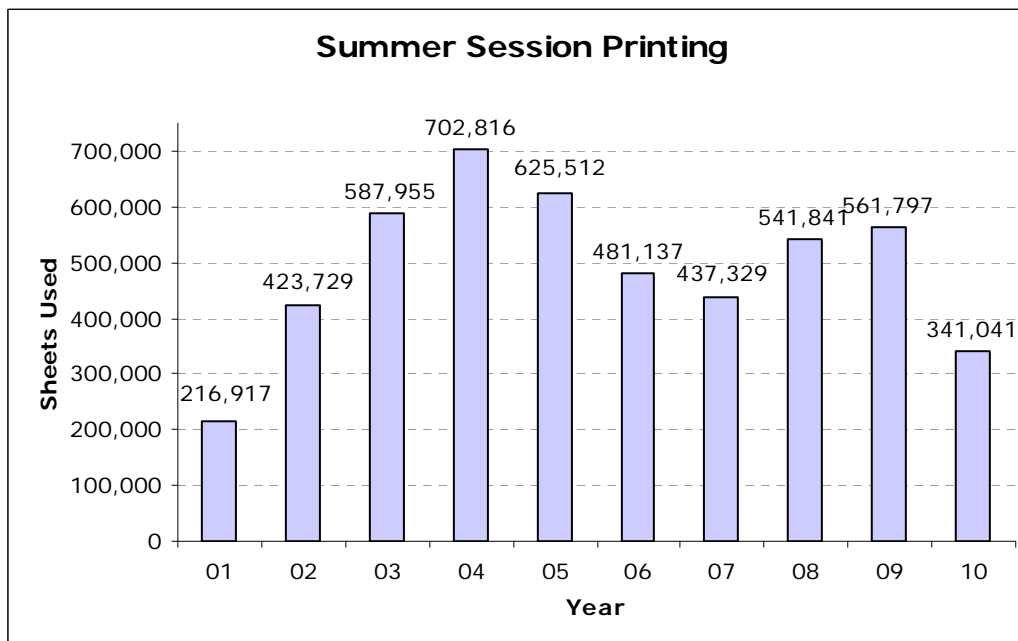
Year	Number of Logins
00	78,191
01	79,683
02	118,185
03	148,395
04	139,045
05	135,019
06	124829
07	105440
08	137283
09	144724
10	119878

Unique Users

Unique clients per Summer have followed the same trend as total logins.

Unique Summer Clients

Year	Unique Clients
00	8,029
01	8,938
02	11,374
03	13,133
04	12,772
05	11,632
06	11,055
07	9,966
08	11,489
09	12,036
10	11,332

Printing

Summer printing dropped dramatically to 341,041 sheets in Summer 2010 - a drop of 220,756 sheets from Summer 2009. This large decrease in printing was primarily due to increasing the printing rates in Fall 2009.

Summer Session Printing

Year	Sheets Used
01	216,917
02	423,729
03	587,955
04	702,816
05	625,512
06	481,137
07	437,329
08	541,841
09	561,797
10	341,041

In addition there were 1,350 color pages printed and 779 wireless print jobs.