Summer 2011 Quarterly Report
Computer Lab Management
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Computer Lab Management (CLM) operates 17 computer rooms. These consist of 11 computer classrooms and 6 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 2011 include:

- Summer 2011 had less class usage and fewer unique clients than Summer 2010, but a higher number of total logins. We generally see reserved class hours, total logins and unique clients all move in sync. So it is curious that the total logins increased even thought there were fewer classes and fewer students on campus.
- Printing decreased slightly from Summer 2010 and we continued to see the large decrease compared to Summer 2009. The large drop is 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.
- CLM is preparing to move the Hart Hall computer rooms to the new Student Community Center (SCC). CLM has been involved in the SCC planning for several years and the building is scheduled to be completed in late 2011. CLM has started preparations for moving to the SCC by developing room layouts, purchasing furniture, and finalizing room details. CLM plans to move to the SCC during either Winter or Spring break, depending on when all components of the room are completed.
- CLM closed the open-access lab in 1154 Meyer. 1154 Meyer will become office space for Information Technology Professional Services (ITPS) and the campus Software License Coordination unit.
- As part of an established four-year upgrade cycle, CLM replaced over 180 computers during Summer 2011:
  - Dell Optiplex 790 computers with Intel Core i5 2.4 GHz processor, 4 GB RAM, 250 GB hard drive, CD-RW & DVD+/-RW optical drive, and 20" widescreen flat panel monitors in 177 MU and 75 Hutchison
  - Apple iMac computers with Intel i5 2.4 GHz processor, 4 GB RAM, 500 GB hard drive, CD-RW & DVD+/-RW optical drive, and 21.5" widescreen flat panel in 177 MU, 75 Hutchison, 1101 Hart (open-access area) and 241 Olson
  - Apple iMac computers with Intel i7 Quad-core 2.8GHz processor, 8 GB RAM, 1 TB hard drive, CD-RW & DVD+/-RW optical drive, and 21.5" widescreen flat panel in 1102 Hart
  - Apple MacBook computers with Intel i5 2.3 GHz processor, 4 GB RAM, 320 GB hard drive, CD-RW & DVD+/-RW optical drive, and 13" flat panel in 247 Olson
- CLM upgraded all the computer rooms to Dell 5530dn printers.

- CLM upgraded software in all the computer rooms, including:
  - Windows 7
  - Mac OS X 10.6
  - Office 2010 (Windows) and Office 2011 (Mac)
  - Adobe Creative Suite 5.5
  - Firefox 5
  - Acrobat Pro X
  - Chrome 13
  - Many other small utilities and browser plug-ins
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. Approximately 70 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.
- CLM provided support for several campus conferences, including the 2011 Security Symposium and the CETL Summer Workshops. CLM staff configured software to support the conference sessions and ensured the sessions went smoothly.
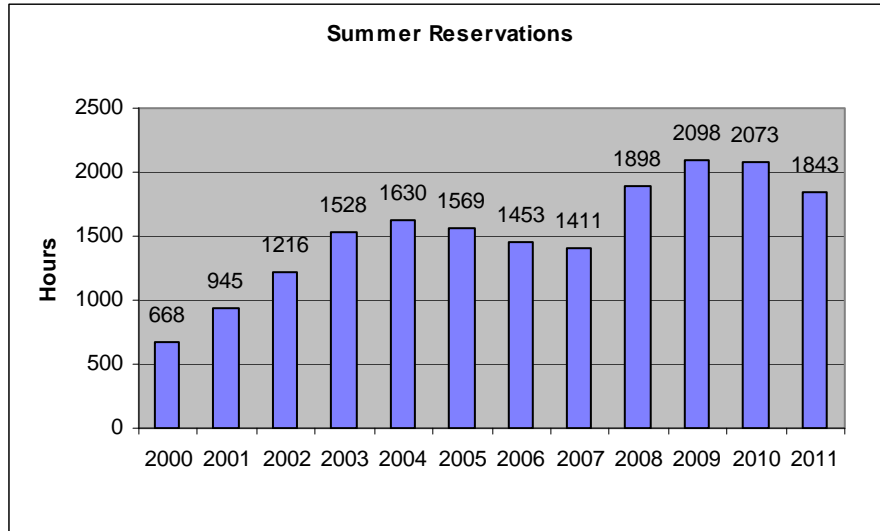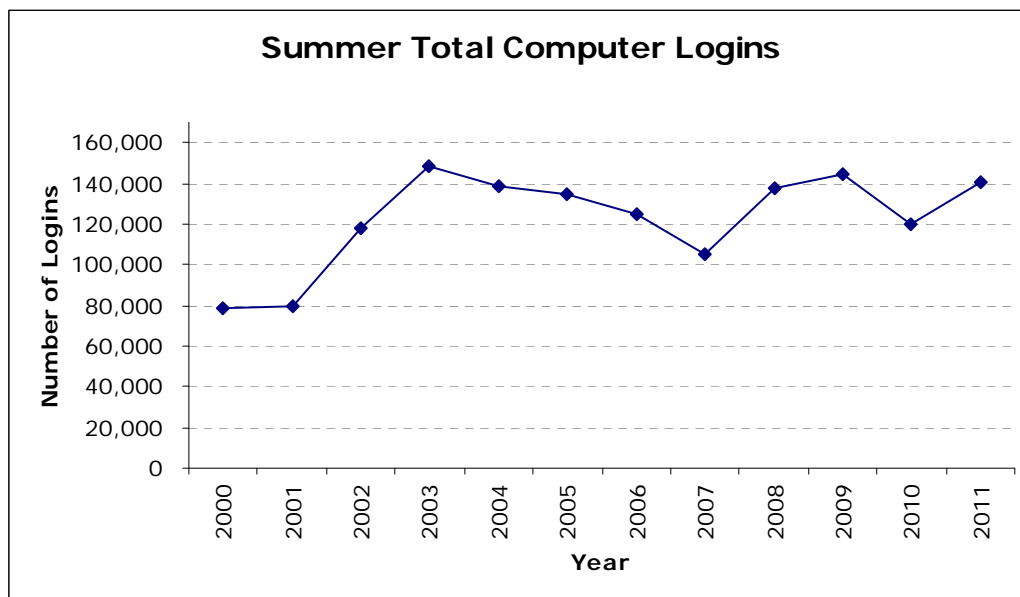
Utilization

Class Use

During Summer 2011 Computer Lab Management had 1,843 class hours reserved. This was an 11% drop from Summer 2010 and appears to be a consequence of departments reducing class offerings due to budget issues.

In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 38.75 hours of recharge classes and 8 hours of goodwill classes. In addition, there were also 104 class software installs and 41 class folders created.
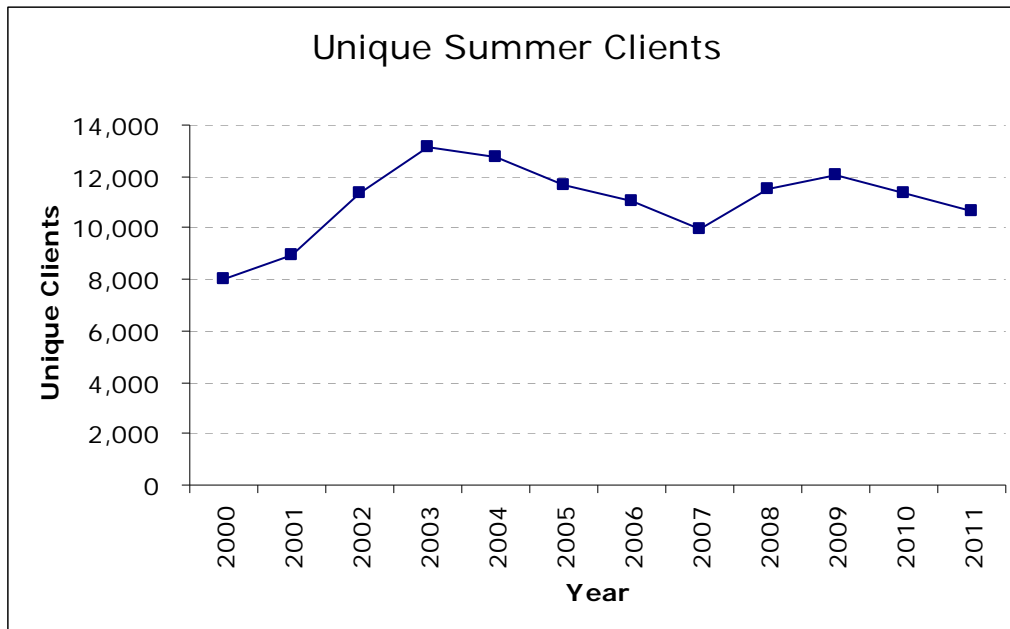
Summer Reservations

Year	Hours
2000	668
2001	945
2002	1216
2003	1528
2004	1630
2005	1569
2006	1453
2007	1411
2008	1898
2009	2098
2010	2073
2011	1843

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Number of Logins and Users

There were 140,483 total logins during Summer 2011, which was a 17% growth from Summer 2010.
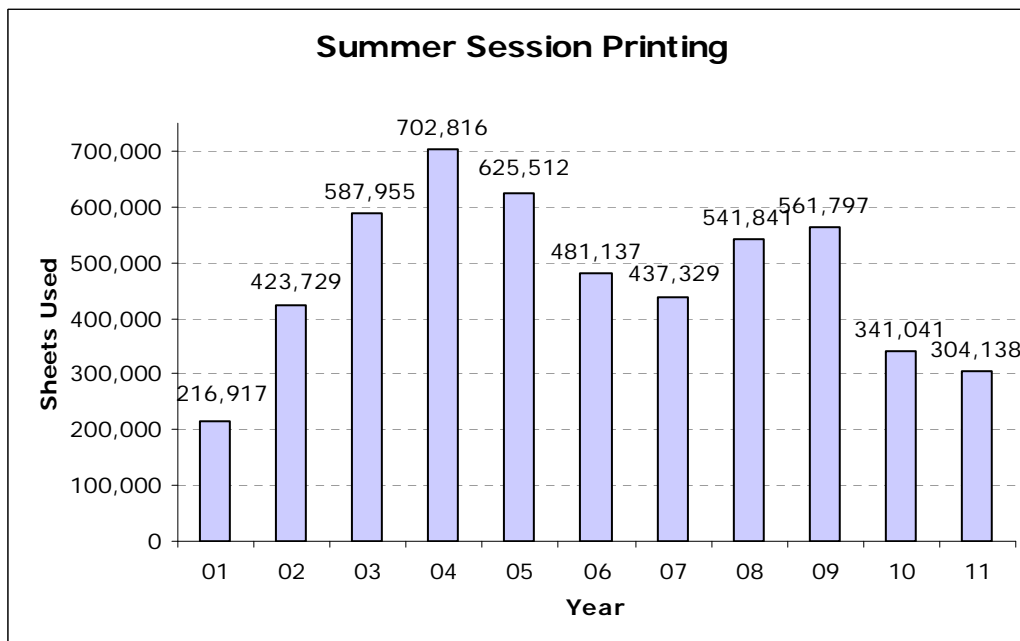
Summer Total Computer Logins

Unique Users

Unique clients per Summer have generally followed the same trend as total logins. However, for Summer 2011 the unique clients decreased by 6% while the total logins increased by 17%.

Unique Summer Clients

Y-axis: Unique Clients (0 to 14,000)
X-axis: Year (2000–2011)

Printing

Summer printing dropped to 304,138 sheets in Summer 2011 - a decrease of 11% from Summer 2010. The increase of printing rates in Fall 2009 led to the large drop in printing.

Summer Session Printing

Y-axis: Sheets Used (0 to 700,000)
X-axis: Year (01–11)

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
11	304,138

In addition there were 1,833 color pages printed and 712 wireless print jobs.