

Summer 2012 Quarterly Report

Computer Lab Management

Prepared by Tim Leamy

Computer Lab Management (CLM) operates 18 computer rooms. These consist of 12 computer classrooms and 6 open access labs with a total of over 550 installed computers. In addition, CLM provides management services for three departmental computer rooms totaling 77 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 2012 include:

- CLM closed the computer classroom in 1131 Meyer Hall on August 6th, 2012. All the services and classes supported in 1131 Meyer were moved to 75 Hutchison. The open-access lab in 75 Hutchison was moved to 78 Hutchison, a newly renovated room across the hall. These changes allow CLM to address departmental budget cuts by leveraging greater economies of scale, while still providing the same number of computer classrooms for the campus. The entire scope of changes include:
 - Created a new open-access computer lab in 78 Hutchison (across the hall from our existing rooms)
 - Converted 75 Hutchison into a PC computer classroom
 - Permanently closed the 1131 Meyer computer classroom and moved its operations to 75 Hutchison. The 75 Hutchison computer classroom is slightly larger and has better projection viewing angles than 1131 Meyer.
 - Moved all existing classes scheduled in 1131 Meyer to 75 Hutchison.
- CLM entered into a MOU with the Language Learning Center (LLC) to manage the technology in their computer rooms. CLM will purchase, install, configure, update and troubleshoot the computers, printers, and projection systems in the 3 LLC computer rooms. CLM upgraded 28 computer and reimaged all 77 LLC computers into the CLM management system. CLM also created a web portal for LLC staff to check status and manage the computers and printers in the 3 rooms.
- Summer 2012 had a large increase of class hours over Summer 2011, with the total similar to earlier years. It appears the drop in Summer 2011 was somewhat of an anomaly.
- The total logins decreased 28% from Summer 2011. We are not sure what caused the drop, but there are two possible causes: the closure of the Basement Olson computer rooms in SSII and the increase in class hours substantially reduced the drop-in time available for students to use computers.
- 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.

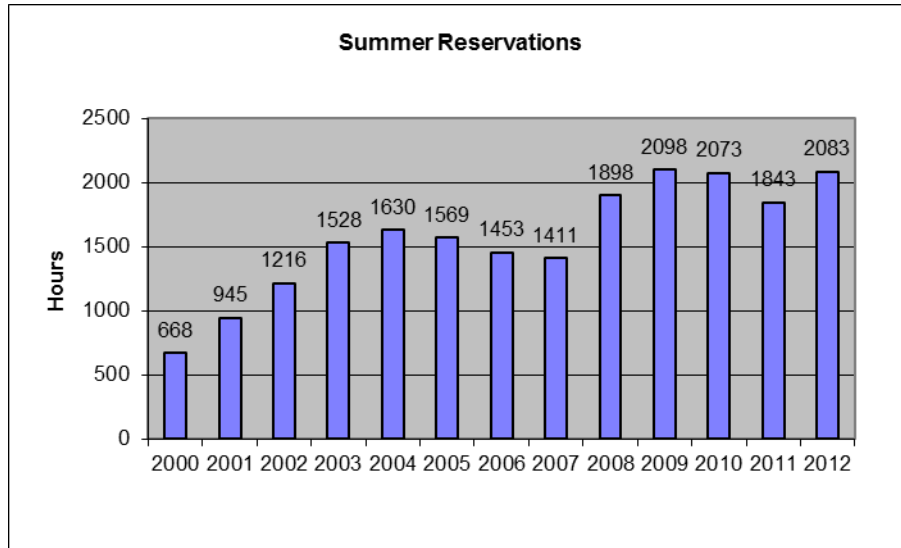
- CLM continued to publicize the IET Virtual Lab (<http://clm.ucdavis.edu/virtual/>) to classes which uses specialized software. The Virtual Lab was used 1,548 times by 281 unique clients. The most used software was SAS, Adobe Creative Suite, and Stata.
- As part of the established four-year upgrade cycle, CLM upgraded the PCs in 15 Olson and 182 Shields to Dell Optiplex 390 computers with Intel Core i5 3.1 GHz processor, 4 GB RAM, 250 GB hard drive, CD-RW & DVD+/-RW optical drive, and 20" widescreen flat panel monitors.
- CLM installed HP Color LaserJet 3505 printers in 182 Shields and 177 MU. CLM now supports color printing in 177 MU, 182 Shields, 78 & 93 Hutchison and 2101, 2102 & 2103 SCC. We expect this expansion of color printing to cause an increase in color pages printed per quarter.
- CLM upgraded software in all the computer rooms, including:
 - Adobe Creative Suite 6
 - Firefox 15
 - Chrome 21
 - Claroread 6.1.8
 - Snagit on all instructor stations
 - Camtasia 2.1
 - 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 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.

Utilization

Class Use

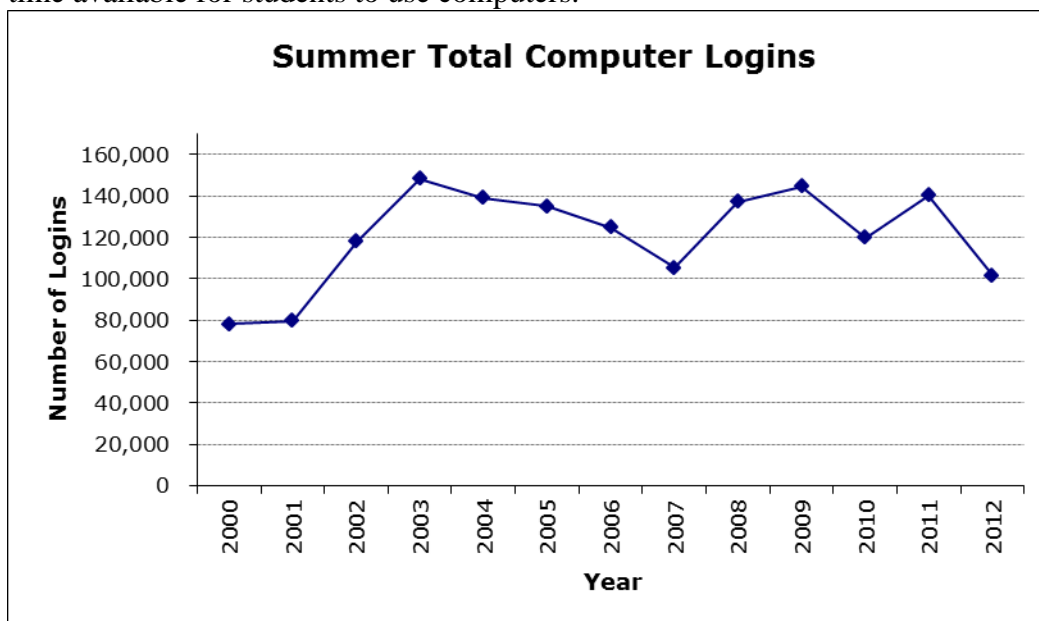
During Summer 2012 Computer Lab Management had 2,083 class hours reserved. This was a 13% increase from Summer 2011.

In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 29 hours of recharge classes and 8 hours of goodwill classes. There were also 124 class software installs and 40 class folders created.



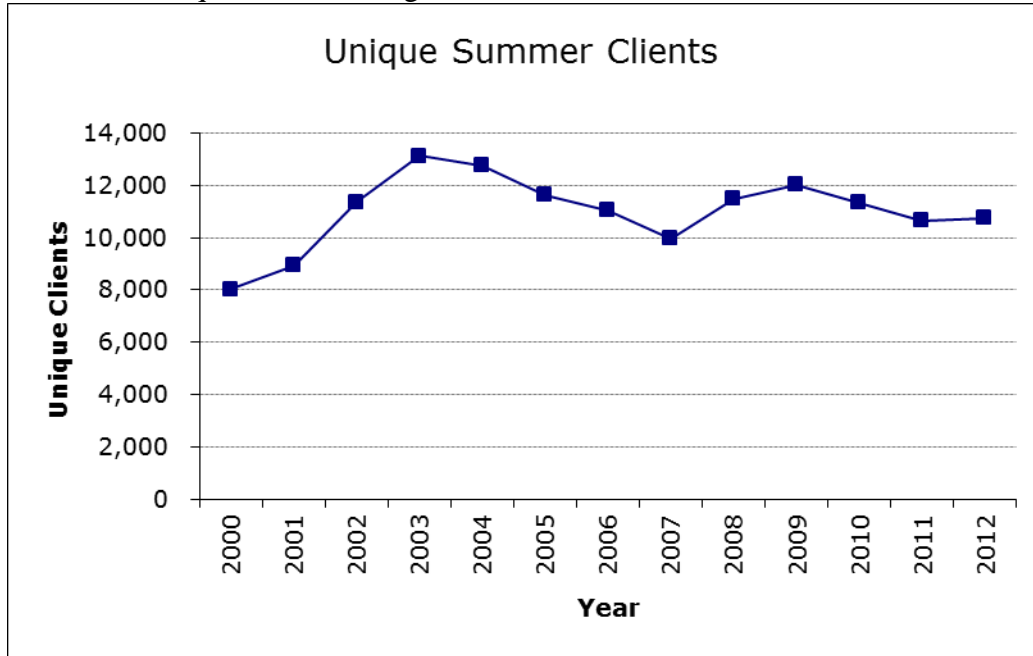
Number of Logins and Users

There were 101,688 total logins during Summer 2012, which was a 28% drop from Summer 2011. We are not sure what caused the drop, but there are two possible causes: the closure of the Basement Olson computer rooms in SSII and the increase in class hours substantially reduced the drop-in time available for students to use computers.



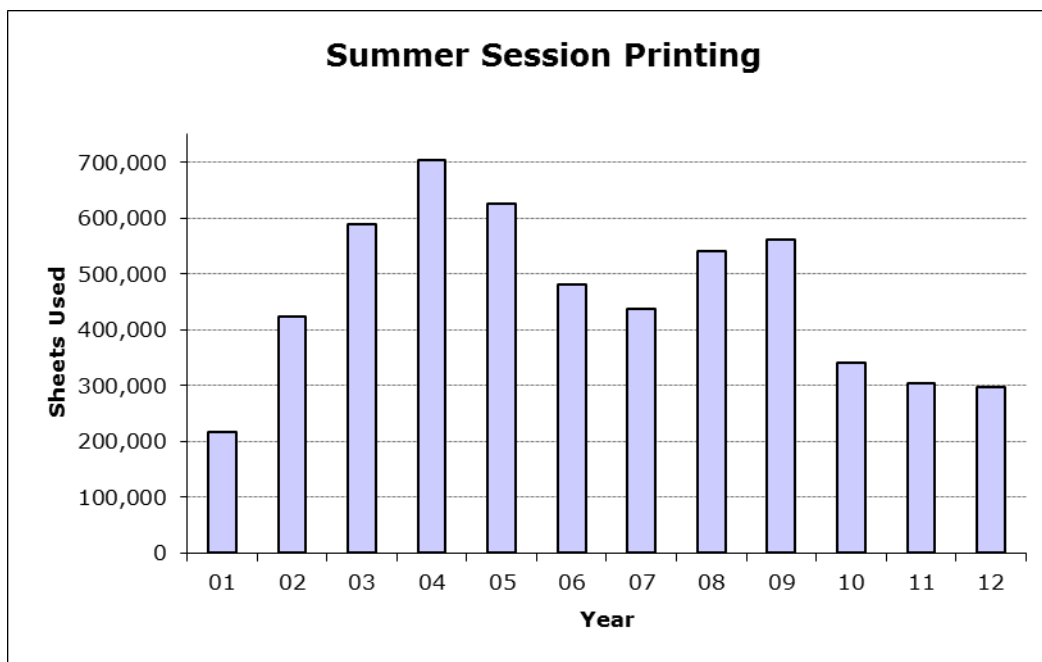
Unique Users

There were 10,764 unique clients during Summer 2012, an increase of 1% over Summer 2011.



Printing

Summer printing dropped to 296,327 sheets in Summer 2012 - a decrease of 3% from Summer 2010. The increase of printing rates in Fall 2009 led to the large drop in printing.



In addition there were 1,913 color pages printed and 279 wireless print jobs.