

Summer 2013 Quarterly Report

Computer Lab Management

Prepared by Tim Leamy

Computer Lab Management (CLM) operates 18 computer rooms across the UC Davis campus. These consist of 12 computer classrooms and 6 open access labs with a total of 558 installed stations. CLM also manages four departmental computer rooms with 111 installed stations for the School of Education and the Language Learning Center. 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 2013 include:

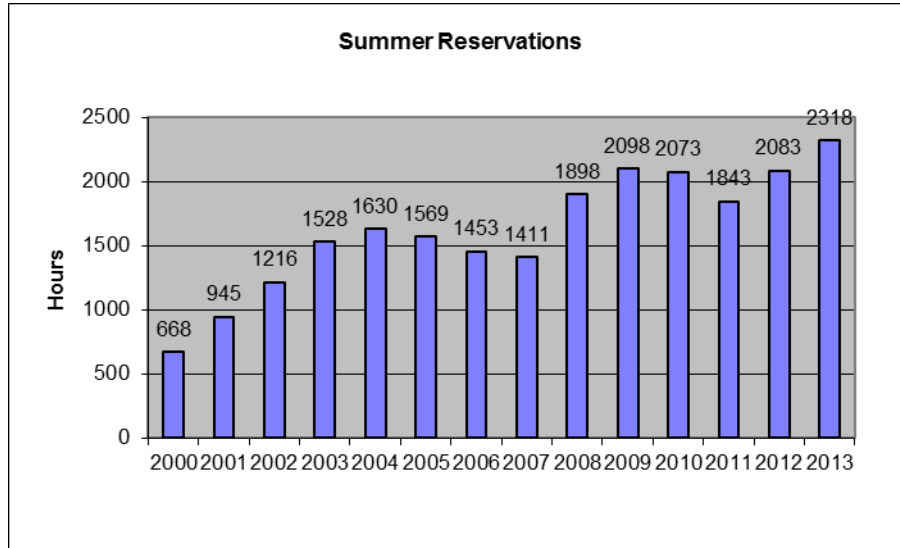
- CLM worked with the Vice Provost of Undergraduate Education, Administrative and Resource Management, and Shields Library to develop plans to add two computer classrooms in the basement of Shields Library. The new classrooms are intended to alleviate the huge waitlists for classes that satisfy the Upper Division requirement. Many students cannot get these required classes and therefore cannot graduate on time. Construction started during Summer and the new classrooms will be ready for Winter quarter classes.
- In Spring 2013 CLM took on management of the School of Education (SOE) computer classroom. During Summer 2103 CLM completed the migration of the SOC computer classroom to our standard computer room configuration. This included setting up a lab server, reimaging all the Macs and PCs, and installing special software required by the SOE.
- Summer 2013 had a large increase of class hours over Summer 2012 and reached the highest number of summer class hours in CLM history. There seems to be an ever-increasing demand for computer classroom reservations.
- The total logins decreased 9% from Summer 2012. We are not sure what caused the drop, but there are two possible causes: 1) the closure of the Basement Olson computer rooms in SSII; 2) the increase in class hours substantially reduced the drop-in time available for students to use computers.
- Printing decreased 14% from Summer 2012 and we continue to see the large decrease compared to Summer 2009. The large drop in 2009 is primarily due the printing rates increasing in Fall 2009. The drop in Summer 2013 might also be attributed to the increased number of classes reducing the drop-in availability on the computer rooms.
- CLM continued to publicize the IET Virtual Lab (<http://clm.ucdavis.edu/virtual/>) to classes which use specialized software. The Virtual Lab was used 2,642 times by 385 unique clients. The statistical application SAS was by far the most used application.
- As part of the established four-year upgrade cycle, CLM upgraded the following computers:
 - PCs in 73 Hutchison, 93 Hutchison and 2101 SCC to Dell Optiplex 3010 computers with Intel Core i5 3.2 GHz processor, 4 GB RAM, 500 GB hard drive, CD-RW & DVD+/-RW optical drive, and 20" widescreen flat panel monitors.

- Macs in 1 Olson, 15 Olson, 21 Olson, 27 Olson, and 182 Shields to Apple Mac Mini computers with Intel Core i5 2.5GHz processor, 4 GB RAM, 500 GB hard drive and a 20" widescreen flat panel monitor.
- CLM upgraded the projection systems in 1 Olson, 21 Olson and 27 Olson. The upgrade consisted of a Panasonic PT-VW431DU widescreen projector, a Crestron touch panel controller, a Crestron digital switcher, and support for both VGA & DVI laptop connections.
- CLM upgraded software in all the computer rooms, including:
 - Mac OS X 10.8.5 (Macs only)
 - Office 2013 (PCs only)
 - Firefox 23
 - Chrome 29
 - AB Tutor 7 in all PC computer classrooms
 - After Effects CS 6 on several 2101 SCC Macs
 - 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

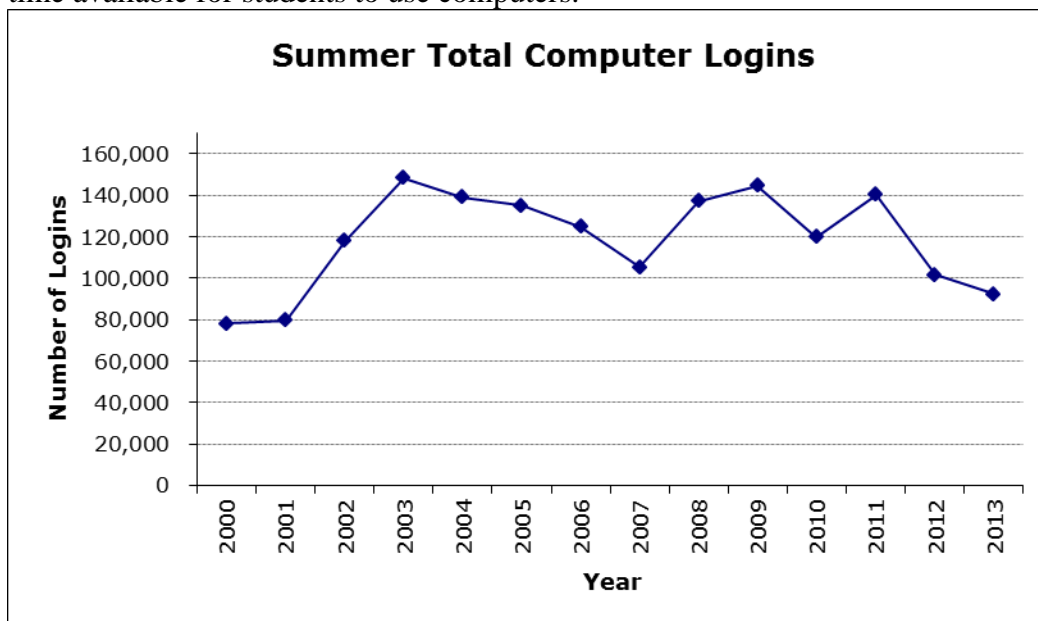
Class Use

During Summer 2013 Computer Lab Management had 2,318 class hours reserved. This is the highest ever summer reserved hours. In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 61 hours of recharge classes and 40.5 hours of goodwill classes. There were also 215 class software installs and 63 class folders created.



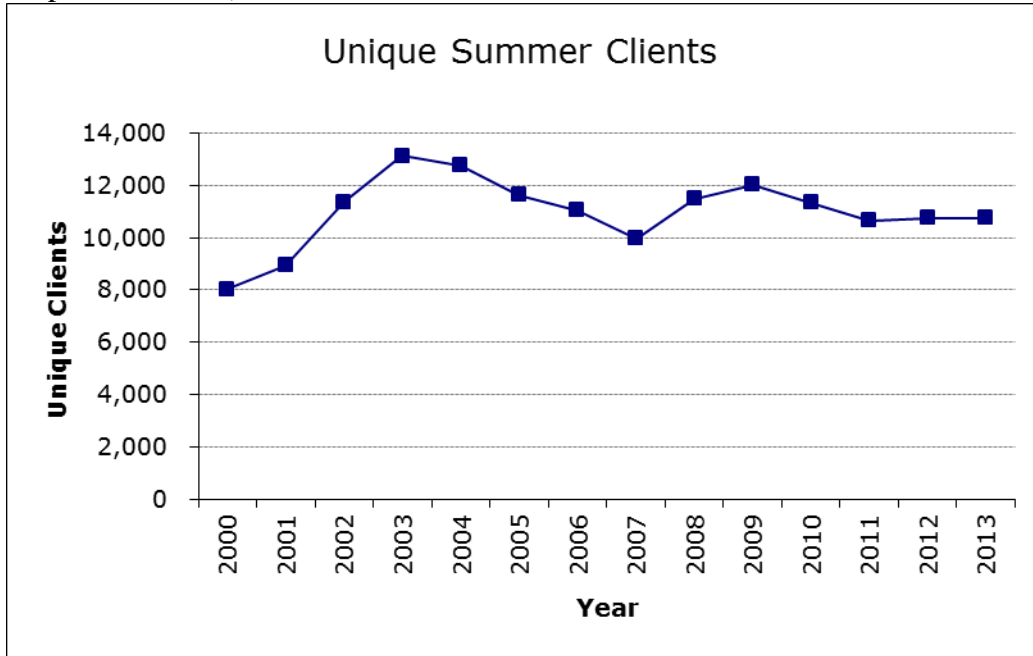
Number of Logins and Users

There were 92,371 total logins during Summer 2013, which was a 9% drop from Summer 2012. 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.



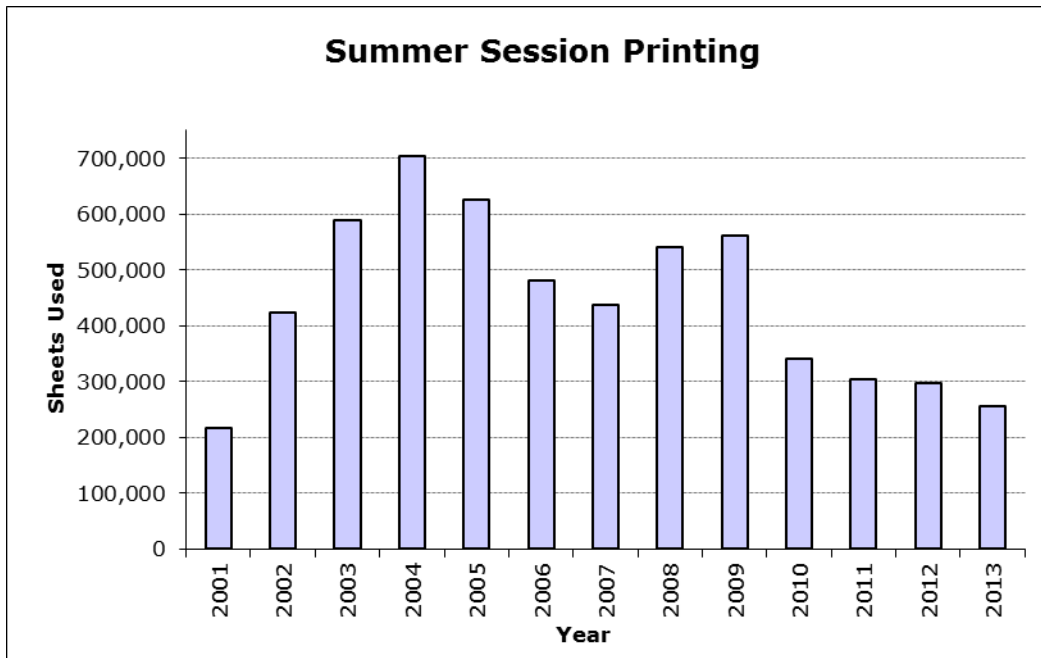
Unique Users

There were 10,750 unique clients during Summer 2013, which is essentially the same as Summer 2012 (a drop of 14 clients).



Printing

Summer printing dropped to 255,230 sheets in Summer 2013 - a decrease of 14% from Summer 2012.



In addition there were 2,382 color pages printed and 486 wireless print jobs.