

# Summer 2014 Quarterly Report

## Computer Lab Management

Prepared by Tim Leamy

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Computer Lab Management (CLM) operates 20 computer rooms across the UC Davis campus. These consist of 14 computer classrooms and 6 open access labs with a total of 615 installed stations. CLM also manages seven departmental computer rooms with 178 installed stations for the School of Education, the UC Davis Language Center, and The Arts Admin Group. 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.

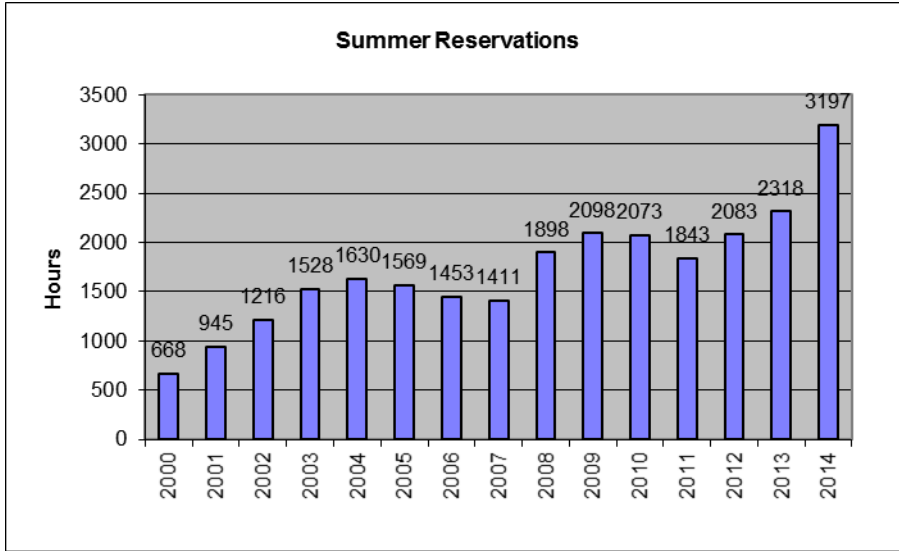
Some of the significant items from Summer 2014 include:

- CLM entered into a MOU with The Arts Admin Group (TAAG) to manage the technology in their computer rooms. CLM migrated the three TAAG computer rooms to our standard computer room configuration. This included setting up a lab server, reimaging all the computers, setting up printers, and installing special software required by TAAG. CLM also created a web portal for TAAG staff to check status and manage the computers in the three rooms.
- Summer 2014 had a huge increase of class hours over Summer 2013 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 number of total logins, unique logins, and sheets printed all increased slightly from Summer 2013 to Summer 2014.
- As part of the established four-year upgrade cycle, CLM upgraded the PCs in 75 Hutchison, 2020 SciLab and 2060 SciLab to Dell Optiplex 9020 computers with Intel Core i5 3.2 GHz processor, 8 GB RAM, 500 GB hard drive, CD-RW & DVD+/-RW optical drive, and 20" widescreen flat panel monitors.
- CLM upgraded the projection systems in 241 Olson, 247 Olson, 2102 SCC and 2103 SCC. 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:
  - Google Sketchup 2014 Pro in 2101 & 2103 SCC
  - SAS 9.4 in 73 Hutchison
  - Firefox 32
  - Chrome 37
  - Many other small utilities and browser plug-ins
- CLM added a HP Color LaserJet 3505dn printer in 15 Olson. All the open-access computer labs now support color printing.
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. 67 student employees attended the event held in late September. The event provided classes on customer service, technical issues, and supporting instruction to better prepare our employees to serve our academic community.

# Utilization

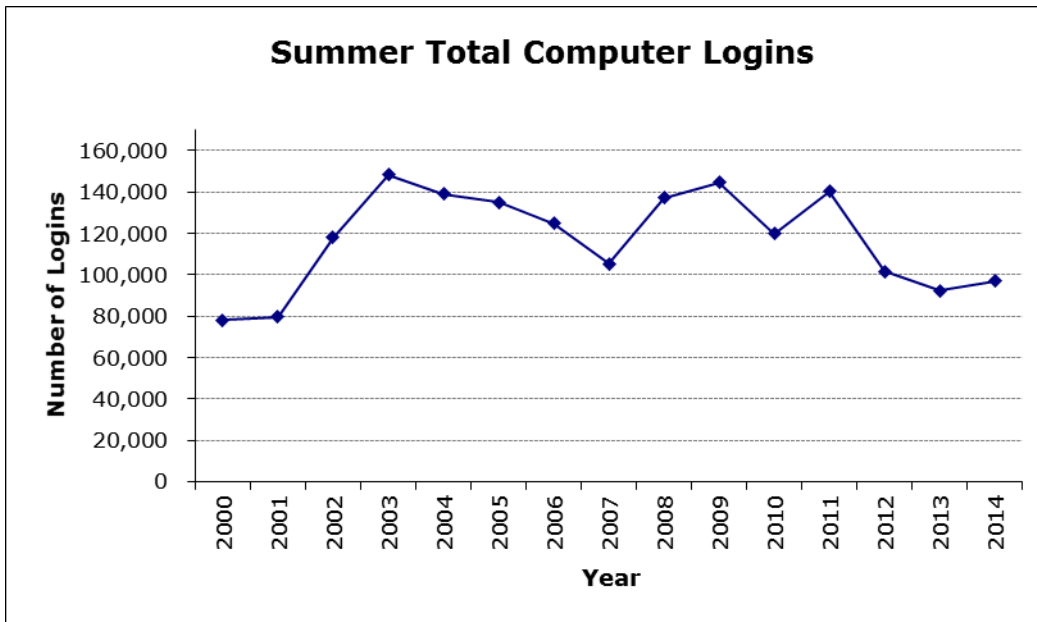
## Class Use

During Summer 2014 Computer Lab Management had 3196.5 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 57 hours of recharge classes and 94 hours of goodwill classes. There were also 215 class software installs and 83 class folders created.



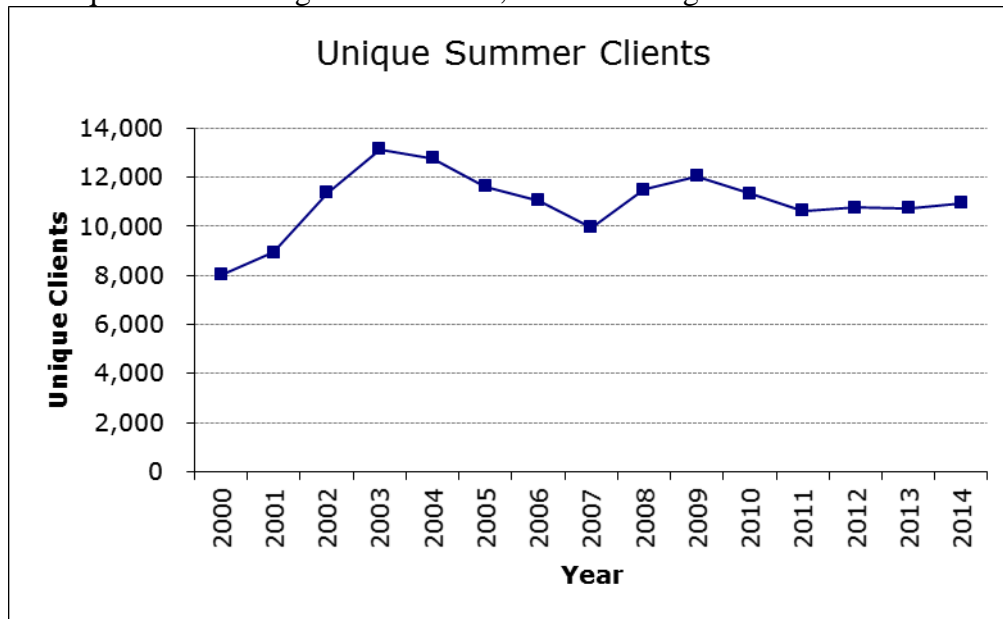
## Number of Logins and Users

There were 96,972 total logins during Summer 2014, which was a 5% increase from Summer 2013.



## Unique Users

There were 10,959 unique clients during Summer 2014, which is a slight increase of 2% from Summer 2013.

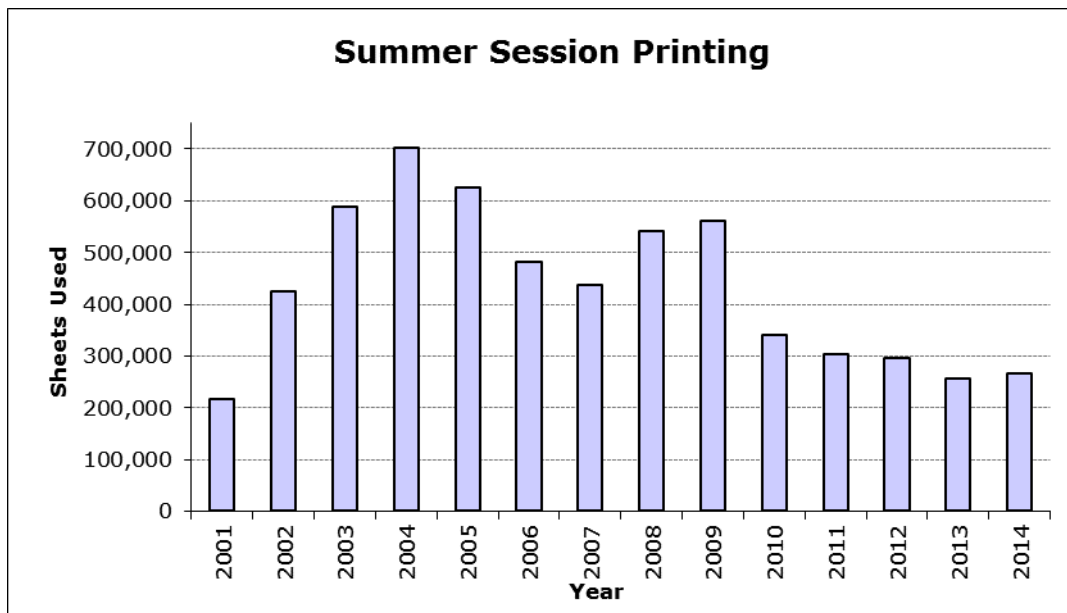


## Virtual Lab Users

The IET Virtual Lab was used 2,919 times by 546 unique clients. This was an 11% increase of logins from Summer 2013.

## Printing

Summer printing increased slightly to 267,124 sheets in Summer 2014 - a increase of 5% from Summer 2013.



In addition there were 2,395 color pages printed and 983 wireless print jobs.