

Summer 2016 Quarterly Report

Computer Lab Management

Prepared by Tim Leamy

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 199 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.

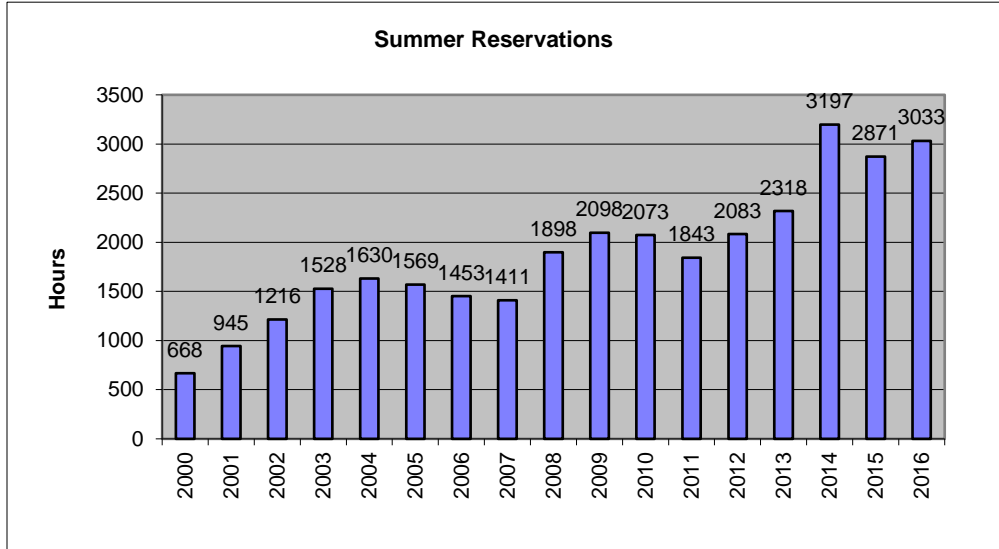
Some of the significant items from Summer 2016 include:

- CLM upgraded equipment in several computer rooms:
 - Upgraded to Dell Optiplex 3040 computers with Intel Core i5 3.2GHz processor, 16GB RAM, 500GB hybrid hard drive, CD-RW & DVD+/-RW optical drive, and 20" widescreen flat panel monitors in 182 Shields & 15 Olson.
 - Upgraded the projection systems in 2020 and 2060 SciLab. The upgrade consisted of two large TVs, a Crestron touch panel controller, a Crestron digital switcher, and both VGA & DVI laptop connections
 - Upgraded color printers in 2101, 2102 and 2103 SCC to HP M553dn printers
 - Upgraded printers in 73, 75, 78 and 93 Hutchison to Dell B5460dn printers
- CLM upgraded software in all the computer rooms, including:
 - Office 2016
 - Adobe Creative Cloud
 - AB Tutor 8.1.16
 - JAWS 17
 - Matlab 2016a
 - Sketchup Pro 2016
 - R 3.3.1 & RStudio 0.99.903
 - Python 3.5.2 & PyCharm 2016.2
 - EndNote X7.5
 - Many other browser, small utilities and browser plug-in updates
- CLM implemented a new laptop lab for the Design Department. We worked with Communication Resources to determine a way for the laptops to automatically connect to UCD wireless networks in a specified network range and configured the twenty-five laptops to act as a mobile computer lab.
- CLM replaced the lights and improved the light controls in 2101, 2102 & 2103 SCC. The old light controls were difficult to use and confusing for faculty. The new systems are much easier to use and save a lot of power.
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. Seventy-five 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

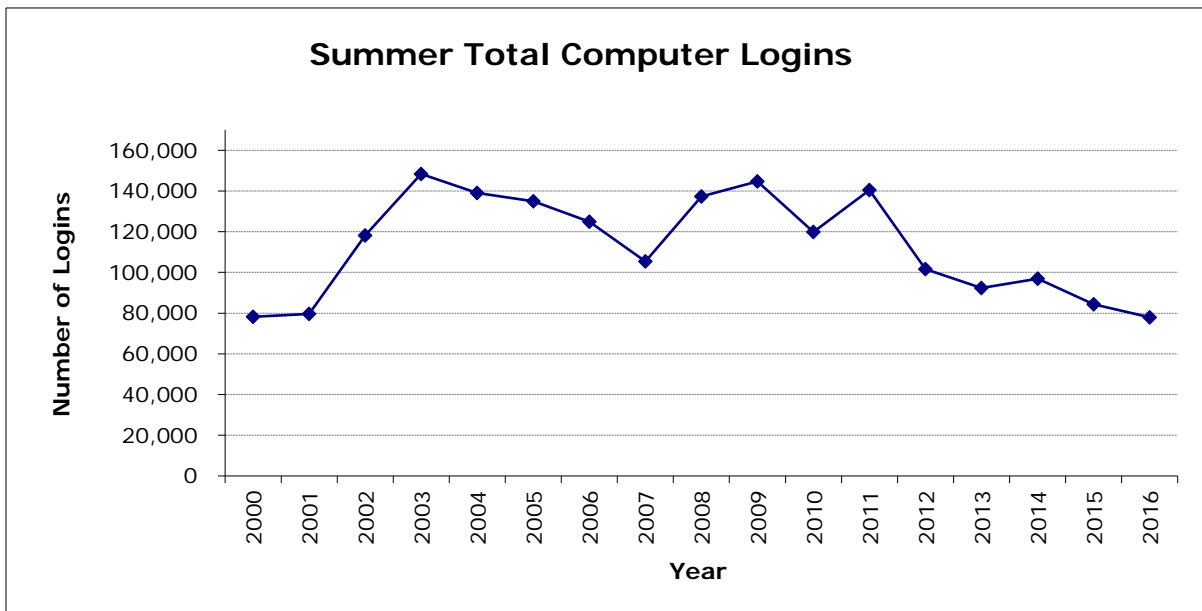
Class Use

During Summer 2016 Computer Lab Management had 3,032.5 class hours reserved. This was an increase from last summer and close to the high from Summer 2104. In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 40 hours of recharge classes and 146.5 hours of goodwill classes. There were also 177 class software installs and 85 class folders created.



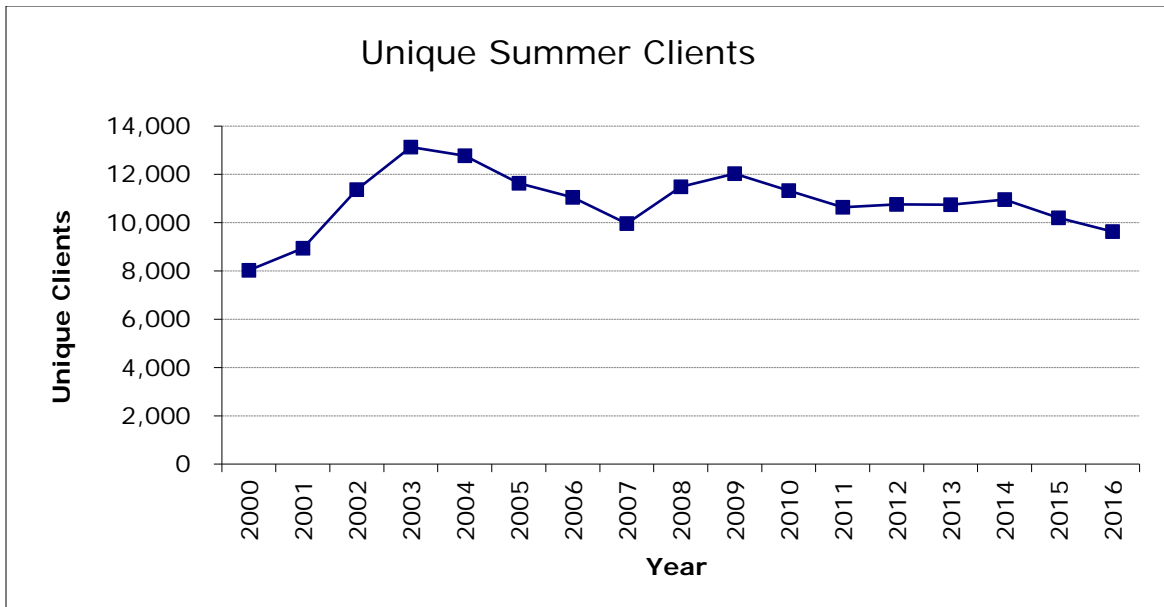
Number of Logins and Users

There were 77,962 total logins during Summer 2016, an 8% decrease from Summer 2015.



Unique Users

There were 9,633 unique clients during Summer 2016, a 6% decrease from Summer 2015.

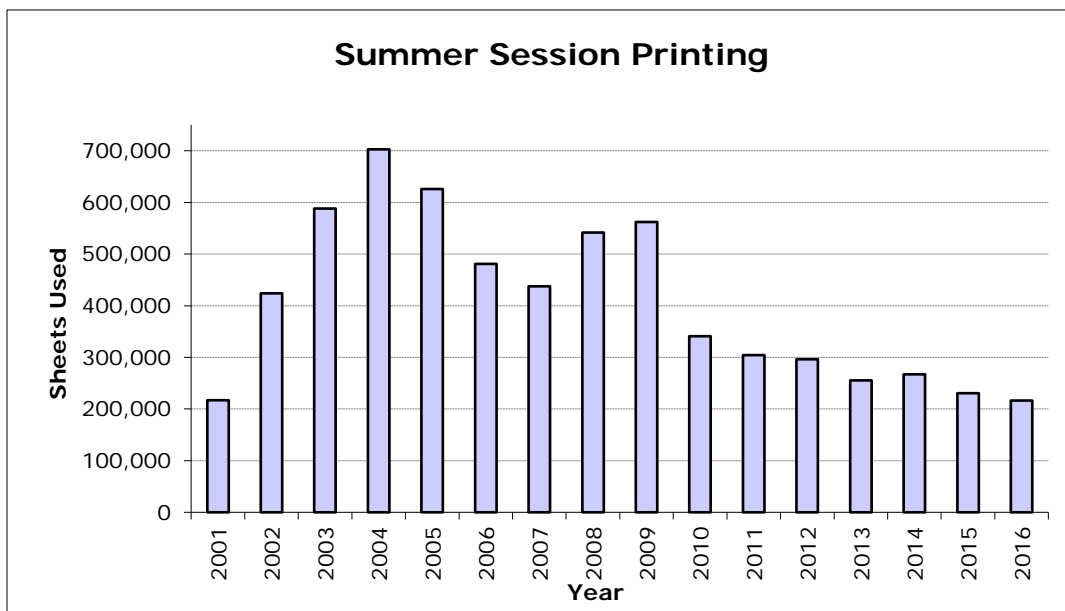


Virtual Lab Users

The IET Virtual Lab was used 2,211 times by 492 unique clients, essentially the same as Summer 2015.

Printing

Summer printing decreased to 216,341 sheets in Summer 2016 – a decrease of 6% from Summer 2015.



In addition there were 2,708 color pages printed and 1,021 wireless print jobs.