Summer 2018 Quarterly Report
Computer Lab Management
Prepared by Tim Leamy

Computer Lab Management (CLM) operates 21 computer rooms across the UC Davis campus. These consist of 14 computer classrooms and 7 open access labs with a total of 644 installed stations. CLM also manages eight departmental computer rooms with 208 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.
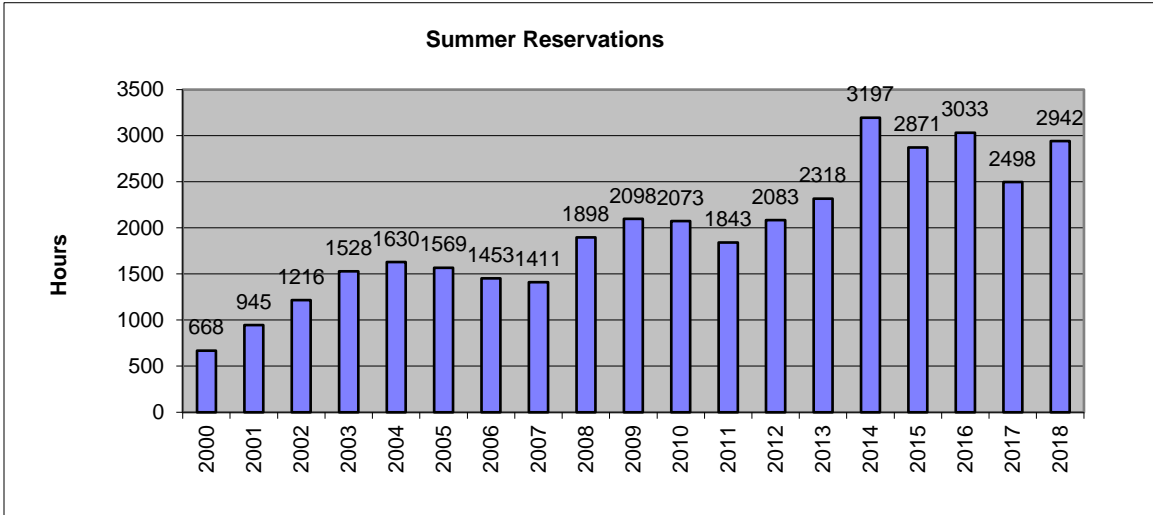
Some of the significant items from Summer 2018 include:
- In order accommodate more classes CLM reconfigured 78 Hutchison to create an area for small "office-hour" type classes. For Fall 2018 the new "78B Hutchison" was scheduled for 20 hours per week, freeing up other classrooms to support more classes.
- CLM upgraded equipment in many computer rooms:
    - Installed Dell Optiplex 5050 computers with Intel Core i7 3.4GHz processor, 16GB RAM, and 512GB SSD in 2020 SciLab, 2060 SciLab, and 75 Hutchison
    - Added Wacom LCD display tablet to IET Media Lab
    - Upgraded printers in 1, 15, 21, & 27 Olson to Dell B5460dn printers
    - Upgraded media cabinets in 1, 21, 27, 241 & 247 Olson by replacing old DVD/VHS combo player with a Blu-ray player
- Upgraded the furniture in 75 Hutchison, including adding a height-adjustable ADA station. We also added height-adjustable ADA stations to 2020 & 2060 Scilab.
- CLM upgraded software in all the computer rooms, including:
    - Windows 10 on all PC computers
    - ClaroRead Plus 7.3.7 on all PC computers
    - ClaroRead Plus 6.2.3 on all Mac computers
    - Matlab R2018a on the open-access PCs
    - R 3.5.1 & RStudio 1.1.456 on the open-access PCs
    - Python 3.7.0 & PyCharm 2018.2.1 on the open-access PCs
    - Many other browser, small utilities and browser plug-in updates
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. Seventy 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.
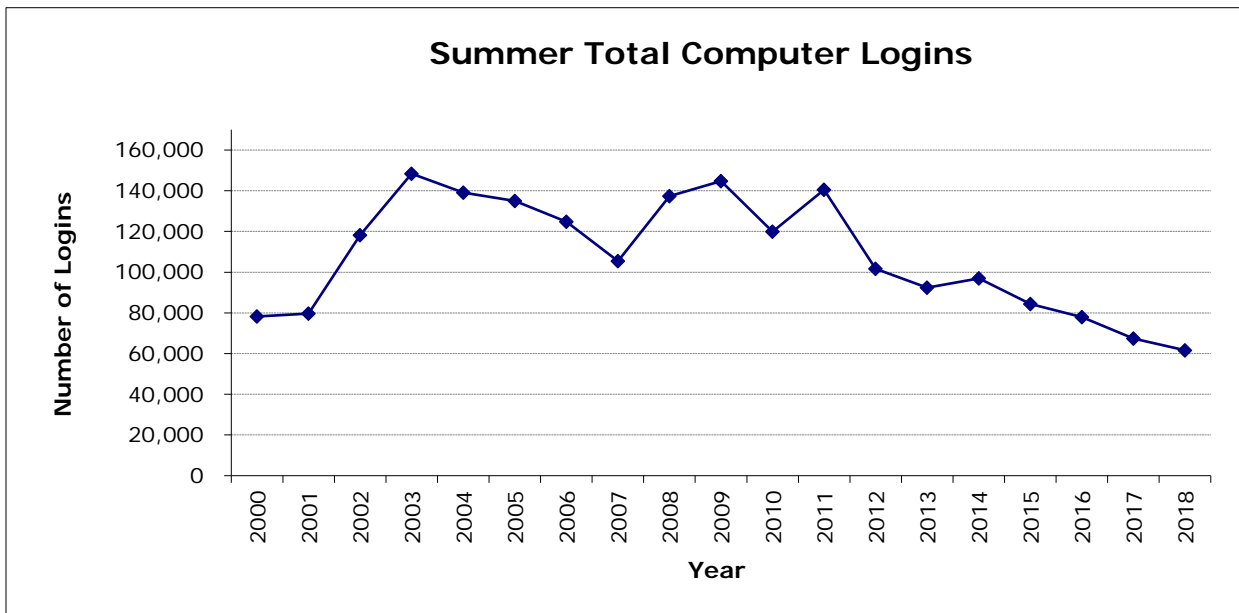
Utilization

Class Use

During Summer 2018 Computer Lab Management had 2,941.75 class hours reserved. This was a large increase from Summer 2017 (which now appears to be an anomaly). In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 36 hours of recharge classes and 13.5 hours of goodwill classes.   There were also 189 class software installs and 94 class folders created.
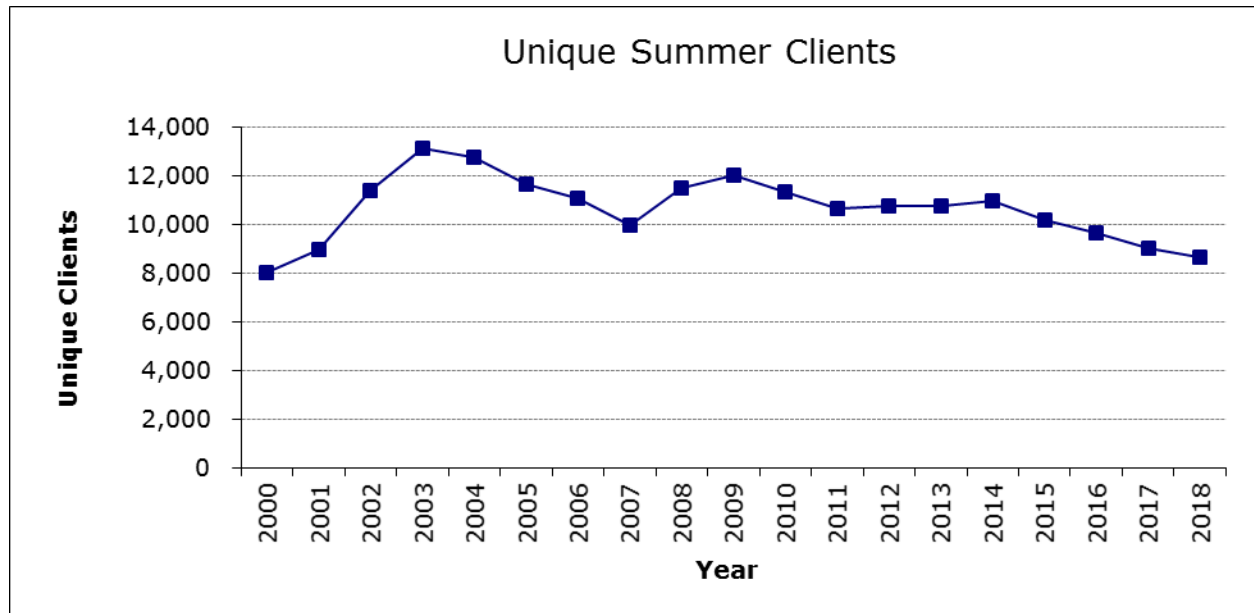

Summer Reservations

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Number of Logins and Users

There were 61,625 total logins during Summer 2018, a 9% decrease from Summer 2017.

Summer Total Computer Logins

Unique Users

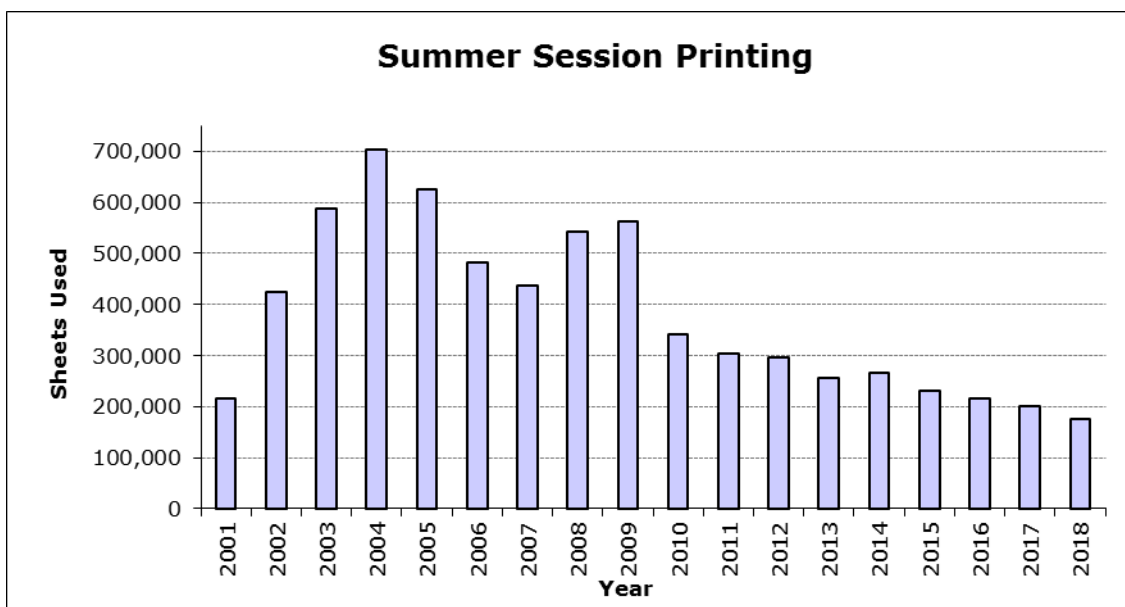There were 8,622 unique clients during Summer 2018, a 4% decrease from Summer 2017.

Virtual Lab Users

The IET Virtual Lab was used 1,737 times by 391 unique clients, a decrease in connections of 34.7% from Summer 2017.

Printing

Summer printing decreased to 175,949 sheets in Summer 2018 – a decrease of 13% from Summer 2017.

In addition there were 2,506 color pages printed and 1,573 wireless print jobs.