

# Winter 2011 Quarterly Report

## Computer Lab Management

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Computer Lab Management (CLM) operates 18 computer rooms across the UC Davis campus. These consist of 11 computer classrooms and 7 open access labs with a total of 553 installed stations.

In the coming years, CLM expects faculty members to continue to adopt and integrate more educational technology into their classroom teaching. Consequently the demand for technology-aided and technology-focused classes will grow. Therefore, CLM is looking for ways to add computer classrooms or reconfigure existing rooms to add more computer stations.

Some of the significant items from Winter 2011 include:

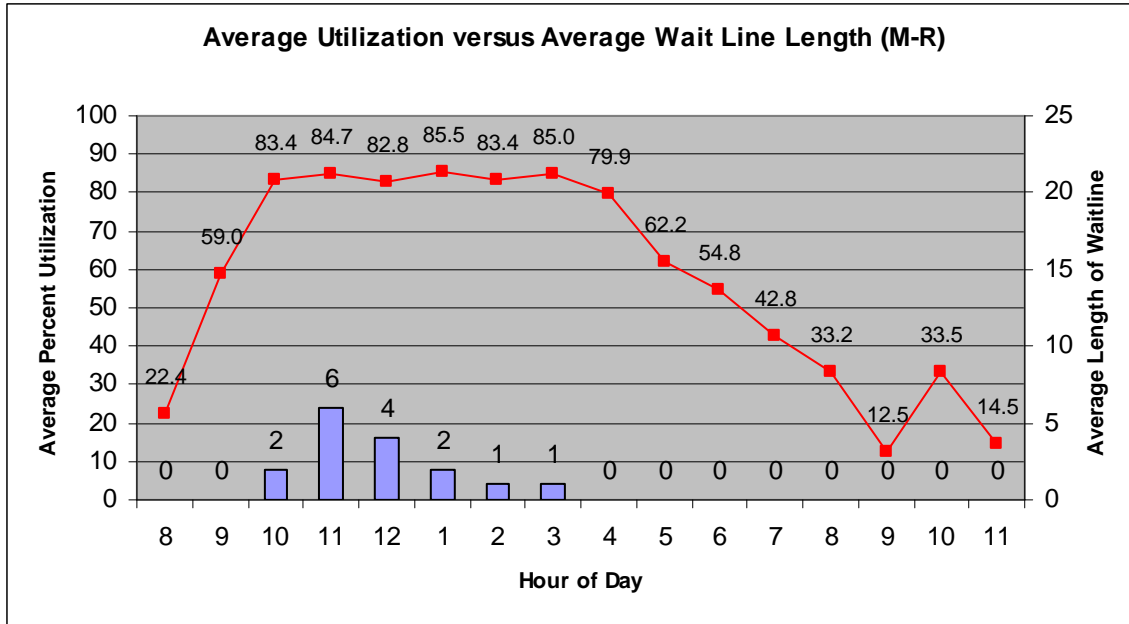
- CLM developed plans to move the computer room functions from Meyer to Hart and Hutchison. This consolidation will allow a saving in student salaries while preserving a similar level of service for our clients. The move of the lab functions from 1154 Meyer to Hart is mostly complete and the move of the classroom functions from 1131 Meyer to 75 Hutchison is planned for Summer 2012.
- CLM started preparations for the Summer 2011 computer rooms upgrades. In addition to the normal hardware upgrades, CLM plans to upgrade operating systems to Mac OS X 10.6 and Windows 7, install new Dell 5530dn printers, and upgrade the computer room servers.
- The total sheets printed in Winter 2011 decreased slightly to 919,849 (down 3.7% from Fall 2010). The large decrease from the 08-09 academic year was due to the change in printing rates at the start of Fall 2009. We expect the total sheets printed and average sheets per client to slowly increase as students become accustomed to the new rate and realize that printing is still relatively inexpensive.
- The total logins in Winter 2011 decreased to 287,618, a 6% drop from Fall 2010. The number of logins has dropped from 08-09, most likely due to a combination in the decrease of open hours (a 17% from Fall 2008), the normal drop in number of students at UC Davis every Winter quarter, and the printing rate change decreasing demand. Surveys indicated that printing was the primary reason that many students used the open-access labs, and therefore a reduction in printing demand translates to less logins.
- Computer classroom reservations have stayed relatively constant since the 08-09 academic year. The computer classrooms are reserved on average about 35 hours per week, which is the realistic maximum since most faculty try to avoid teaching in the early morning, evening, and Friday afternoon times.
- Wireless printing use continues to decrease. Understandably, this decrease mirrors the overall drop in printing. However, we also see a steady drop in the number of unique clients who used wireless printing (633 in Fall 2008 to 322 in Winter 2011). CLM believes that part of the drop in wireless printing is due to fewer students bringing their laptops to campus as reported in the Student Smartphone Survey (see below).
- CLM conducted a student surveys about computer room and Smartphone use. The results are posted at <http://clm.ucdavis.edu/pubs/survey/student-w11-1.html> and <http://clm.ucdavis.edu/pubs/survey/student-w11-2.html>

# Statistical Summary

## Utilization

### Overall computer room utilization

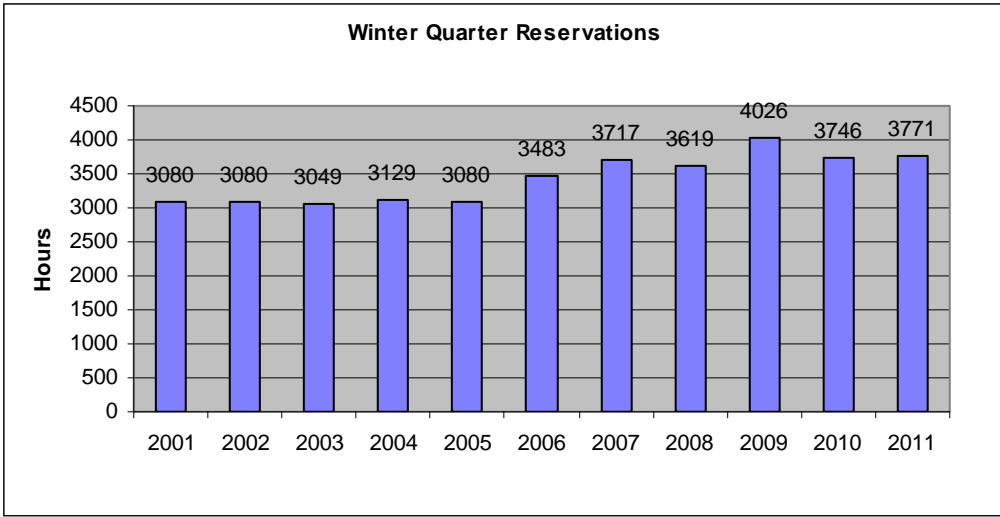
Computer Lab Management operates 18 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (10:00 am to 5:00 pm). Most open access labs also experience wait lines. The graph below combines utilization Monday through Thursday.



Utilization shows the general trend of high usage from 10am to 5pm continued this quarter. The wait line data in the graph is the average wait line for the entire quarter. The maximum wait line length of 55 on March 3rd is many times the average. Past student surveys show only roughly 25% of students would wait if there was a line of 10 people. Therefore, CLM's wait line statistics are most likely not an accurate measure of demand during busy times.

### Class Use

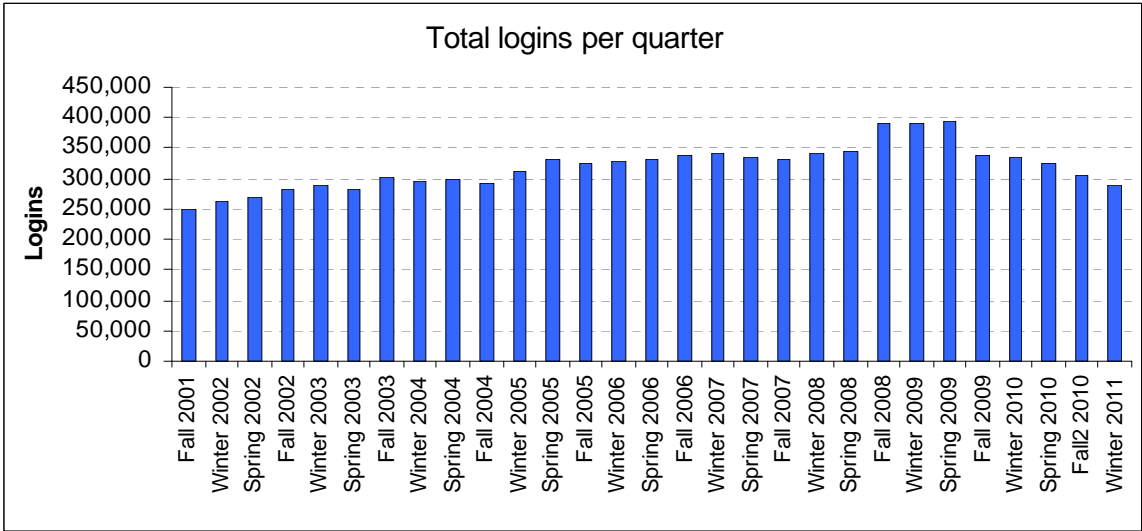
During Winter 2011 there were 3,771 class hours reserved in the computer classrooms. This total is down slightly from the 3,875 hours in Fall 2010. CLM has seen a slight drop in reserved classes during the 09-10 academic year, as it seems some departments are responding to the budget crisis by canceling class offerings. However, overall computer classroom reservations have stayed relatively constant since the 08-09 school year.



In addition, there were 168 class software installs and 88 class folders created during Winter 2011.

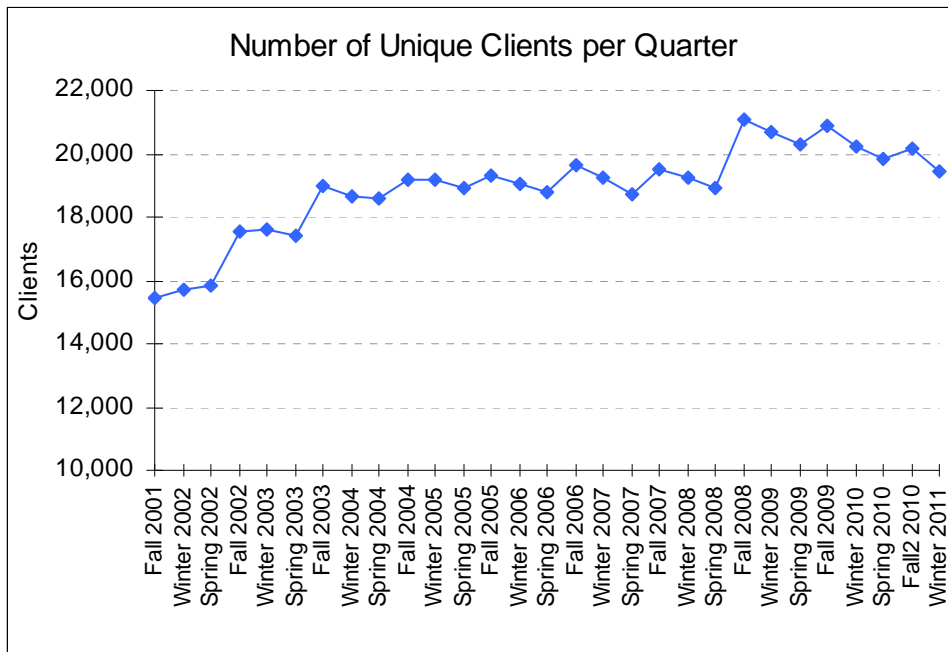
**Number of Logins and Users**

The total logins in Winter 2011 decreased to 287,618, a 6% drop from Fall 2010. The number of logins has dropped from 08-09, most likely due to a combination in the decrease of open hours (a 17% from Fall 2008), the normal drop in number of students at UC Davis every Winter quarter, and the printing rate change decreasing demand.



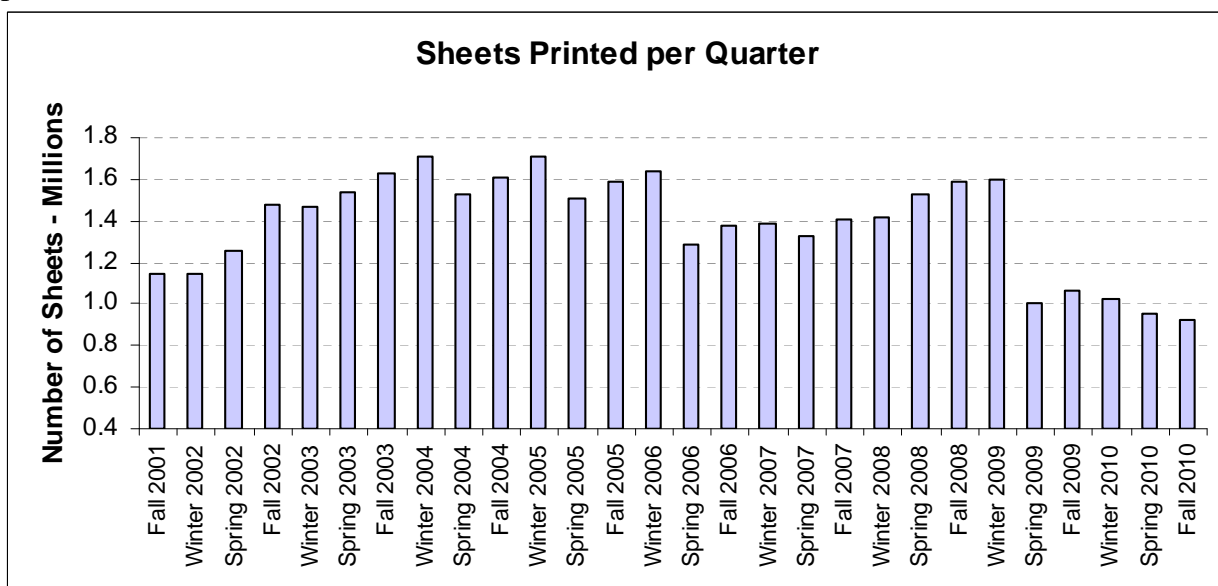
## Unique Users

The number of unique clients decreased to 19,437 in Winter 2011. This is a decrease of 732 clients from Fall 2010. Of these, 18,907 were students. The decrease is normal as the total number of students at UC Davis typically drops from Fall to Spring quarter.

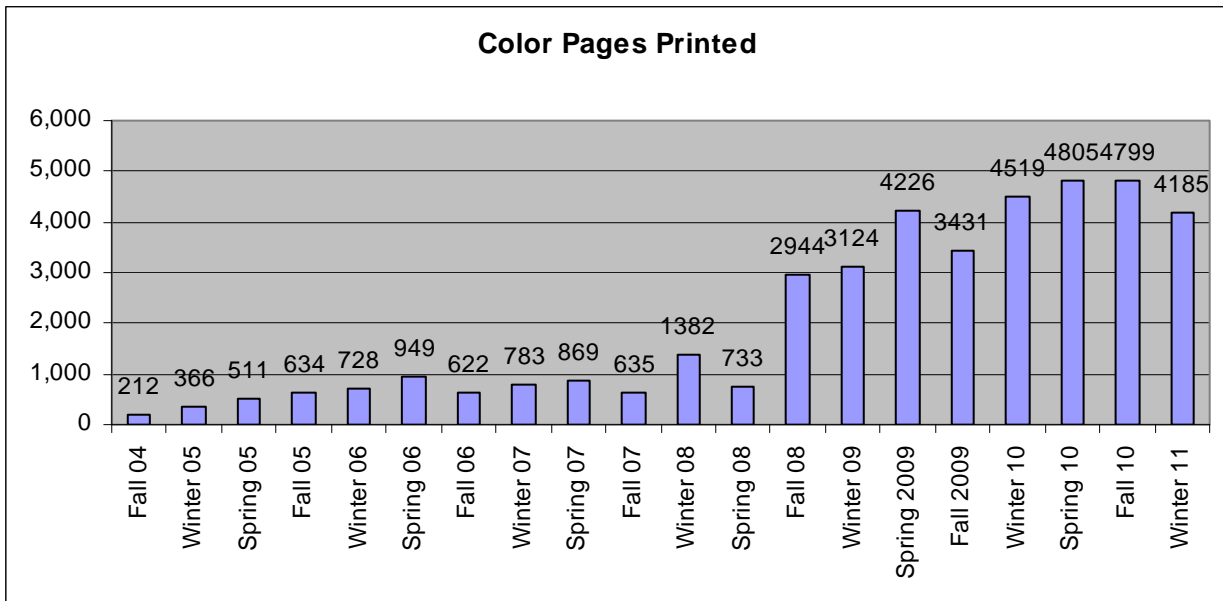


## Printing

The total sheets printed in Winter 2011 decreased slightly to 919,849. The average sheets printed per client (of those who printed) was 54.25. The large decrease from 08-09 was due to the change in printing rates at the start of Fall 2009. We expect the total sheets printed and average sheets per client to slowly increase as students become accustomed to the new rate and realize that printing is still relatively inexpensive.



In addition, there were 4,185 color pages printed, a decrease of 614 from Fall 2010.



There were 2,501 wireless print jobs, a decrease of 201 from Fall 2010. There were 322 unique clients who printed though the wireless printing system.

