

Winter 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 nine departmental computer rooms with 233 installed stations for the School of Education, the UC Davis Language Center, and The Arts Admin Group.

Some of the significant items from Winter 2018 include:

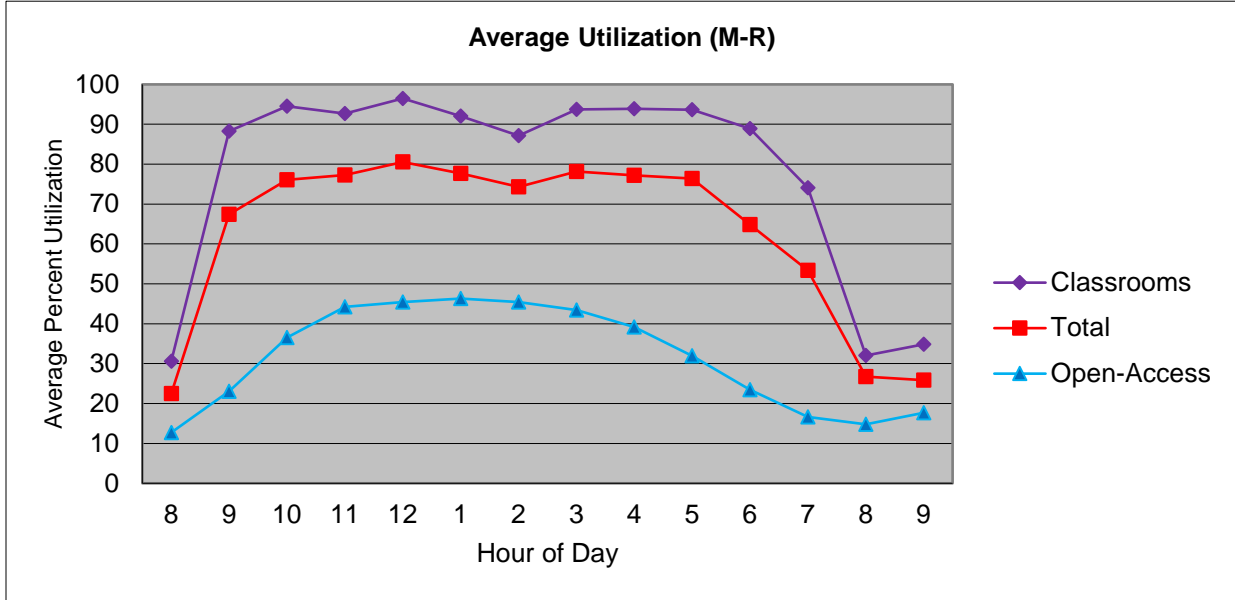
- During Winter 2018 there were 5,854 hours of instruction reserved in the computer classrooms, roughly the same as Winter 2016 and Winter 2017. Since the start of the 15-16 academic year the computer classrooms have averaged 6,029 hours of instruction per quarter. The classrooms are heavily impacted during the prime teaching hours (9am – 7pm) and it appears at this point the computer classrooms are saturated and cannot accommodate many more classes. Therefore, CLM is continuing to look for ways to add computer classrooms and the resources to support them.
- CLM opened a new computer classroom in 201 Sprocket Hall for Cinema and Digital Media (The Arts Admin Group). CLM configured the network and leveraged our software management expertise to quickly configure 12 new iMacs for game development and augmented reality courses.
- CLM conducted a student survey about computer room use. The results are posted at <http://computerrooms.ucdavis.edu/pubs/survey/student-w18.html>.
 - Laptop and smartphone ownership is close to universal (~97%).
 - Mac ownership has grown dramatically over the past decade is now roughly equal to Windows ownership.
 - The main reasons students use the computer labs are when they leave their laptop at home, to access academic websites, and to print (mostly class related).

Statistical Summary

Utilization

Overall Computer Room Utilization

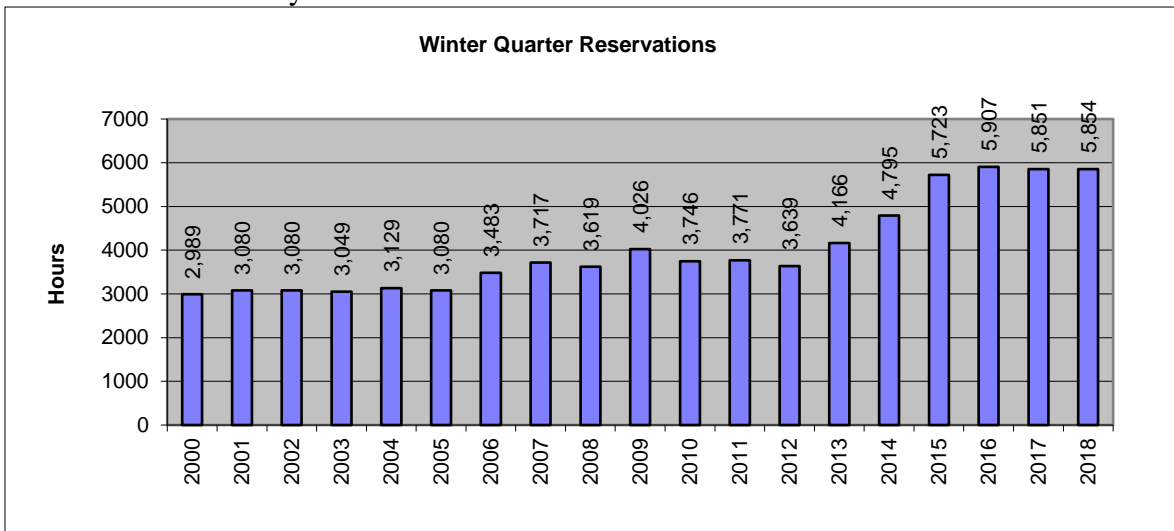
Computer Lab Management operates 21 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (9:00am to 6:00pm). The graph below combines utilization Monday through Thursday.



Classroom use is very high – averaging over 90% from 9am-7pm. Open-access utilization is lower, but since it is an average across the entire quarter it doesn’t give a sense of peak use. Many of the open-access labs also experience wait lines during busy times of the quarter. The maximum wait line was 30 people waiting for a computer on January 13th.

Class Use

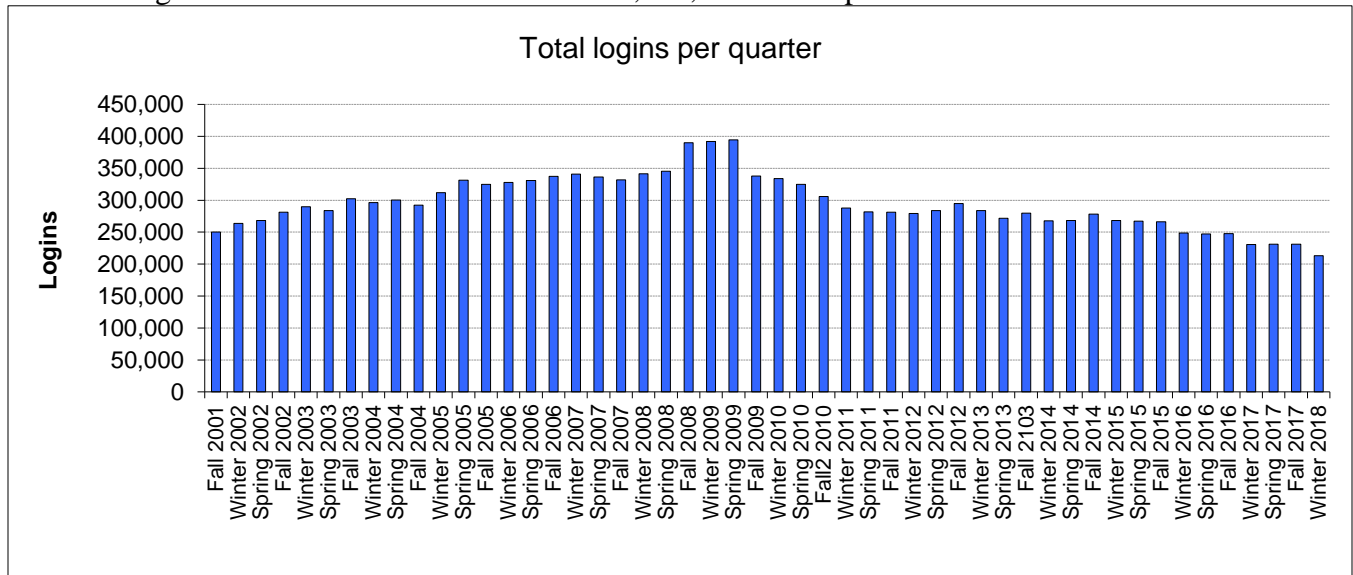
During Winter 2018 there were 5,854 class hours reserved in the computer classrooms, essentially the same as Winter 2016 & 2107. The large increase from 2013 is primarily due to adding two more classrooms in Shields Library.



In addition, there were 238 class software installs and 159 class folders created during Winter 2018.

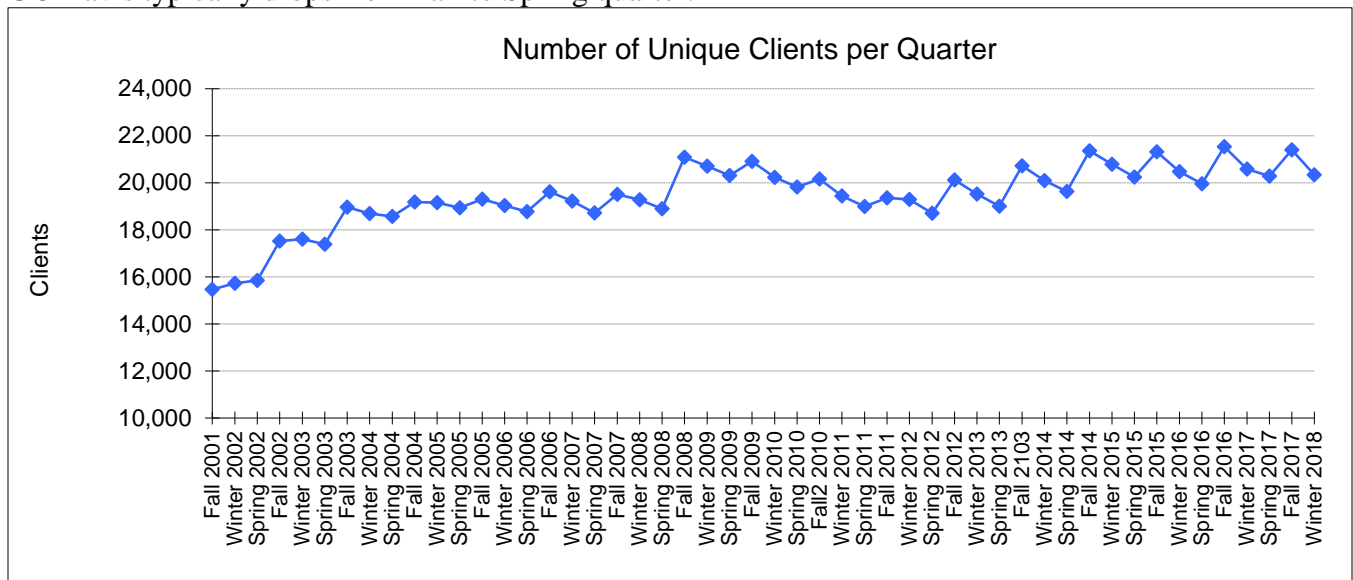
Number of Logins and Users

The total logins in Winter 2018 decreased to 213,196, a 7.7% drop from Fall 2017.



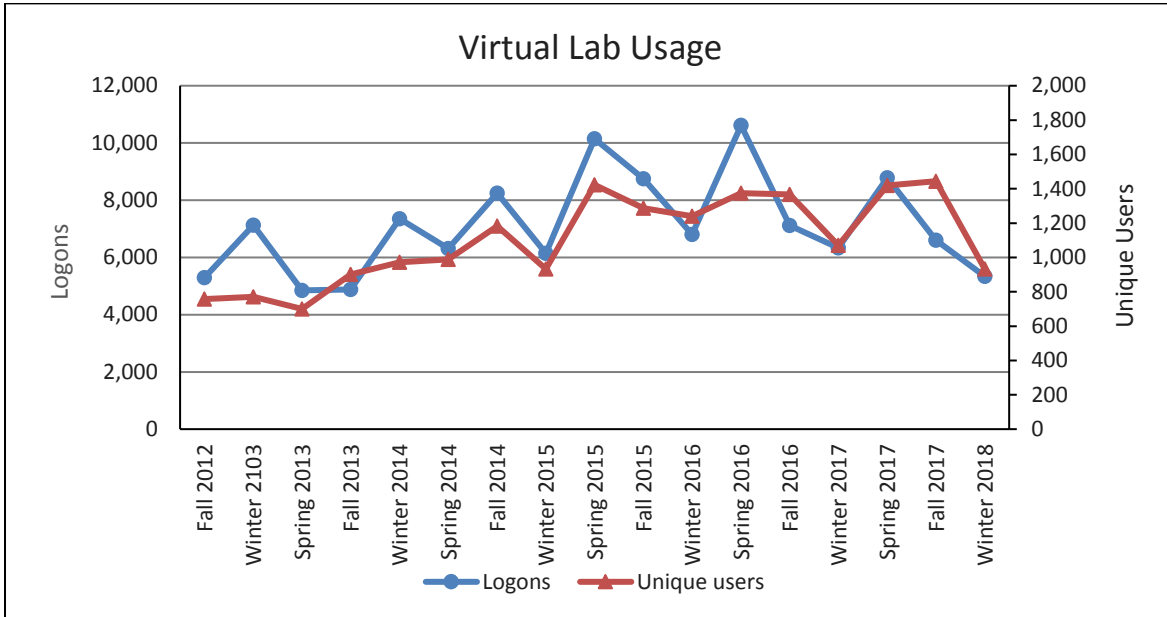
Unique Users

The number of unique clients decreased to 20,343 in Winter 2018. Of these, 19,847 were students. This is a decrease of 1,063 clients from Fall 2017. The decrease is normal as the total number of students at UC Davis typically drops from Fall to Spring quarter.



Virtual Lab Users

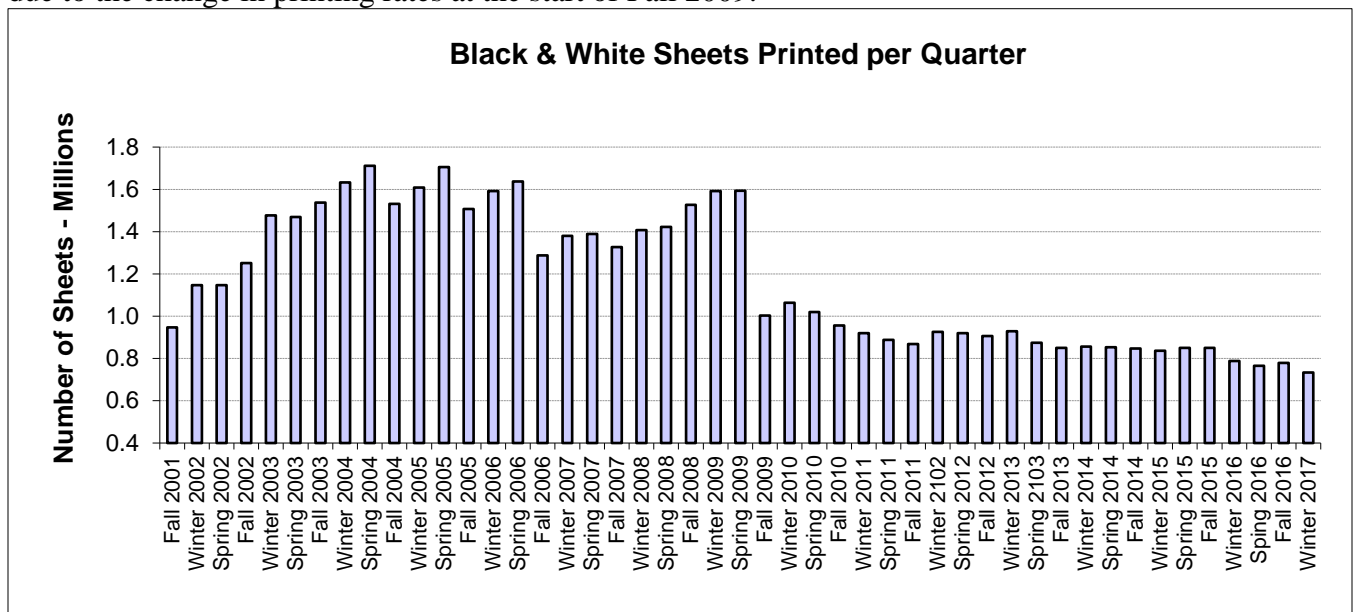
The IET Virtual Lab was used 5,337 times by 933 unique clients. Both values are a drop from Fall 2017.



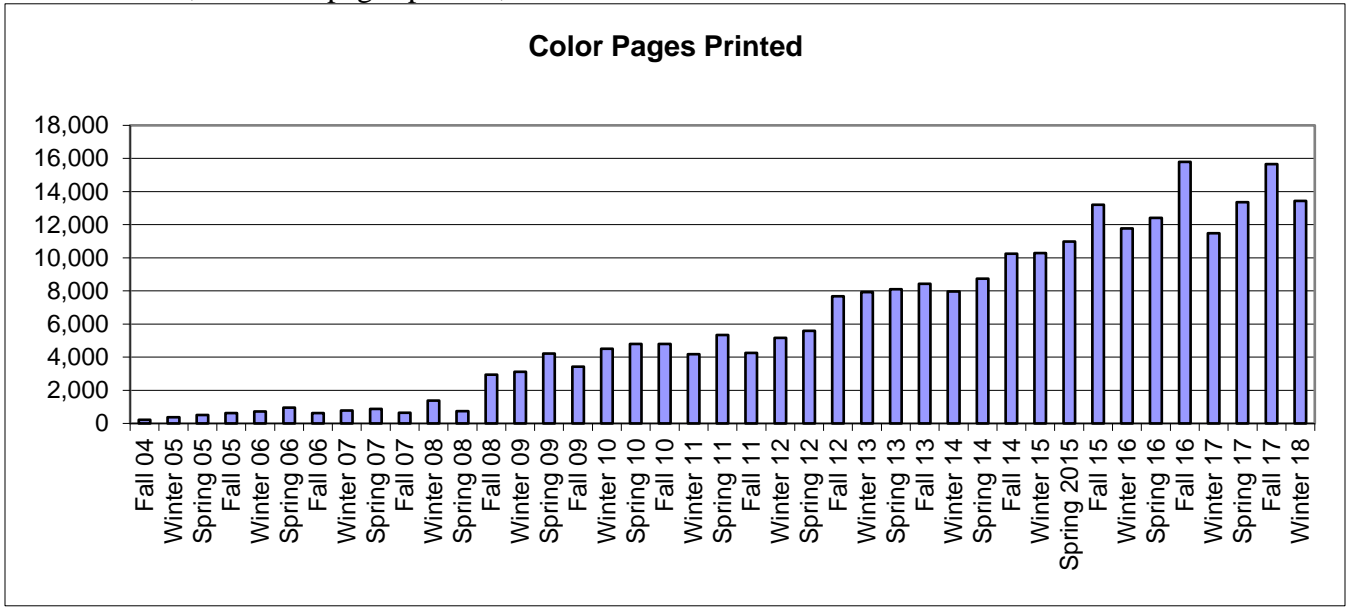
There were 553 denied connections to the virtual lab because there were no available computers. Most denied connections were during the day when there are only very limited number for computers available.

Printing

There were 670,402 total sheets printed in Winter 2018, an decrease of 8.4% from Fall 2017. The average sheets printed per client (of those who printed) was 38.9. The large decrease from 08-09 was due to the change in printing rates at the start of Fall 2009.



There were 13,430 color pages printed, a decrease of 14.2% from Fall 2017.



There were 5,341 wireless print jobs, a decrease of 298 from Fall 2017. There were 609 unique clients who printed through the wireless printing system.

