Winter 2020 Quarterly Report
Computer Lab Management
Prepared by Tim Leamy

Computer Lab Management (CLM) operates 22 computer rooms across the UC Davis campus. These consist of 15 computer classrooms and 7 open access labs with a total of 668 installed stations. CLM also manages eight departmental computer rooms with 170 installed stations for the UC Davis Language Center and The Arts Admin Group.

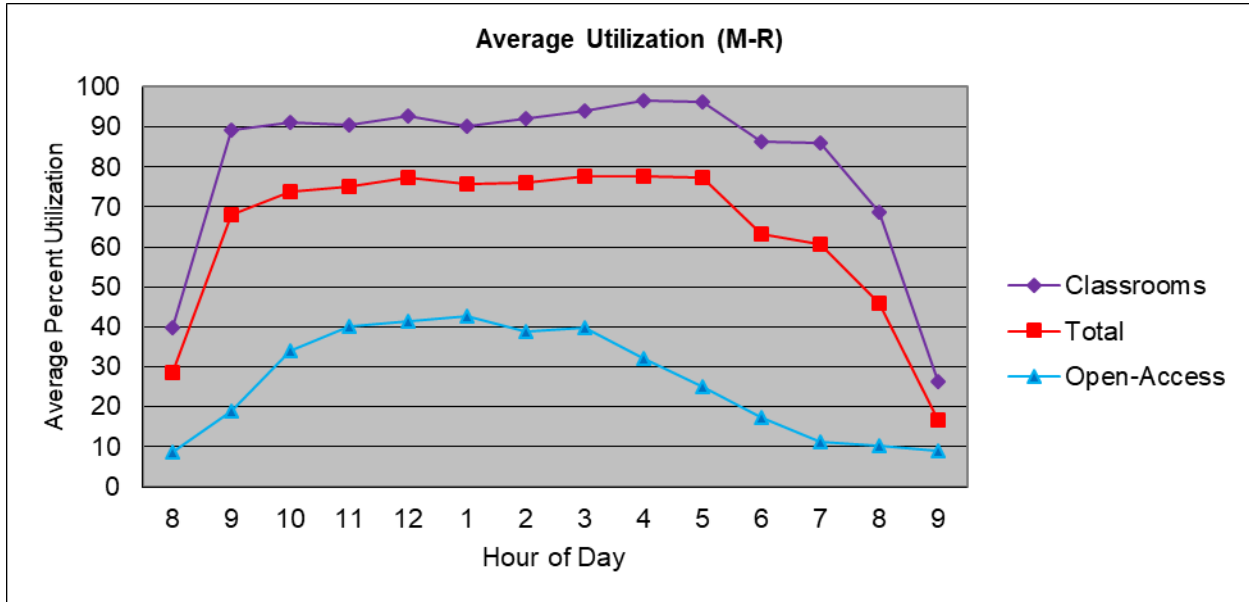Some of the significant items from Winter 2020 include:
- During Winter 2020 there were 6566.83 class hours reserved in the computer classrooms. This is the most class hours in CLM history. A portion on the increase from Winter 2019 is due to opening 0347 Storer, but we also saw more evening classes 6-8pm.
- The COVID-19 outbreak at the end of the quarter caused large changes in our operations:
  - The number of logins and printing showed large drops since classes moved online for the last few weeks of the quarter.
  - We closed the classrooms in Hutchison and SciLab during finals week to make all those PCs available in the IET Virtual Lab.
  - We added webcams and specialized examination software to computers in 2101 SCC, 21 Olson and 27 Olson to support online proctored exams.
  - We adjusted computer room hours to match reduced hours in Shields and SCC.
- CLM continued work on the Teaching & Learning Complex (TLC) building. Over the quarter we worked with DCM to finalize the layouts, furniture, and estimated costs for the four new computer classrooms. We are planning for two 25 seat classrooms, a 45 seat classroom, a 54 seat classroom, and a small support/drop-in lab room.
- CLM conducted a student survey about computer room use. The results are posted at https://computerrooms.ucdavis.edu/pubs/survey/student-w2020.html.
  - Laptop and smartphone ownership is close to universal (95.5%).
  - Mac ownership has grown dramatically over the past decade is now slightly higher than PC ownership.
  - The main reasons students use the computer labs are to print (mostly class related), they have a class in a computer classroom, when they leave their laptop at home, to access academic websites, and to access specialized software or hardware.

Statistical Summary

Utilization

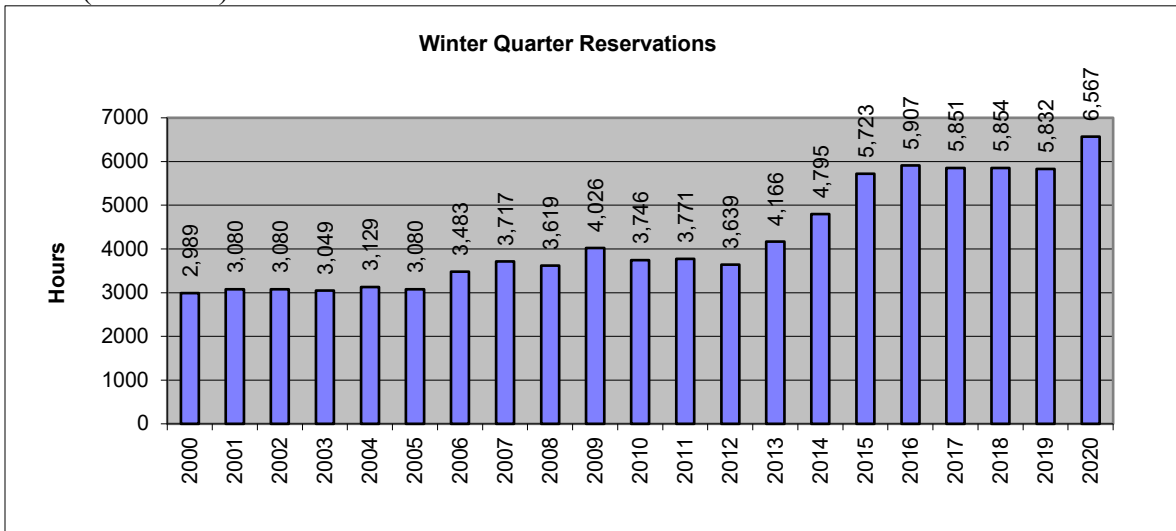### Overall Computer Room Utilization

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 85% from 9am-8pm. Open-access utilization is much lower.
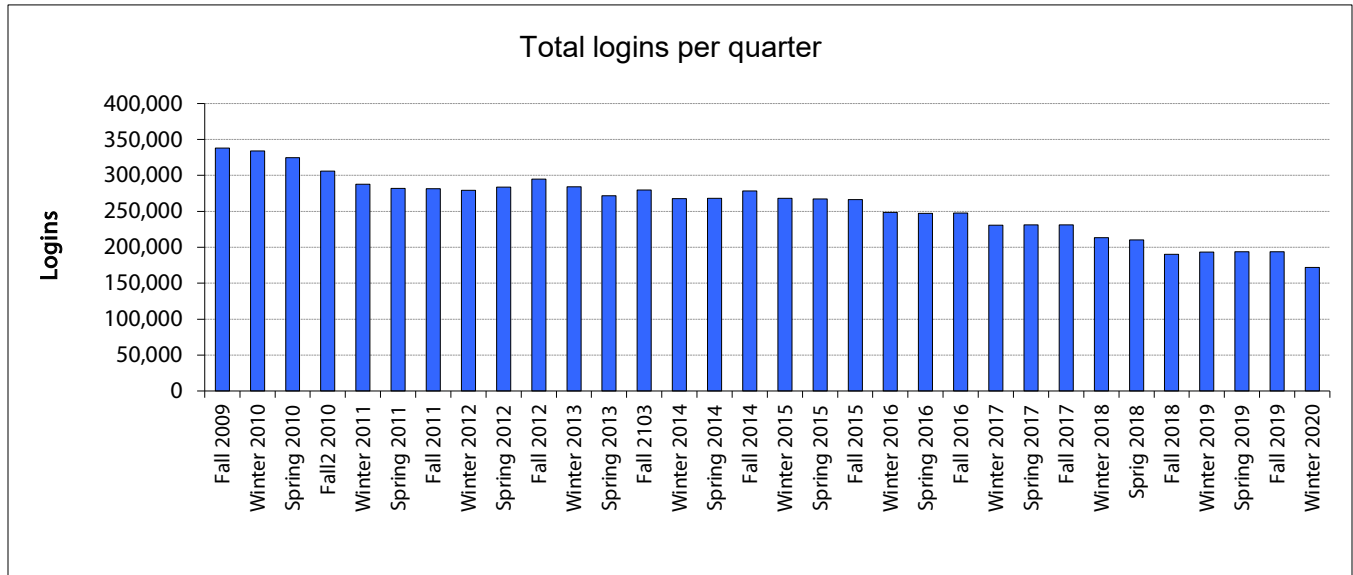
Class Use

During Winter 2020 there were 6566.83 class hours reserved in the computer classrooms. This is the most class hours in CLM history. A large portion on the increase from Winter 2019 is due to opening 0347 Storer (441 hours).

In addition, there were 270 class software installs and 40 class folders created during Winter 2020. Since most faculty have shifted to Canvas, CLM is no longer making class folder by default for UWP classes. Therefore the number of class folders per quarter has dropped dramatically.
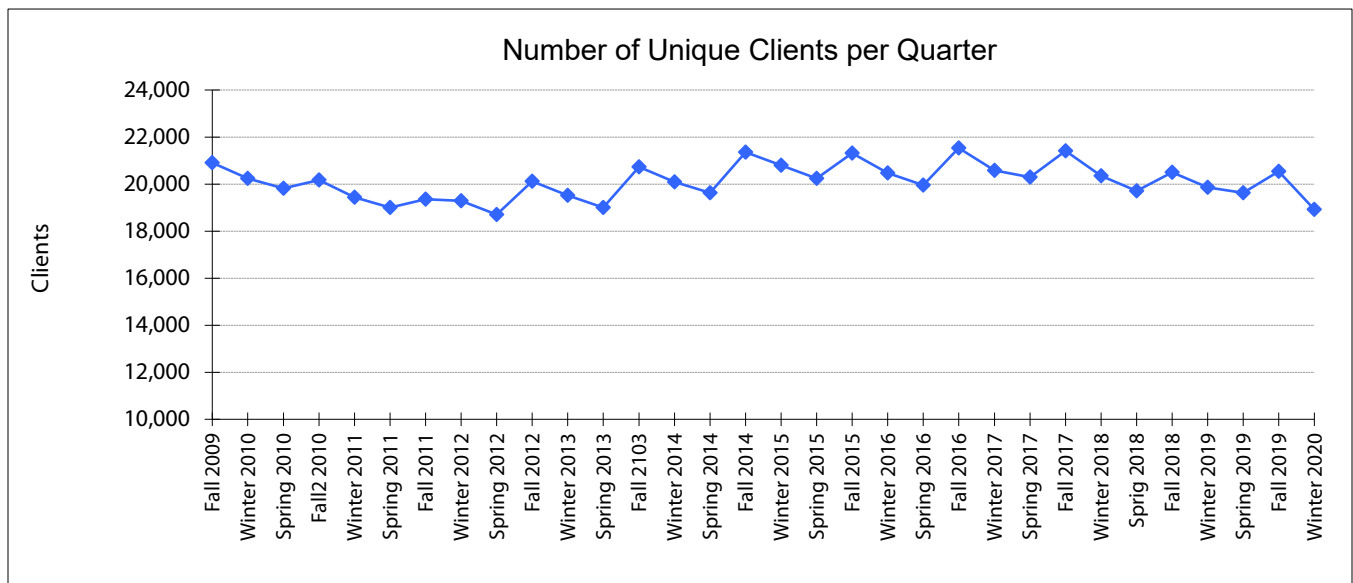
Number of Logins and Users

The total logins in Winter 2020 decreased to 171,863, a 11.3% drop from Fall 2019. The COVID-19 outbreak during the end of the quarter was likely the cause of a majority of the drop.
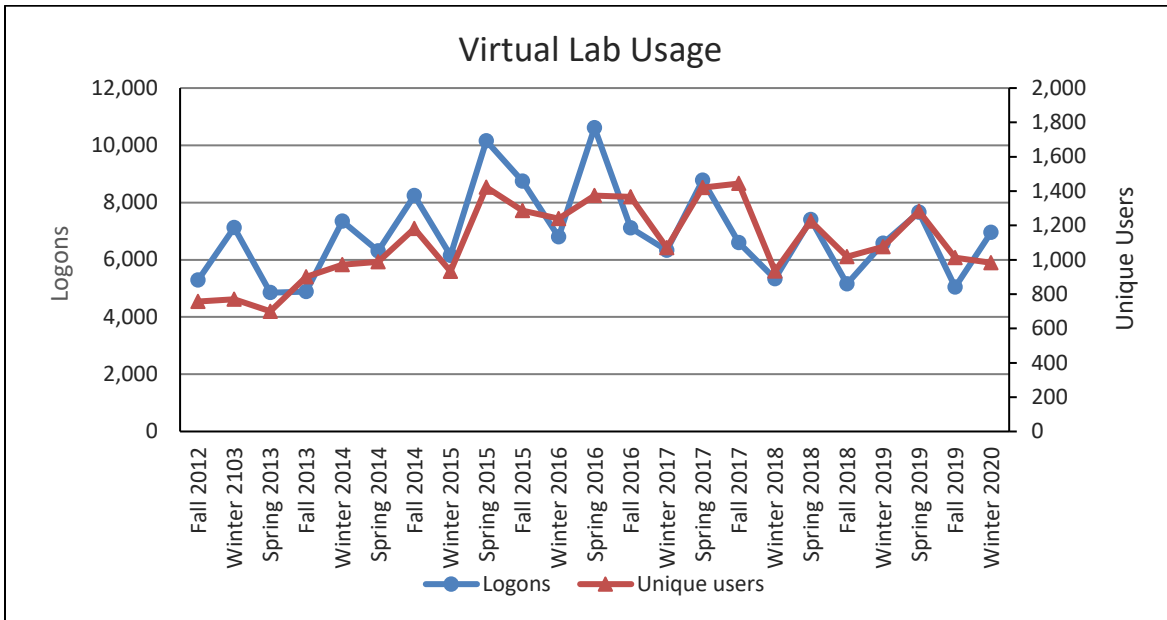
Total logins per quarter

Unique Users

The number of unique clients decreased to 18,927 in Winter 2020. Of these, 18.501 were students. This is a decrease of 1,618 clients from Fall 2019.

Number of Unique Clients per Quarter
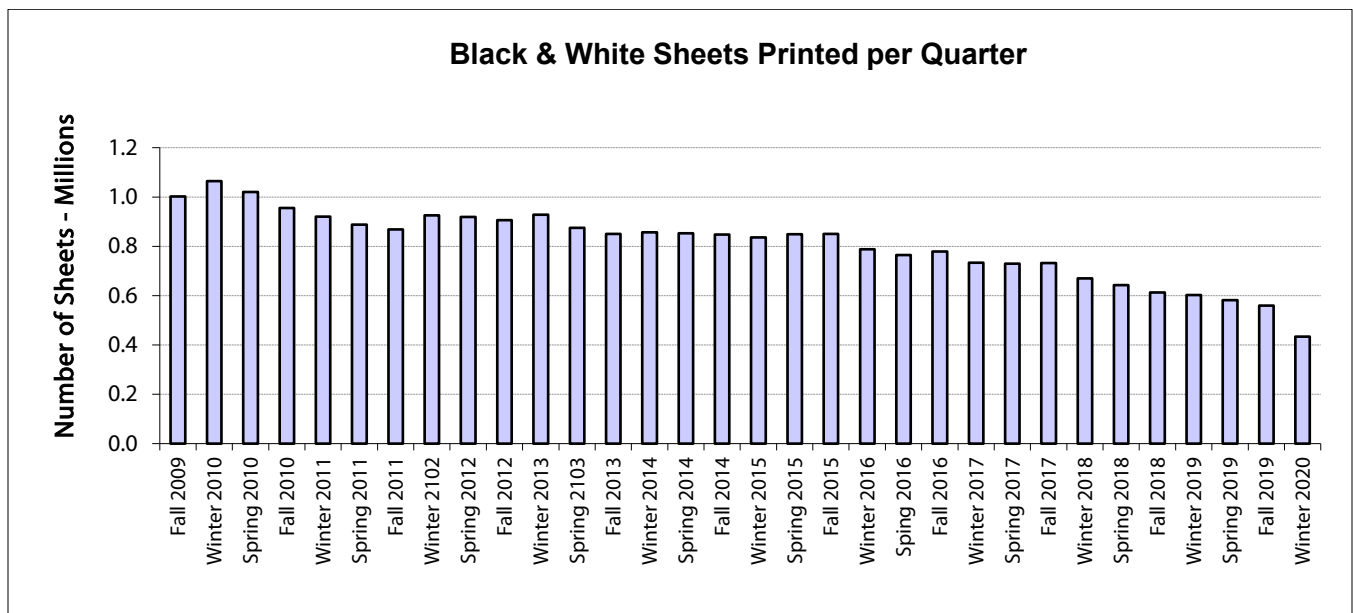
Virtual Lab Users

The IET Virtual Lab was used 6,957 times by 982 unique clients. The IET Virtual Lab allows remote connections to computers in the IET computer rooms on campus. This allows students to work on assignments using specialized software when the computer rooms are closed.
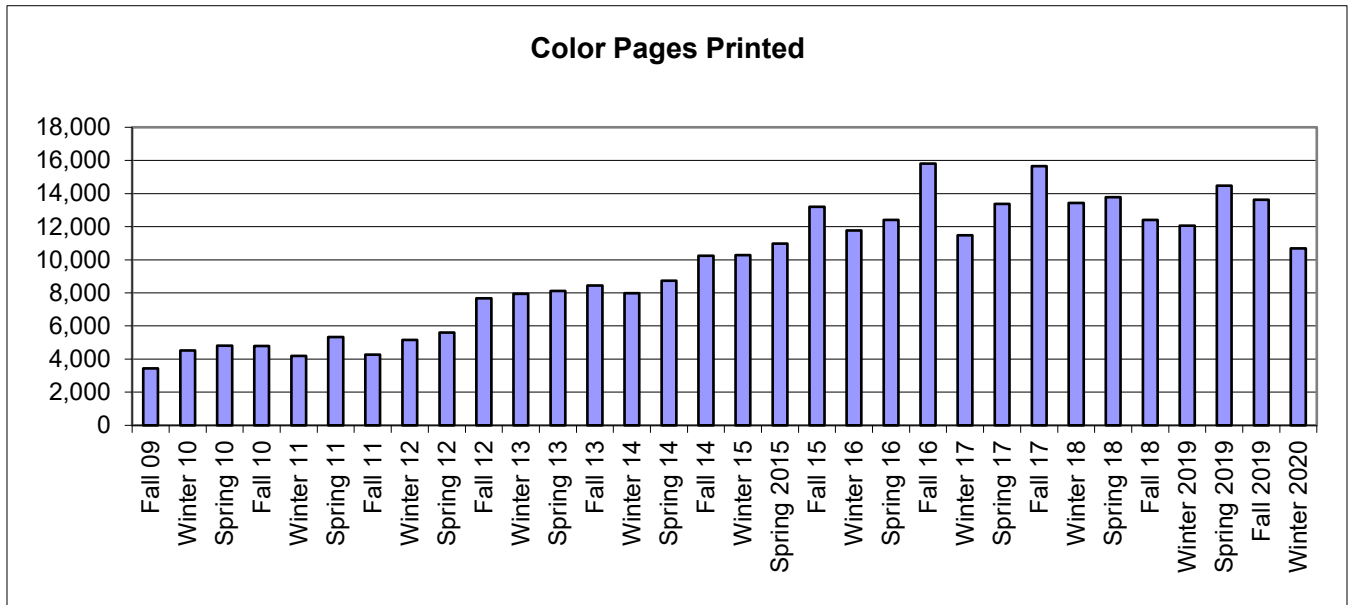

There were 1,102 denied connections to the virtual lab because there were no available computers. Most denied connections were during the day when there are only very limited number for computers available.

Printing

There were 433,436 total sheets printed in Winter 2020, a decrease of 22.6% from Fall 2019. The average sheets printed per client (of those who printed) was 28.1. The COVID-19 outbreak likely caused a large portion of the decrease.

There were 10,678 color pages printed, a decrease of 21.6% from Fall 2019. The COVID-19 outbreak likely caused a large portion of the decrease.

Color Pages Printed

There were 3,610 wireless print jobs, a decrease of 888 from Fall 2019. There were 483 unique clients who printed though the wireless printing system. Once again, the COVID-19 outbreak likely caused a large portion of the decrease.

Wireless Print Jobs