Winter 2022 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 15 computer classrooms and 5 open access labs with a total of 615 installed stations. CLM also manages eight departmental computer rooms with 170 installed stations for the UC Davis Language Center and The Arts Admin Group.

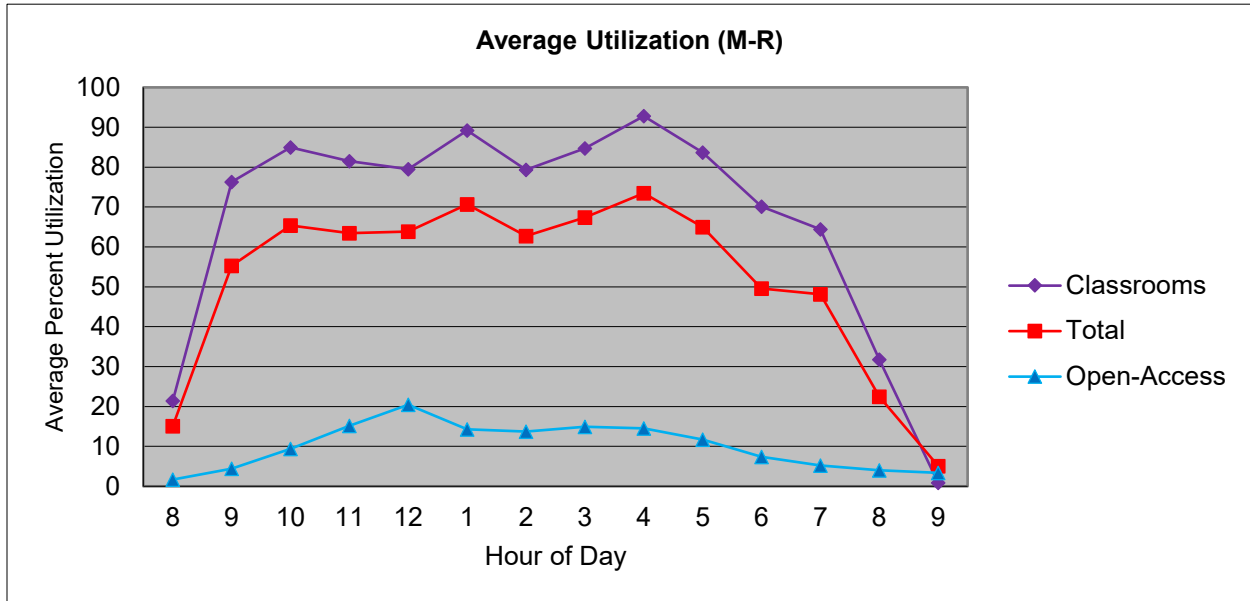Some of the significant items from Winter 2022 include:
- The campus was closed due to COIVD the first four weeks of the quarter. Even after campus reopened computer room usage was reduced as many classes shifted to remote instruction.
    - Classroom reservations were roughly consistent after accounting for classes going remote due to COVID. (6,567 hours in Winter 2020 to 6,412 hours in Winter 2022).
    - Total logins dropped from 74,505 in Fall 2021 to 34,094 in Winter 2022.
    - Unique clients dropped from 9,974 in Fall 2021 to 6,494 in Winter 2022. The open-access lab percent utilization was the lowest in CLM history, even lower than Fall 2021. We heard anecdotal accounts of students moving back home since all their classes were online.
    - It is unclear if these usage changes are due to COVID keeping students away from campus or long term usage changes. Most likely it's a combination. We'll need to watch usage trends to determine how to adjust service levels to match needs going forward.
- The wireless printing service continue to see much higher use than pre-pandemic. There were 11,394 wireless print jobs in Winter 2022 as opposed to an average of 4,255 for the 18-19 to 20-21 academic years. The increase is likely due to the self-serve wireless printing added to the MU Lounge and Shields Basement over Summer 2021.
- The IET Virtual Lab saw increased usage since the campus was closed the first four weeks. However, this appears to have caused confusion later in the quarter. It appears some students and courses still tried to use specialized software for remote//hybrid sections even after campus reopened and the Virtual Lab returned to normal operations. There were 4,237 denied connections to the virtual lab since there were no free stations, primarily for Stata and MS Access. The number of denied connections is much higher than normal.
- CLM upgrade several software applications during Spring break. The major change was upgrading most PCs to Windows 10 Enterprise 21H2. In addition we made minor updates to other applications such as web browsers, text & image editors, Java, etc.
- CLM started work configuring new computer rooms in the Teaching & Learning Complex (TLC). There are four computer classrooms and one small open-access lab. The construction work hit some delays and therefore we expect the computer rooms to be available for classes starting Summer 2022.
- CLM conducted a student survey about computer room use. The results are posted at https://computerrooms.ucdavis.edu/pubs/survey/student-w2022.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.
    - Printing appears to be the primary reason students use the computer rooms

Utilization
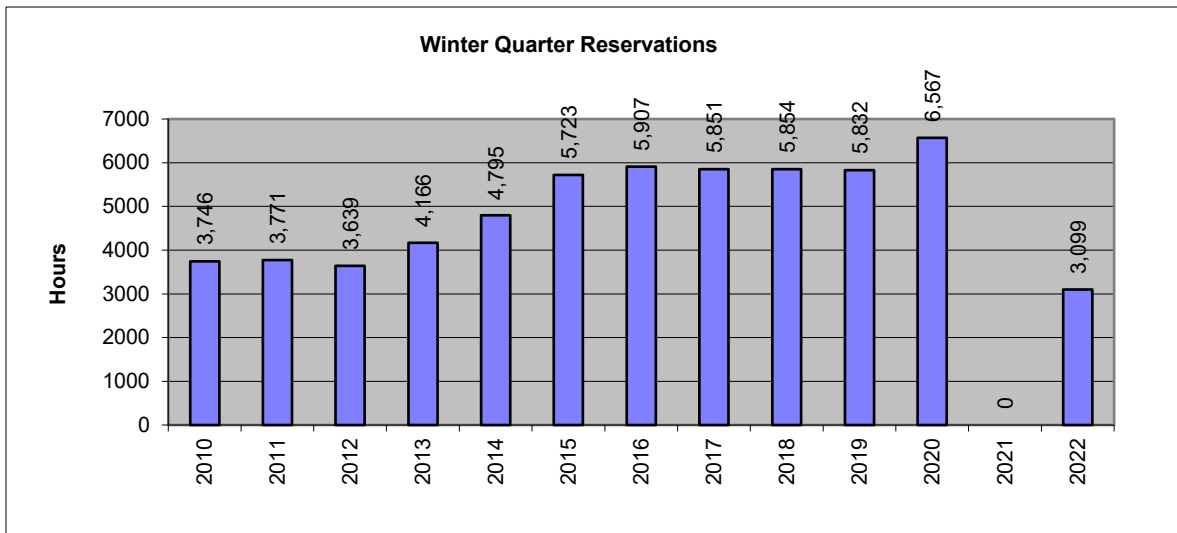
Overall computer room utilization

Computer Lab Management operates 20 computer rooms at UC Davis. The graph below shows average utilization for classrooms, open-access labs and all rooms for Monday through Thursday.

Classroom utilization was relatively high (80-90% 10am to 6pm). Classroom utilization is typically a bit higher, but we had over twenty classes shift to remote instruction and cancel the classroom reservations. Open-access utilization is much lower. Winter 2022 saw the lowest open-access utilization in CLM history. It appears the COVID pandemic significantly drove down usage.
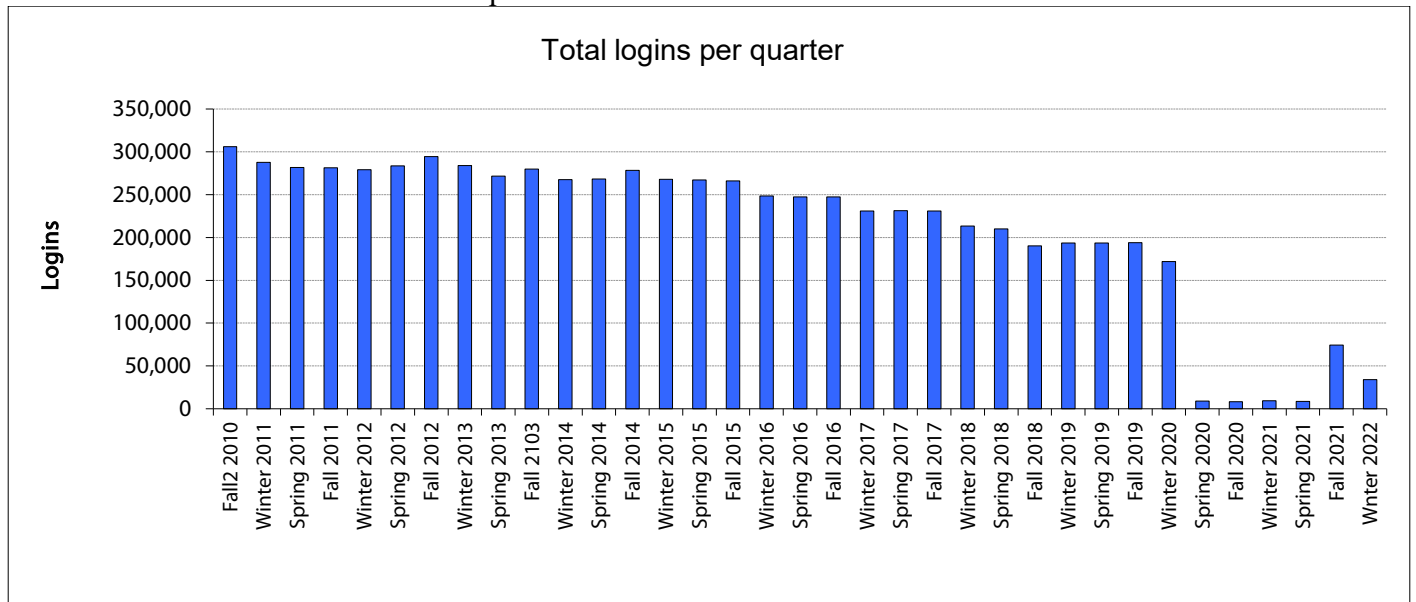
Class Use

During Winter 2022 there were 3,099 class hours reserved in the computer classrooms. The class hours were originally much higher, but there were 3,313 hours of cancellations due to classes shifting to remote instruction for the first four weeks and some for the entire quarter.

In addition, there were 237 class software installs and 16 class folders created during Winter 2022. 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.
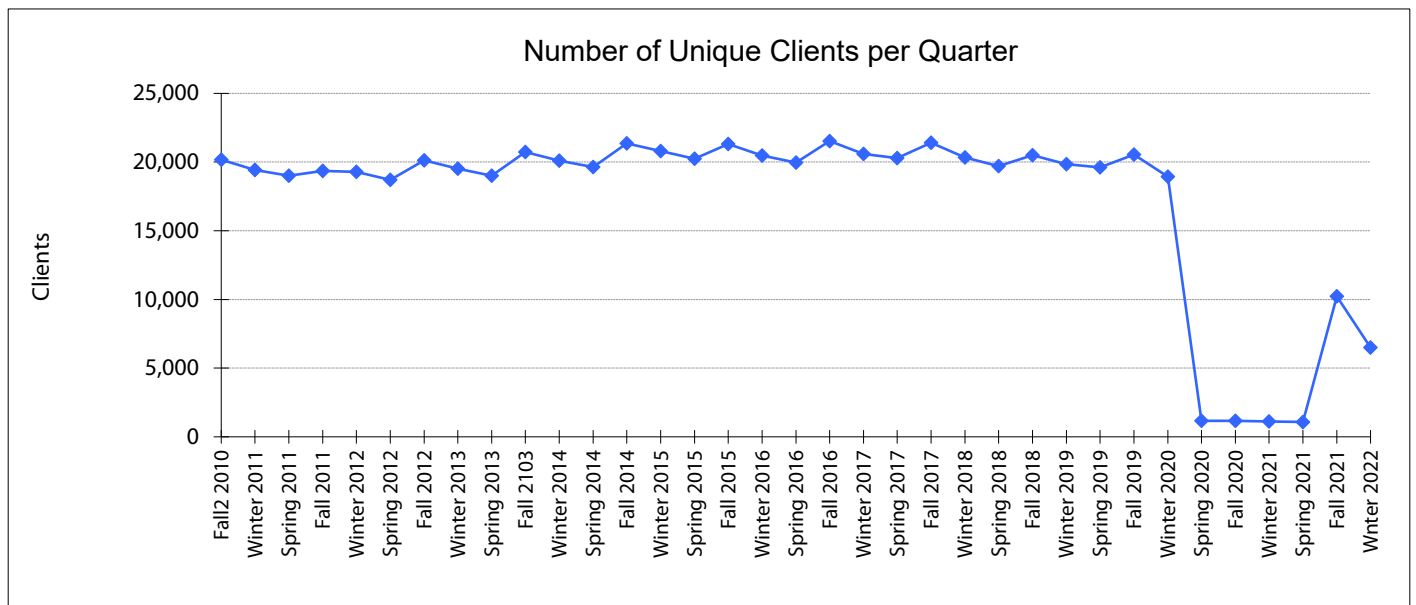
Number of Logins

There were 34,094 total logins in Winter 2022. This is substantially lower than Fall 2021 since campus was closed for the first four weeks of the quarter.
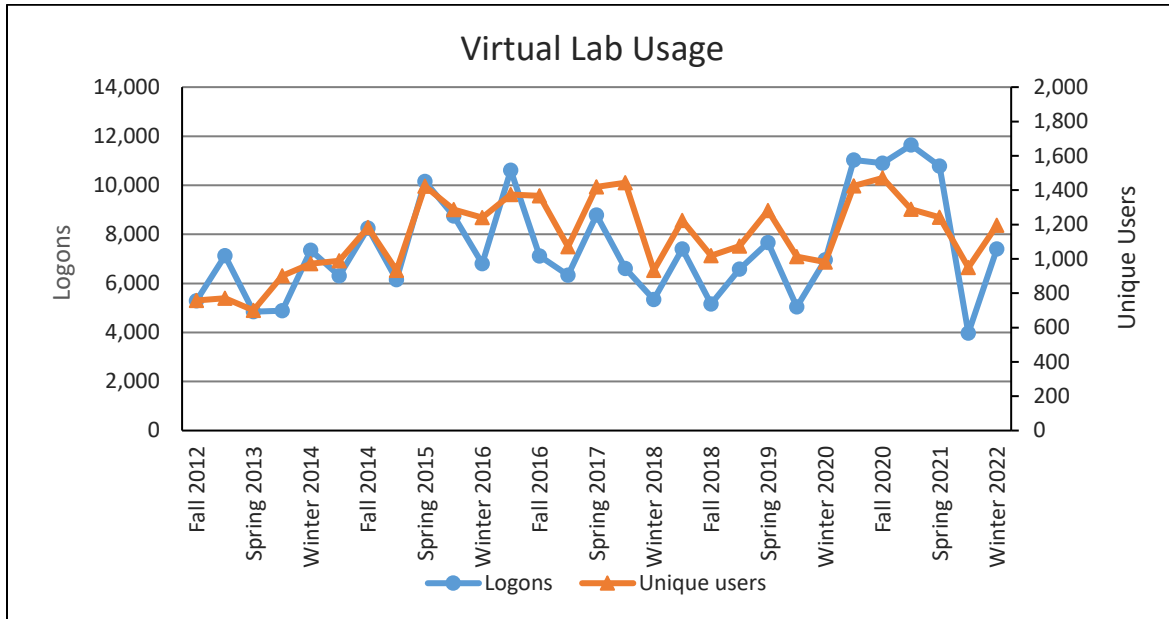
Total logins per quarter

Unique Users

The number of unique clients dropped to 6,494 in Winter 2022. 6,236 (96%) of the unique clients were students.

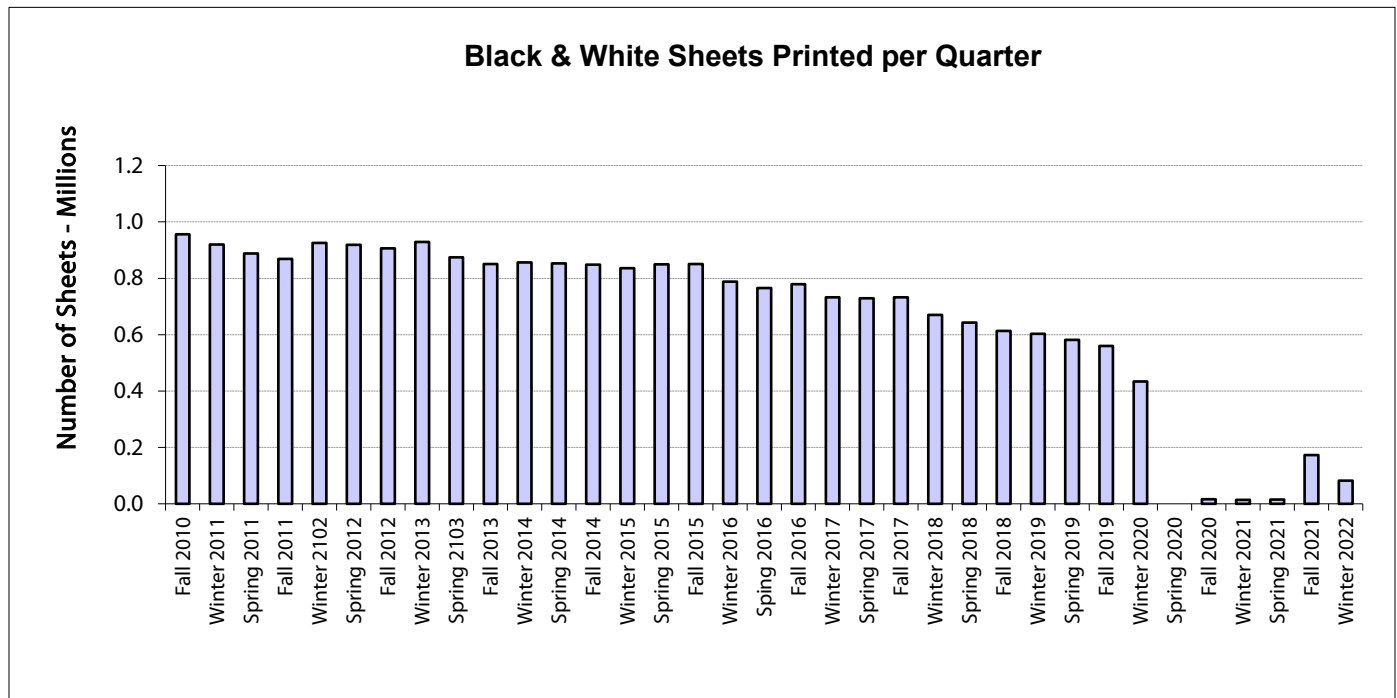**Number of Unique Clients per Quarter**

Virtual Lab Users

The IET Virtual Lab was used 7,400 times by 1,196 unique clients. Both are an increase from Fall 2021 and are due to classes shifting to remote instruction for the first four weeks.
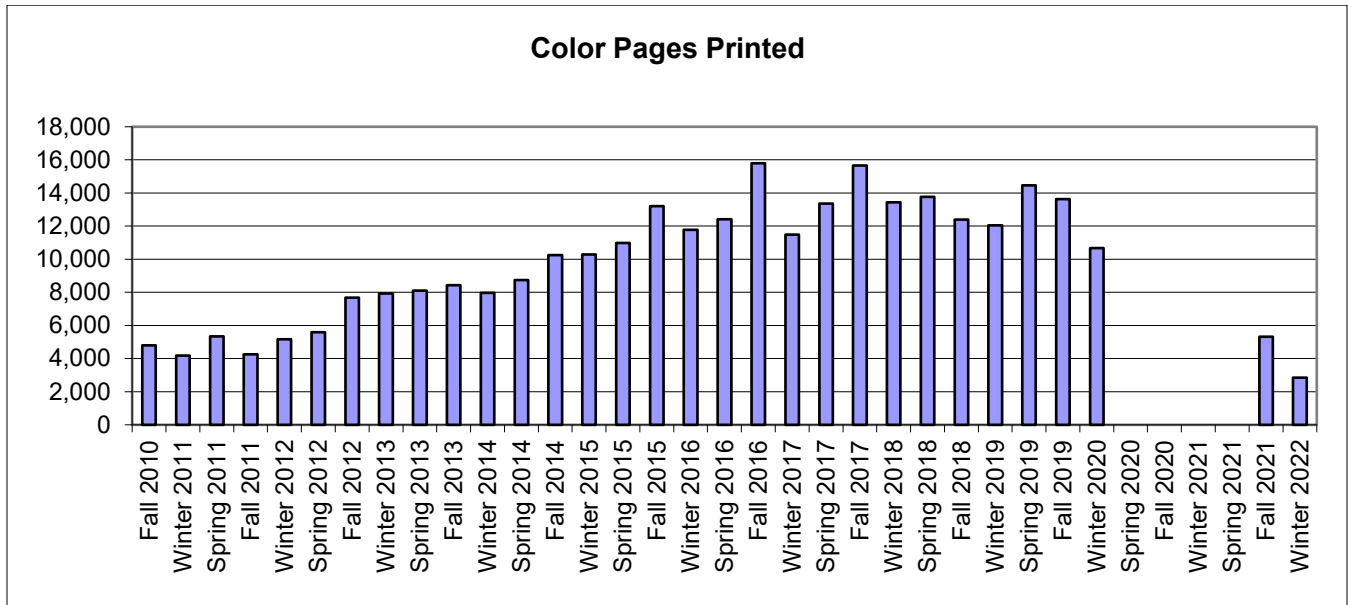

There were 4,237 denied connections to the virtual lab since there were no free stations. It appears some courses still tried to use specialized software for remote/hybrid sections even after campus reopened and the Virtual Lab returned to normal operations.

Printing

The total sheets printed in Winter 2022 was 82,155.

There were 2,852 color pages printed.

Color Pages Printed

There were 11,394 wireless print jobs and 2,187 unique clients who printed though the wireless printing system. The post-pandemic increase is likely due to the self-serve wireless printing added to the MU Lounge and Shields Basement over Summer 2021.

Wireless Print Jobs