Fall 2013 Quarterly Report
Computer Lab Management
Prepared by Tim Leamy

Computer Lab Management (CLM) operates 18 computer rooms across the UC Davis campus. These consist of 12 computer classrooms and 6 open access labs with a total of 558 installed stations. CLM also manages four departmental computer rooms with 111 installed stations for the School of Education and the Language Learning Center.

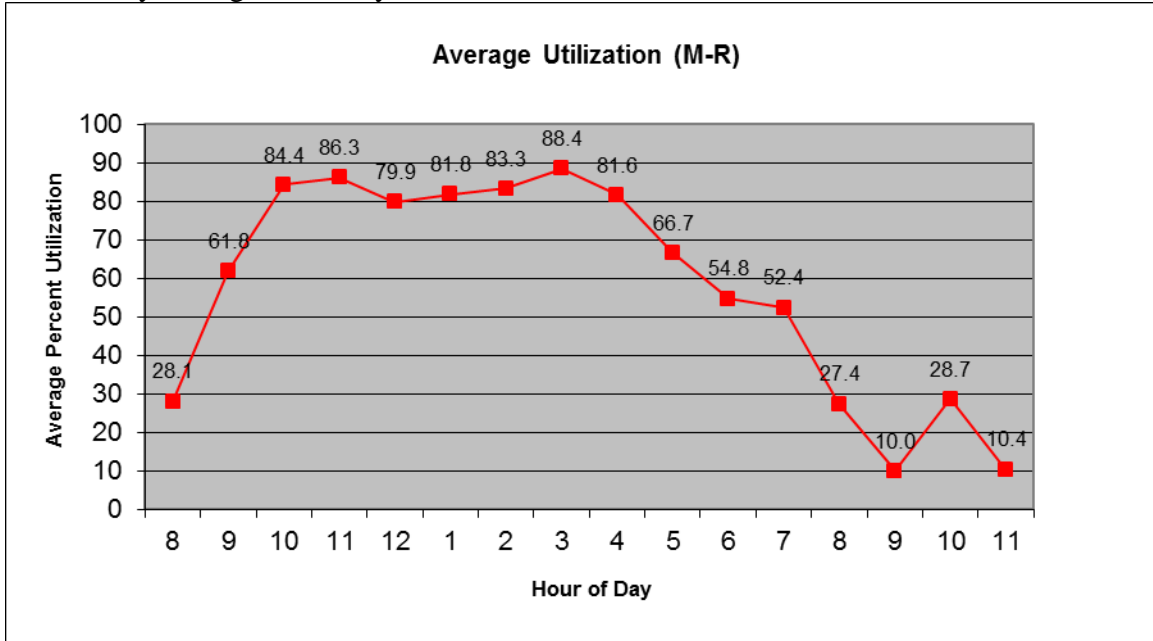Some of the significant items from Fall 2013 include:

- CLM worked with the Vice Provost of Undergraduate Education, Administrative and Resource Management, and Shields Library to create two new computer classrooms in the basement of Shields Library. The new classrooms are intended to alleviate the huge waitlists for classes that satisfy the Upper Division writing requirement. Many students cannot get these required classes and therefore cannot graduate on time. Construction was completed in November 2013 and CLM installed the computers, etc. during December. 90A and 90B Shields were opened for classes at the start of Winter 2014.

- CLM relocated the Open Access Computer Room at 177 Memorial Union to 102 Wellman Hall (the first floor lounge). The move kept as much existing lounge space as possible while maintaining the number of computers and printers currently offered in MU.
  Campus Recreation & Unions asked IET to relocate MU Station computer lab in order to move the Tech Hub to that location as part of the larger MU renovation project. The computer lab will move back to a new location in the MU after the MU renovations are complete in roughly 2015.

- During Fall 2013 there were 4,613.75 class hours reserved in the computer classrooms. This was the highest quarterly reserved hours in CLM history. The currently scheduled reserved hours for Winter and Spring 2014 are even higher given the addition on 90A and 90B Shields.   CLM projects an 11% growth in reserved class hours for academic year 13-14.
  This shows that demand for computer classroom is increasing as faculty members integrate more computer-centric methods into their classroom teaching. Therefore, CLM is continuing to look for ways to add computer classrooms.

- The numbers of logins and sheets printed are slowly trending down over the past two years. This might be partially due to the increase of reserved class hours reducing the available drop-in use in available classrooms. In addition, the on-going budget cuts have reduced hours for the open-access labs. Overall, students have less access to drop-in computers.

- CLM conducted a faculty survey about computer room use. The results are posted at http://clm.ucdavis.edu/pubs/survey/faculty_f13.html. In general faculty were very pleased with the computer classrooms. They also responded favorably to the computers and projection system upgrades CLM performed in Olson over Summer 2013.

Statistical Summary
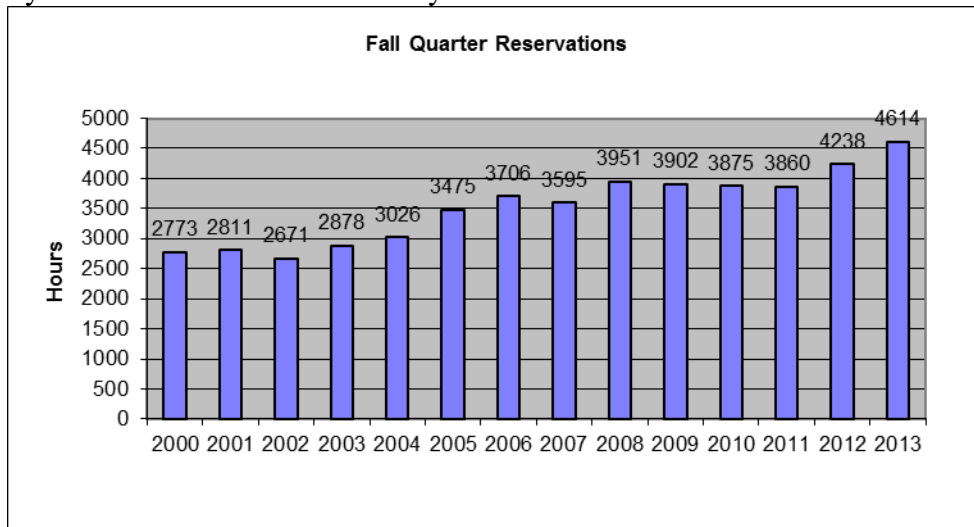
Utilization

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). The graph below shows average utilization Monday through Thursday.

Average Utilization (M-R)

Average Percent Utilization vs. Hour of Day

Hour of Day	Value
8	28.1
9	61.8
10	84.4
11	86.3
12	79.9
1	81.8
2	83.3
3	88.4
4	81.6
5	66.7
6	54.8
7	52.4
8	27.4
9	10.0
10	28.7
11	10.4

Utilization shows the general trend of high usage from 10am to 5pm continued this quarter.
Several of the open access labs also experience wait lines during peak periods. The maximum wait line was 31 people waiting for a computer on December 4th.

Class Use

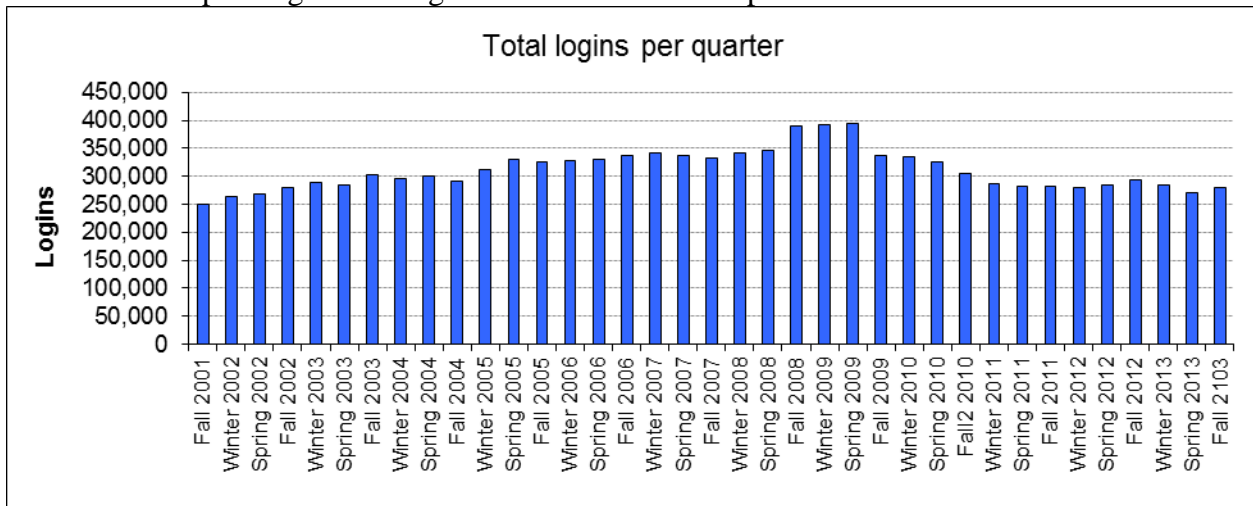During Fall 2013 there were 4,613.75 class hours reserved in the computer classrooms. This was the highest quarterly reserved hours in CLM history.

Fall Quarter Reservations

Hours by Year

Year	Hours
2000	2773
2001	2811
2002	2671
2003	2878
2004	3026
2005	3475
2006	3706
2007	3595
2008	3951
2009	3902
2010	3875
2011	3860
2012	4238
2013	4614

In addition, there were 212 class software installs and 117 class folders created during Fall 2013.
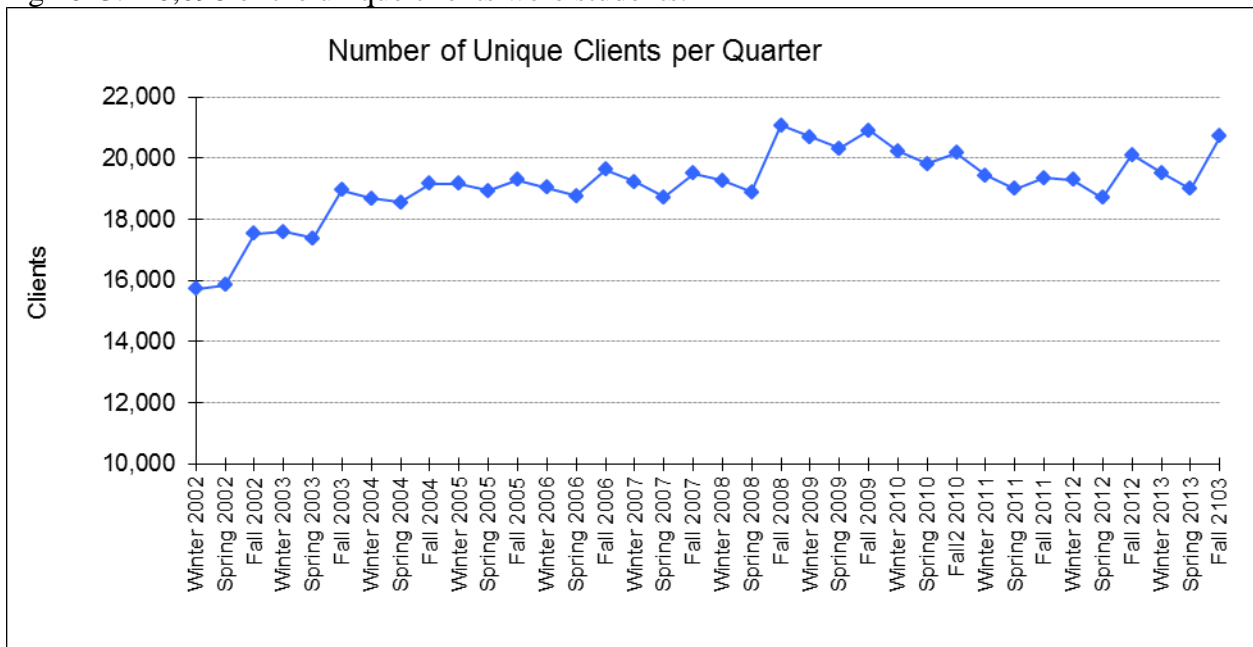
Number of Logins

The total logins in Fall 2013 increased slightly to 279,715 (2.9% increase over Spring 2013).   There is a large decrease from the 08-09 average of 392,096. The decrease is likely caused by the decreased demand due to the printing rate change and the reduction of open hours.

Total logins per quarter

Unique Users

The number of unique clients increased to 20,726 in Fall 2013. This is an increase of 1,724 clients from Spring 2013. 20,098 of the unique clients were students.
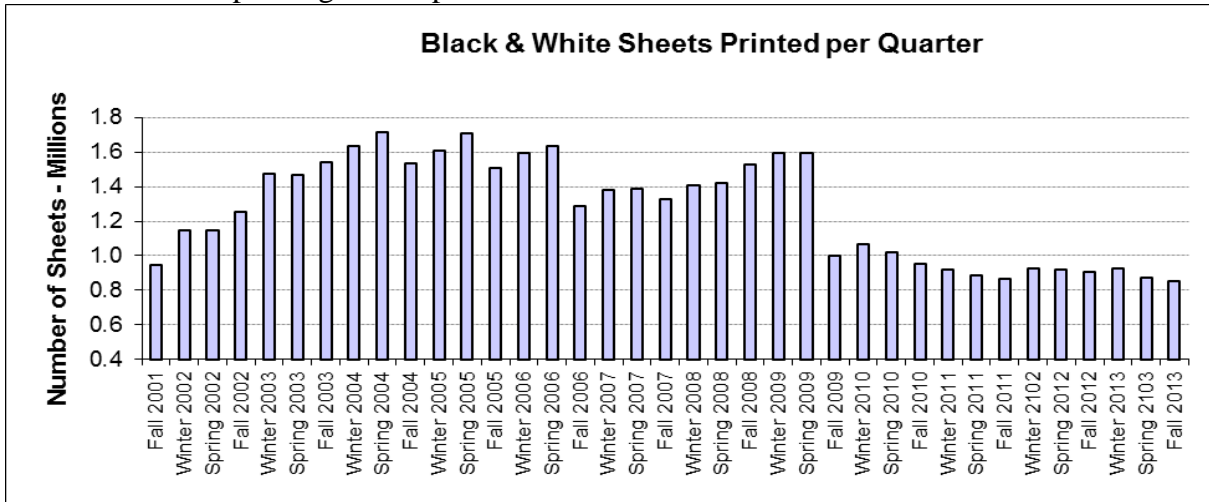

Number of Unique Clients per Quarter
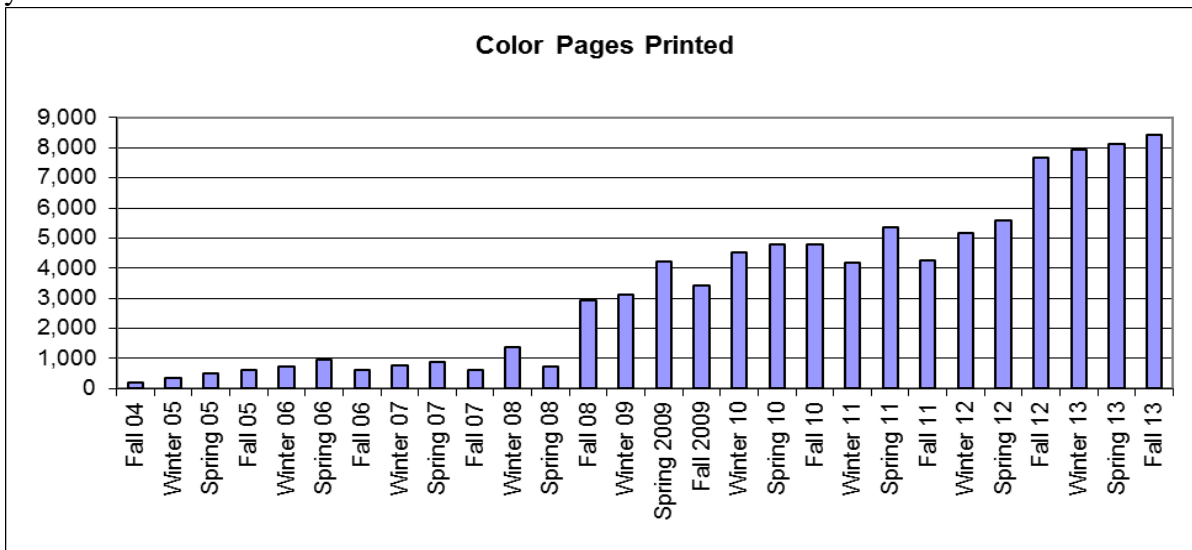
Virtual Lab Users

The IET Virtual Lab was used 4,886 times by 901 unique clients. This service was started in Summer 2012 and has averaged 5,540 logins per quarter since Fall 2012. CLM expects the number of users to slowly increase as more students and faculty become aware of the service.

Printing

The total sheets printed in Fall 2013 decreased to 850,323. The average sheets printed per client (of those who printed) was 49.34. The number of sheets printed per quarter dropped dramatically from 08-09 levels due to a new printing rate implemented in Fall 2009.

There were 8,439 color pages printed. This was the largest number of color pages printing in CLM history.

There were 2,386 wireless print jobs, an increase of 347 from Spring 2013. There were 379 unique clients who printed though the wireless printing system. The drop in wireless printing usage mirrors the overall drop in printing due to the new printing rates in Fall 2009.