

Spring 2009 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, 5 open access labs, and 2 media rooms with a total of 571 installed stations. Utilization of CLM services continued to be very high during Spring 2009, with the highest number of logins in CLM history.

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 highlights from Spring 2009 include:

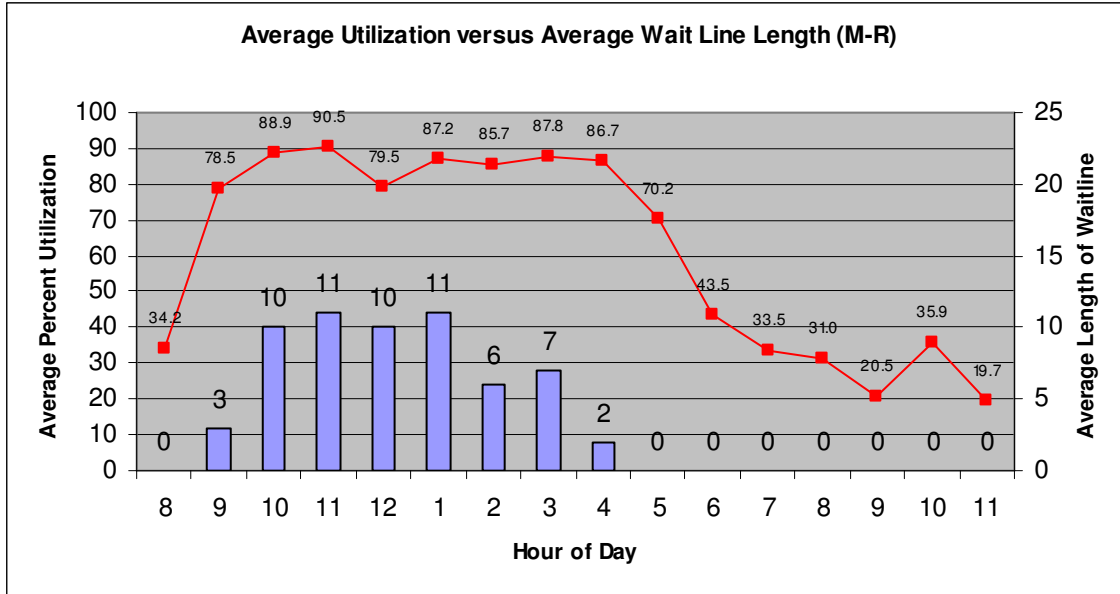
- The total logins in Spring 2009 increased to 394,450. This is a small increase of 2,559 (0.7%) over Winter 2009 and is the highest number of logins in CLM history. Adding the new computer lab in 182 Shields during Summer 2008 caused an increase of roughly 50,000 logins per quarter.
- CLM and Shields Reserves transferred the Hart Media Distribution functions to Shields Reserves on June 17th, 2009. DVDs from Hart's collection were transferred to Shields and CLM has purchased DVD replacements of highly used VHS titles to place in Shields Reserves. In conjunction with the transfer CLM replaced thirteen computers in 163 Shields with eleven DVD/VHS combo player and two region free DVD players to better meet clients' playback needs in the Library. During Summer 2009 CLM will purchase a few remaining DVDs to finish the project.
- CLM installed JAWS (a screen reader software for clients with vision loss - <http://www.freedomscientific.com/products/fs/jaws-product-page.asp>) on all the PCs in the computer rooms. The JAWS software is licensed from a network license manager server which allows JAWS to run on 10 PCs simultaneously. This allows sight-impaired clients to use a PC in any of our rooms.
- CLM supported the UCCSC2009-Focus on Security and Computer and Writing 2009 conferences. CLM configured several computer classrooms especially for the conferences, ensured the presenters had the tools they needed, met with presenters before their sessions, and provided student staffing during the conferences.
- CLM held a one-day training event for new student employees on April 4th. Since this training was a condensed version of CLM's annual "Bootcamp" training it was called "Sandal camp". The training provided classes on customer service, solving technical issues, and supporting instruction to better prepare the employees to serve our academic community.
- CLM surveyed instructors who taught in the computer classrooms during Spring 2009. The results are posted at http://clm.ucdavis.edu/pubs/survey/faculty_s09.html.

Statistical Summary

Utilization

Overall computer room utilization

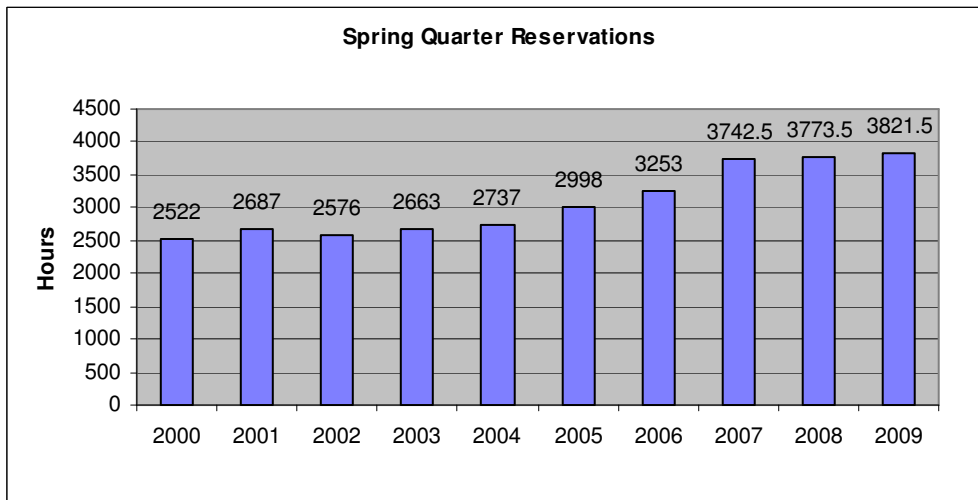
Computer Lab Management operates 18 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (9:00 am to 6:00 pm). Most open access labs and some classrooms also experience long wait lines. The graph below combines utilization Monday through Thursday for CLM's 11 computer classrooms and 5 open access computer labs.



Utilization exhibits the behavior seen in past quarters, being highly impacted from 9am to 6pm with considerable evening utilization as well. The wait line data in the graph is the average wait line for the entire quarter. The maximum wait line length of 74 on May 5th is almost seven 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

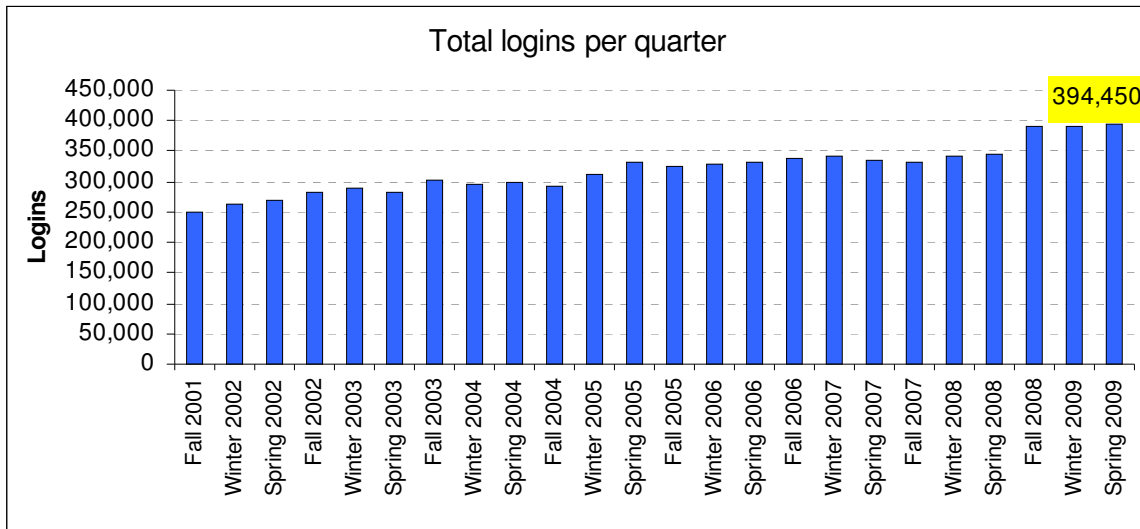
During Spring 2009 there were 3821.5 class hours reserved in the computer classrooms. While this number is down slightly from the 4025.5 hours in Winter 2009, it is the highest number of Spring quarter reserved hours in CLM history.



In addition, there were 81 class software installs and 87 class folders created during Spring 2009.

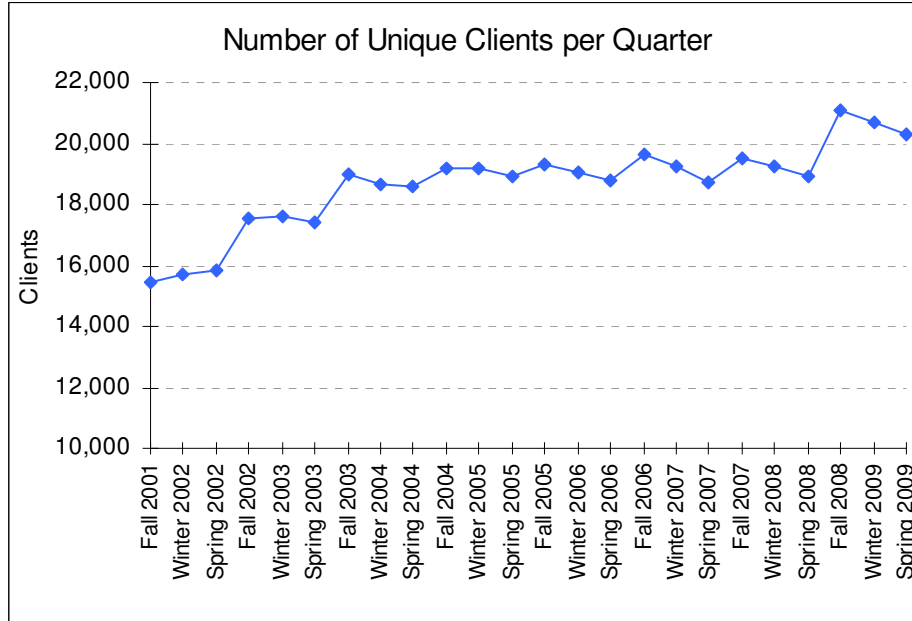
Number of Logins and Users

The total logins in Spring 2009 increased to 394,450. This is an increase of 2,559 (0.7%) over Winter 2009 and is the highest number of logins in CLM history. The increase from 07-08 to 08-09 was due to opening the new computer lab in 182 Shields.



Unique Users

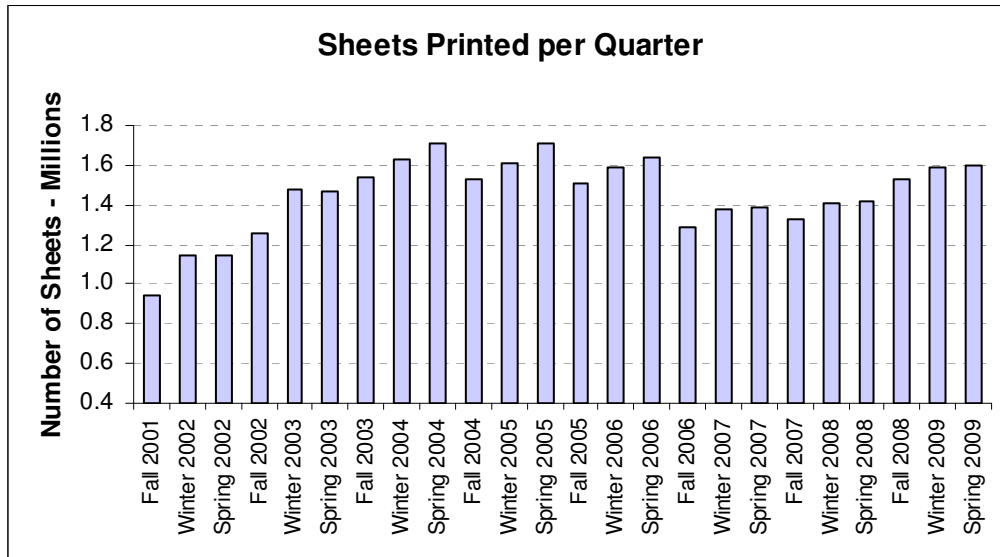
The number of unique clients decreased to 20,319 in Spring 2009. This is a decrease of 383 clients from Winter 2009. Of these, 19,726 were students. The decrease is normal as the total number of students at UC Davis typically drops from Fall to Spring quarter.



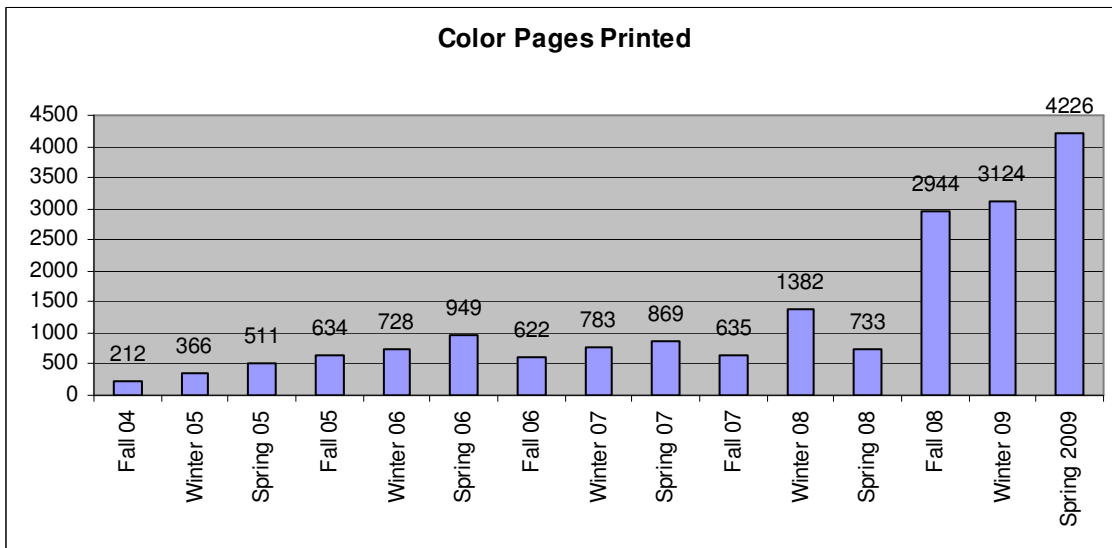
Printing

The total sheets printed in Spring 2009 increased slightly to 1,591,425, a 0.2% increase from Winter 2009. The average sheets printed per client (of those who printed) was 85. However, the total number of sheets printed per quarter is still lower than in the 05-06 academic year. The decrease from 05-06 was caused by a change in the printing rates during Summer 2006. We

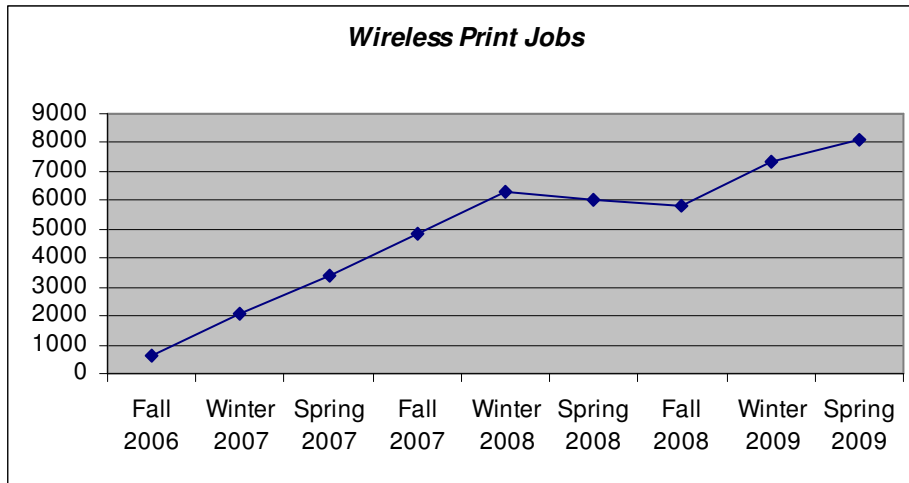
expect the total sheets printed and average sheets per client to increase slowly over time as students realize that printing is still relatively inexpensive.



In addition, there were 4,226 color pages printed. This was an increase from 3,124 in Winter 2009. The large increase between 07-08 and 08-09 is due to installing color printers in three additional locations over Summer 2008.



There were 8,075 wireless print jobs, an increase of 770 from Winter 2009. There were 756 unique clients who printed through the wireless printing system.



Software

During Spring 2009 web browsers continued to be the most used software and accounted for 61 percent of all software usage. Web browsers are used by students to access email, access materials on class web pages, and perform online research. Web browsers have become the primary way for students to retrieve instructor prepared materials.

