

Summer 2017 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 14 computer classrooms and 7 open access labs with a total of 644 installed stations. CLM also manages eight departmental computer rooms with 226 installed stations for the School of Education, the UC Davis Language Center, and The Arts Admin Group. Summer presents unique challenges to Computer Lab Management because of the added responsibilities and demands of facilities, equipment, and software upgrades while still maintaining a high level of service to the campus.

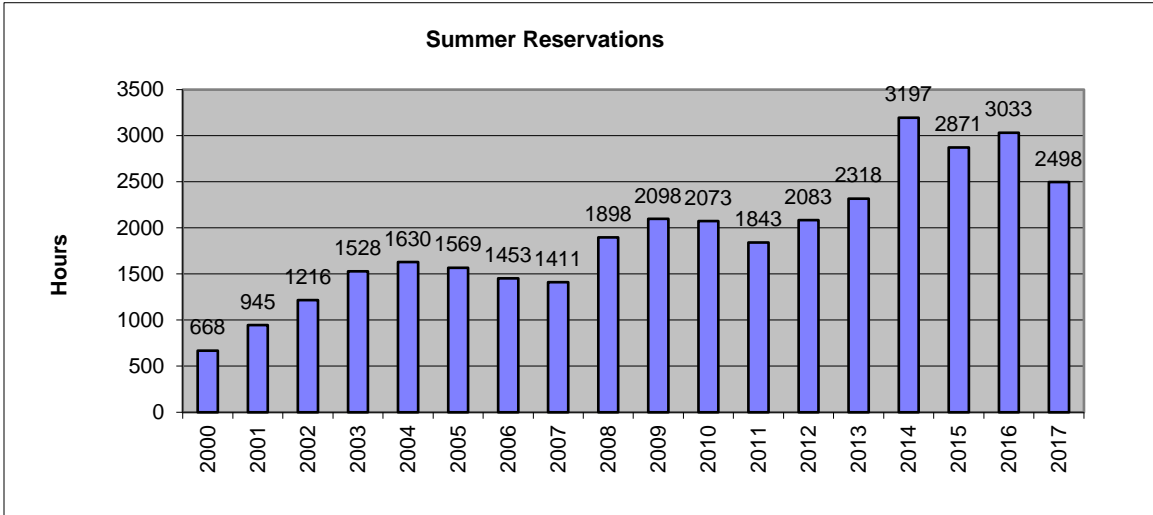
Some of the significant items from Summer 2017 include:

- CLM upgraded equipment in many computer rooms:
 - Installed Dell Optiplex 5050 computers with Intel Core i7 3.4GHz processor, 16GB RAM, and 512GB SSD in 73 & 93 Hutchison and 2101 SCC (media PCs)
 - Installed Dell Optiplex 3050 computers with Intel Core i5 2.5GHz processor, 8GB RAM, and 256GB SSD in 2101 SCC (open-access PCs) and 246 MU
 - Installed Mac Mini computers with Intel Core i5 2.6GHz processor, 8GB RAM, and 256GB SSD in 90A, 90B, 163 & 182 Shields and 1, 15, 21 & 27 Olson
 - Upgraded printers in 2101, 2102 & 2103 SCC and 90A, 90B, 163 & 182 Shields to Dell S5830dn printers
 - Upgraded printers in 2020 & 2060 SciLab and 241 & 247 Olson to Dell B5460dn printers
- CLM upgraded the projection systems in 73, 75 and 93 Hutchison. The upgrade consisted of a Crestron touch panel controller, a Crestron digital switcher, a Blu-Ray player, and both VGA & DVI laptop connections
- CLM upgraded software in all the computer rooms, including:
 - macOS Sierra (10.12) on all Mac computers
 - PuTTY 0.69 on all PC computer
 - AB Tutor 8.2 on all instructor stations
 - Matlab R2017a on the open-access PCs
 - R 3.4.1 & RStudio 1.0.153 on the open-access PCs
 - Python 3.6.2 & PyCharm 2017.2.3 on the open-access PCs
 - Stata 15 in 93 Hutchison
 - AutoCAD for Mac 2017 in 2101, 2102 & 2103 SCC
 - Many other browser, small utilities and browser plug-in updates
- Due to the much higher than normal amount of upgrades in Summer 2017, CLM needed an extra staff member for the late Spring & Summer. Will Phung backfilled many roles across CLM to allow the other staff the time necessary to complete all the upgrades.
- Summer 2017 had lower usage than Summer 2016 across most categories. The drop in usage was partially due to higher than normal number of upgrades which led to many classrooms and labs being closed for summer sessions (10 classrooms were closed for at least one summer session).
- CLM held its annual training BootCamp for student employees. Staff and veteran students organized and led the four-day event. Seventy student employees attended the event held in late September. The event provided classes on customer service, technical issues, and supporting instruction to better prepare our employees to serve our academic community.

Utilization

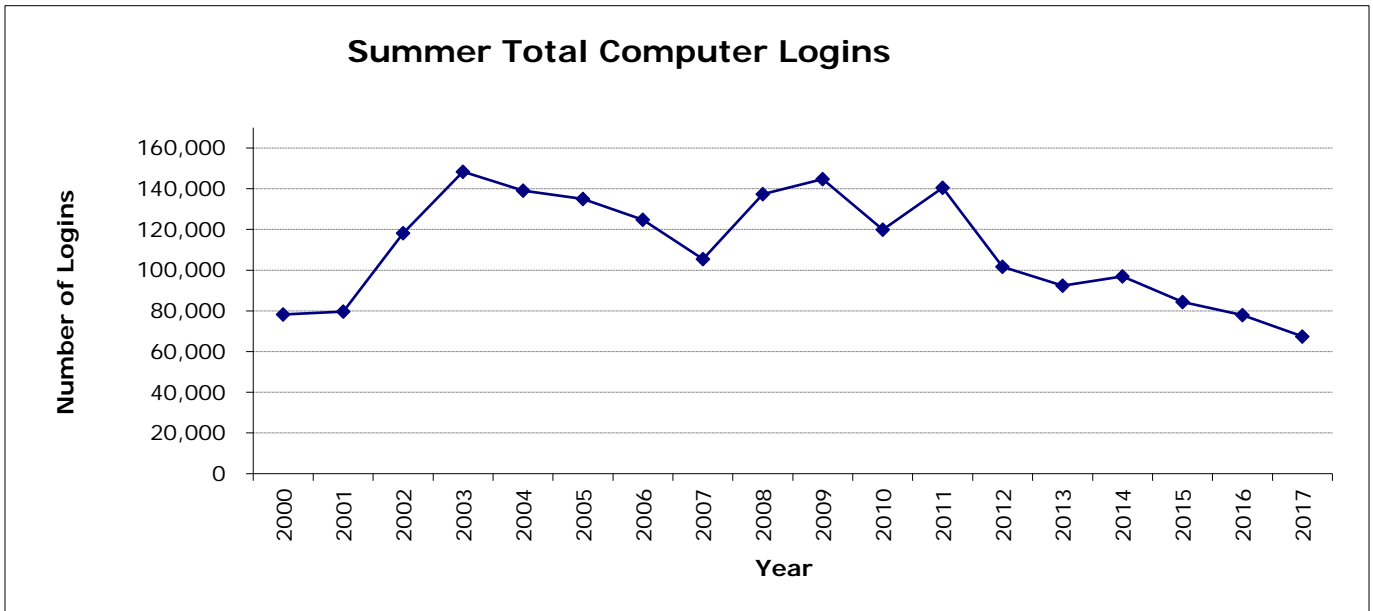
Class Use

During Summer 2017 Computer Lab Management had 2,497.5 class hours reserved. This was a large decrease from last summer, mostly due to classroom closure for upgrades. In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 7.5 hours of recharge classes and 24 hours of goodwill classes. There were also 187 class software installs and 84 class folders created.



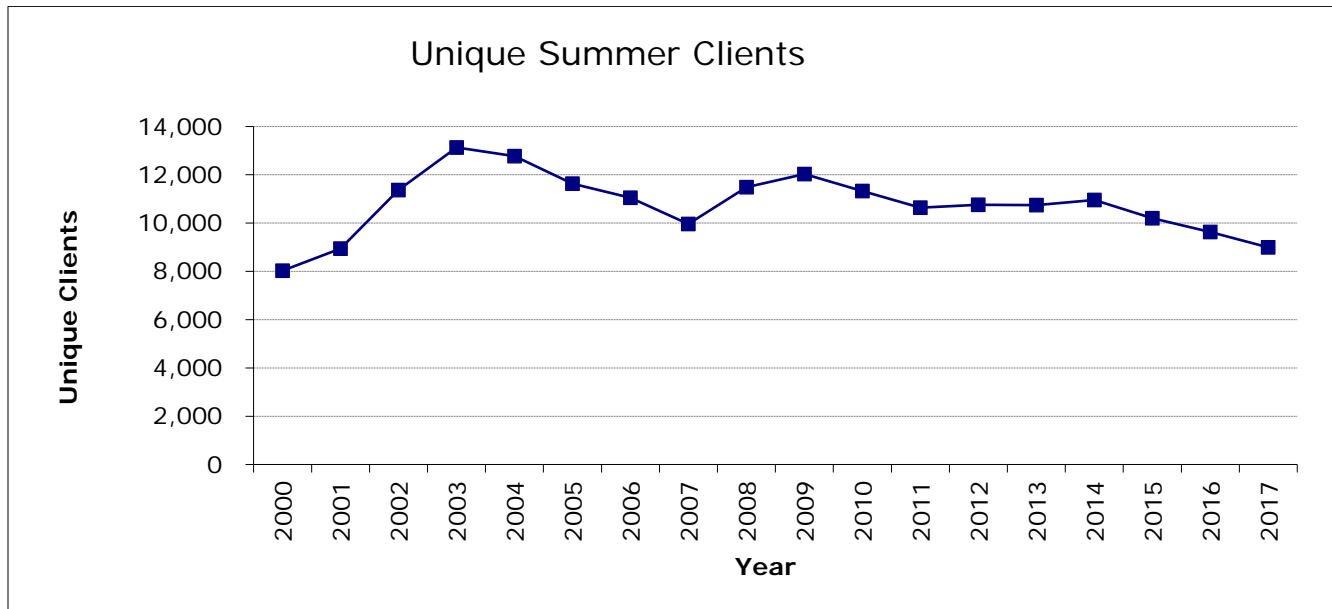
Number of Logins and Users

There were 67,446 total logins during Summer 2017, an 13% decrease from Summer 2016.



Unique Users

There were 8,995 unique clients during Summer 2017, a 7% decrease from Summer 2017.

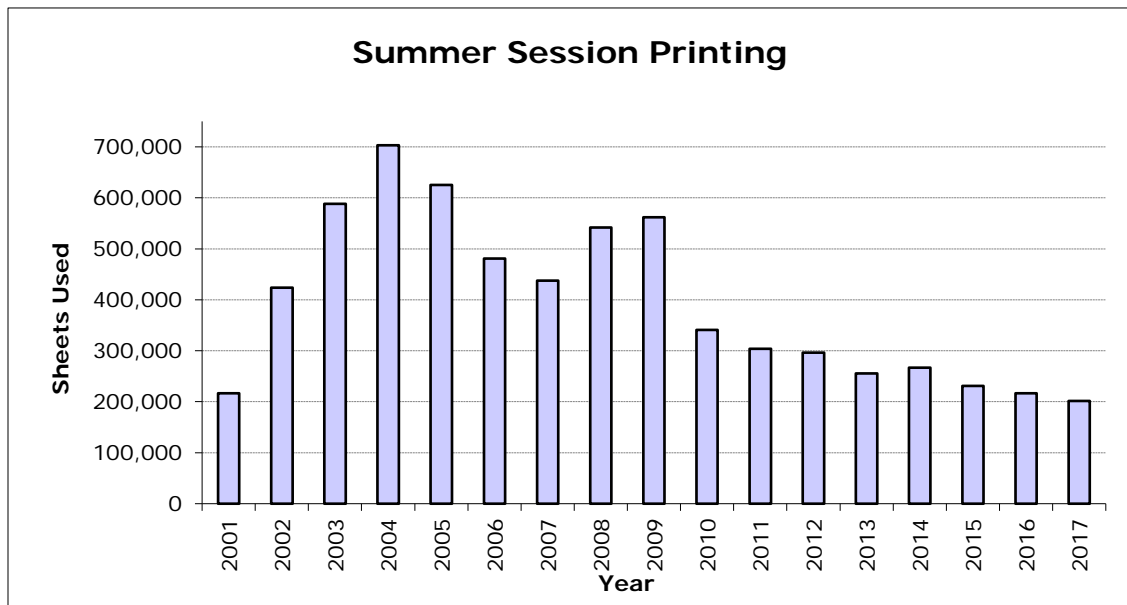


Virtual Lab Users

The IET Virtual Lab was used 2,659 times by 526 unique clients, an increase in connections of 20% from Summer 2016.

Printing

Summer printing decreased to 201,851 sheets in Summer 2017 – a decrease of 7% from Summer 2016.



In addition there were 3,280 color pages printed and 1,713 wireless print jobs.