

# Summer 2019 Quarterly Report

## Computer Lab Management

Prepared by Tim Leamy

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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 208 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.

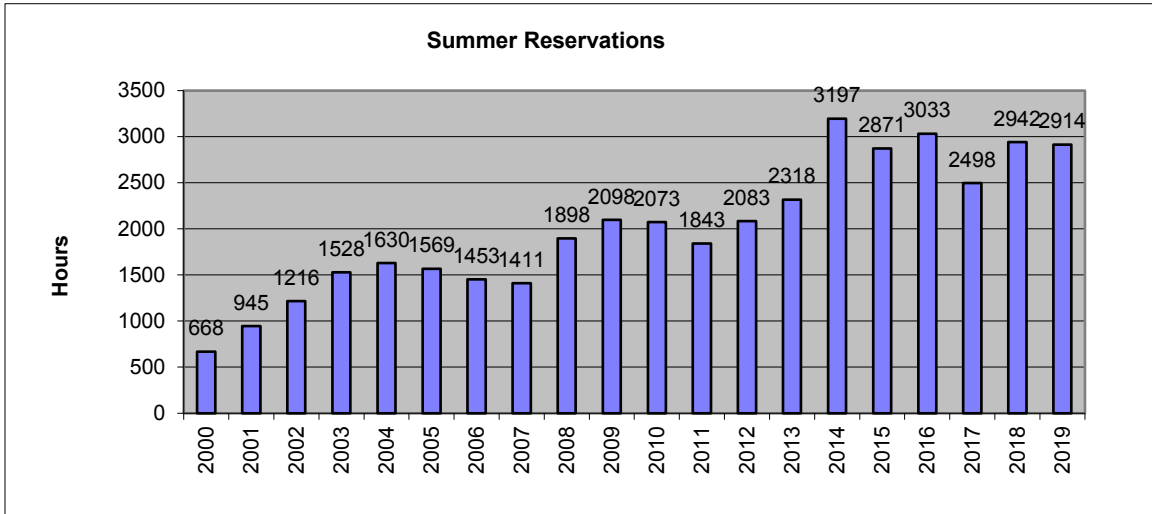
Some of the significant items from Summer 2019 include:

- CLM upgraded equipment in many computer rooms:
  - Installed Dell Optiplex 3060 computers with Intel Core i5 3.5GHz processor, 16GB RAM, and 256GB SSD in 102 Wellman and 78 Hutchison
  - Installed Mac Mini computers with Intel Core i3 3.6GHz processor, 8GB RAM, and 128GB SSD in 2101 SCC (open-access stations), 102 Wellman, 78 Hutchison, 241 Olson and 247 Olson
  - Installed 21.5" iMac computers with Intel i7 3.6GHz processor, 16GB RAM, and 512GB SSD in 2101 SCC (media stations), 2102 SCC and 2103 SCC
  - Added power strips in 73, 75, 78 & 93 Hutchison and 2020 & 2060 SciLab to allow students to charge personal devices
- CLM upgraded software in the computer rooms, including:
  - macOS Mojave (10.14)
  - Windows 10 Enterprise 2019 LTSC
  - Adobe Creative Cloud 2019
  - R 3.6.0 & RStudio 1.2.1335
  - Python 3.7.3
  - Matlab 2019a
  - SPSS 26
  - Stata 16
  - Many other browser, small utilities and browser plug-in updates
- The School of Education converted their computer lab to other uses and therefore CLM ended the MOU to manage that lab.
- CLM moved our main offices from 301 SurgeIV to 1440 SurgeII to accommodate construction for the upcoming Teaching & Learning Complex.
- CLM held its annual training Boot Camp for student employees. Staff and veteran students organized and led the five-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

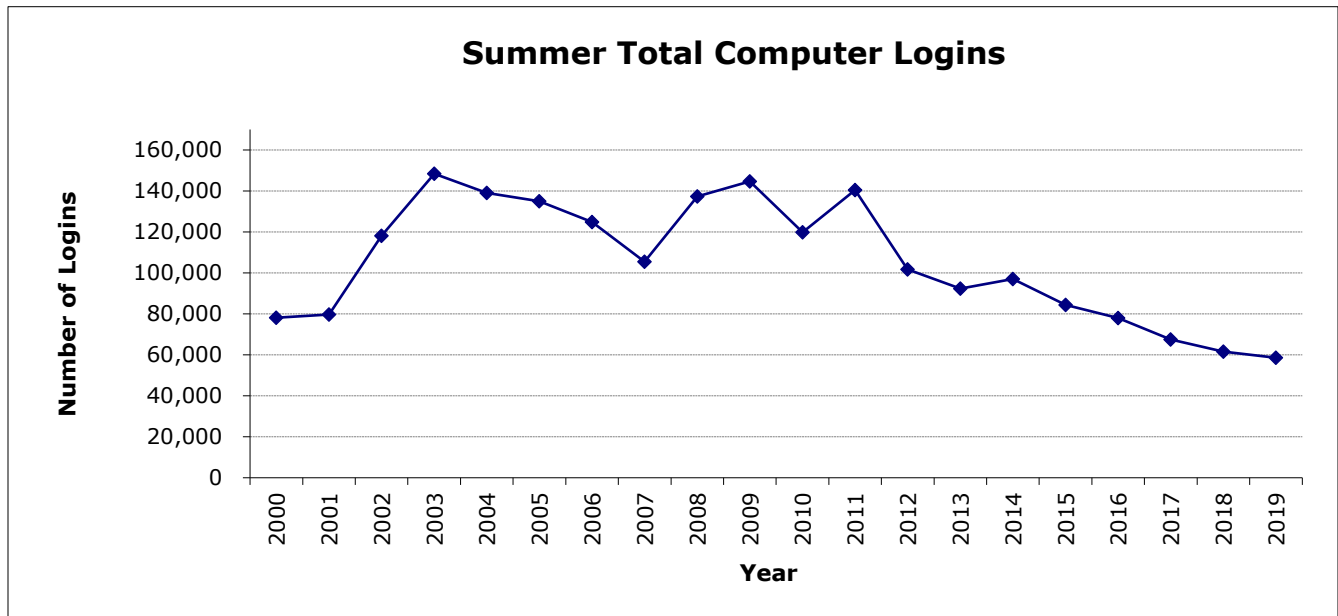
### Class Use

During Summer 2019 Computer Lab Management had 2,914 class hours reserved. Except for Summer 2017 reservations seems to have stabilized around 3,000 hours. In addition to Summer Session classes, CLM reserves many non-academic classes in the computer classrooms. There were a total of 27.16 hours of recharge classes and 39.25 hours of goodwill classes. There were also 211 class software installs and 33 class folders created.



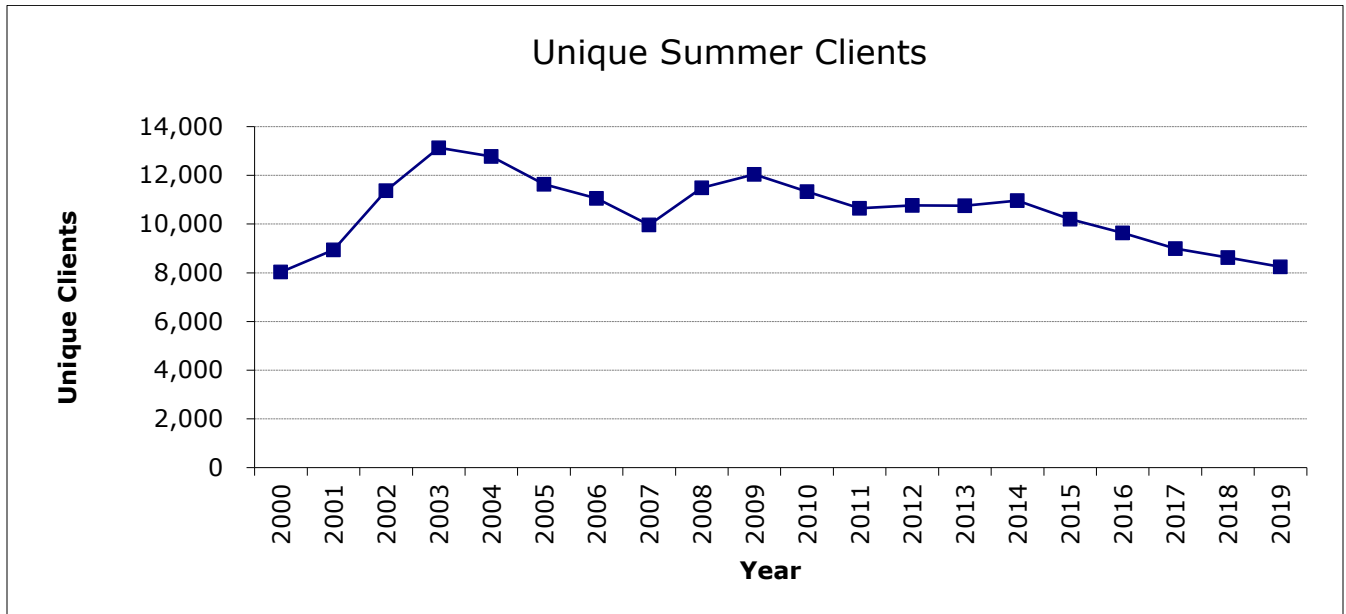
### Number of Logins and Users

There were 58,575 total logins during Summer 2019, a 5% decrease from Summer 2018.



### Unique Users

There were 7,787 unique clients during Summer 2019, a 4% decrease from Summer 2018.

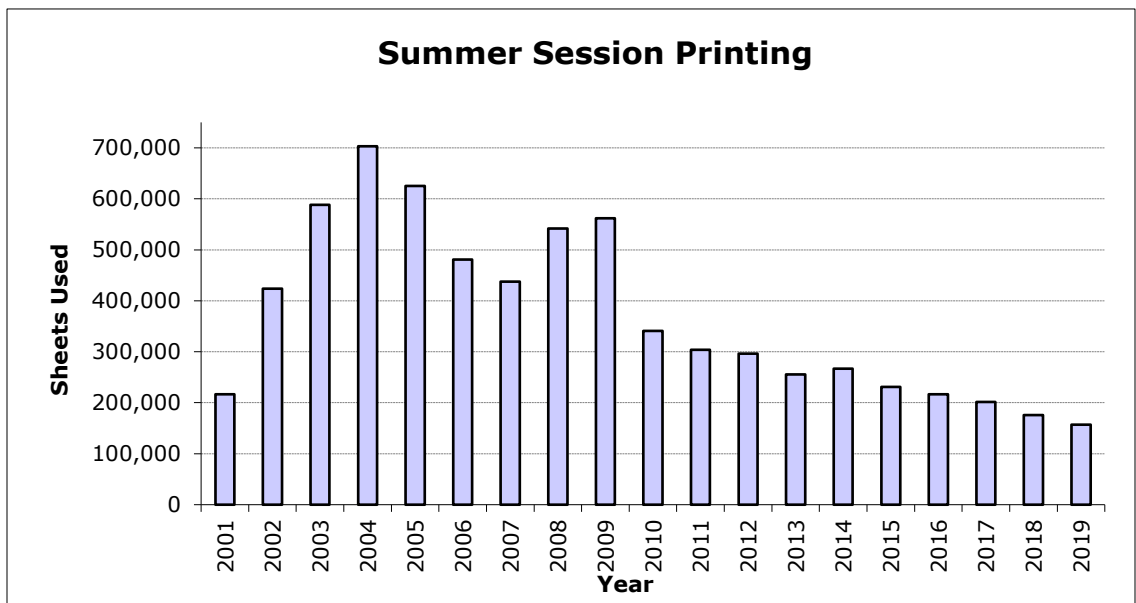


### Virtual Lab Users

The IET Virtual Lab was used 1,782 times by 392 unique clients, an increase in connections of 2.6% from Summer 2018.

### Printing

Summer printing decreased to 175,949 sheets in Summer 2019 – a decrease of 11% from Summer 2018.



In addition there were 2,470 color pages printed and 1,523 wireless print jobs.