

Summer 2021 Quarterly Report

Computer Lab Management

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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.

Summer 2021 was significantly impacted by the COVID-19 pandemic. It caused huge disruptions and major changes to CLM operations:

- All classes were remote, therefore all class sessions in the computer classrooms were cancelled.
- All CLM open-access labs were closed.
- CLM expanded the IET Virtual Lab to support remote lab sections. We added all the computers in the closed PC computer rooms to available pool and installed software as requested to support remote classes.
- CLM deployed a self-serve wireless printing system to allow students to safely print from their personal laptops in Shields Library and the MU. See <https://wirelessprinting.ucdavis.edu/> for info.

During Summer 2021 CLM made several significant changes to our operations:

- CLM consolidated 163 and 182 Shields into a new computer lab in 91 Shields. This change allows us to save money on student staffing while providing better service to the classes in 90A & 90B Shields. .
- CLM closed the small open-access computer lab in 246 MU
- CLM added self-serve wireless printing to the 1st floor lounge at the MU and the basement study area in Shields Library. This will allow students to print from their laptops whenever those buildings are open.
- Replaced six stand-up stations with sit-down stations in 102 Wellman.
- CLM upgraded equipment in many computer rooms:
 - Installed Dell Optiplex 3080 computers with Intel Core i5 3.8GHz processor, 16GB RAM, and 512GB SSD in 15 Olson, 73 & 93 Hutchison, 91 Shields, and 2101 SCC.
 - Installed Zoom and webcams on all instructor computers.
 - Added a desktop WAP to 93 Hutchison to provide better eduroam wireless connectivity. This will allow clients to more easily use Duo.
- CLM upgraded software in the computer rooms, including:
 - Stata 17
 - Matlab R21021a
 - R 4.1.1 & RStudio 1.4.1717
 - Python 3.9.6

In preparation for the return to in-person instruction in Fall 2021 CLM rebuilt out student staffing. We hired 42 new student employees over the summer to augment the 9 returning students. We conducted a hybrid student training program with asynchronous online videos followed by in-person hands-on training the week before Fall quarter.

Summer 2021 Statistical Summary

Utilization

Class Use

All Summer 2021 classes were offered remotely. Prior to the cancellations, there were 3,536 hours of classes reserved in the computer classrooms.

Although there were no in-person classes, the various computer rooms were used remotely via the IET Virtual Lab. There were 84 class software installs to support remote classes.

Virtual Lab Users

Since the computer room were closed the only access was remotely via the IET Virtual Lab. It was used 2,589 times by 420 unique clients during Summer 2021. The number of logins was down slightly (4.1%) from Summer 2020.

Printing

The self-serve wireless printing system was used by 323 clients to print 1,647 files during Summer 2021. There were 5,171 B&W sheets printed in total.