

# Winter 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 Winter 2009, with the highest number of logons and reserved class hours in CLM history.

In the coming years, CLM expects more faculty members to adopt and integrate instructional 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 Winter 2009 include:

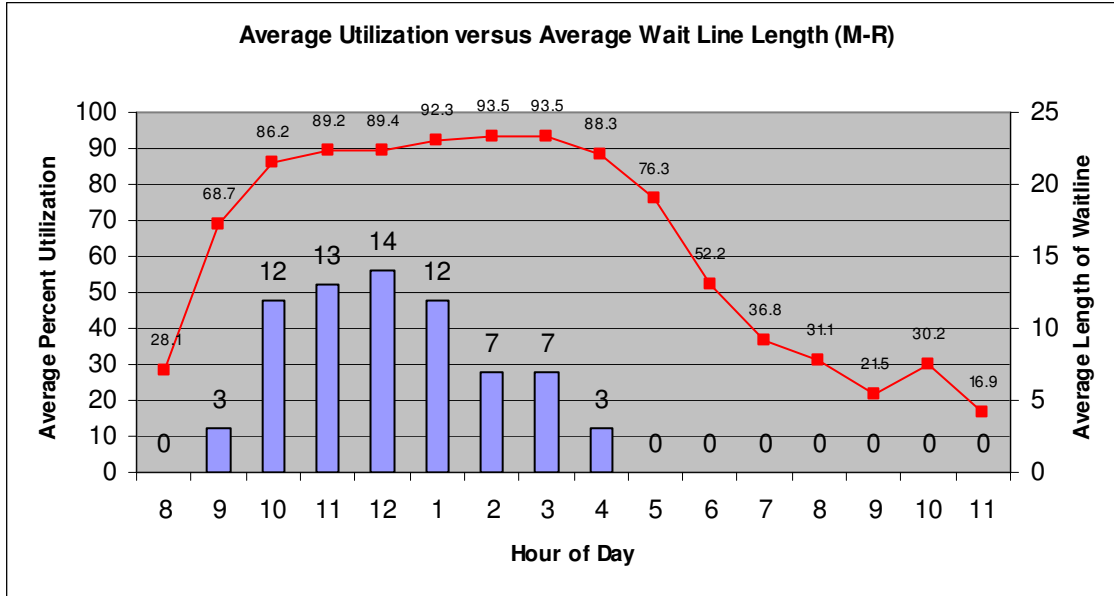
- The total logins increased to 391,891. This is an increase of 1,944 (0.5%) over Fall 2008 and is the highest number of logins in CLM history. Opening the new computer lab in 182 Shields in Summer 2008 caused increase of roughly 45,000 logins per quarter.
- There were 4,025.5 class hours reserved in the computer classrooms. This is the highest number of quarterly reserved hours in CLM history.
- CLM and Shields Reserves continued the process of transferring the Hart Media Distribution functions to Shields Reserves. DVDs from Hart's permanent collection were loaned to Shields Library for cataloging and returned to Hart. CLM is purchasing DVD copies of highly used VHS titles to transfer to Shields Reserves. CLM and Shields Reserves will continue this process throughout Spring Quarter and plan to finish the project in Summer 2009.
- CLM worked with Architects & Engineers staff to assist with the planning of the new Student Community Center (SCC), which is expected to open in Winter 2012. The CLM functions in Hart Hall will be moved to the SCC. CLM is taking this opportunity to evaluate the current space in Hart Hall and reconfigure the equivalent square footage in the SCC to be more useful. The current plan allows for the creation of an additional computer classroom in the SCC.
- CLM installed a network license server for JAWS. JAWS is screen reader software for clients with vision loss (<http://www.freedomscientific.com/products/fs/jaws-product-page.asp>). This will allow the campus to share the licenses and make the software available on more computers.
- CLM upgraded to Adobe Creative Suite 4 in 1154 Meyer, 1131 Meyer, 1102 Hart and 93 Hutchison and to Vectorworks 2009 in 1102 Hart and 1154 Meyer over Spring Break.
- CLM conducted student surveys about computer room and Smart phone use. The results are posted at <http://clm.ucdavis.edu/pubs/survey/student-w09-1.html> and <http://clm.ucdavis.edu/pubs/survey/student-w09-2.html>.
- Due to low usage and to reduce licensing costs CLM retired the experimental, collaborative software TeamSpot. Teamspot was removed from both 1101 Hart and 1154 Meyer during Winter break and Spring break respectively.

# Statistical Summary

## Utilization

### Overall computer room utilization

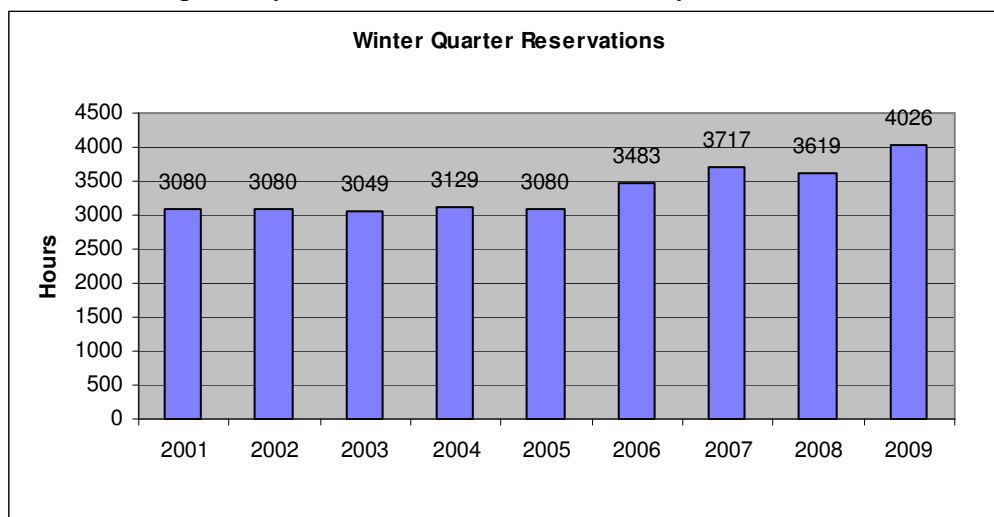
Computer Lab Management operates 18 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (9:00 am to 6:00 pm). Most open access labs and some classrooms also experience long wait lines. The graph below combines utilization Monday through Thursday for CLM's 11 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 across all computer rooms for the entire quarter. The maximum wait line length of 61 on January 20<sup>th</sup> is over four 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

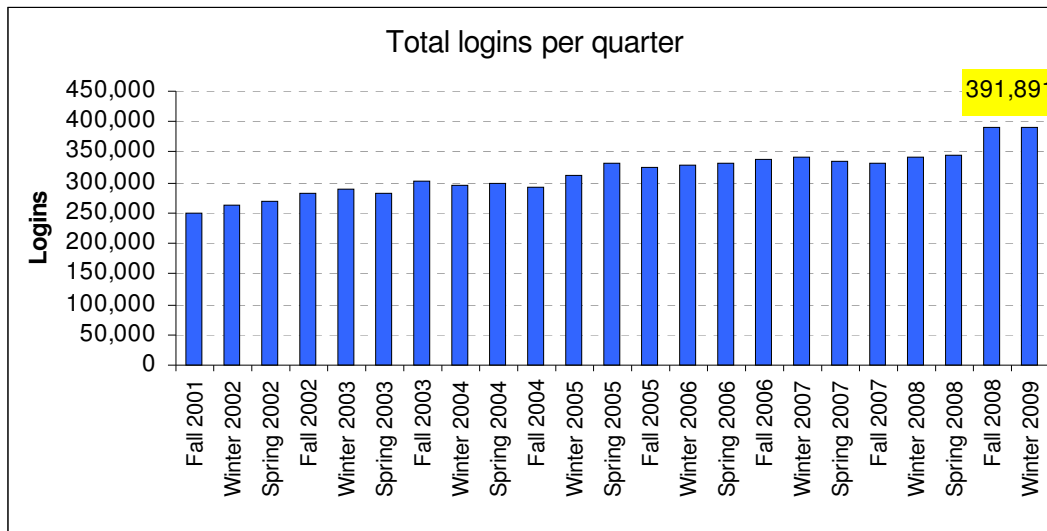
During Winter 2009 there were 4,025.5 class hours reserved in the computer classrooms. This is the highest number of quarterly reserved hours in CLM history.



During Winter 2009 there were 137 class software installs and 107 class folders created.

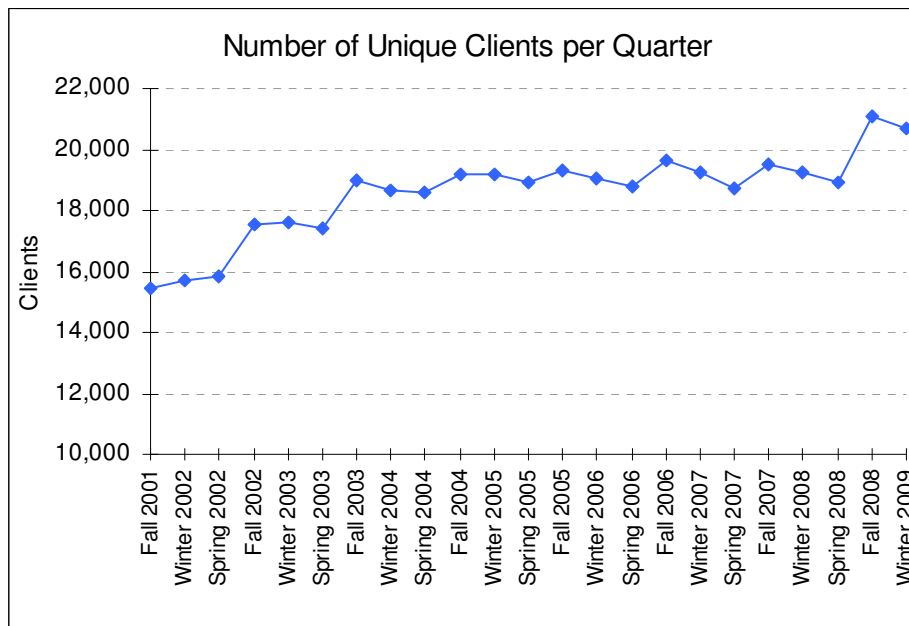
## Number of Logins and Users

The total logins in Winter 2009 increased to 391,891. This is a small increase of 1,944 (0.5%) over Fall 2008 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.



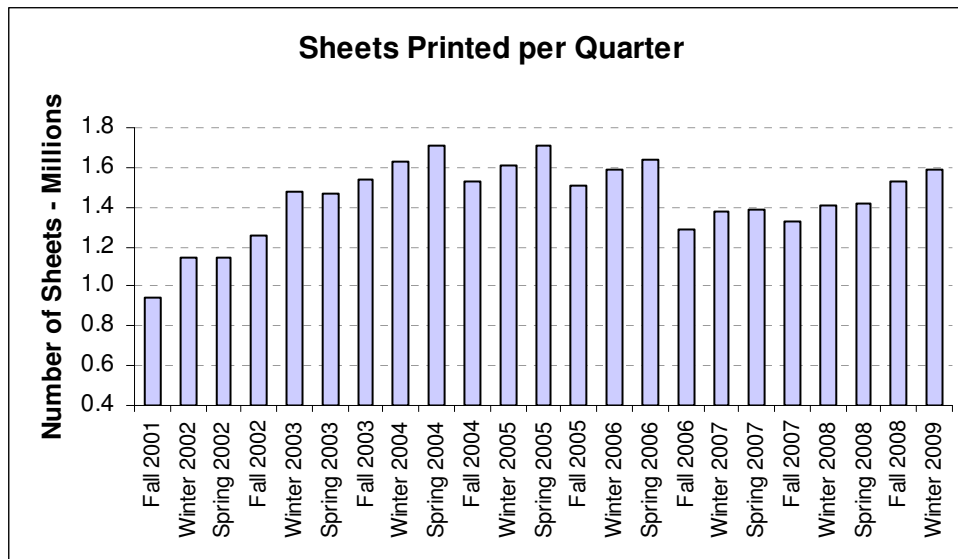
## Unique Users

The number of unique clients decreased to 20,702 in Winter 2009. This is a decrease of 382 clients from Fall 2008. Of these, 20,039 were students. The decrease is normal as the total number of students at UC Davis typically drops from Fall to Winter quarter.

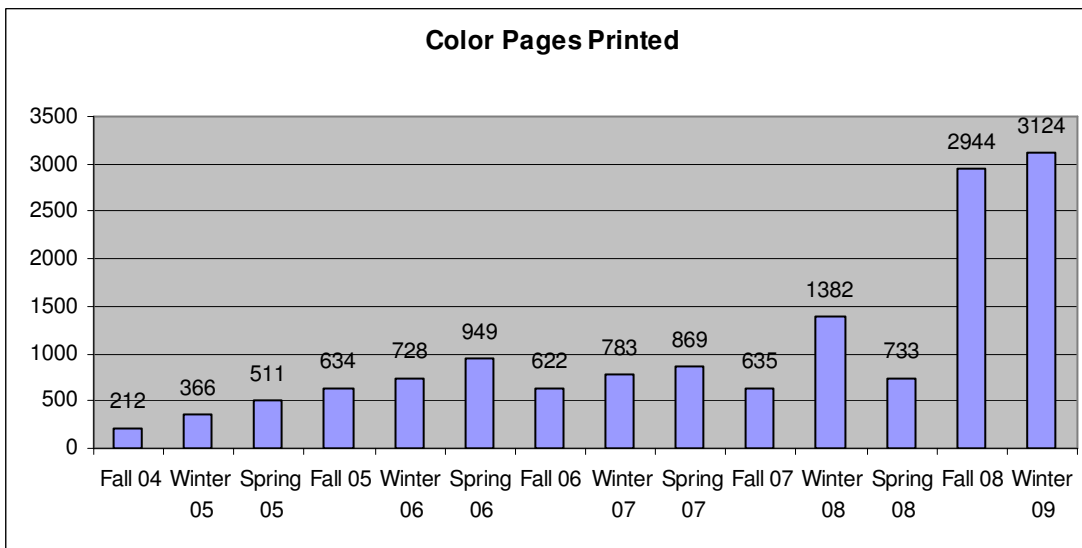


## Printing

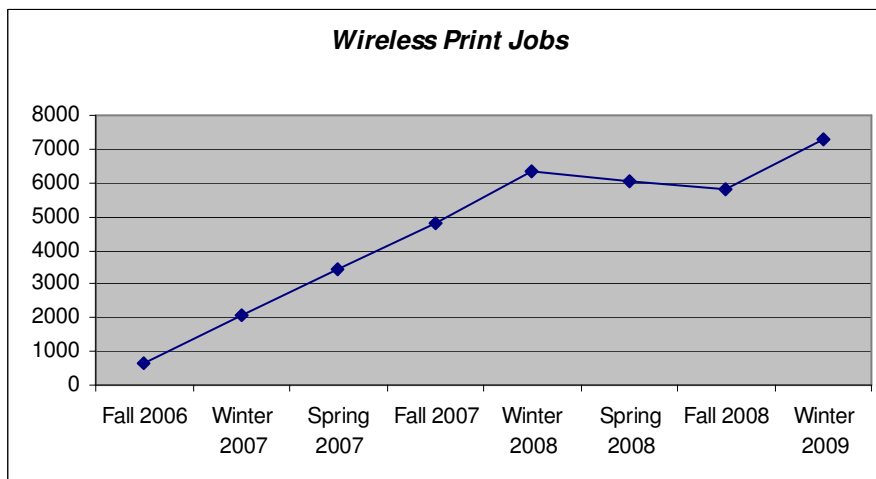
The total sheets printed in Winter 2009 increased slightly to 1,591,425, a 4.3% increase from Fall 2008. The average sheets printed per client (of those who printed) was 84. However, the total number of sheets printed per quarter is still lower than in the 05-06 academic year. The decrease from 05-06 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 3,124 color pages printed. This was an increase from 2,944 in Fall 2008. The large increase between 07-08 and 09-09 is due to installing color printers in three additional locations over Summer 2008.



There were 7,305 wireless printing jobs, an increase of 1,492 from Fall 2008. There were 741 unique clients who printed through the wireless printing system.



## Software

During Winter 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.

