

# Winter 2010 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 and 7 open access labs with a total of 566 installed stations.

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 significant items from Winter 2010 include:

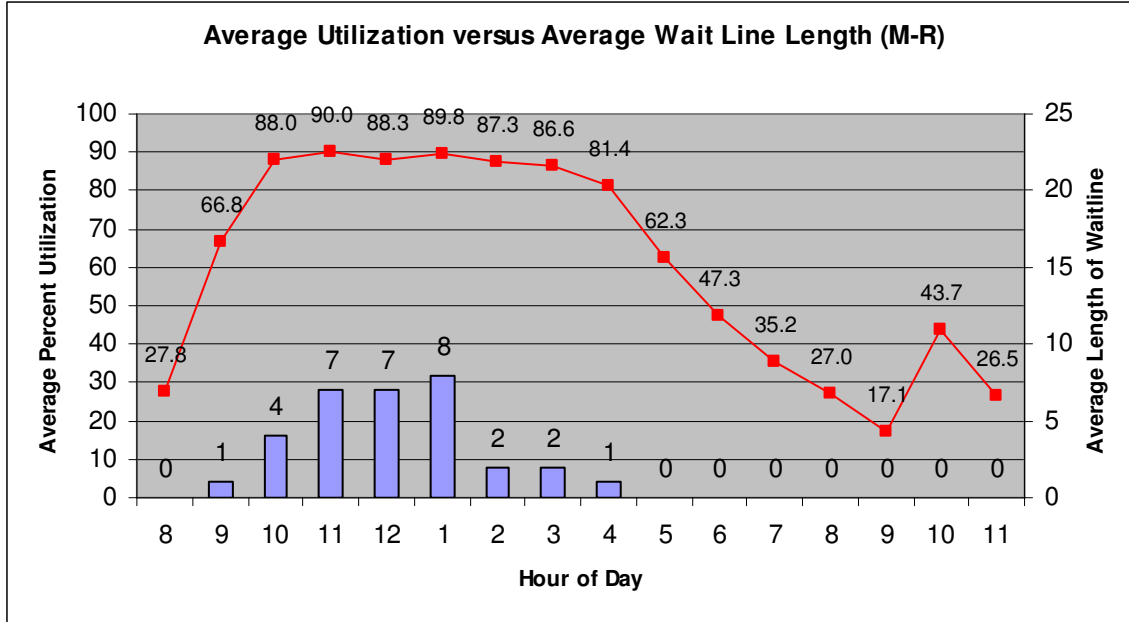
- CLM reduced the amount of open hours by 3.1% from Fall 2009. The cumulative drop in open hours from Fall 2008 has been 13.7%. These cuts were driven by the ongoing campus budget crisis.
- The number of sheets printed Winter 2010 increased slightly to 1,064,167 (up 6.2% from Fall 2009). There was a large decrease from the 08-09 printing levels due to a new printing rate implemented in Fall 2009. We expect the sheets printed to slowly increase as students become accustomed to the new rate and realize that printing is still relatively inexpensive.
- The total number of logins decreased to 333,989, a drop of 1.1% from Fall 2009. This drop is likely due to the decrease of open hours. The overall drop in logins from 08-09 most likely due to a combination in the decrease of open hours and the Fall 2009 printing rate change decreasing demand. Surveys indicated that printing was the primary reason that many students used the open-access labs, and therefore a reduction in printing demand translates to less logins.
- There was a slight reduction in reserved class hours. CLM has seen a drop in reserved classes during the 09-10 academic year. Based on the cancellations we have seen it appears that departments are responding to the budget crisis by reducing the number of classes offered.
- CLM continued to assist in the planning for the Center for Accessible Technologies (CAT). The CAT will centralize the location where students, faculty and staff go to use e-access technologies offered by the SDC, Disability Management Services, EH&S, Shields Library and IET-ATS. It will initially be implemented in 163 Shields over the break between Spring quarter and Summer Session I.
- As part our effort to transition services from the Hart Media Distribution Lab, CLM upgraded twelve instructional modules. For many years instructional multimedia modules were installed on specialized computer stations in 1101 Hart Hall. The technology required to run these modules is no longer supported by the computer industry. Anticipating this, CLM gathered usage data and determined twelve modules were regularly viewed by students. CLM then rebuilt these modules using modern, web-based presentation technology.
- CLM conducted a student survey about computer room use. The results are posted at <http://clm.ucdavis.edu/pubs/survey/student-w10.html>.

# Statistical Summary

## Utilization

### Overall computer room utilization

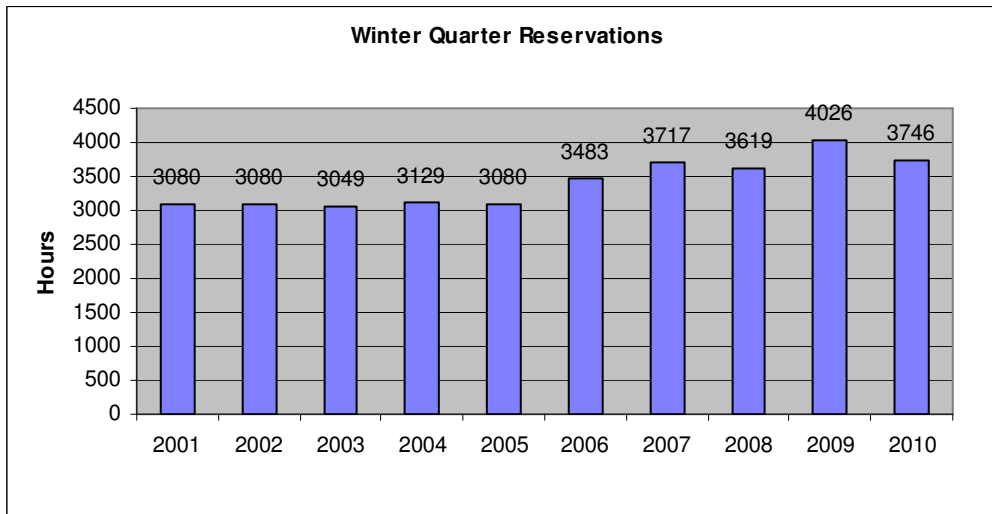
Computer Lab Management operates 18 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (10:00 am to 5:00 pm). Most open access labs also experience wait lines. The graph below combines utilization Monday through Thursday.



Utilization shows the general trend of high usage from 10am to 5pm continued this quarter. The averages wait lines in Winter 2010 are up from Fall 2009, but were still down slightly from 08-09 levels. The wait line data in the graph is the average wait line for the entire quarter. The maximum wait line length of 44 on January 25th is many 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 2010 there were 3,746 class hours reserved in the computer classrooms. This total is down from the 3,902 hours in Fall 2009.

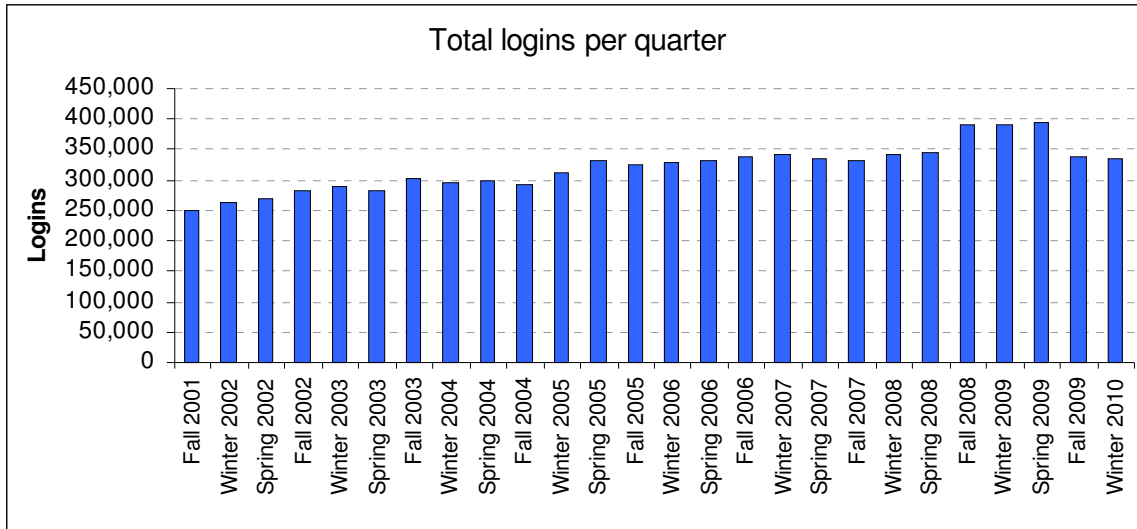


CLM has seen a drop in reserved classes during the 09-10 academic year. It appears that departments are responding to the budget crisis by canceling class offerings.

In addition, there were 142 class software installs and 78 class folders created during Winter 2010.

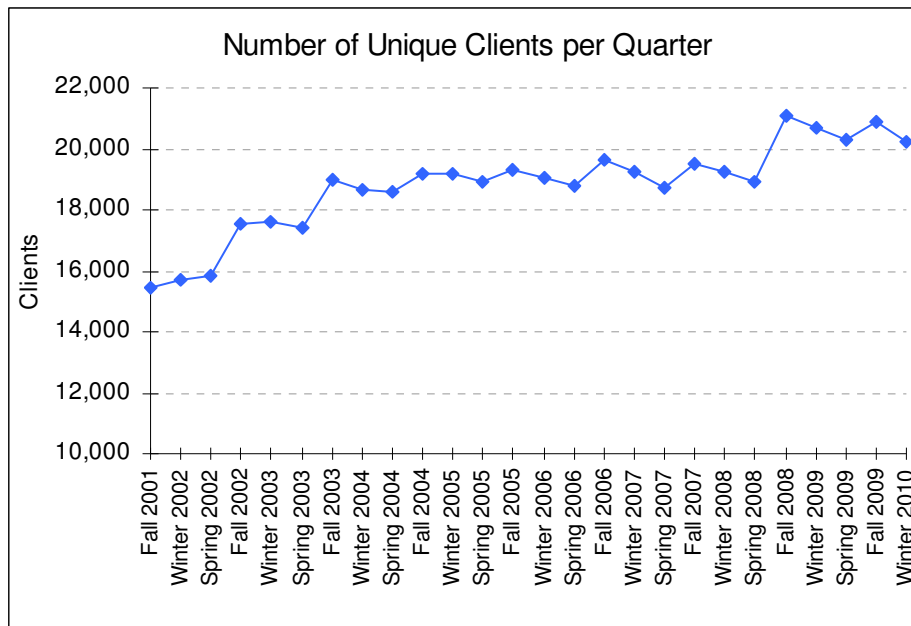
### Number of Logins and Users

The total logins in Winter 2010 decreased to 333,989, a 1.1% drop from Fall 2009. The number of logins has dropped from 08-09, most likely due to a combination in the decrease of open hours and the printing rate change decreasing demand.



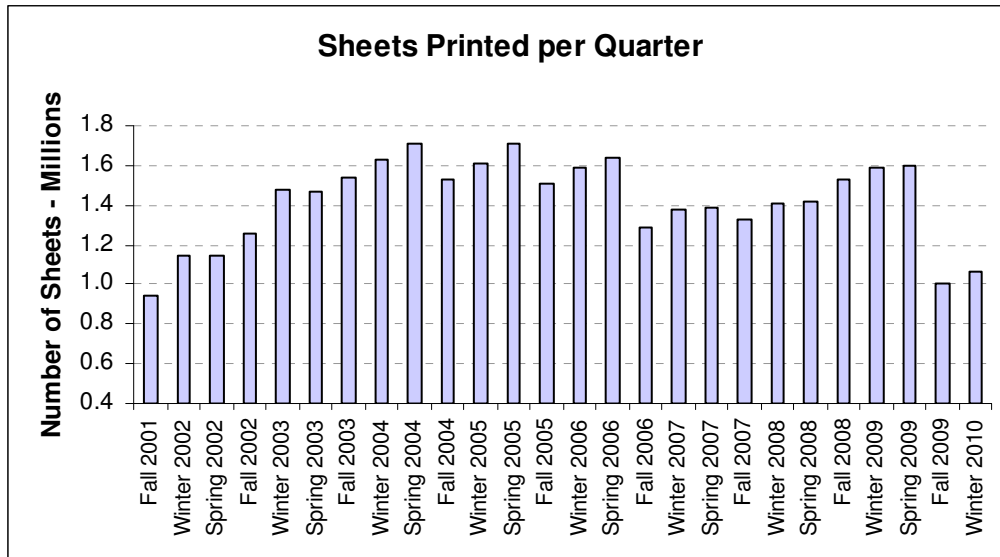
### Unique Users

The number of unique clients decreased to 20,237 in Winter 2010. This is an decrease of 668 clients from Fall 2009. Of these, 19,678 were students. The decrease is normal as the total number of students at UC Davis typically drops from Fall to Spring quarter.

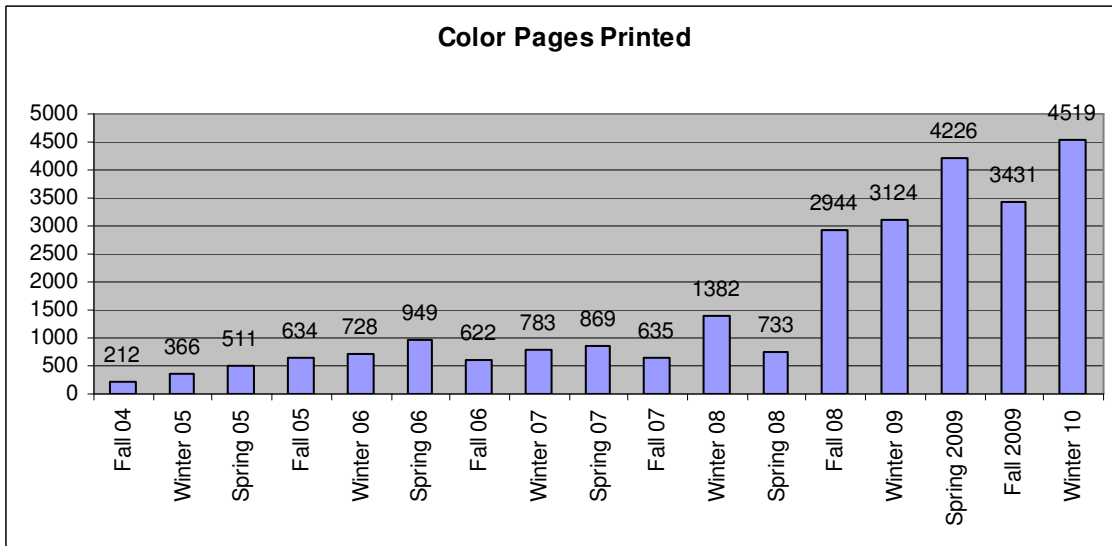


## Printing

The total sheets printed in Winter 2010 increased slightly to 1,064,167. The average sheets printed per client (of those who printed) was 59.23. The large decrease from 08-09 was due to the change in printing rates at the start of Fall quarter. We expect the total sheets printed and average sheets per client to slowly increase as students become accustomed to the new rate and realize that printing is still relatively inexpensive.



In addition, there were 4,519 color pages printed, an increase of 1,088 from Fall 2009. This was the highest total of color pages printed.



There were 3,005 wireless print jobs, a decrease of 417 from Fall 2009. There were 373 unique clients who printed though the wireless printing system. The drop in wireless printing usage was most likely due to the overall drop in printing caused by the printing rate increase.

