

Winter 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 6 open access labs with a total of 622 installed stations. CLM also manages eight departmental computer rooms with 225 installed stations for the School of Education, the UC Davis Language Center, and The Arts Admin Group.

Some of the significant items from Winter 2017 include:

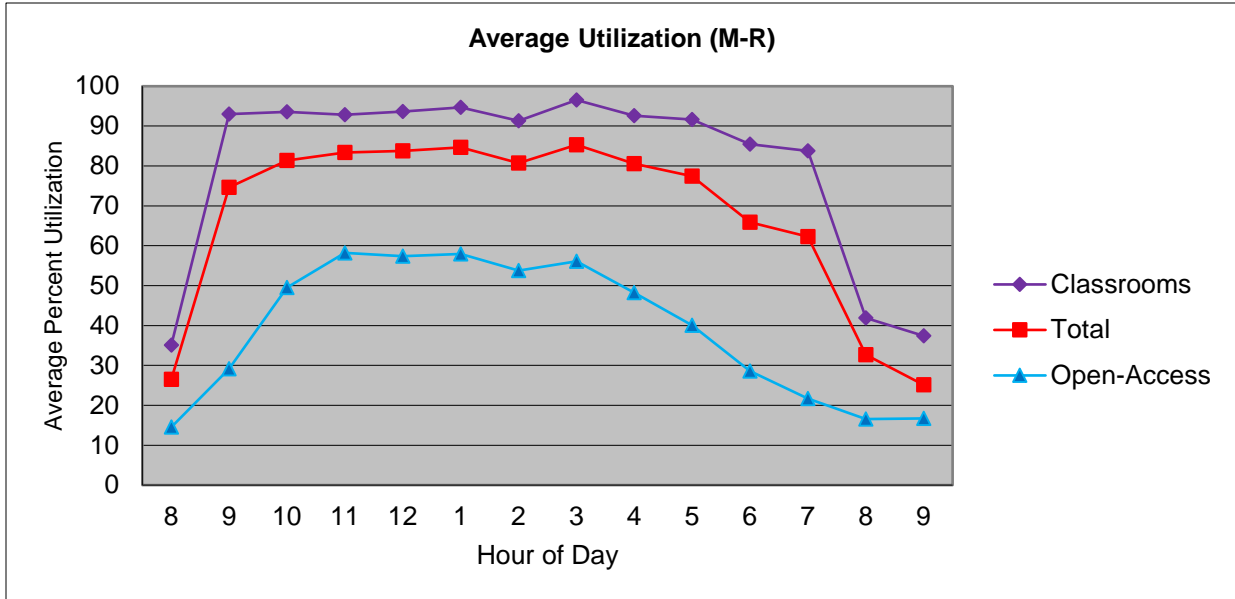
- During Winter 2017 there were 5,851 hours of instruction reserved in the computer classrooms, roughly the same as Winter 2016. Since the start of the 15-16 academic year the computer classrooms have averaged 6,020 hours of instruction per quarter. The classrooms are heavily impacted during the prime teaching hours (9am – 6pm) and it appears faculty/departments are generally unwilling to teach later in the evenings or on weekends. At this point the computer classrooms are saturated and cannot accommodate many more classes. Therefore, CLM is continuing to look for ways to add computer classrooms.
- CLM prepared to open a new computer lab in the renovated MU. CLM worked with Student Affairs to determine the layout, select furnishings, and plan the facility for the new lab. The new lab will have Macs, PCs, B&W printers, color printers, and scanners. During Winter 2017 CLM purchased most of equipment and started configuring the server, computers, etc. The work will continue in Spring 2017 and the new computer lab will open on May 1st.
- CLM upgraded the printers in 102 Wellman to Dell S5830dn printers. The new printers are faster and can process complex print jobs better.
- CLM conducted a student survey about computer room use. The results are posted at <http://computerrooms.ucdavis.edu/pubs/survey/student-w17.html>.

Statistical Summary

Utilization

Overall Computer Room Utilization

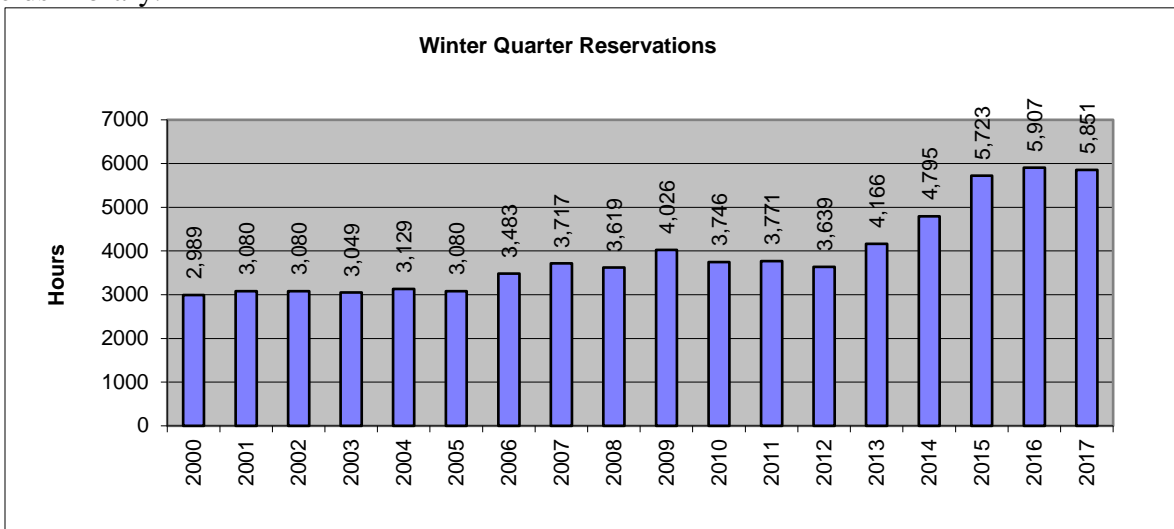
Computer Lab Management operates 20 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (9:00am to 6:00pm). Most open access labs also experience wait lines. The graph below combines utilization Monday through Thursday.



Classroom use is very high – averaging over 90% from 9am-6pm. Open-access utilization is lower, but since it is an average across the entire quarter it doesn't give a sense of peak use. Many of the open-access labs also experience wait lines during busy times of the quarter. The maximum wait line was 21 people waiting for a computer on March 6th.

Class Use

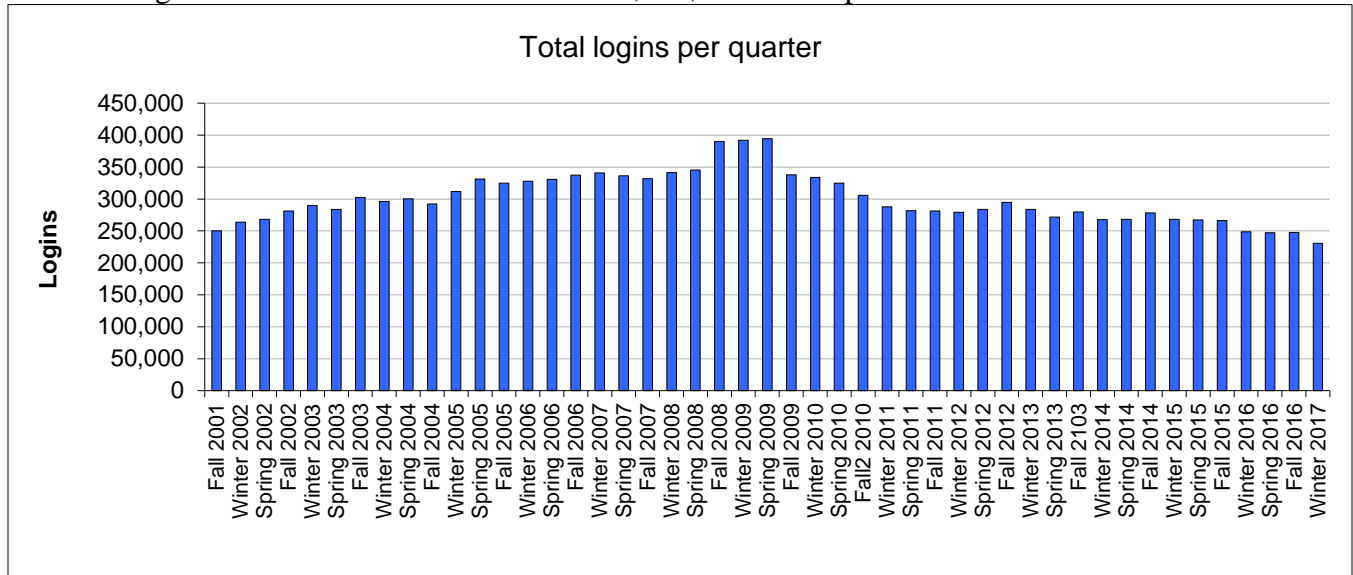
During Winter 2017 there were 5,851 class hours reserved in the computer classrooms, which is a small drop from Winter 2016. The large increase from 2013 is primarily due to adding two more classrooms in Shields Library.



In addition, there were 218 class software installs and 149 class folders created during Winter 2017.

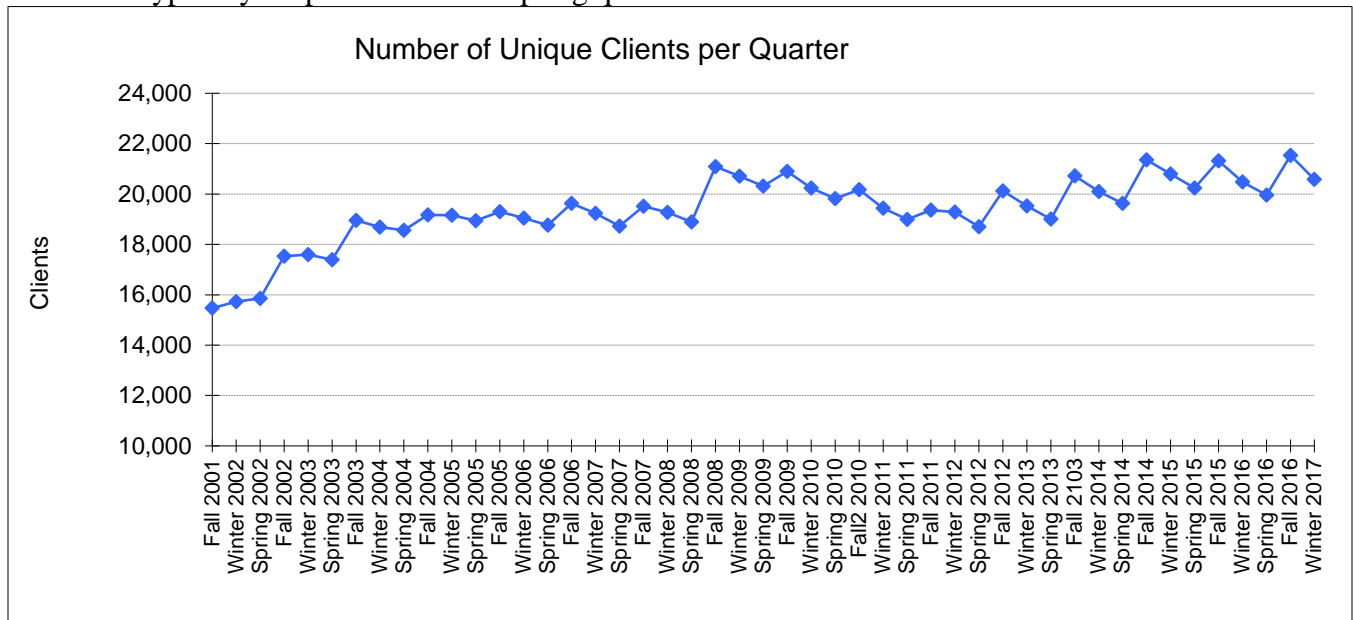
Number of Logins and Users

The total logins in Winter 2017 decreased to 230,807, a 6.8% drop from Fall 2016.



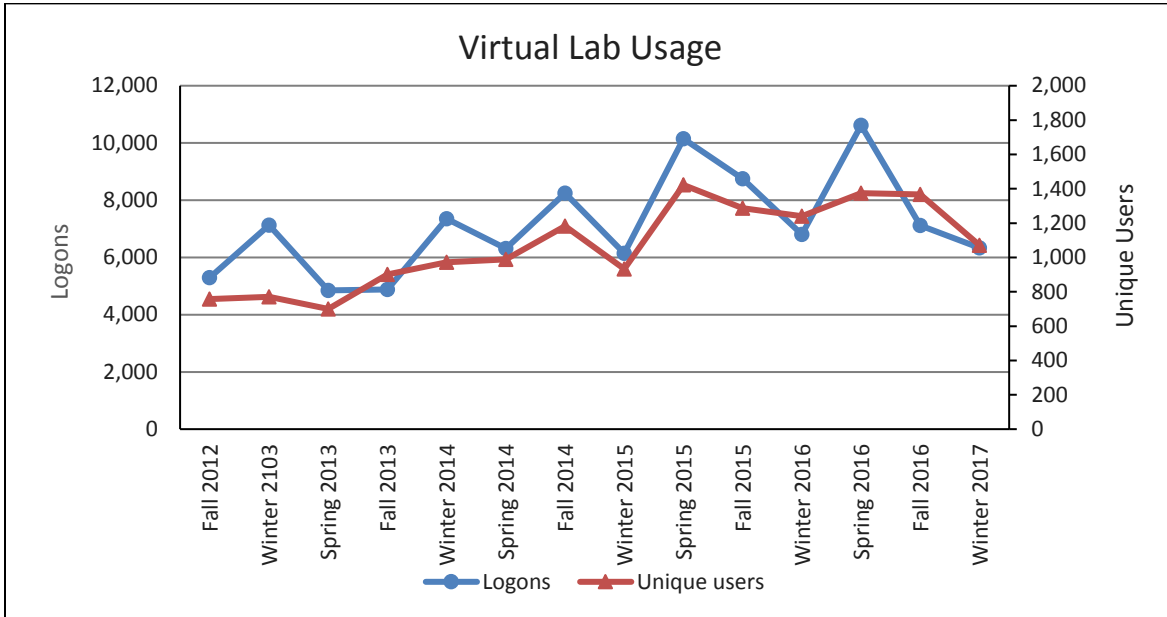
Unique Users

The number of unique clients decreased to 20,583 in Winter 2017. Of these, 20,100 were students. This is a decrease of 950 clients from Fall 2016. The decrease is normal as the total number of students at UC Davis typically drops from Fall to Spring quarter.



Virtual Lab Users

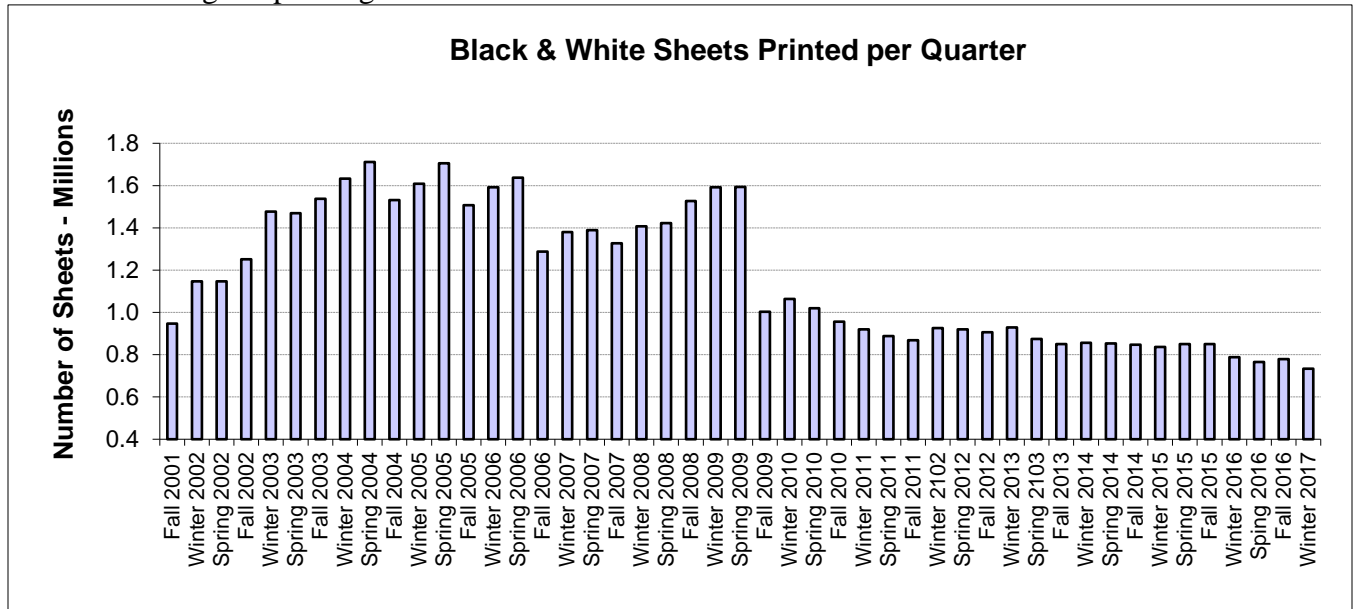
The IET Virtual Lab was used 6,329 times by 1,070 unique clients. Both values are a drop from Fall 2016.



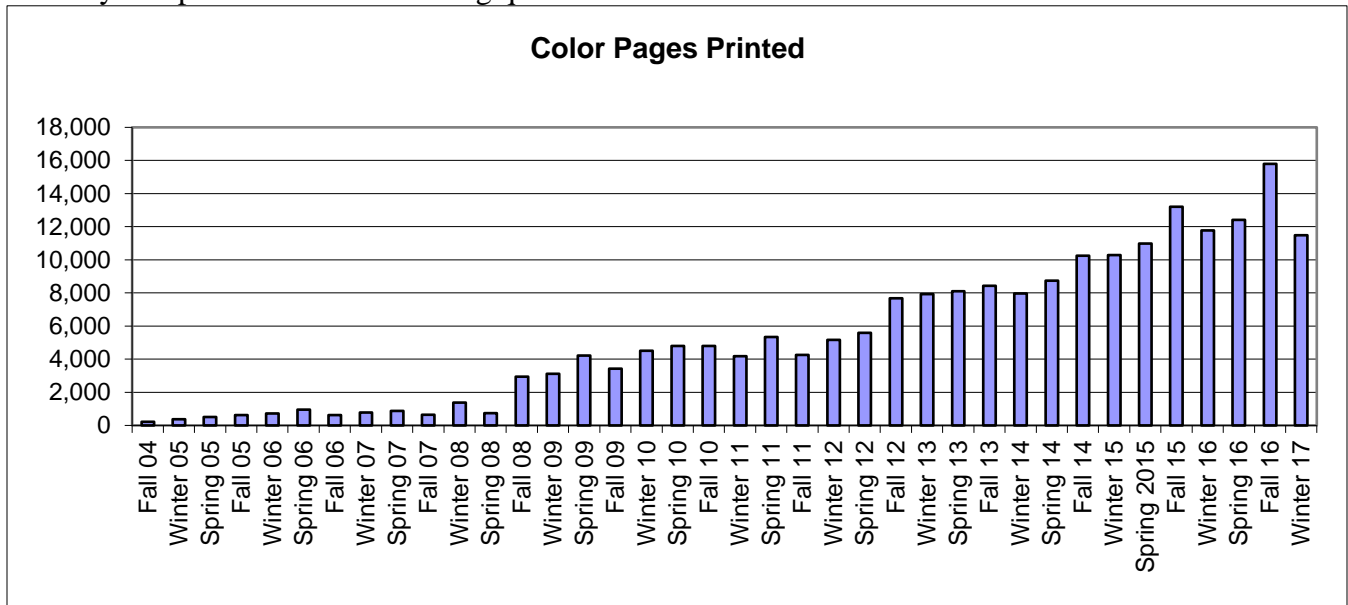
There were 524 denied connections to the virtual lab since there were no free stations. Most denied connections were during the day when there are only very limited number for computers available.

Printing

There were 732,971 total sheets printed in Winter 2017, an decrease of 5.9% from Fall 2016. The average sheets printed per client (of those who printed) was 41.89. The large decrease from 08-09 was due to the change in printing rates at the start of Fall 2009.



There were 11,486 color pages printed, a decrease of 27.3% from Fall 2016. Fall 2016 appears to be an anomaly compared to the surrounding quarters.



There were 4,603 wireless print jobs, an increase of 227 from Fall 2016. There were 559 unique clients who printed through the wireless printing system.

