

Winter 2019 Quarterly Report

Computer Lab Management

Prepared by Tim Leamy

Computer Lab Management (CLM) operates 21 computer rooms across the UC Davis campus. These consist of 14 computer classrooms and 7 open access labs with a total of 644 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.

Some of the significant items from Winter 2019 include:

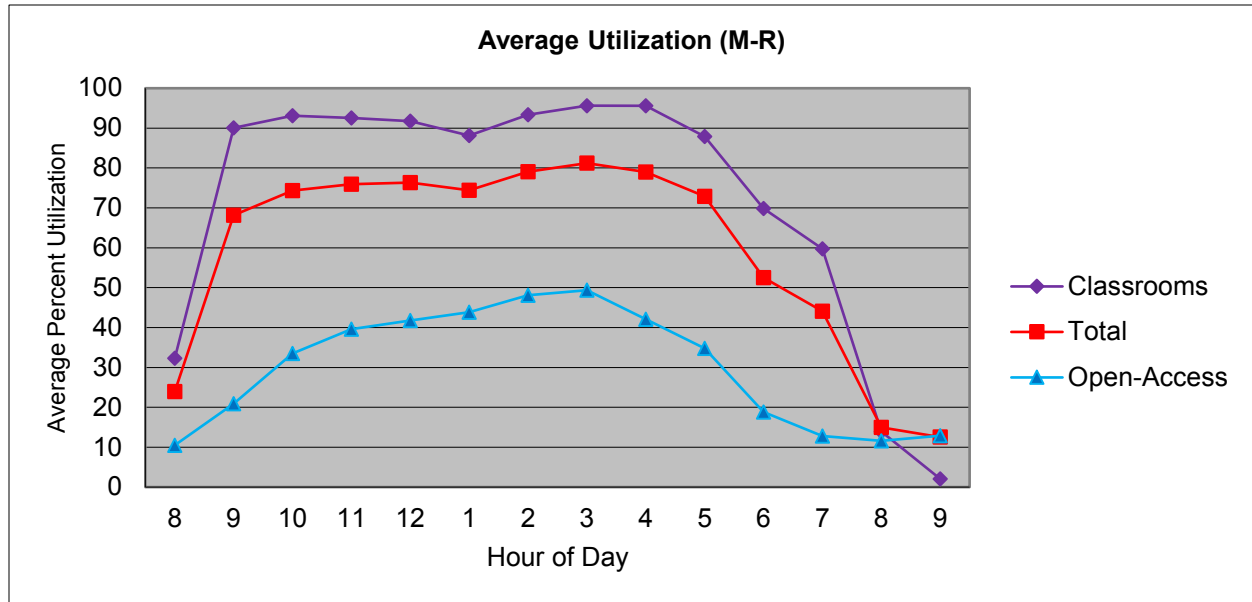
- During Winter 2019 there were 5,832 hours of instruction reserved in the computer classrooms, consistent with Winter quarters since 2016. Since the start of the 15-16 academic year the computer classrooms have averaged 6,070 hours of instruction per quarter. The classrooms are heavily impacted during the prime teaching hours (9am – 6pm) and it appears 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 and the resources to support them:
 - We worked with the Teaching & Learning Complex (TLC) building committee on computer classrooms in the new building. The original plan was for five small standard computer classrooms. But based on faculty demand we were able to change it to four classrooms: one standard, one large (60 seat - requested by a variety of departments with increasing sizes of lab sections), and two group-work focused (requested by UWP). The change will allow us to support different types of classes which we simply can't support now.
 - In order to meet immediate demand before the TLC is completed, UE requested that CLM open a new computer classroom in 0347 Storer. During Winter quarter the room was renovated, computers ordered & installed, and most of the work completed. There are a few remaining Facilities pieces, but the classroom will be finished during Spring 2019. It will be scheduled normally starting in Summer 2019.
- CLM conducted a student survey about computer room use. The results are posted at <https://computerrooms.ucdavis.edu/pubs/survey/student-w19.html>.
 - Laptop and smartphone ownership is close to universal (~97% & 98%).
 - Mac ownership has grown dramatically over the past decade is now roughly equal to Windows ownership.
 - The main reasons students use the computer labs are to print (mostly class related), they have a class in a computer classroom, when they leave their laptop at home, to access academic websites, and to access software or hardware.
 - The percent of students who primarily used Google Docs as their Office Suite jumped from 12.3% in Winter 2018 to 35.2% in Winter 2019. We know K-12 schools are heavily invested in Chromebooks and Google Docs, so this might be the first influx of those students. Next year's survey will show if this is the start of a trend or an anomaly.

Statistical Summary

Utilization

Overall Computer Room Utilization

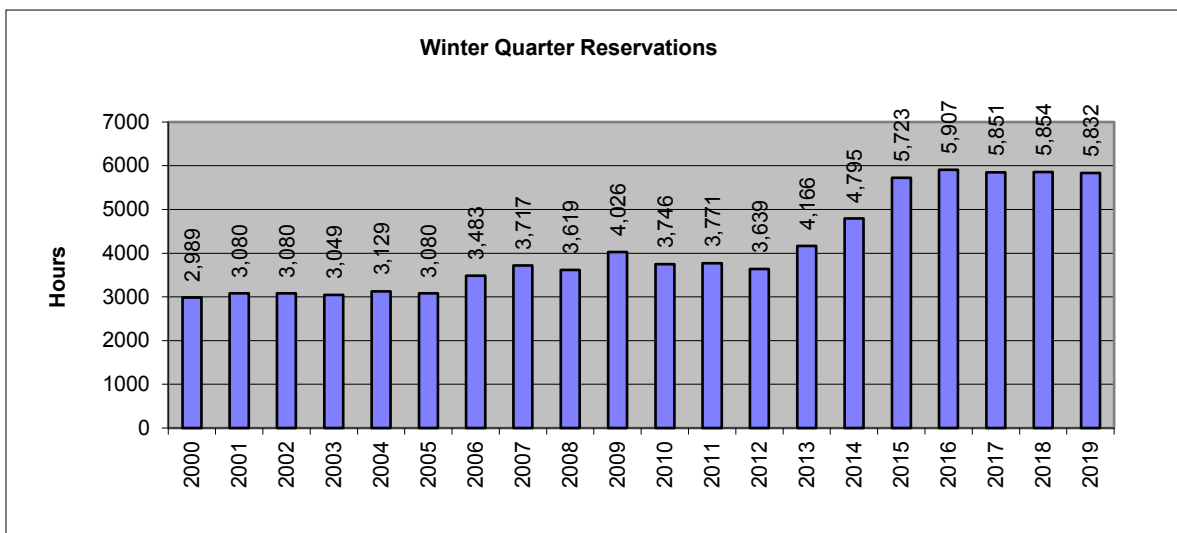
Computer Lab Management operates 21 computer rooms at UC Davis. These computer rooms experience high utilization during peak hours (9:00am to 6:00pm). The graph below combines utilization Monday through Thursday.



Classroom use is very high – averaging over 90% from 9am-6pm. Open-access utilization is much lower.

Class Use

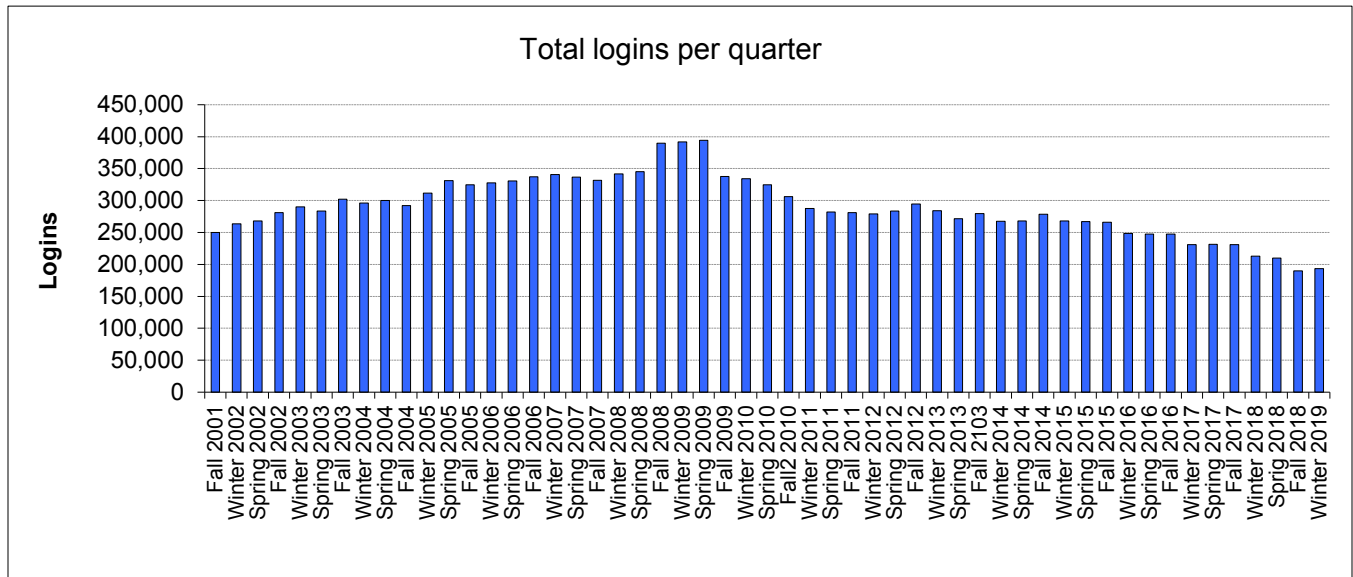
During Winter 2019 there were 5,832 class hours reserved in the computer classrooms, essentially the same since Winter 2016. The large increase from 2013 is primarily due to adding two more classrooms in Shields Library.



In addition, there were 224 class software installs and 165 class folders created during Winter 2019.

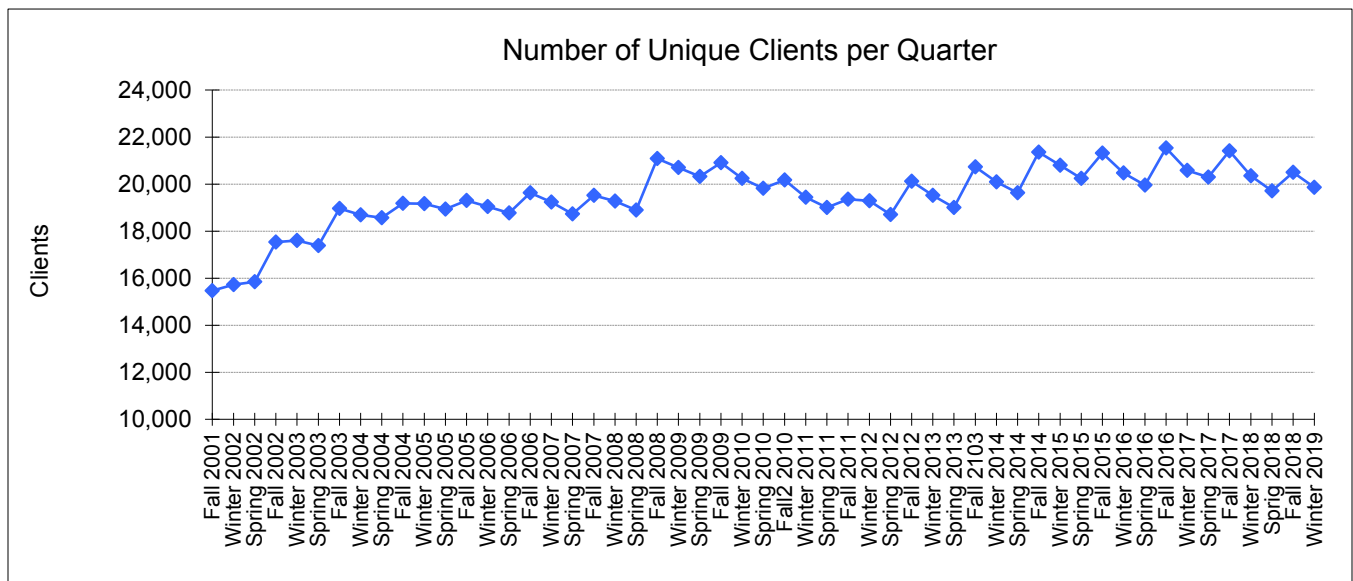
Number of Logins and Users

The total logins in Winter 2019 increased to 193,390, a 1.7% rise from Fall 2018.



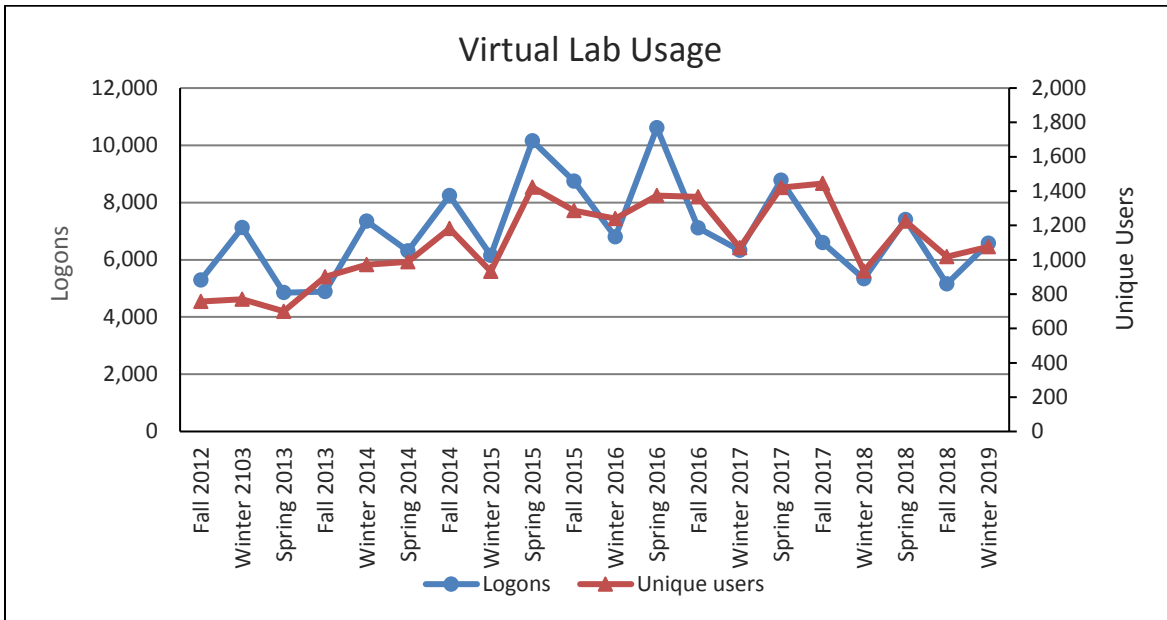
Unique Users

The number of unique clients decreased to 19,854 in Winter 2019. Of these, 19,350 were students. This is a decrease of 641 clients from Fall 2018. The decrease is normal as the total number of students at UC Davis typically drops from Fall to Spring quarter.



Virtual Lab Users

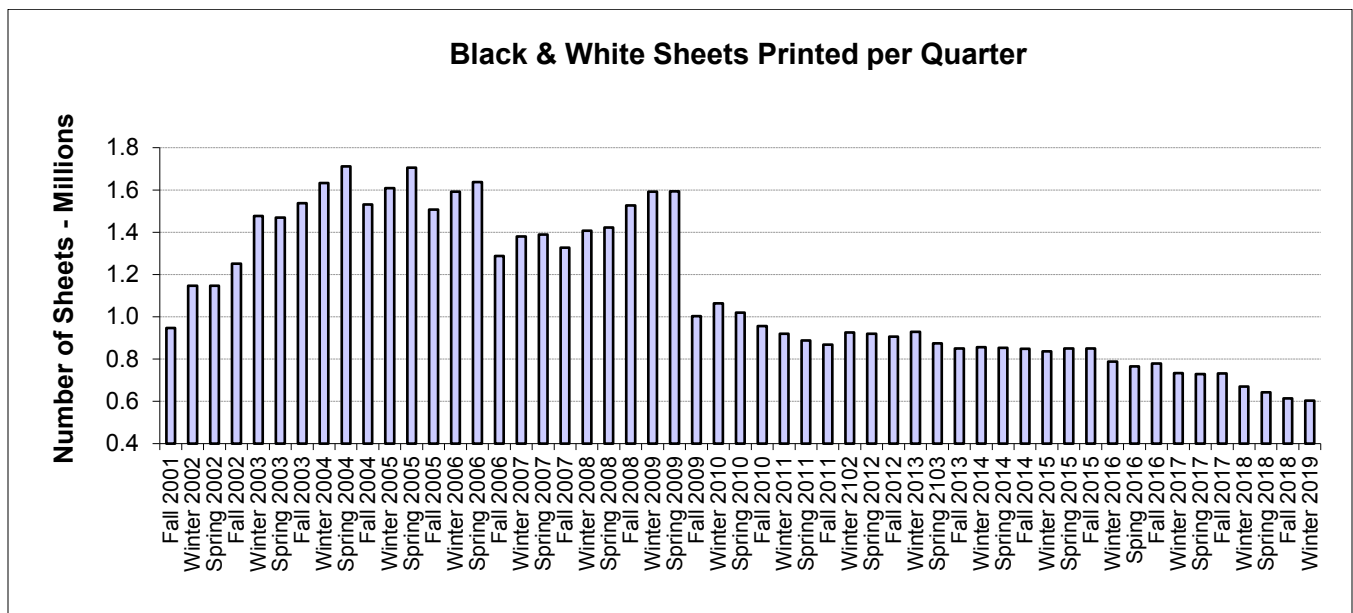
The IET Virtual Lab was used 6,575 times by 1,075 unique clients. The IET Virtual Lab allows remote connections to computers in the IET computer rooms on campus. This allows students to work on assignments using specialized software when the computer rooms are closed.



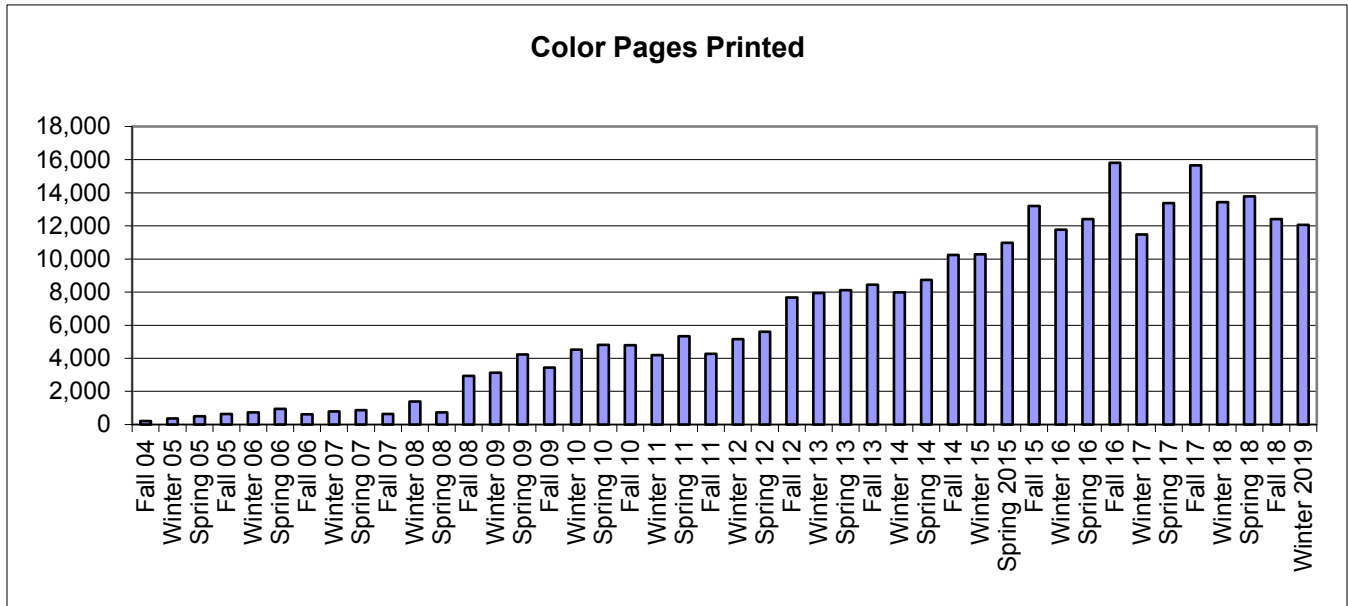
There were 1,095 denied connections to the virtual lab because there were no available computers. Most denied connections were during the day when there are only very limited number for computers available.

Printing

There were 602,769 total sheets printed in Winter 2019, a decrease of 1.7% from Fall 2018. The average sheets printed per client (of those who printed) was 38.9. The large decrease from 08-09 was due to the change in printing rates at the start of Fall 2009.



There were 12,054 color pages printed, a decrease of 2.8% from Fall 2019.



There were 4,715 wireless print jobs, a decrease of 495 from Fall 2018. There were 627 unique clients who printed through the wireless printing system.

