Winter 2023 Quarterly Report
Computer Lab Management
Prepared by Tim Leamy

Computer Lab Management (CLM) operates 24 computer rooms across the UC Davis campus. These consist of 18 computer classrooms and 6 open access labs with a total of 741 installed stations. CLM also manages seven departmental computer rooms with 170 installed stations for the UC Davis Language Center and The Arts Admin Group.

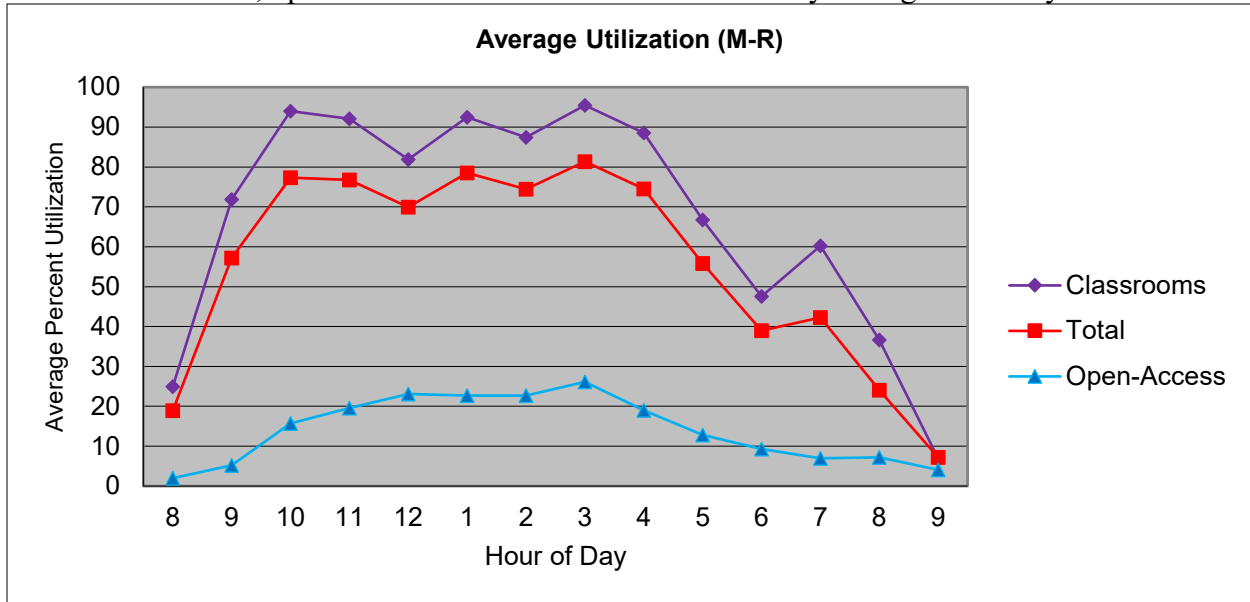Some of the significant items from Winter 2023 include:
- Overall number of logins, utilization, and printing are still far below pre-pandemic levels.
  - Open access utilization increased slightly in Winter 2023 and reached the highest level post-COVID.
  - It is unclear if these usage changes are still due to COVID keeping students away from campus or are long-term usage changes. It's most likely a combination. We'll need to watch usage trends to determine how to adjust service levels to match needs going forward.
- The wireless printing service continue to see much higher use than pre-pandemic. There were 19,164 wireless print jobs in Winter 2023 as opposed to an average of 4,255 for the 18-19 to 20-21 academic years. The increase is likely due to the self-serve wireless printing added to the MU Lounge and Shields Basement over Summer 2021.
- CLM changed the layout in 2101 SCC by adding 6 "laptop stations" where students can power their laptops and connect to external monitors. We removed 6 standup PC stations and 1 standup Mac station to make room for the laptop stations.
- CLM conducted a student survey about computer room use. The results are posted at https://computerrooms.ucdavis.edu/pubs/survey/student-w2023.html.
  - Laptop and smartphone ownership are close to universal (over 95%).
  - Printing appears to be the primary reason students use the computer rooms
  - Google Docs has now supplanted Microsoft Office as the most commonly used office suite. Google drive has been the most common method for transferring files for a few years. Many K-12 schools are heavily invested in Chromebooks and the Google environment, so these changes might be a reflection of those students' experiences.

Statistical Summary

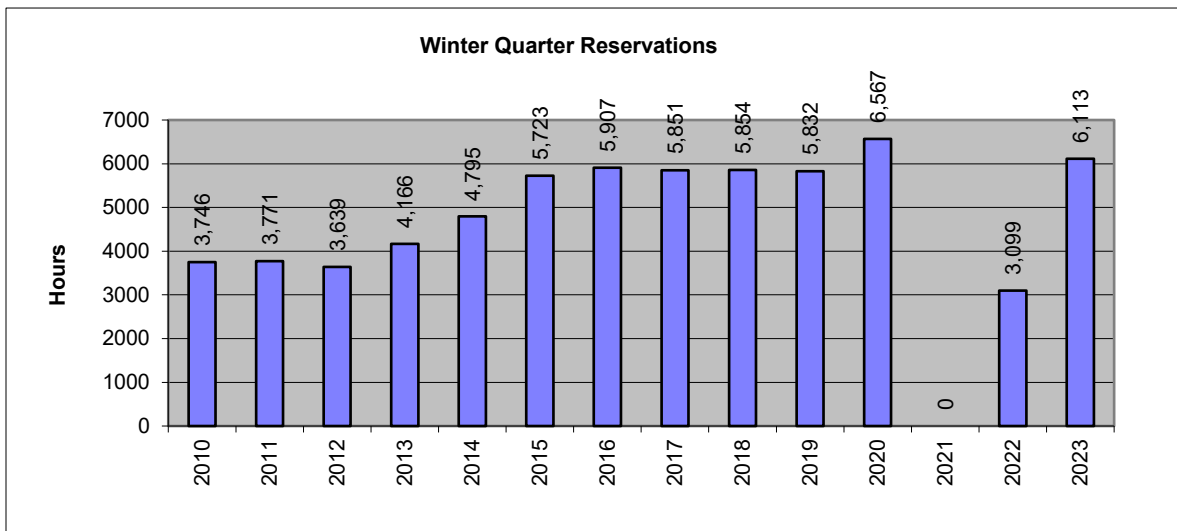## Utilization

Overall computer room utilization

Computer Lab Management operates 24 computer rooms at UC Davis. The graph below shows average utilization for classrooms, open access labs and all rooms for Monday through Thursday.

Classroom utilization was relatively high (80-90% 10am to 5pm). Open access utilization is much lower. It appears COVID significantly depressed drop-in use. However, it is slowly increasing and Winter 2023 had the highest open access utilization post-COVID.
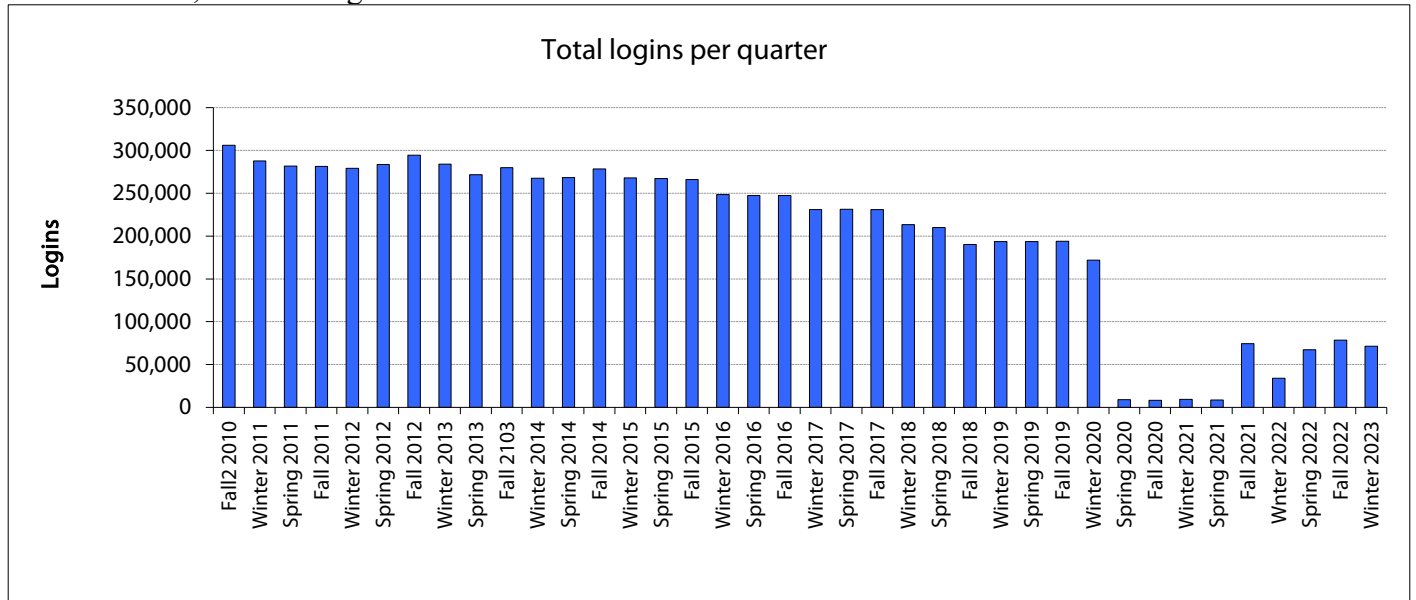
Class Use

During Winter 2023 there were 6112.75 class hours reserved in the computer classrooms. The class hours were originally much higher, but there were 1,179 hours of cancellations.

In addition, there were 263 class software installs and 7 class folders created during Winter 2023. Since most faculty have shifted to Canvas, CLM is no longer making class folder by default for UWP classes. Therefore, the number of class folders per quarter has dropped dramatically.
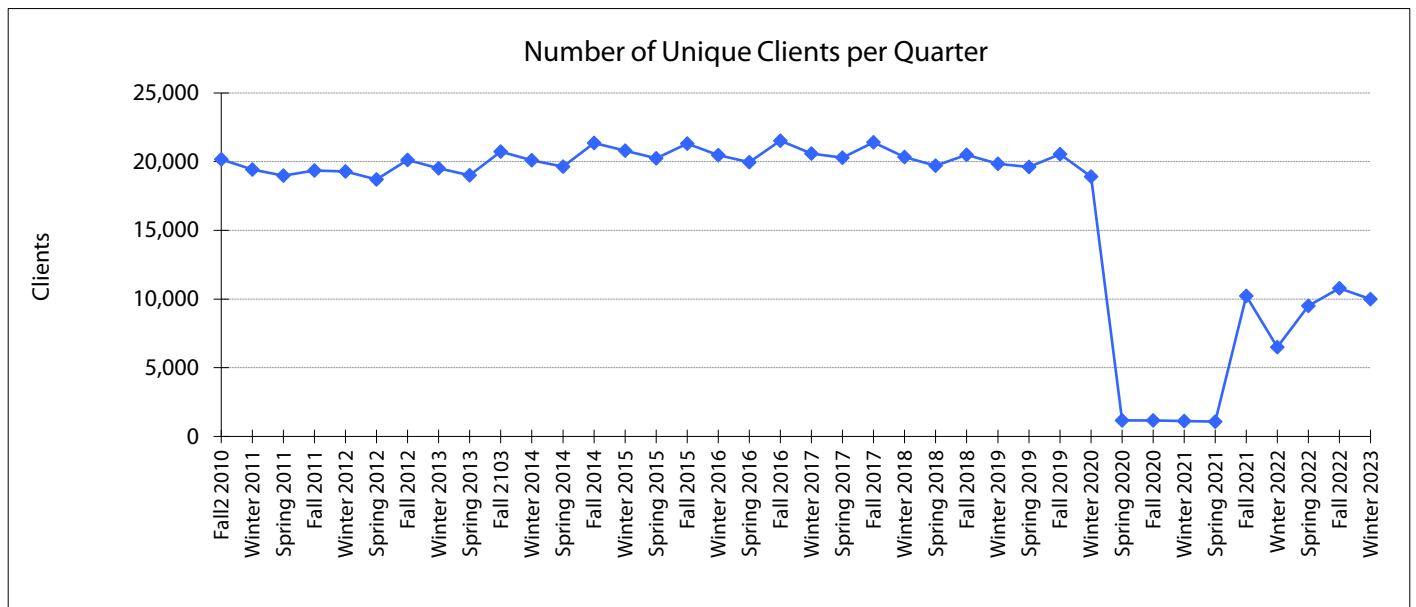
Number of Logins
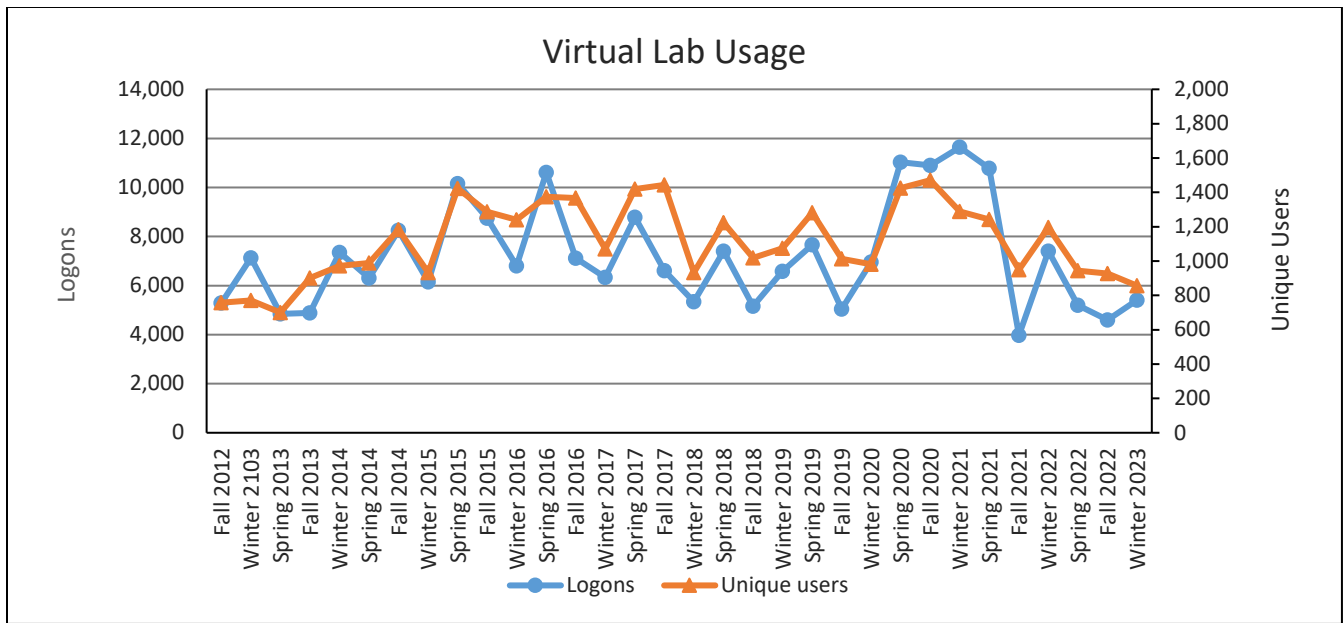There were 71,362 total logins in Winter 2023. This was a decrease of 8.9% from Fall 2022.

Total logins per quarter

Unique Users
The number of unique clients dropped to 9,989 in Winter 2023. 9,698 (97.1%) of the unique clients were students.

Number of Unique Clients per Quarter
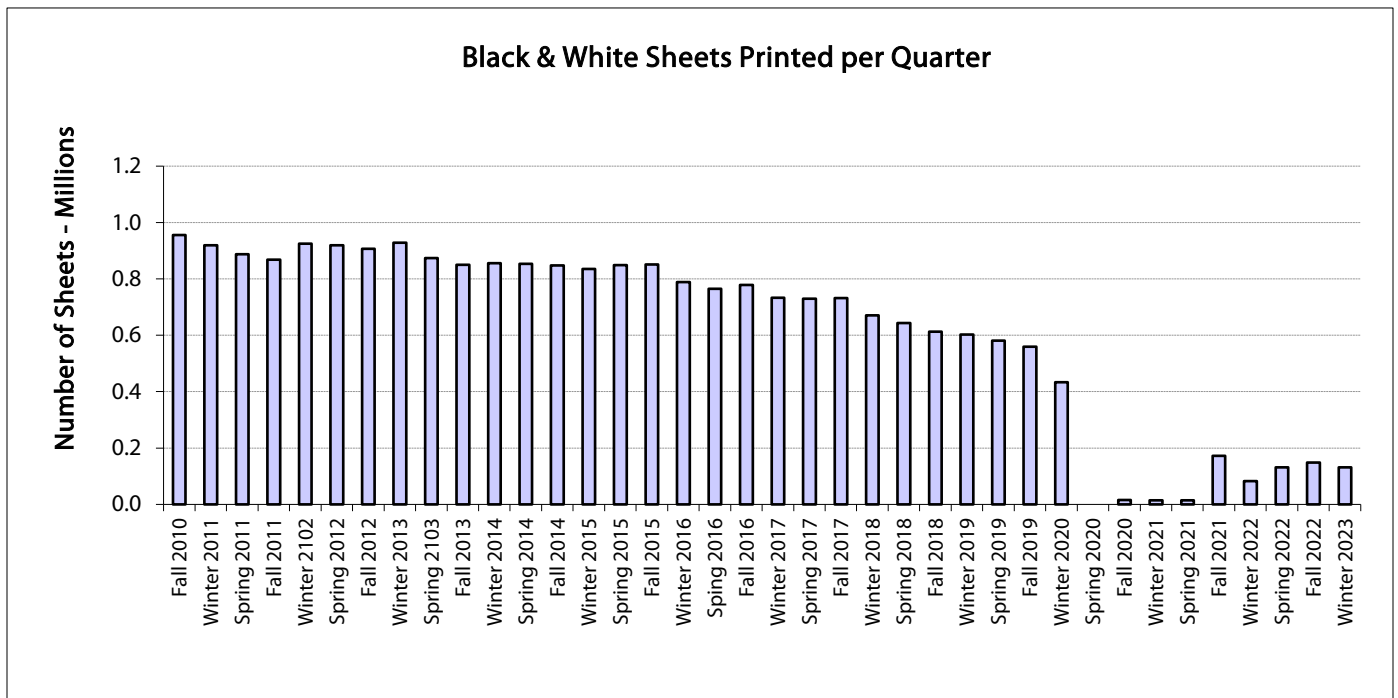
Virtual Lab Users

The IET Virtual Lab was used 5,408 times by 857 unique clients.
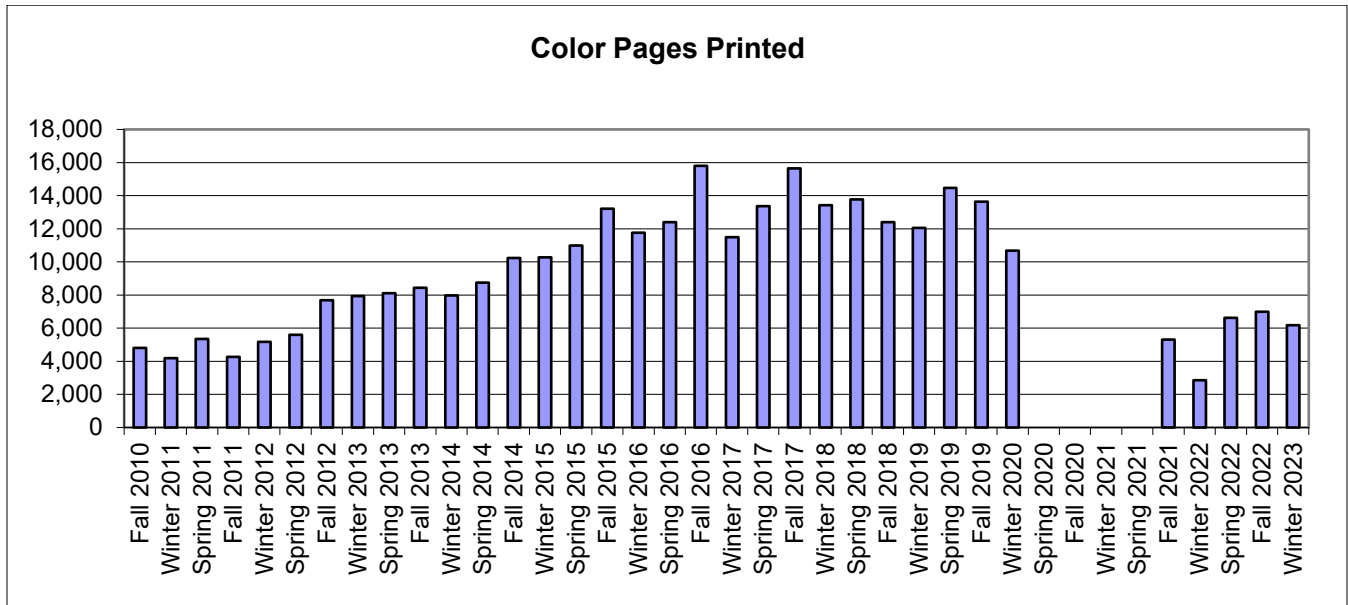
Virtual Lab Usage

There were 3,002 denied connections to the virtual lab since there were no free stations.

Printing

The total sheets printed in Winter 2023 was 131,963.

Black & White Sheets Printed per Quarter

There were 6,184 color pages printed.

Color Pages Printed

There were 19,164 wireless print jobs and 3,652 unique clients who printed though the wireless printing system. The post-pandemic increase is likely due to the self-serve wireless printing added to the MU Lounge and Shields Basement over Summer 2021.

Wireless Print Jobs