

Winter 2024 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 717 installed stations. CLM also manages six departmental computer rooms with 126 installed stations for the UC Davis Language Center and The Arts Admin Group.

Some of the significant items from Winter 2024 include:

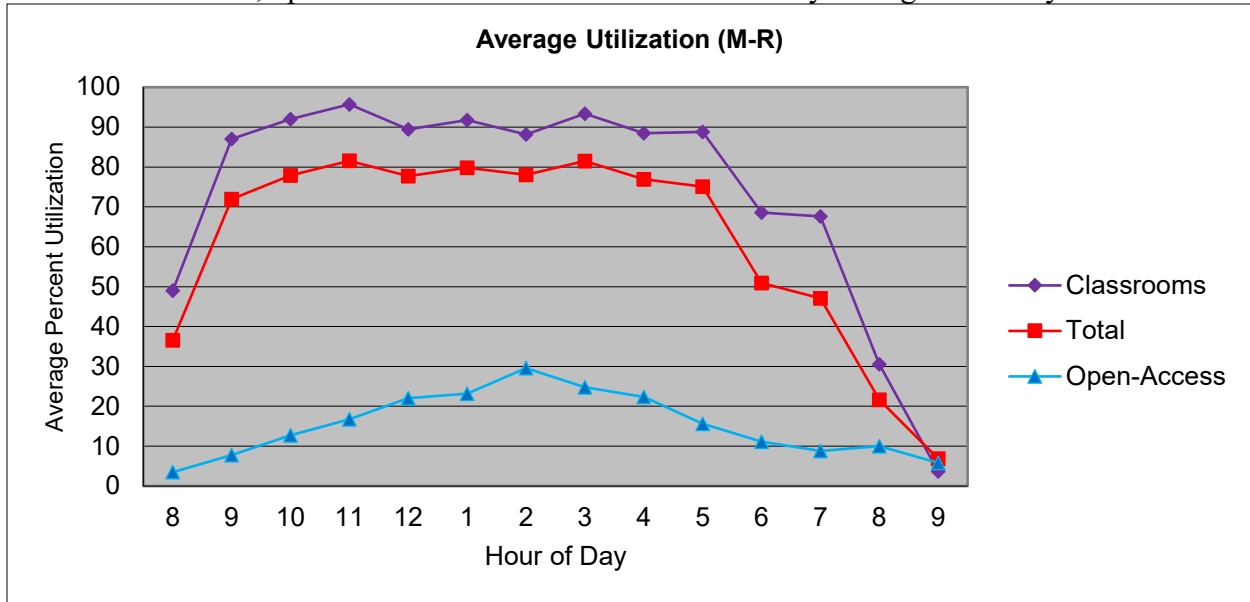
- Overall number of logins, utilization, and printing are still far below pre-pandemic levels.
 - Open access utilization increased slightly in Winter 2024 and reached the highest level post-COVID.
 - It is unclear if these usage changes are still due to COVID keeping students away from campus or are 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.
- CLM updated our Wireless Printing system to PaperCut. The new system allows printing from SmartPhones in addition to laptops. See <https://print.ucdavis.edu/> for more info.
- CLM rearranged layout in 102 Wellman to replace 10 standup stations with sitdown stations. Also added 8 "laptop stations" where students can power their laptops and connect to external monitors.
- CLM added 2 "laptop stations" in 78 Hutchison where students can power their laptops and connect to external monitors.
- CLM conducted a student survey about computer room use. The results are posted at <https://computerrooms.ucdavis.edu/pubs/survey/student-w2024.html>.
 - Laptop and smartphone ownership are close to universal (over 95%).
 - Printing appears to be the primary reason students use the computer rooms
 - Students have embraced an online Google computing environment. Google Docs has now supplanted Microsoft Office as the most commonly used office suite. Google Drive has been the most common way to access their files. It's used far more than USB drives or other online storage services. 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

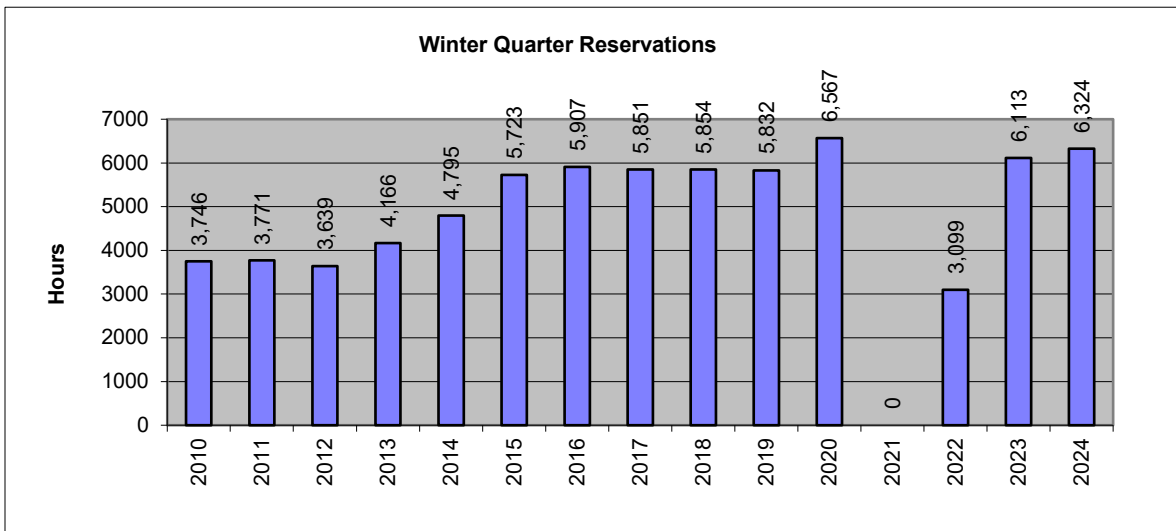
Computer Lab Management operates 24 computer rooms at UC Davis. The graph below shows average utilization for classrooms, open access labs and all rooms for Monday through Thursday.



Classroom utilization was relatively high (averaging 90% 9am to 6pm). Open access utilization is much lower. It appears COVID significantly changed student behavior and depressed drop-in use.

Class Use

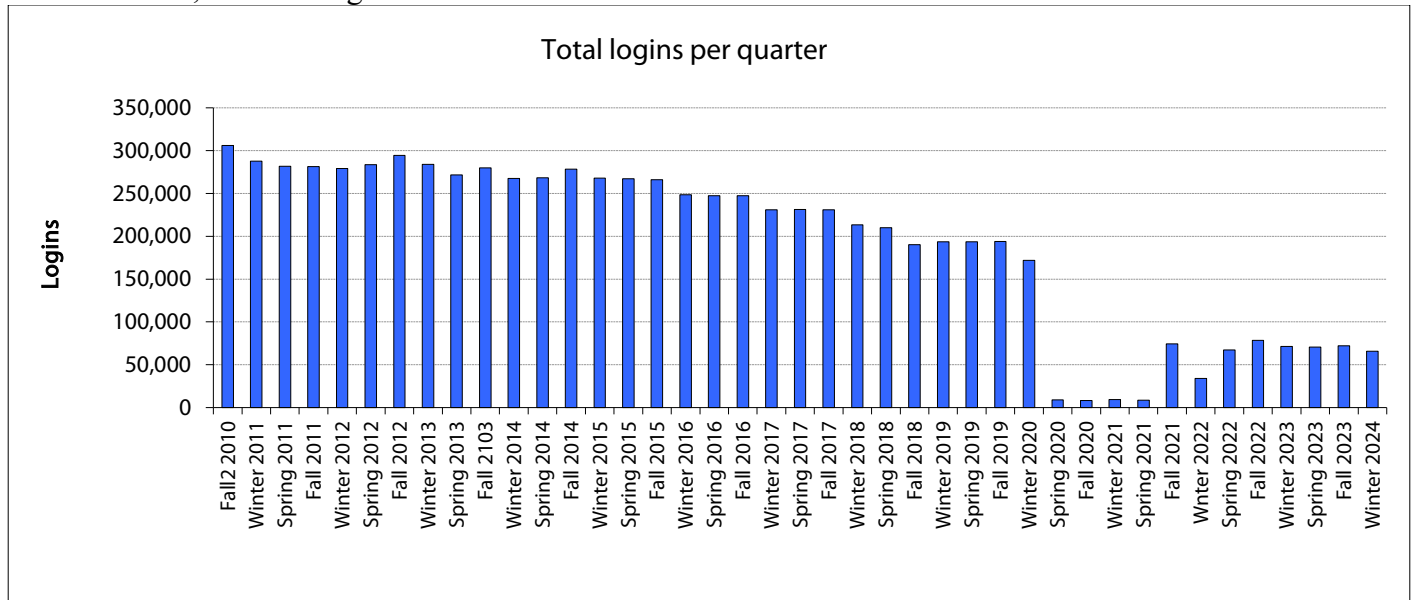
During Winter 2024 there were 6324.25 class hours reserved in the computer classrooms. The class hours were originally higher, but there were 330 hours of cancellations.



In addition, there were 342 class software installs and 8 class folders created during Winter 2024. Since most faculty have shifted to Canvas, the number of class folders per quarter has dropped dramatically.

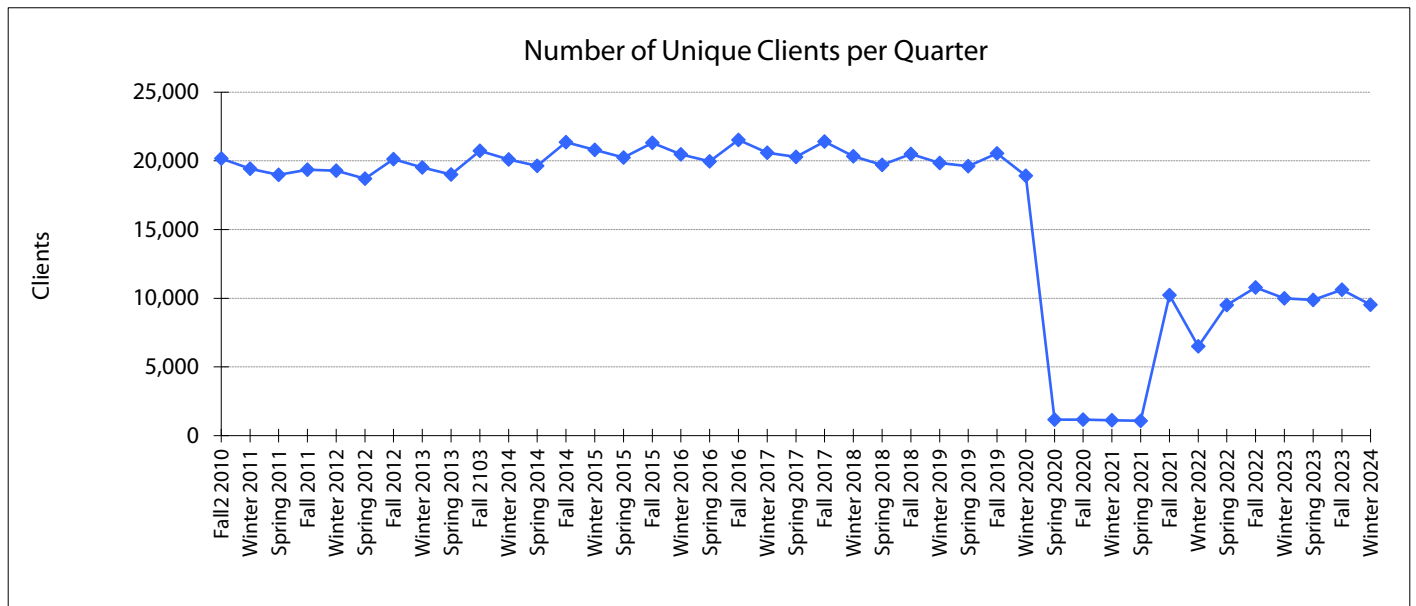
Number of Logins

There were 65,793 total logins in Winter 2024. This was a decrease of 8.9% from Fall 2023.



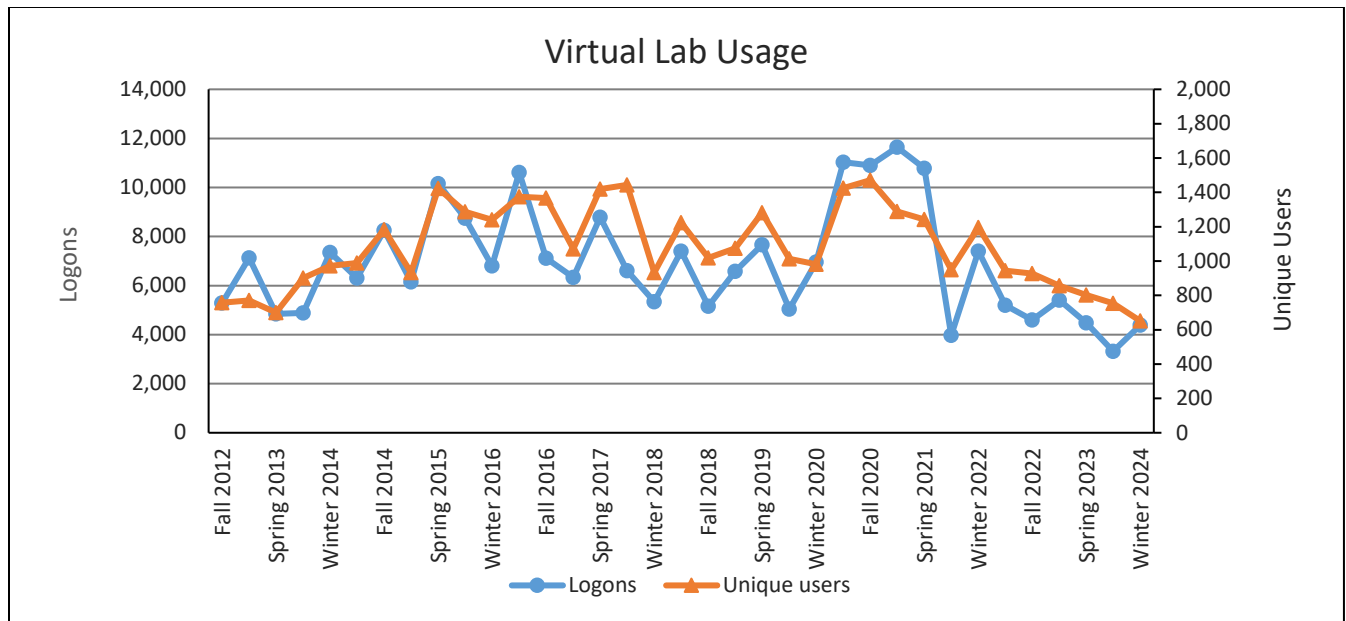
Unique Users

The number of unique clients dropped to 9,519 in Winter 2024. 9,269 (97.4%) of the unique clients were students.



Virtual Lab Users

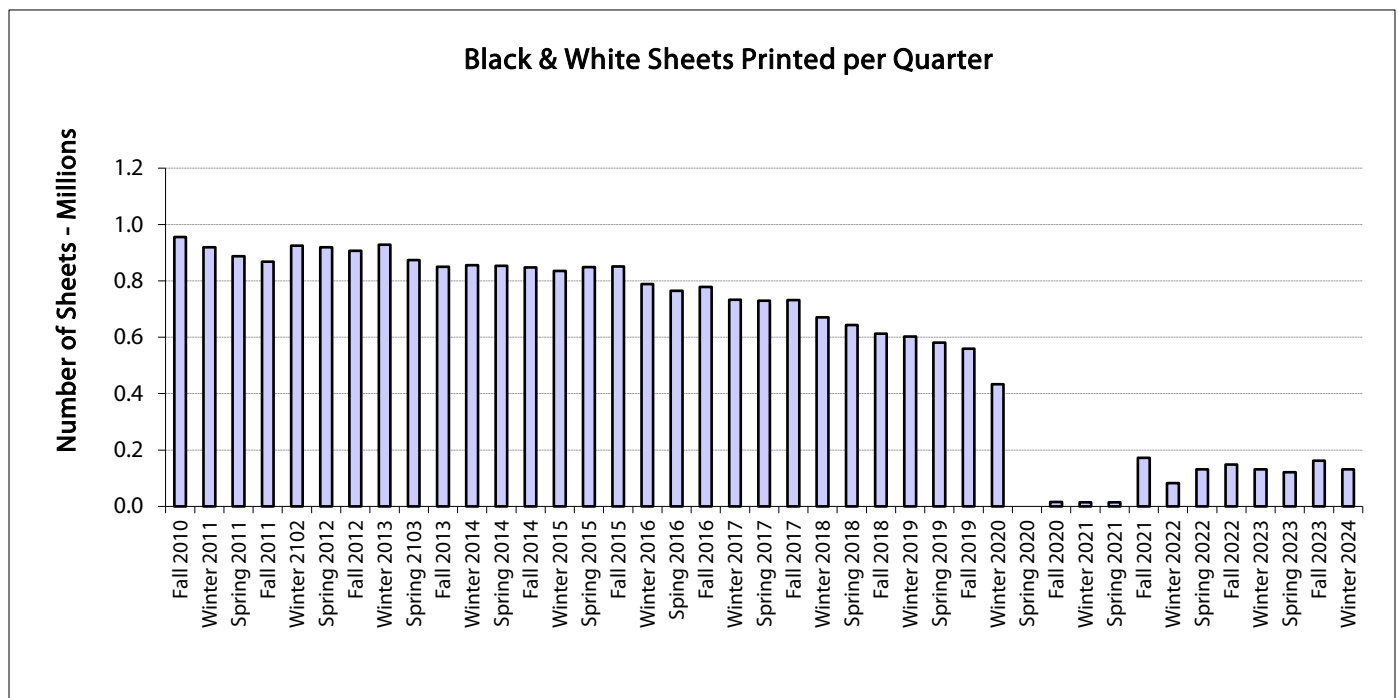
The IET Virtual Lab was used 5,408 times by 857 unique clients.



There were 1,216 denied connections to the virtual lab since there were no free stations.

Printing

There were 131,673 total sheets printed in Winter 2024.



There were 8,322 color pages printed.

