

# The University of Tennessee at Chattanooga Student Technology Fee Funding Request

## CECS Proposal No. 2

*Beginning 2005-2006*

### **Title: Technical Support for CECS Computers, Networks & Instruments**

Unit Submitting Proposal: College of Engineering and Compute Science (CECS)

#### **Summary of the Proposed Project.**

CECS has approximately 675 network connected computers and more than 100 electronic instruments located in the technology-enabled classrooms and teaching laboratories in the EMCS Building. These systems are used by 665 CECS students and approximately 1,000 non-CECS students during each academic year. Technical support is now provided by a single IT Technician and a number of student assistants who are being paid from the CECS Gift Account.

This Proposed Project will establish an appropriate level of technical support for the aforementioned hardware and software systems that comprise the great bulk of the technology used by all students taking courses or using laboratories in the EMCS Building.

#### **Goals and Objectives**

The overall goal is to provide a secure source of funding for the personnel costs associated with providing the technology needed by CECS and Non-CECS students. The main objective is to more closely link Student Technology Fees to the technology actually used by students, thereby providing a more rational level of support that will insure reliable, uninterrupted availability of the computer based technology that is so critical to the success of those students who are enrolled in engineering, computer science, mathematics, and closely related fields.

A secondary objective is to minimize the out-of-pocket cost to the University by employing graduate students to provide most of the necessary direct support. This will have the added benefit of giving graduate students valuable job-related experience.

A third objective is to provide critically needed support for the servers and databases that support many of the academic activities of the College of Engineering and Computer Science. Because of the sensitive nature of the data and the sophistication of these systems, a full-time IT Technician is needed to support these critical systems.

#### **Method for Achieving Goals**

Five (5) Graduate Student Assistants and one IT Technician will be recruited, trained and assigned to support the technology infrastructure of the College of Engineering and Computer Science.

#### **Evaluation Method**

The success of this project will be measured by the availability and reliability of the computer labs, networks and systems within the College of Engineering. A log will be established to track the resolution of problem reports. A statistically meaningful set of metrics will be established to insure continuous improvement from the technical support group.

**Previous grant(s):** N/A

**Proposed location:**

The technical support personnel will be housed in the EMCS Building.

**Requested Budget:**

**Summary of projected costs**

Graduate Student Stipends @ \$4,360 per semester	\$43,600
Graduate Student Tuition @ 6 hours/semester	\$16,260
IT Technician Salary	\$28,000
Fringe Benefits for IT Technician	\$10,920
Equipment (hardware and software)	

**Estimated** recurring costs per year \$98,780

**Offsetting Revenue**

Graduate Student Tuition paid to UTC	\$16,260
Formula Funding Generated by GSA's @ \$7,747 each	\$38,735
Subtotal of Offsetting Revenue	\$54,995

**Net Recurring Costs to UTC** \$43,785

Identify the area(s) responsible for operating and maintaining the equipment.

CECS Technical Support Staff reporting to Karl Fletcher

**Approval** by Dean or Vice Chancellor: \_\_\_\_\_

**Individual** responsible to complete proposal if funded: Karl Fletcher

**Priority** established by Dean or Vice Chancellor: \_\_\_\_\_