

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

Beginning 2005-2006

Title: Continued Technical Support for the College of Arts & Sciences

Unit Submitting Request: Information Technology Division

Briefly summarize the proposed project:

Five years ago, recognizing that an enhanced and coordinated system of technical support had become a critical need for Arts & Sciences, the technology fee was used to fund a computer support specialist dedicated to the College, with a particular emphasis on the maintenance of computer labs. This proposal seeks funding to continue that crucial level of technical support.

Identify the project goals and objectives. Briefly describe your goals and objectives. Include in the description how the outcomes of this project will improve teaching and learning. Indicate also the anticipated reach of your project. In other words, how many and what type of students will benefit from the successful execution of the proposed funding? How will they benefit?

1. Ensure that computer labs in the College are fully functional through efficient and timely support efforts.
2. Free faculty from maintenance of computer labs so they may focus on using those labs to enhance learning in their discipline.
3. Coordinate support efforts with other professionals to make the best possible use of existing products, procedures, and resources.
4. Provide faculty, staff, and students with a trusted individual to assist and advise them without surrendering the advantages of central management and integration.
5. Supply decision-makers with consistent and complete documentation on current technology use and future challenges so that funds for new technology can be applied in the most effective manner possible.

The departmental computer labs that students use on a daily basis are more reliable, available, and functional thanks to this funding. Faculty who wish to focus their efforts on teaching and research are freed from maintenance of computer labs. Technology, while never perfect, has become more a source of productivity rather than frustration for students, faculty, and staff. Virtually all students benefit from this effort.

Describe the method with which you will achieve your goals. Briefly describe your methodology. Include a calendar of target project dates. That is, when will the major steps of the project begin and end?

The computer specialist is housed and managed through the ITD Help Desk, but is assigned to the College of Arts & Sciences. This arrangement promotes efficiency as well as enhanced coordination and communication between computer labs and with other support professionals and provide assistance on campus wide projects.

Maintenance of computer labs will continue to be a primary responsibility of the Support Specialist. There are currently over twenty such labs in the College, almost half of which are used in direct classroom instruction.

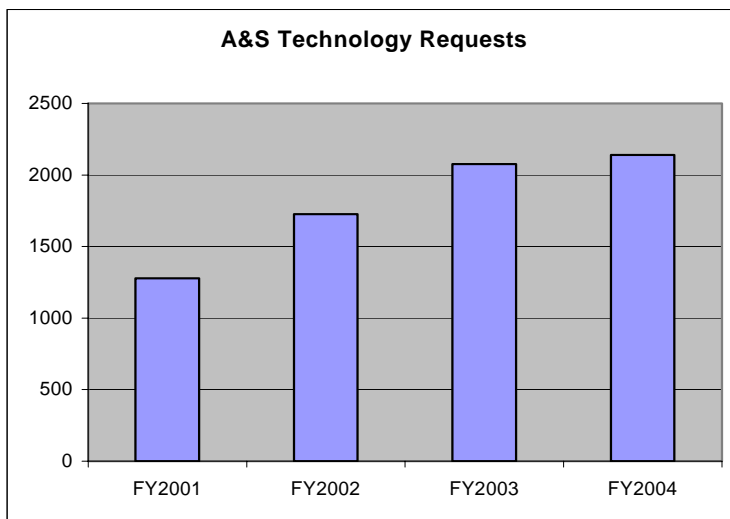
The addition of the Support Specialist has also helped to speed resolution of requests for assistance with technology needs from faculty and staff. The Help Desk will continue to serve as a point of contact for the Support Specialist and stands ready to assist whenever needed (for more information, see the Service Level Agreement at http://itd.utc.edu/sla/fac_a&s.shtml).

How will you evaluate the success of the project? Describe your evaluation criteria completely. How will you determine whether the project is successful?

Documentation and evaluation is already well established as standard procedure:

- (1) All service requests and activities are documented in a central database for ease of reporting.
- (2) Recipients of service are provided with an evaluation form whenever a request is completed.
- (3) Informal feedback is solicited through contact with the Dean and lab managers.
- (4) The support specialist's performance is evaluated annually through the regular EDE employee evaluation process.

Requests from the College of Arts & Sciences rose to 2,140 during FY2004, a slight increase over the record high level seen last year.



Previous grants: If you received a Student Technology Fee grant last year, have you submitted your final report?

The final report was submitted to the Office of the Provost as requested.

Proposed Location: Describe the proposed location of the equipment, software, etc.

The Computer Support Specialist is housed with the Help Desk to promote communication and coordination with other campus support professionals.

Requested Budget: Clearly identify one-time costs, such as equipment, shipping, and installation. Clearly identify recurring costs, such as maintenance and support, and source of the funds to cover the recurring costs.

The computer being used by the technology specialist is now four years old and needs to be replaced at a cost of \$1,500, which has been added to the normal \$1,000 operating request. All other costs listed are recurring for this year.

IT Analyst II Salary	\$33,293
Benefits (32%)	\$10,654
Training	\$1,500
Student Assistant Salary	\$7,500
Operating supplies, telephone, etc.	\$2,500
TOTAL	\$55,447

Summary of projected costs:

Salaries (if any)	\$51,447	(with benefits)
Equipment (hardware and software)	\$1,500	

Complete the following items as appropriate

Installation	n/a
Construction/renovation costs	n/a
Annual maintenance/support costs	\$1,000
Training	\$1,500
Recurring costs per year	\$53,947

Total project one-time costs	\$55,447
Estimated recurring costs per year	\$53,947

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

Request is for personnel only.

Approval by Dean or Vice Chancellor: _____

Individual responsible to complete proposal if funded: Rodger Ling, Director of Technology Support Services.

Priority established by Dean or Vice Chancellor: _____

Deans and Vice Chancellors should return completed forms (along with 25 copies) to Provost John Friedl, Chair of the University Technology Committee, prior to **December 13, 2004**.