

The University of Tennessee at Chattanooga Student Technology Fee Funding Request

Proposal

Beginning 2005-2006

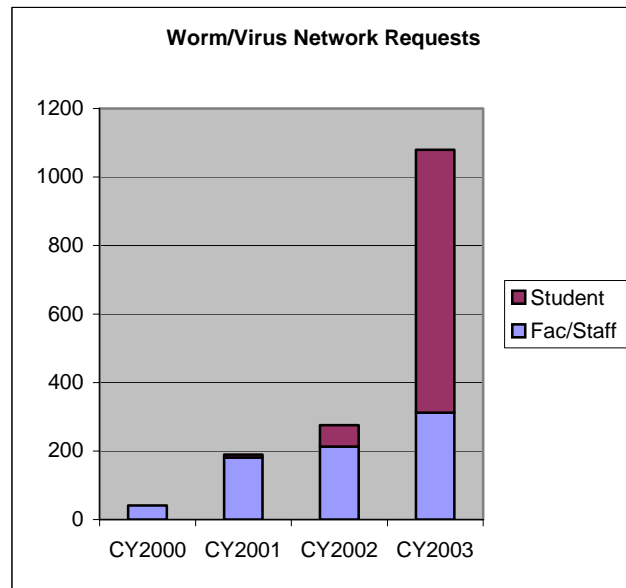
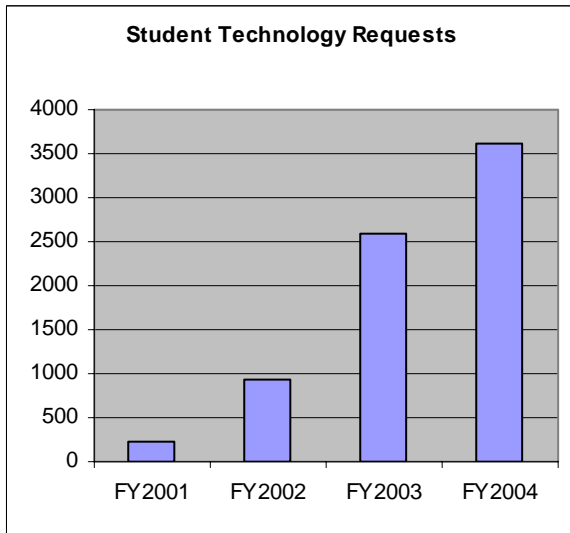
Title: Continuation of Student Network Support Technician

Unit Submitting Proposal: Information Technology Division

Briefly summarize the proposed project.

This proposal seeks to continue a full-time position providing technical support for student network issues. This individual directly supports UTC students by disinfecting student computers, overseeing student employees doing the same, and troubleshooting problems with network switches and wiring in the dorms.

Over the past few years the number of student computers on campus, primarily in the dorms, has risen dramatically. Online classes, e-mail, and Internet research are becoming central to the academic careers of our students. At the same time, loss of network access due to viruses, worms, and other security issues has become commonplace, with a huge surge in demand for assistance from our resident students and a corresponding backlog of requests.



This position is a direct response to the growing needs of UTC students.

Identify the project goals and objectives. Briefly describe your goals and objectives. Include in the description how the outcomes of the 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?

This position is part of a larger initiative to improve network security and support at UTC. Specifically, we hope this project will achieve these specific goals:

- Help educate students to help prevent security issues that result in loss of network access.
- Provide documentation and tools to students to help them resolve their own issues when possible.
- Maintain a walk-in service center where student computers can be disinfected with a goal of completing 90% on the same day they are delivered.
- Decrease response time for students waiting for Help Desk staff to troubleshoot network switches and wiring in the dorms.

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 in the project begin and end?

In September of 2004 Alexandra Yates was hired as the Student Network Support Technologist. Ms Yates reports to the Manager of the ITD Help Desk but works in close proximity and in cooperation with the staff of Network Services.

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

Data on student requests will be evaluated regularly. Over time, we will compare the demand for services to the average time to resolution to see how much of a positive effect the project is having, and how well we are meeting the specific goals mentioned previously. In addition, the support specialist's performance is evaluated annually through the regular EDE employee evaluation process.

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

As we are still in the first year of the project, a report has not yet been requested.

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

The position is housed at the Computing Help Desk, with a strong presence at the student computer lab in the University Center where our Student Help Desk will be based.

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

Technician Salary	\$30,160
Benefits (32%)	\$9,651
Training	\$1,500
Operating Supplies/Communication	\$500
TOTAL	\$41,811

Summary of projected costs:

Salaries (if any)	\$39,811	(with benefits)
Equipment (hardware and software)	n/a	
Complete the following items as appropriate		
Installation	n/a	
Construction/renovation costs	n/a	
Annual maintenance/support costs	\$500	
Training	\$1,500	
Recurring costs per year	\$41,811	
Total project one-time costs	\$41,811	
Estimated recurring costs per year	\$41,811	

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

UTC Help Desk/ITD.

Approval by Dean or Vice Chancellor: _____

Individual responsible to complete proposal if funded: Rodger Ling

Priority established by Dean or Vice Chancellor: _____

Deans and Vice Chancellors should return completed forms (along with 20 copies) to Provost John Friedl, Chair of the University Technology Committee, prior to **December 13, 2004**.