

The University of Tennessee at Chattanooga Student Technology Fee Funding Request

Proposal

Beginning 2005-2006

Title: Continuation of Technical Support for Library and the Campus

Unit Submitting Proposal: Information Technology Division

Briefly summarize the proposed project.

This proposal asks for funding to continue a technical support position dedicated to the Lupton Library, the College of Arts & Sciences, and the campus.

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?

1. Work closely with Library Systems Administrator to ensure that computers in the Lupton Library are fully functional through efficient and timely support efforts.
2. Free library faculty from maintenance of computers so they may focus on using technology to enhance learning through the use of electronic information resources.
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 Library's public computers that students use on a daily basis are more reliable, available, and functional thanks to this funding. 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 in the project begin and end?

The computer specialist is housed and managed through the UTC Help Desk, but is assigned primarily to the Lupton Library, with supplemental responsibilities for the campus at large. This arrangement promotes efficiency as well as enhanced coordination and communication with other support professionals. The Help Desk serves as a central point of contact for faculty, staff, and students who need assistance. The addition of this position has helped to speed resolution of requests for assistance with technology needs across the campus.

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

- All service requests and activities are documented in a central database for ease of reporting.
- Recipients of service are provided with an evaluation form whenever a request is completed.
- Informal feedback is solicited through contact with the Dean and other departmental managers.

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

A report was submitted as requested.

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

This person is employed by the Help Desk is based out of that unit.

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.

Computer Specialist Salary	\$36,348
Benefits (32%)	\$11,631
Training	\$1,500
Operating supplies, telephone, etc.	\$1,500
TOTAL	\$50,979

Summary of projected costs

Salaries (if any)	\$47,979 (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	\$1,500
Training	\$1,500
Recurring costs per year	\$50,979

Total project one-time costs \$50,979

Estimated recurring costs per year \$50,979

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

This individual will be responsible for maintaining his or her own equipment.

Approval by Dean or Vice Chancellor: _____

Individual responsible to complete proposal if funded: _____

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.