

The University of Tennessee at Chattanooga Student Technology Fee Funding Request

Proposal

Beginning 2005-2006

Title: Continuation of Student Help Desk Training and Services

Unit Submitting Request: Information Technology Division

Briefly summarize the proposed project:

The project funds a full-time position to develop documentation and training programs for the student employees who provide the bulk of technology support to UTC students. This proposal seeks to continue funding for this position for the 2005-06 fiscal year.

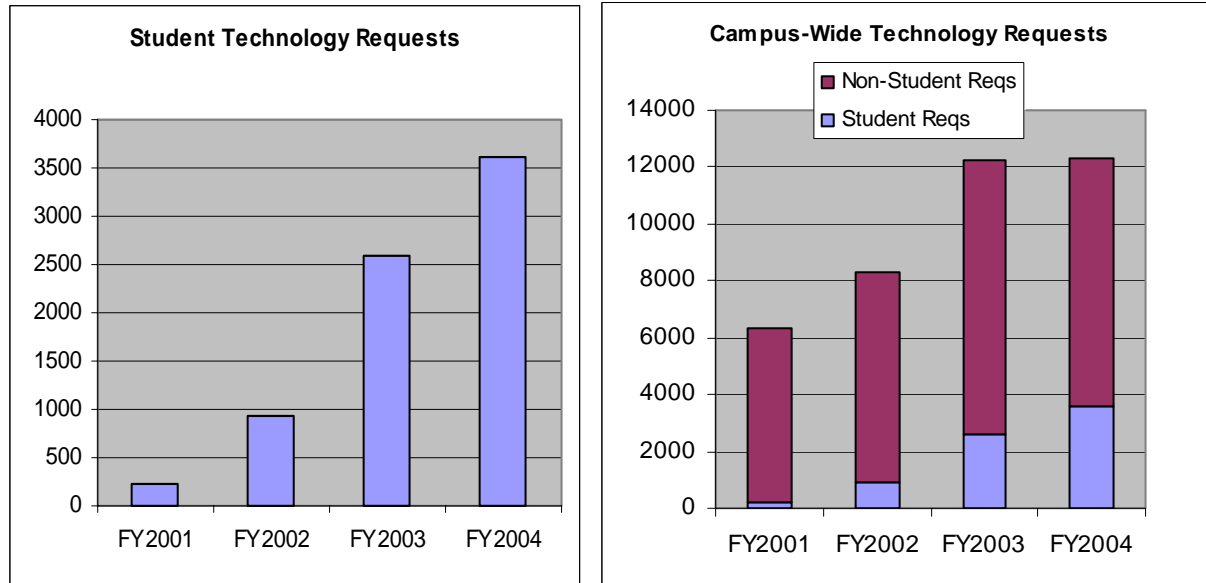
Identify the project goals and objectives. Briefly describe your goals and objectives. Include in the description how the outcomes of this project will improve teaching and learning. Indicate also the anticipated reach of your project. In other words, how many and what type of students will benefit from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

The continued goal of this project is develop and provide a facility of recognized excellence to support students in their use of technology.

- (1) Continue to develop a training curriculum and materials, including documentation, web pages, and testing materials, so that all employees supporting students in the use of technology are fully capable and proven in providing assistance to their customers.
- (2) Provide oversight of student help desk operations in existing support centers at the Student Microcomputer Lab and Computing Help Desk.
- (3) Provide training materials and consultation to other campus technology centers, such as departmental computer labs, so that others may benefit from what we have learned.
- (4) Move toward a “one-stop” model for student technology services: computer labs, e-mail accounts, network card installations, and technical support in one convenient location.

This project will directly benefit all students at UTC. The charts that follow demonstrate the growing demand for technology support from our students. Indeed, the growth of student requests has been a major challenge to the Help Desk. Not represented in the chart is a significant increase in complexity of requests, which formerly consisted largely of requests for e-mail or Blackboard passwords that took only a few minutes to resolve. With the password process now automated via OneNet, most of the current student requests are very time-consuming network and virus problems. This increasing complexity intensifies the need for better training and more efficient support.

The direct application of Student Technology Fee funds to provide technology support to students, leveraging the power of student employees through enhanced training programs, is a key component of the our strategy for dealing with rising demands.



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 project is based on the premise that training, documentation, and careful management are the keys to any successful customer service endeavor, particularly in a fast-changing discipline such as technology support. The existing professional staff simply does not have time available to produce training materials, recruit and oversee additional employees, and provide the one-on-one mentoring necessary to produce satisfactory results. Rapidly changing technology, inevitable employee turnover, and competition for the best students from the corporate world for their talents make this dedicated commitment to training necessary.

With the help of this trainer, all student technology support services were moved to the new student computer lab in the University Center in the summer of 2004.

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

- (1) Documentation and training materials will be available on the web (see <http://itd.utc.edu/itstaff/stutech/index.shtml>.)
- (2) All student employees will undergo a standard program of training and will have passed standard tests to ensure their competency and knowledge in both technical and customer service skills.
- (3) Student Help Desk customers will be surveyed to determine their satisfaction with the services they have received or desire.
- (4) All requests for service will be documented in a central database, which will be reviewed regularly to see that productivity and quality standards are being met.
- (5) Student requests will continue to increase as more students become aware of help desk services.

Previous grants: 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.

In order to facilitate communication with other support professionals, the Training Coordinator is housed with the Help Desk in the Administration Building.

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.

Training Manager Salary	\$33,293
Benefits (32%)	\$10,654
Training	\$1,500
Operating supplies, telephone, etc.	\$1,000
TOTAL	\$46,447

Summary of projected costs:

Salaries (if any)	\$43,497	(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	\$1,000	
Training	\$1,500	
Recurring costs per year	\$46,447	
Total project one-time costs	\$46,447	
Estimated recurring costs per year	\$46,447	

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, Technology Support Services

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.