

## 2003-04 Technology Fee Project Report

# Technical Support for the College of Arts & Sciences

---

**Project Manager:** Rodger Ling, Director of Technology Support Services, Information Technology Division

### **Brief Description of the Project**

Provide a computer support analyst dedicated to the College of Arts & Sciences to assist faculty, staff, and students, with a particular emphasis on departmental computer labs.

### **Project Status**

Brandon Walker served as the A&S computer support analyst through May 2004, when he moved out of state. A search for a replacement has been conducted and the new support analyst should be on campus in early August. In the meantime, other employees from the Help Desk have assisted on requests for service from the College.

### **Goals**

- Ensure that computer labs in the College are fully functional through efficient and timely support efforts.
- Free faculty from maintenance of computer labs so they might focus on using those labs to enhance learning in their discipline.
- Coordinate support efforts with other professionals to make the best possible use of existing products, procedures, and resources.
- Provide faculty, staff, and students with a trusted individual to assist and advise them without surrendering the advantages of central management and integration.
- 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.

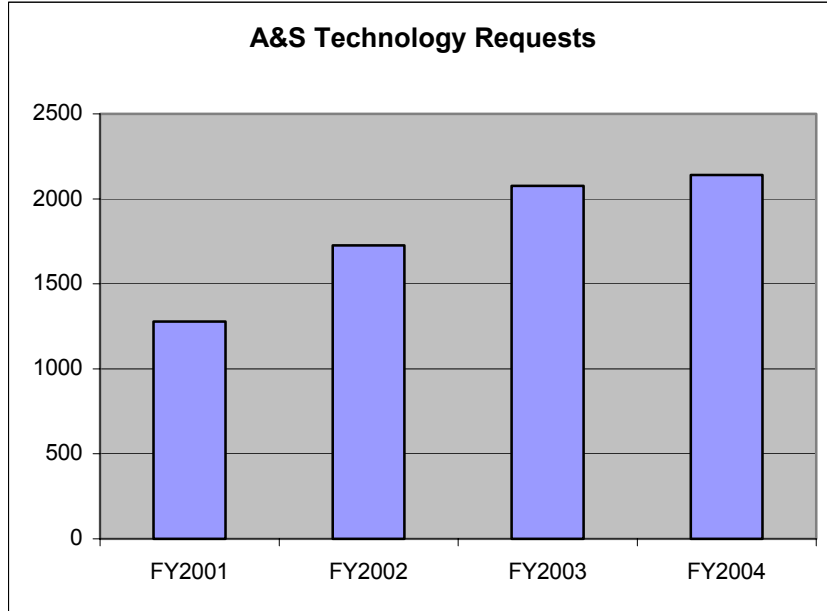
### **Methodology**

The support analyst is housed and managed through the Computing Help Desk, but is assigned to the College of Arts & Sciences. The Help Desk serves as a central point of contact for the Support Analyst and stands ready to assist whenever needed. This arrangement promotes efficiency, coordination and communication. A Service Level Agreement (see <http://www.utc.edu/helpdesk/sla/A&S.htm>) defines common expectations for all concerned. This individual has the sole charge of assisting with A&S computer labs. Since the size of the College makes it impractical for any one individual to meet all technology needs, other Help Desk personnel join the support analyst in assisting faculty and staff.

### **Evaluation**

- 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 lab managers.
- The support analyst's performance is evaluated annually through the regular employee evaluation process.

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



During the eleven months he was here Mr. Walker personally completed 590 of those 2,140 requests while assisting the Help Desk with an additional 280 non-A&S requests. Surveys of faculty and staff indicate a high level of satisfaction (4.88 on a 5.0 point scale), and the written comments recorded are very positive (see attached).

**Expenditures (E04-0156-009)**

	<b>Allocated</b>	<b>Spent</b>
IT Admin Salary (Brandon Walker)	\$34,937	\$32,081
Benefits	\$11,180	\$9,612
Student Assistant Salary	\$7,500	\$6,904
Training	\$1,500	\$0
Operating Expenses	\$1,000	\$2,031*
<b>Total</b>	<b>\$56,117</b>	<b>\$50,509</b>

\*Operating expenses include telephone, pager, etc. This year they included the expense of moving to the Support Analyst's office from the Administration Building to a more central location in Grote Hall.

## Help Desk Post-Visit Survey Comments: Brandon Walker

5/7/2004	Cindy Williams:	thank you for trying to accommodate our needs on such short notice.
3/10/2004	Marcia Noe:	thanks for the speedy attention to this problem
3/5/2004	Kim Wheetley:	Brandon is excellent in taking care of SCEA's computer problems.
2/25/2004	Joyce Smith:	Excellent attempt. I'm sure the problem will be resolved. Thanks (one hour later), it's fixed! Super work!
2/20/2004	Sharon Hill:	Brandon went above and beyond and beyond to fix the problem. I am very appreciative.
1/29/2004	Verbie Prevost:	Brandon is always reliable, courteous, helpful. I'm grateful for his help.
1/23/2004	Robert Marlowe:	thanks
1/8/2004	Anne Lindsey:	great as always
1/6/2004	Fritz Efaw:	Brandon did a fantastic job of ridding my computer of some extremely annoying problems, and then took some additional, time to update my software and provide me with some tips on using and organizing what I do. Help desk folks continue to be THE most help
12/2/2003	Lee Harris:	Brandon always does an outstanding job. He is thoroughly professional, considerate in communicating in a timely manner
11/20/2003	Kim Renz:	Brandon has been very thorough and helpful. Hopefully we are almost on track. Thanks.
11/4/2003	Sean Richards:	Great Job
10/30/2003	Julie Bomar:	Brandon a great job - don't know what we'd do without him
10/30/2003	Angelique Cook:	Brandon is wonderful as usual
10/24/2003	Lester Lynn Ourth:	Bradon always does a really fine job, and stays with it. He often also goes "beyond the call of duty," or he did his time. Thank you, Brandon
10/24/2003	Angelique Cook:	Brandon is wonderful as always
10/16/2003	Michael Biderman:	Excellent service again!
10/7/2003	Kay Hobgood:	Brandon stayed on this til he got me and all iis well. Thank
10/3/2003	Tracy Jones:	I understand that this semester (fall '03) has been especially busy with several major virus outbreaks.
9/15/2003	James M. Russell:	Fixed Acrobat the way I need
9/5/2003	Robert Mebane:	This guy should be making the bigs.
7/24/2003	Barbara Medley:	Another fine job by Brandon!
7/21/2003	Barbara Medley:	The usual excellent service from Brandon!