

2003-04 Technology Fee Project Report

Technical Support for the College of Health, Education & Professional Studies

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 Health, Education and Professional Studies (CHEPS) to assist faculty, staff, and students with crucial technology needs. *Please Note:* since the original proposal was approved the College has reorganized and now includes several departments from the former College of Health & Human Services, which had its own support analyst. In order to maintain consistency, we will submit a separate report for each of these two projects.

Project Status

Barbara Webb, the CHEPS computer support analyst, continued working with faculty and staff in the College throughout the fiscal year.

Goals

- Administer the College's computer labs, thereby freeing faculty to maximize the use of those labs as innovative instructional resources.
- Provide faculty, staff, and students with a single trusted individual to assist them while maintaining the advantages of central management and integration.
- Supply the Dean and faculty with consistent and complete documentation on technology use in the College.
- Coordinate support efforts with other professionals to make the best possible use of existing products, procedures, and resources.

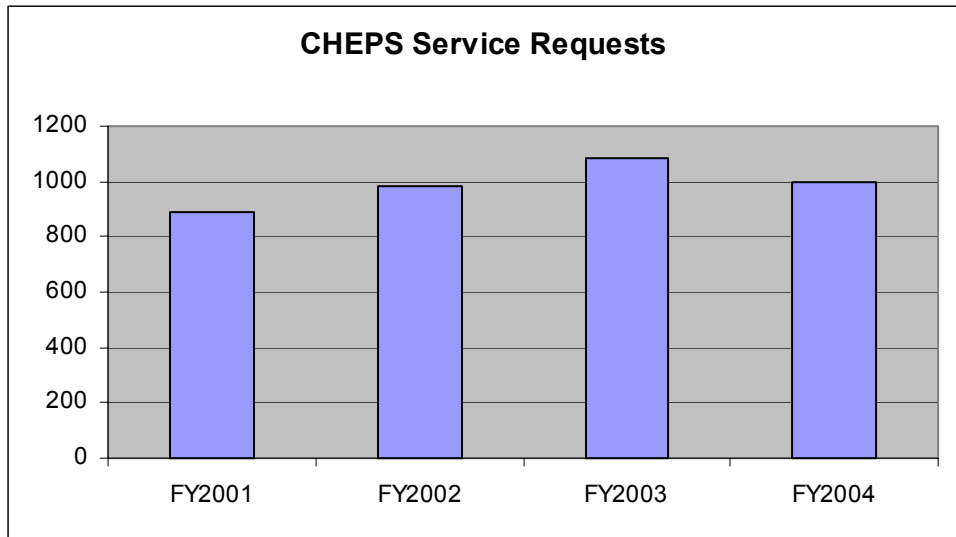
Methodology

The computer analyst is housed and managed through the UTC Help Desk, but is assigned to the College of Health, Education and Professional Studies. 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/CHEPS.htm>) defines common expectations for all concerned.

Evaluation

- All service requests and activities are documented in a central database for ease of reporting.
- Recipients of service should be provided with an evaluation form whenever a request is completed.
- Informal feedback is solicited through contact with the Dean, lab managers, and faculty, staff, and students.
- The support analyst's performance is evaluated annually through the regular EDE employee evaluation process.

Service requests showed a slight decline from the record high levels seen last year, totaling 1,001 for fiscal year 2004.



Barbara Webb personally completed 1,023 technology requests over the course of FY2004. Of these, 538 were for the College and the remaining 485 were completed on behalf of other units or students from across the University. Another 185 requests were completed for the College by a student under Ms. Webb’s supervision. In turn, the Help Desk completed 300 additional requests for the College and provided a central point of contact for many additional requests. Post-visit surveys, of which very few were received this year, indicated a customer satisfaction level of 4.0 on a 5.0 scale for Ms. Webb.

Expenditures (E04-0156-009)

E04-0156-009 (Tech Fees – Help Desk) is the central cost center that funds separate Technology Fee projects for CHEPS support, former HHS support, Library support, ITD training, and campus software licenses. Expenses for this project only are detailed below:

	Allocated	Spent
IT Admin Salary (Barbara Webb)	\$34,937	\$34,252
Estimated Benefits	\$11,180	\$10,276
Student Assistant Salary	\$7,500	\$7,726*
Training	\$1,500	\$651
Operating	\$1,000	\$2,031**
Total	\$56,117	\$54,936

*Actual payroll total for Amanda Leverett, CHEPS student support assistant.

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