

2003-04 Technology Fee Project Report

Technical Support for the College of Health & Human Services

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 former College of Health and Human Services (HHS), providing essential trouble-shooting, consulting, and strategic planning for the use of technology. Since the original proposal was approved the College has largely been assimilated into the College of Health, Education, and Professional Studies (CHEPS), but the technical support structure remained essentially unchanged. Although it is now working in concert with another support position provided by the Technology Fee for CHEPS, we will report the two projects separately this year.

Project Status

Thanks to continued funding by the Technology Fee, Bill Johnson continued in his role as support analyst.

Goals

- Empower students, faculty, and staff to make the best possible use of new and existing technology.
- Free faculty from day-to-day maintenance of technology, allowing them to focus on using that technology to enhance learning.
- Ensure that computer labs, many of which have become a critical component in many programs of study, are fully functional whenever they are needed.
- Provide students, faculty, and staff with a dedicated, trusted source of advice and assistance, while maintaining the advantages of an ongoing relationship with the larger Help Desk.
- Extend the expertise of the computer analyst and staff the computer labs during periods of busiest use through the use of student assistants.

Methodology

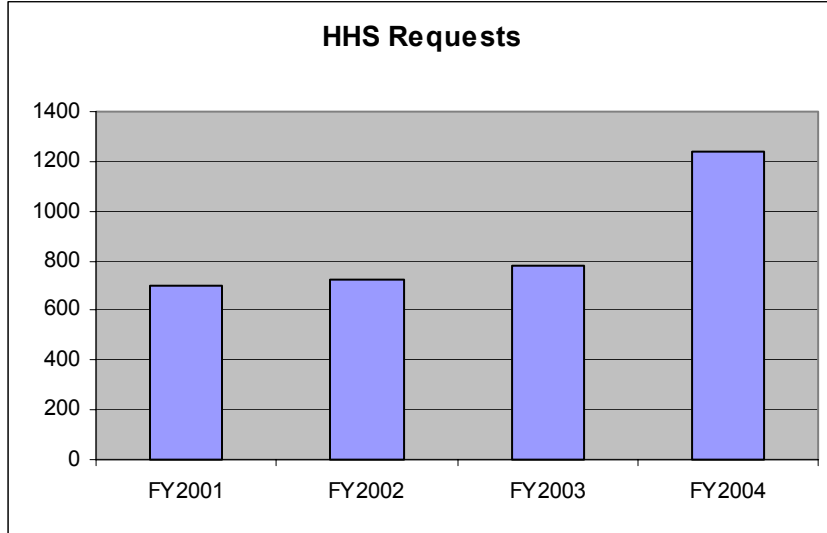
The position was originally designed to demonstrate how centralized coordination of support resources dedicated to a single college would promote increased efficiency, productivity, and reliability. Communication and coordination with other technical support areas on campus has been greatly enhanced by central management through the UTC Help Desk, while faculty, staff, and students have benefited from having a single person they know and trust to help with their technology needs. The Help Desk serves as a point of contact for the support analyst and stands ready to supplement the efforts of the computer analyst whenever needed.

This project also included \$10,000 for student assistants to staff computer labs and assist with other routine tasks.

Evaluation

Both formal and informal evaluations are conducted throughout the year. Consultations with faculty, staff, and students take place as services are provided. All service requests are entered into a database for regular evaluation.

Requests from the College of Health and Human Services increased by 58% to a total of 1240 for the year.



Bill Johnson completed 913 of the 1240 requests for his assigned area while assisting the Help Desk with an additional 246 non-HHS requests. A student directly supervised by Mr. Johnson completed an additional 77 requests. The Help Desk, in turn, completed 232 requests for the College while acting as a central point of contact for many others.

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 (Bill Johnson)	\$36,149	\$35,440
Benefits	\$11,568	\$16,456
Student Assistant Salary	\$10,000	\$8,383
Training	\$1,500	\$0
Operating	\$1,000	\$2,031*
Total	\$60,217	\$62,300**

**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.

***Budget overrun of \$2,083 was covered by savings in other Technology Fee projects also funded through E04-0156-009. The cost center as a whole finished the year with a \$16,018 surplus.