

## 2003-04 Technology Fee Project Report

# Continuation of Student Help Desk Manager/Trainer

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

### Brief Description of the Project

Develop a standard program of training for student employees to ensure that they are able to assist students with technology needs in a friendly and effective manner.

### Project Status

Carl Allen resigned from the position in October 2003 to take a higher-paying job off-campus. A search was conducted and Bryce Embry began in the position in January. In May Mr. Embry also departed for a higher-paying job elsewhere and the position was vacant for the remainder of the fiscal year. We are now in the final stages of a new search process and expect to have a new trainer on board by early August.

### Goals

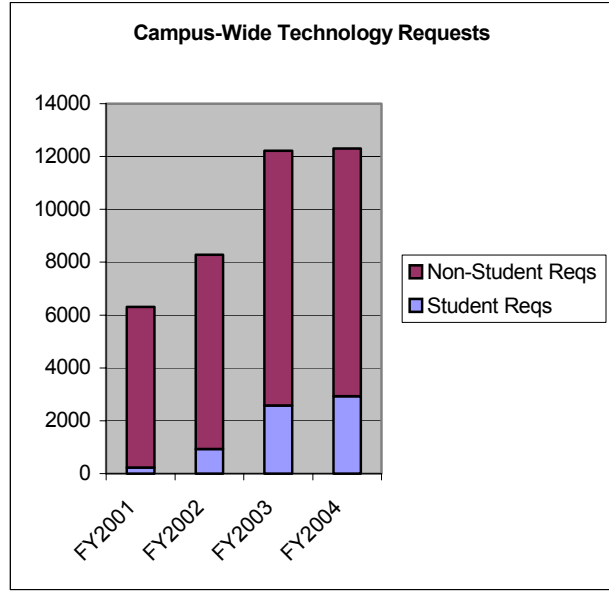
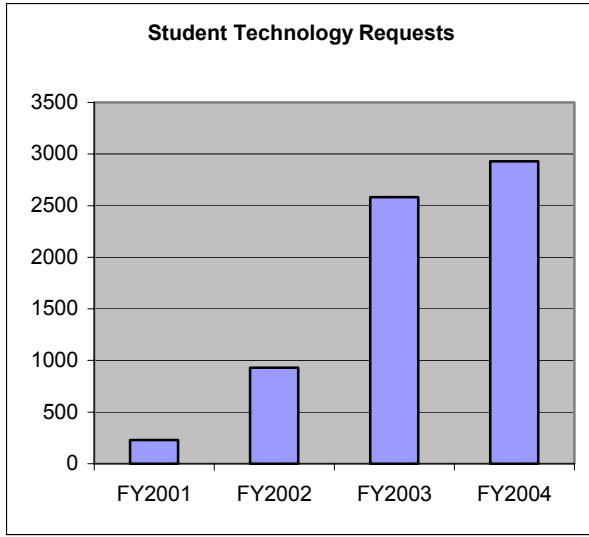
- Develop a training curriculum and materials, including documentation, web pages, and testing materials, so that all employees supporting students in the use of technology are fully capable and proven in providing assistance to their customers.
- Develop and implement standard operating procedures for the Help Desk.
- Provide oversight of student help desk operations in existing support centers at the Student Microcomputer Lab and Computing Help Desk.
- 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.
- 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.

### Methodology

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.

### Evaluation

Student technology requests have more than doubled over the past three years and now represent the single largest category of requests completed by our Help Desk. As computers become more integrated into the everyday academic life of students, the number of requests will very likely continue to increase.



**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:

	<b>Allocated</b>	<b>Spent</b>
IT Admin Salary (Allen/Embry)	\$34,607	\$22,602
Benefits	\$8,739	\$9,579
Training	\$1,500	\$0
Operating	\$1,000	\$1,524
<b>Total</b>	<b>\$48,181</b>	<b>\$33,705</b>

**Conclusion**

The University will very likely be forced to continue to rely on student employees to respond to a majority of its Help Desk requests. The internal training that this project provides will continue to be an important component in our success in meeting the technology demands of the campus.