

2004-05 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 had previously served as the A&S computer support analyst through May 2004. Following a rigorous search Reed Gregory was hired and began work in August 2004.

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.

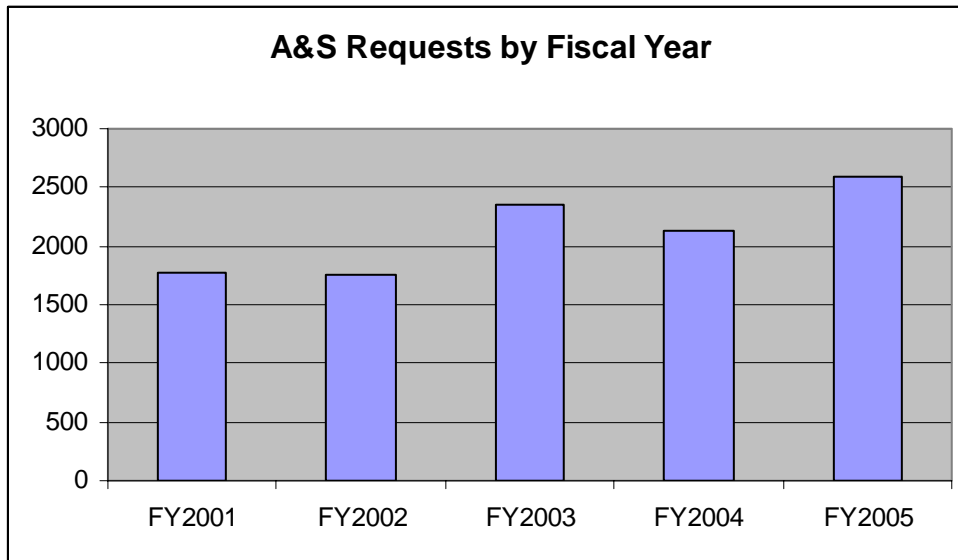
Methodology

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 promoted efficiency, coordination and communication. This individual has the primary responsibility for maintaining no fewer than 29 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. Comments for Reed Gregory are attached to this report. Customers rated Mr. Gregory 4.85 on a 5 point scale (where 1 = poor and 5 = excellent) for speed, accuracy, communication, and courtesy.
- 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 2,588, a 21% increase over last year. Total requests for the Help Desk climbed 10.7% this year to 13,878.



Reed Gregory personally completed 562 of the 2,588 Arts & Sciences requests, focusing primarily on departmental computer labs. He assumed technical management of additional computer labs previously maintained by faculty in Art and Communication, implementing centralized management and imaging to increase efficiency. In many other labs Mr. Gregory implemented ZenWorks management and imaging with similar results. He assisting the Help Desk with an additional 205 non-A&S requests and led an critical Information Technology effort to identify and purchase a new request database.

Expenditures (E04-0156-009)

	Allocated	Spent
IT Admin Salary (Reed Gregory)	\$35,622	\$29,333
Estimated Benefits	\$11,399	\$9,387
Student Assistant Salary	\$7,500	\$8,618
Training	\$1,500	\$2,022
Operating Expenses (pager, phone, etc.)	\$1,000	\$3,234*
Total	\$57,021	\$52,594

*includes \$2,253 for an Apple laptop needed for lab imaging.

Help Desk Post-Visit Survey Comments: Reed Gregory

12/13/2004	Wynne Clarke-	Reed *knows* his stuff! Thank you.
11/9/2004	Cindy Williams:	Reed is a great communicator. Chain him to the University.
11/2/2004	Angelique Cook:	Reed is wonderful as always.
10/12/2004	Bill Wright:	very swift and good service!
10/8/2004	Kay Hobgood:	Thanks heaps.
9/29/2004	Richard Wilson:	Except your taped message is irritating. If you need to use a tapge message, you need to tap messages and call back. If you need help, you probably cannot send an email so directing someone to web is inadequate
9/23/2004	Bill Wright:	Keep up the good work.
9/22/2004	Susanne Burgess:	Once I reached Reed, things went very smoothly.
9/21/2004	Tom Rybolt:	Reed has been very helpful!
9/13/2004	Jim Gumnick:	it was a long time coming but excellent help when Reed came. He also did follow up for me when I saw him later on another
9/10/2004	Peter Pringle:	My appreciation for a job well done!
9/1/2004	Bill Harman:	Superb!
8/27/2004	Thomas Ware:	I remain in admiration of the speed, skills, and courtesy of your crew.
8/26/2004	Michelle White:	Have always had an high opinion of the helpdesk.
8/25/2004	Brian Ribeiro:	Thanks !!
8/25/2004	Stacy Ray:	Reed's Great! Thank You
8/24/2004	Cindy Williams:	thank you
8/23/2004	Linda Hobart:	Reed is doing a good job!
8/19/2004	Ronald Bohrer:	I know how busy the Help Desk is at this time of the year, yet Reed came almost immediately and installed Iris. Thanks so much.
8/13/2004	Rebecca Targ:	Reed was helpful and courteous and did not treat me as if an idiot, which I appreciate. RT
8/13/2004	Paul Watson:	Very Good Job!!
8/12/2004	Paul Watson:	Reed did an excellent job
8/12/2004	Julie Bomar:	Good Job again!