

2004-05 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 two computer support analysts dedicated to the College of Health, Education and Professional Studies (CHEPS) to assist faculty, staff, and students with crucial technology needs.

Project Status

Bill Johnson and Barbara Webb, the existing CHEPS computer support analysts, 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.

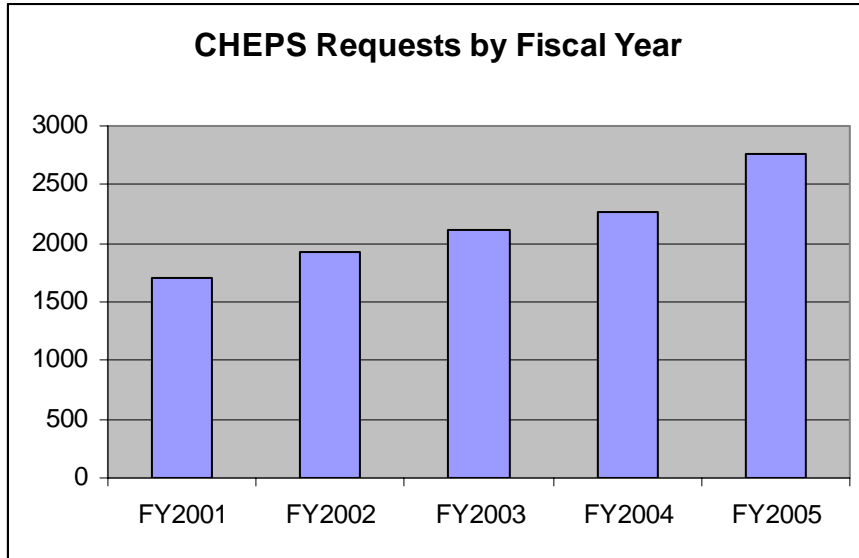
Methodology

The computer analysts are housed and managed through the UTC Help Desk, but are 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 has promoted efficiency, coordination, and communication.

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 for the College increased almost 22% over last year, totaling 2,764 for fiscal year 2005. Total requests for the Help Desk climbed 10.7% this year to 13,878.



Barbara Webb personally completed 1,393 technology requests over the course of FY2005. Of these, 963 were for the College and the remaining 430 were completed on behalf of other colleges/units or students from across the University. Bill Johnson completed 1,042 requests, of which 829 were for the College and 213 were for students or other colleges/units. Another 592 requests were completed by students supervised by Mr. Johnson and 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 CHEPS only are detailed below:

	Allocated	Spent
IT Admin Salaries (Johnson, Webb)	\$72,479	\$73,905
Estimated Benefits	\$23,194	\$23,650
Student Assistant Salaries	\$15,000	\$17,236
Training	\$3,000	\$0*
Operating (phone, pager, etc.)	\$2,000	\$3,545
Total	\$115,673	\$118,336

*Both Bill Johnson and Barbara Webb elected to use training funds to purchase needed computer upgrades this year, although Ms. Webb later deferred that request to the next fiscal year.