

## 2004-05 Technology Fee Project Report

# Continuation of Student Help Desk 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**

Jim Pilgrim was hired as the new ITD trainer in August 2004 and has served ably in that capacity since then.

### **Goals**

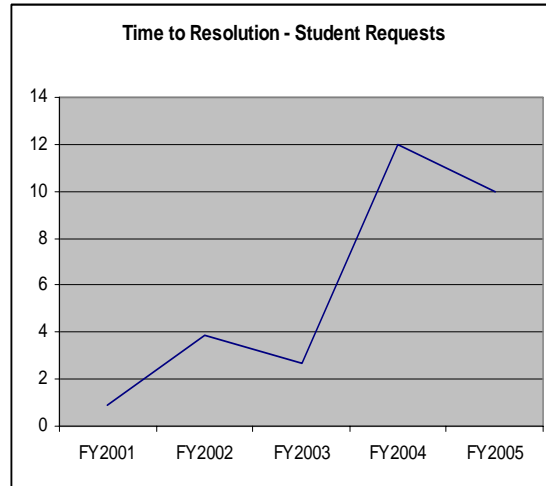
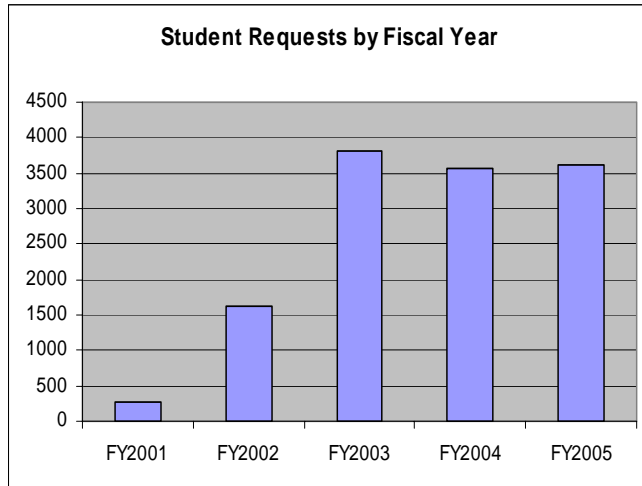
- Develop a training curriculum and materials, including documentation, web pages, and testing materials, so that all employees supporting students in the use of technology are fully capable and proven in providing assistance to their customers.
- Develop and implement standard operating procedures for the Help Desk.
- Assist in oversight of student help desk operations at the Student Computer 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, primarily for network troubleshooting and support in the residence halls, has continued to represent one of the largest demands placed on the Help Desk. Aside from FY2003, when a change in password requirements prompted an huge spike of quickly-resolved requests, FY2005 set a new record with 3,603 student requests completed. At the same time, non-student requests at the Help Desk climbed 10.7% this year to 13,878. Mr. Pilgrim’s talents in hiring and training qualified student employees has been a tremendous asset in meeting these growing demands.



Major accomplishments are listed below:

- All student support, including troubleshooting over the telephone and computer disinfection, was moved to the new Student Help Desk in the UC Computer Lab, where trained students successfully handled the majority of the 3,600 student requests this year.
- Improved training and enhanced network management reduced the average time to resolution for student requests from 12 days to 10 days during the fiscal year (for fall 2005, outside the scope of this report, time to resolution has fallen even more dramatically).
- Standard training modules developed include Database, Documentation, Customer Service, Network Basics, Perfigo Troubleshooting, Internet Explorer Troubleshooting, and Network Troubleshooting. Several training modules have been developed that incorporate this documentation, a quiz and in some cases an activity. Developed and or updated documentation for the following: training, Onenet/Zenworks implementation, recycle/surplus procedure, imaging procedure, computer setup procedure and CBT training. Coordinated training for new help desk student workers and student help desk workers.
- Implemented regular meetings of Student Help Desk staff and conducted numerous classroom training sessions.

#### 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 (Jim Pilgrim)	\$35,285	\$30,840
Estimated Benefits	\$11,292	9,669
Training	\$1,500	\$0*
Operating	\$1,000	\$981
<b>Total</b>	<b>\$49,077</b>	<b>\$41,690</b>

\*Mr. Pilgrim attended the RESnet conference focusing on technical support for dormitories at the end of June but unfortunately the travel was not be processed during FY2005. Dell technical certification and self-study materials for A+ and other training were funded by the Help Desk.