

2005-06 Technology Fee Project Report

Technical Support for the College of Health, Education & Professional Studies

Project Manager: Charity Trillet, Director of Technology Support, 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 provided support to the College of Health, Education and Professional Studies. Due to the number of computers spread among the College of Health, Education and Professional Studies and the College of Arts and Sciences these positions support expanded to cover both Colleges faculty and staff technology needs. Bill Johnson left this position for another position in ITD. Marcus Myers filled the position in March 2006. The labs belonging to CHEPS were placed under the support of Reed Gregory; he provided a centralized lab support for labs across the campus. The merging of the support for the colleges is to better serve the faculty and staff and the lab consolidation under one support person meets our SACS recommendations.

Goals

- Provide faculty, staff, and students with 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.

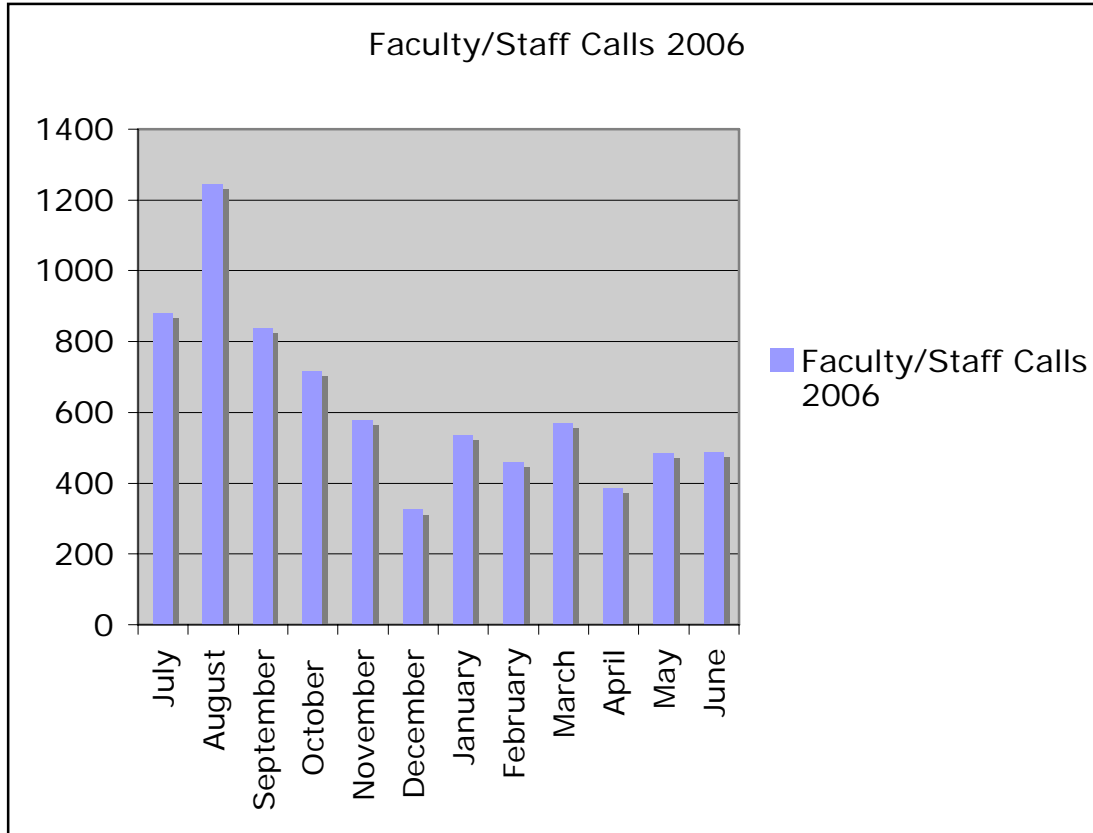
Methodology

The computer analysts are housed and managed through the UTC Help Desk; the analysts support the Dean's offices and coordinate to take on the challenging requests/problems that come through the help desk. 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.
- Informal feedback is solicited through contact with the Dean, and faculty, staff, and students.
- The support analyst's performance is evaluated annually through the regular EDE employee evaluation process.

Barbara Webb personally completed 664 technology requests over the course of FY2006. Bill Johnson and Marcus Myers completed 635 requests. Another 681 requests were completed by students supervised by Mr. Johnson and Ms. Webb. These request were completed out of the 7,504 calls for faculty and staff requests for services and problems to be resolved.



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)	\$76,113	\$62,070
Estimated Benefits	\$24,356	\$19,863
Student Assistant Salaries	\$15,000	\$14,950
Training	\$3,000	\$40
Operating (phone, pager, etc.)	\$5,000	\$4,098
Total	\$123,469	\$101,023