

2005-06 Technology Fee Project Report

Continuation of Student Help Desk Trainer

Project Manager: Larry Garrison, Director of Technology Support Services and Business Operations, 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

1. Develop and update training curriculum and material, including documentation, web pages, and assessment materials, so that all employees supporting students in the use of technology are fully capable and proven in providing assistance to their customers.
2. Develop and implement training programs for Touchpaper, Crystal Reports, and dotProject.net (Project Management Software).
3. Assist in the oversight of student helpdesk operations at the Student Computer Lab and the Help Desk
4. Provide training and consultation to other campus technology centers so that others may benefit from what we have learned.
5. Participate in the Resnet Committee's effort to enhance the technical support provided to on-campus students.

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. 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:

1. Newly hired student workers received an average of 4 hours of training that included the following: Entering, updating and closing calls with Touchpaper, Customer Service, Network Basics, and Troubleshooting Common Problems.

2. Provided 18.5 hours of staff development training for full-time and part-time technical staff that included Touchpaper, CCA, Solar Winds and Connectivity Troubleshooting
3. Presented at the Tennessee IT Symposium on “ Implementing a Division Wide Call Tracking System”
4. Created and updated web-based training resources for Apple OS X Basics, Apple OS X Boot/Startup Problems, Touchpaper User Guide, Connectivity Troubleshooting, Customer Service, Imaging for PCs and Apples.
5. Assisted students with connecting to campus network during the first week of classes by manning tables at UTC Place and Johnson New Village.
6. Developed division-wide policies and procedures for the use of Touchpaper and implemented training program for student workers and full-time staff.
7. Provided information to parents and students at the Orientation Information Fairs.

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) | \$33,293 | \$32,960 |
| Estimated Benefits | \$10,654 | \$10,547 |
| Training | \$1,500 | \$1,600 |
| Operating | \$1,000 | \$1,300 |
| Total | \$46,447 | \$46,407 |