

Initiative Report for IT 2009-10

Student Computing Support – Student Interns

Summary:

Provide student intern resources to help maintain the existing level of computer support to students, by students, in our existing student computer labs and student help desk dispatch center.

Description

During fiscal year 2006, budget cuts hit the open labs very hard. Hours were cut back, the number of staff available to assist students decreased significantly, development of student resource materials nearly stopped, the ability to maintain lab equipment and supplies and assist in other ways had been cut back drastically. The Information Technology department as a whole was cut by nearly 19%, but those cuts were primarily realized in the Instructional Computing lab staffing. Now, two labs are maintained by 1.8 fte permanent lab staff with some help from other technical staff and student workers. Thanks to the funding provided this past year, we were able to keep the new Library Laptop Lab and Dispatch center open, as well as the main 4/201 open lab, both staffed with Instructional Computing staff and student workers. We are able to maintain open hours of 86.5 total hours per week combined in the open labs (up from 70 hours per week after the budget cuts) and we staff the Dispatch Center for 45 hours per week. This function was previously performed by technical staff, but now they can respond to service requests for 45 more hours per week, thus helping us to deal with the significant drop in staffing in the Information Technology department, while attempting to maintain or improve our level of service and responsiveness!

These budget cuts during FY06 caused a reduction in the number of hours that the open labs and the Student Helpdesk (SHeD) could be staffed by the Instructional Computing Labs (ICL) division of the IT department. Funding of this initiative the past two years has allowed us to increase and maintain the open lab hours and increase the time available to the remaining IT staff to provide support to the college and all ICL-supported locations. This initiative is designed to allow us to maintain the computer support to students currently being offered.

It was proven out that student interns whose hours are supplemented with this funding, stay for the entire year, which allows us to maintain more stable, efficient operations, keeping all staff more focused on serving students.

Questions and Answers

How is the initiative linked to the Unit Plans most recently submitted?

- 1. How does it continue the achievement of those goals?**
- 2. If this is a continuation of an initiative started last year, make sure that relationship is clear.**

How is this initiative linked to the efficiencies and productivities plans you had last year?

- 1. How does it continue the achievement of these plans?**
- 2. If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.**

This initiative is heavily linked to our 2008-2009 unit plans. This past year, we have been able to maintain the open lab hours of 86.5 hours per week (up from 70 hours per week), continuing to provide an increased number of open lab hours which improves our students ability to access these resources to complete their coursework. We were also able to maintain the Dispatch center for 45 hours per week, freeing up our remaining staff to respond to service requests more quickly than if they had to staff the dispatch area themselves, as well as providing the additional hours for Student Help Desk coverage.

Describe the resources needed:

This initiative would fund 3600 student worker hours for the 2009-2010 fiscal year.

These positions (Student Help-desk Assistant and/or Computer Lab Assistant) would assist the Lab and Help-desk Coordinators to operate the open computer labs and the Student Help Desk by answering phone calls, assisting students using the computer labs and assisting with operations of both areas.

Student Interns Staffing

Student interns@ \$10.00 per hour x 3600 hrs (STF) \$36,000.00

Estimated OPE @ 12% (STF) \$4,320.00

Request: Technology Fee (STF) \$40,320.00

What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.

The ICL and Student Help Desk coordinators have been using Work-study and Learn and Earn student workers in this capacity during the 07-08 and 08-09 fiscal years.

This initiative would provide the ability to maintain this program by hiring student workers through the Learn and Earn program and supplementing that funding to increase the number of hours they are allowed to work. Tech Fee funded positions would only be filled by students willing to commit to a set schedule and for at least 2 terms. (HR has stated that student workers must also carry at least 6 hours per term). It is anticipated that

student workers may be recruited through existing Coop and internship programs when possible.

Specifically, this funding will allow us to provide enough student workers to cover 35 hours a week in the Open Labs and enough student workers to cover the help desk dispatch center for 40 hours per week. When combined with the workstudy and learn and earn allocations for Instructional Computing positions, this should provide adequate student worker coverage to support these three student support locations.

This outcome will be easily determined through review of student and staff schedules for these areas.

Department Priority:

04

Unit Resources:

Information Technology staff time is required to train and oversee these student workers.

Funding Request: Carl Perkins

Funding Request: Curriculum Development

Funding Request: Technology Fee

1. Category of request

- **Maintain existing technology**
- **Increase student access to technology**
- **New technology**

Please type in the category of the request in the field below.

Increase student access to technology

2. Campus location

- **Main Campus**
- **Downtown Center**
- **Florence**
- **Cottage Grove**
- **CLC (list specific locations)**

Please type in the location of the request in the field below.

Main Campus

3. Names of the person(s) with more information (if needed):

Barbara Barlow
Todd Lutz

4a. Budget ORGN

320301

4b. Budget PROG

210000

5. How many students will benefit per year?

Approximately 7,000

6. Describe the benefit?

The benefit to students is two-fold. First, students will benefit through increased access and assistance in the open labs and at the Student Help Desk. Secondly, the students hired through this initiative will benefit by gaining job skills that they would not have been able to receive from their education alone.

COMPUTER HARDWARE \$

COMPUTER SOFTWARE \$

STAFFING \$

40320

INSTALLATION \$

LICENSING \$

Can this initiative be partially funded?

Yes

COMPUTER HARDWARE \$

(CH) Explanation of effect of partial funding:

COMPUTER SOFTWARE \$

(CS) Explanation of effect of partial funding:

STAFFING \$

34950

(S) Explanation of effect of partial funding:

If the hours of student coverage are cut back or additional learn and earn and/or work-study students are awarded to Instructional Computing, then the funding requested from technology fee would be decreased.

INSTALLATION \$

(I) Explanation of effect of partial funding:

LICENSING \$

(L) Explanation of effect of partial funding: