1. Executive Summary

<table>
<thead>
<tr>
<th>25 Word Project Description</th>
<th>One-time Costs</th>
<th>Ongoing Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Consulting Services (SCS) will provide enrolled students with technical assistance via one-on-one and email consultations.</td>
<td>$10,500</td>
<td>$105,959</td>
</tr>
</tbody>
</table>

2. Project Description

An increase in computer competency requirements for courses at Georgia State has resulted in the need for more advanced computer support for students. Students often encounter difficulties with database, spreadsheet and web development software. Assistance with answering computer-related questions can generally be divided into two levels of support. First-level support consists of general questions that usually take 5-10 minutes to answer. Second-level support consists of more complex questions that may take 30 minutes or longer to answer. The computer labs are able to provide students with first-level support. However, there is a lack of second-level of support on campus.

The Student Consulting Services program is proposed to provide students with one-on-one assistance in answering a wide range of computer-related questions in person and through email. Support will be provided for the most commonly used applications such as the MS Office products (Excel, Access, Word and PowerPoint), WebCT and web development. Assistance will consist of application support that addresses specific problems related to software command functions and syntax. Students may also be directed to training programs, online resources and documentation. (Note: Consultants will not help students complete homework or class assignments.) Services will be provided in the form of:

- Drop-in consulting services
- Consulting appointments (one-on-one assistance by appointment)
- Online assistance via email

Student Consulting Services provides instant support and feedback to students. A one-on-one environment ensures individual attention and creates a safe and comfortable atmosphere where learners can receive immediate assistance on specific questions.

Student Consulting Services will be staffed by student assistants with advanced levels of knowledge in the MS Office applications, WebCT, and web development tools. A full-time staff position will also be required to administer the program and hire and supervise student consultants.
3. Relevance to Regents Guidelines

Several guidelines cited in the Statement Regarding Technology Fees, Appendix F: Technology Fee Guidelines are relevant to the Student Consulting Services program.

[1] Technology fee revenues should be used primarily for the direct benefit of students to assist them in meeting the educational objectives of their academic programs.

Student Consultant Services will directly benefit students by helping them meet the educational objectives and requirements of their academic programs. Computer applications are becoming more complex and require higher-level thinking skills. The Student Consultant Services program will provide students with direct assistance on high-level computer questions and problems in a format that is conducive to learning and retention.

[2] Technology fee revenues should be used to assure that there are sufficient campus licenses for primary productivity tools such as those found in the Microsoft Office product suites and for discipline specific software.

In order for productivity tools to be used efficiently and effectively by students, assistance and support for these tools is essential. In conjunction with providing current or additional productivity tools, a base of support should be provided.

[4] Technology fee revenues may be used for training of students and, to a lesser extent, staff and faculty.

Students need access to support staff in more ways than a training course can provide. Therefore, Student Consulting Services will provide students with just-in-time support for specific questions and problems in a one-on-one environment. This service will give Georgia State students a strategic advantage in mastering computer technologies.

4. Justification of One-time Funding Requirements

Staff and student consultant positions will require three workstations, with printers, to assist students with computer-related problems.

One-time setup costs for the staff-lead position and student assistants = $10,500 ($3,500 * 3 workstations, including computer, printer and telephone)

5. Continuing Funding Requirements

The staff-lead position will be responsible for developing and maintaining the program, hiring and scheduling students, ensuring that student consultants have the level of high-tech competency and communication skills required to provide support, providing backup for student consultants and assisting with student support especially with the more difficult problems.
Five half-time students (20 hours per student assistant each week) will be hired to provide continued service to students from 9:00am to 7:00pm, Monday through Friday on normal workdays. Please note that consulting hours are extended in order to assist evening students.

Funding for a staff-lead position and student support personnel will recur annually. The cost breakdown follows:

<table>
<thead>
<tr>
<th>Staff-lead position (Information Systems Training Lead)</th>
<th>$55,959 ($43,450*1.2879)</th>
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<tbody>
<tr>
<td>Student assistants</td>
<td>$50,000 (5 half-time @ $10/hour)</td>
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</table>

6. Accountability of Funds

There is no unusual accounting requirement. Periodical reports may be generated indicating the number of students assisted, number of contact hours, types of assistance, etc. The support-lead position and student consultants will account for their administrative and support time using IS&T time management software.

7. Additional Funding Required, Non-Technology Fee

Not applicable.

8. Impact on Computing/Network Infrastructure

None.