Introduction:
The college is facing fast paced technology modernization while simultaneously trying to improve operational efficiency. The Information Technology Center (ITC) currently provides technology support through two service departments: the Student Computer Lab (SCL) and the Technical Desktop Support (TDS) Office. In the Student Computer Lab, HCC students receive technology support services that primarily consist of workspace and computer stations for students to complete their assignments or to study using online resources. Hours of operation are: Monday through Thursday: 7:30AM to 7:30PM, Friday: 7:30AM to 4:00PM, Saturdays: 8:30AM to 12:00 Noon. The lab is staffed with an Educational Specialist and about a dozen student assistant lab monitors. In the Technical Desktop Support office, HCC faculty and staff receive technology support services that primarily consist of desktop and laptop configuration and help desk assistance. Hours of operation are: Monday - Friday 8:30 AM - 4:30 PM. The TDS office is staffed with two (2) Information Technology (IT) Specialists and three (3) student assistant PC Technicians. This white paper addresses how to leverage both service departments to provide more comprehensive technology support services for the HCC community.

Solution:
Bridge the two technology support departments. There is some duplication of effort and resources when there are two technical support departments even though they service different clientele. According to the 2009 ITC Program Review, the largest issue facing the department was uncoordinated communication among technical staff. Bridging the departments would improve operational efficiency as well as address coordination of communication.

Enable a call center/operations hub to act as the bridge between the SCL and TDS offices.
- Use one phone number, regardless of client status (student or staff).
- Contact the single operations hub for any technology need, large or small.
To maintain efficiency, designate the SCL as the operations hub and call center. The SCL occupies a larger space than TDS and is a more suitable gathering place for walk-in clients.

Elevate the human capital in the SCL and TDS offices. The SCL has a dozen lab monitor positions while TDS has three PC technician positions. The technical competence of the current lab monitor job description is insufficient to staff support of technology modernizations. The PC technician job description is dated to specific technical skills and does not account for more comprehensive competencies. Therefore, the SCL and TDS student assistant positions should be revised to meet these needs. Specifically, they can be grouped into two sets of positions:
- End user support analyst: respond to tech support calls
- Client technologies analyst: research and test emerging technologies
To accommodate management of an elevated support staff in the SCL, one of two existing TDS staff members (IT Specialist) would move to the SCL. The pool of student assistants would be distributed among both the SCL and TDS offices to provide more comprehensive services. End user support staff may man the call center, be deployed to tech support calls, or monitor the lab on an as needed basis. Client technologies staff will remain in the office to conduct research, develop documentation and test emerging technologies. They may also provide user support in emergency situations.

Expand support to better serve students and staff. The SCL is currently a dedicated workspace of campus computer devices that students use on an individual basis to complete their assignments. Technology support can be expanded in the following ways:

- Promote students bringing in their own mobile devices to recharge while on campus.
- Set up group workstations with large monitors connectible to common mobile devices to promote student collaboration.
- Promote wireless usage within the lab and elsewhere on campus.
- Promote the lab as the Go-To place for mobile collaboration and technology integration in education.
- Technology support is inclusive of students, faculty and staff.
- Technology support hours for the SCL will be maintained to include evenings and Saturday mornings. Although TDS hours will remain the same, TDS service can be obtained at the SCL during its off hours.

Minimize disruptions caused by these changes. Any disruptive changes should be absorbed by the staff to provide the least negative impact on the customers.

- TDS office remains in Bldg 7 Room 310, phone remains as x333.
- SCL remains in Bldg 2 Room 405, phone remains as x293.

The main call center number will be 844-2333 or x333 and will ring in both locations. Requests for technical support will come through the main operations hub to be properly recorded and assigned. Clients may want to seek their favorite IT support staff to obtain assistance and these requests will be accommodated. To help the organization evolve, future requests should be made centrally so that the issue is addressed right away, does not get lost or does not become person-dependent. It could take up to a year for this practice to be fully adopted. Given the immediate need for more technical support and that it is best to implement changes during semester breaks, it is suggested that the new pool of student technology support staff be hired for Spring 2011. Some of the existing student staff should be able to qualify for the elevated competencies. Others can be gleaned from internships through the campus’s technical programs.

Utilize the human capital existing in our own technical programs. One of the biggest changes is that the school needs the student technical staff to be more than mere lab monitors and PC Technicians. The campus already has two technical programs from which to draw this necessary talent: CENT and ICS. While there will continue to be paid positions to staff this service, this is an excellent opportunity for both programs to partner with the IT departments to create internships and cooperative education opportunities.
The Student Computer Lab will naturally evolve into a Student Learning Space. While it may originate in the lab, it may spawn into other locations on campus.\textsuperscript{1,2,4} This evolved learning space implies more collaboration and potentially more noise. There will still remain quiet places for students to study such as the Library or the Native Hawaiian Center Computer Lab. More noise is not necessarily a bad thing; it demonstrates engagement. Student engagement is at the very heart of our mission.

Conclusion:
The college must keep pace with technology changes while keeping the students best interests as our highest priority. We must do all of this in an efficient manner as possible. Our current technology support service departments (SCL and TDS) do not meet the changing needs of students, particularly in the age of mobile computing. We have the opportunity to address these needs by learning from our peers at other institutions. We have the advantage of effecting positive change with minimal disruptions to our clients. We maintain continuity by keeping both service departments. We improve services and operational efficiency by bridging the two departments, where they share a common pool of student assistant technology support staff. These students would be hired based on their competency level as opposed to specific technical skills. The result would approach a singular technology support department that would service students, faculty and staff at operational hours that better match instructional days and times. This group would go beyond just accommodating technology integration in education; it would serve as the breeding ground for it.

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