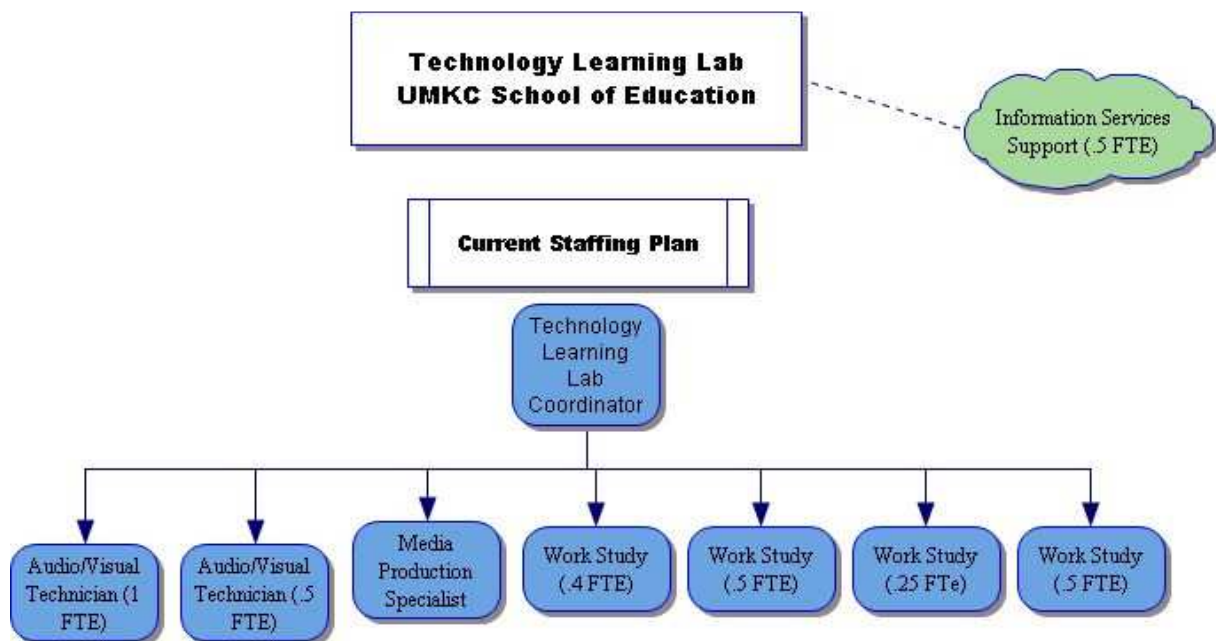


Josh Charles and Molly Mead  
ISLT 7366  
10/09/2008

### Staffing Plan

At the UMKC School of Education, there is currently a technical support staff of nine people (three full time and six part time). We have a Full Time Technology Coordinator, two other full time staff, a half time staff who works evenings and, if necessary, weekends, four student work study students, and one half time technical support staff from the central university Information Services. Situated in a single building, there are fifty-one faculty members, sixty-six staff members, and over 1500 students. There are two separate computer labs. The biggest computer lab contains fifty-two PC computers. The TLL lab has twenty PC computers and nine Apple Computers. There is also a computer lab classroom that contains 25 PC computers.

The Technology Learning Lab staff are paid specifically by the School of Education to support its students, faculty and staff. There are no similar labs on the UMKC campus – the rest are all paid for by the central UMKC Information Services department. The focus of the Technology Learning Lab is to support the mission of the School to graduate teachers, school counselors and administrators with the most current skills in their fields, including the educational use of technology. The School of Education centers its technology courses around the International Society for Technology in Education’s National Educational Technology Standards for Teachers.



#### Current Staffing Plan:

Technology Learning Lab Coordinator : *The Coordinator hires and manages staff, purchases hardware and software for the building, maintains the departmental budget, coordinates purchasing and implementation efforts with the campus technology services, teaches the introductory teacher education*

course, "Teaching and Learning with Technology", and manages the online portfolio system for the School of Education. The coordinator also works one on one with students, faculty and staff to teach software and hardware applications.

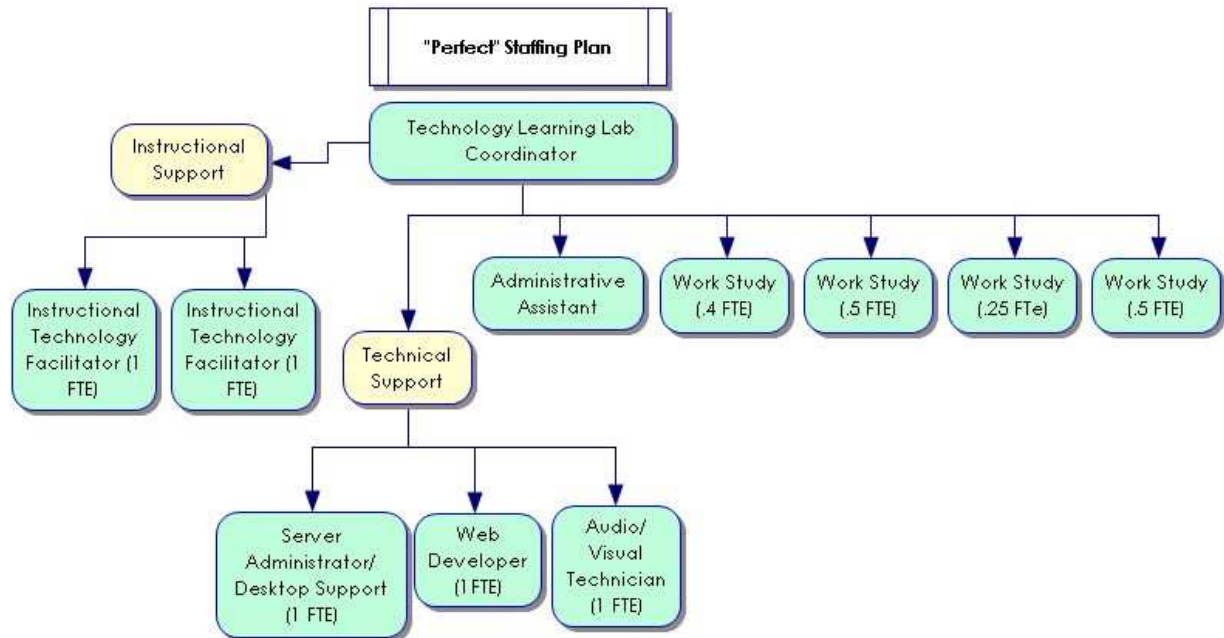
Media Production Specialist: The focus of this position is to teach students, faculty and staff how to use software and hardware applications. This person also teaches the "Teaching and Learning with Technology" course. Currently, there are efforts under way to change the title of this position to one more representative of the job duties, i.e., Instructional Technology Facilitator.

Audio / Visual Technician: There is currently one full time staff member and one part time staff member with this title. The focus of this position is to teach students, faculty, and staff how to use hardware and software applications. They also troubleshoot hardware and software problems. Currently, the full time staff member in this position also serves as the web developer, programmer, and a/v tech. Efforts are underway to change his title to one that is more representative of his current duties. The half time staff member functions more as an Instructional Technology Facilitator as well.

Work Study Students: The TLL has four part time positions. Deliver Multimedia Equipment to the classrooms where it will be used. Help students in the lab with their software problems as needed. Answer the phone, respond to requests for information.

Information Services Support: This is a half time position that is paid for by the Information Services department. Information Services Support handles all hardware upgrades and technical support issues. They operate a Call Center which accepts tech support calls during business hours. They cover all non-School of Education technology support including Blackboard, Integrated Learning Environment classrooms, permissions issues, and software updates.

## "Perfect" Technology Staffing Plan



**Technology Learning Lab Coordinator :** *The Coordinator hires and manages staff, maintains the departmental budget, coordinates purchasing and implementation efforts with the campus technology services, teaches the introductory teacher education course, "Teaching and Learning with Technology" , and manages the online portfolio system for the School of Education. The coordinator also works one on one with students, faculty and staff to teach software and hardware applications.*

**Administrative Assistant:** *The focus of this position is to support the administrative functions of the Technology Learning Lab, hardware and software purchasing, bookkeeping, inventory, making appointments, answering the phone and maintaining order in the busiest department in the building.*

**Instructional Technology Facilitator:** *The focus of this position is to teach students, faculty and staff how to use software and hardware applications. This person also teaches the "Teaching and Learning with Technology" course.*

**Audio / Visual Technician:** *The focus of this position is to teach students, faculty, and staff how to use hardware and software applications. Troubleshoot hardware and software problems.*

**Work Study Students:** *The TLL has four part time positions. Deliver Multimedia Equipment to the classrooms where it will be used. Help students in the lab with their software problems as needed. Answer the phone, respond to requests for information.*

Web Developer: This is a *full time position to build web applications for the School of Education website/intranet.*

Server Administrator / Desktop Support: *A full time position to manage the School of Education File, Web, and Printer servers. They would also handle networking issues and software updates, and all hardware and software support for the building, taking over that role from Information Services.*

This organizational plan makes three suggestions for additional support personal: a Web Developer, and a Server Administrator/Desktop Support position and an Administrative Assistant while clarifying the responsibilities of an Audio / Visual technician and changing the title of the Media Production Specialist to more accurately reflect their actual duties.

The Web Developer will handle the development of Web Applications for the School of Educations. Currently, this development is being handled by an Audio / Visual Technician who doesn't have the time to give this problem their full attention. A full time staff member whose sole responsibility is the development of this application would alleviate this problem. This would be a full time position dedicated to designing, programming, and most importantly, maintaining web applications.

The second additional support suggestion is a Server Administrator. The SA would handle managing the Web, File, and Print servers for the School of Education. This would include setting up permissions, managing content, insuring backups are conducted correctly, and controlling access to the servers. This position could also handle the networking and software update responsibilities for the school, as these issues are tightly coupled.

Finally, the Administrative support position would assist in the daily purchasing, equipment inventory and maintenance issues, and daily business of the Technology Learning Lab so that the specialists could spend more time on developing instructional materials and providing quality technology support to the School of Education students, faculty and staff.

The current staff contains a very diverse group of people with widely varying interests both generally and specifically in the field of educational technology. Staff development mainly occurs through inter-staff communications. The addition of two new staff members would only enrich this current pool of knowledge.

School-wide technical support is handled in multiple ways. If someone encounters a technical problem, they can call the campus call-center and receive help that way. Others may call the Information Support staff located in the building to receive help. The third way is to contact Technology Learning Lab staff. The Technology Learning Lab many times serves as the first line of defense against technical problems. If a problem is encountered where TLL staff are unable to solve the problem, the issue is passed on to central information services.