UNIVERSITY of WASHINGTON TACOMA

Student Technology Fee Committee (STFC)
Annual Allocation Request

ALLOCATION REQUEST DATE INFORMATION

Date Created: 2020-02-27 10:30:37   Date Due: 2020-02-28 17:00:00   Date Submitted: 2020-02-27 11:34:15

ALLOCATION REQUEST TITLE/DESCRIPTION

Request Title: Digital Support Consultant

Request Description: This request is seeking continued funding for the Digital Support Consultant that assists students in the utilization and application of digital tools into their academic work.

ALLOCATION REQUEST INFORMATION

Department Name:	Digital Learning	Request Code:	20A0226
Contact Names:	Darcy Janzen	UW Tacoma Affiliation:	Not Set
UWT Email Address:	janzen@uw.edu	Phone Number:	256-692-5731
Title of Request:	Digital Support Consultant	Type of Request:	One Time

Department Head Approval: ✔   Department Head: Darcy Janzen, Director of Digital Learning

Annual Request Information

1. Background: Review and discuss the context of the proposed technology in detail. Explain how this proposal will be used in conjunction with an original proposal or existing technology. If applicable, how is the current technology disabled or inadequate?

As all of you know, a student's academic and professional life is increasingly digital. This has not changed since last year's STFC request. For many students, catching up or keeping up with evolving technology advancements continues to be a challenge. Digital Learning (formally Academic Innovations) continues to support faculty in integrating innovative social, collaborative and communication technologies into their teaching. Inserting new media literacies into the curriculum means finding ways to fund additional support needs for students in navigating course-work, keeping up with the digital demands of their courses and students seeking to Increase their digital skills for their current and future careers. This is an increasingly important support option for students. Digital Learning supports Teaching and Learning on campus and we recognize that as we move faculty forward in technology and innovate teaching strategies, we equally have to plan for supporting students in within this realm. It is important to note that the service provided by the IT helpdesk are focused more on answering to questions about email, connectivity, software, equipment checkout, downloading free software, and learn how to access file storage from off-campus. The Digital Support Consultants are provding more training and hands-on demonstration of how students can utilize collaboration tools, format papers, function in Office applications like Excel, Word, and PowerPoint, use Panopto, Zoom and Portfolium. The digital consultant's role is to instruct and not just solve one time issues. We want this position to help student build skills and gain confidence in the assessment and use of digital technologies.

2. Benefit to Students: Discuss how students have benefited from the original proposal, if applicable. How will additional funding of the technology benefit students? If this was an unforeseen technology need, discuss how students will benefit from this new proposal and why the need cannot wait for annual allocation funding.

Digital tools have not only changed the landscapes of college coursework but they are increasingly a skill needed for our professional and personal lives. Providing training and support In this area helps our students be better prepared to utilize technology confidently and in innovative and creative ways. The goal continues to be to provide support for students, allowing them to become more independent and resourceful in identifying and integrating technological solutions to meet challenges and solve problems. Having skilled peer support available enhances our students' overall learning experience and can increase their success. We have worked hard to make this service easy to access for the students. We have integrated this position within the Teaching and Learning Center so that students can use the same appointment que system that the TLC uses for their tutors. It should be noted that efforts have been made to advertise and promote this service. In analyzing the statistics from the Teaching and Learning Center InQueue system that tracks student tutoring sessions, the number of digital skill help requests has jumped from just 56 in the ENTIRE 2018-19 school year to over 100 in just fall and half of winter quarter of the 2019-2020 academic year. You may not be aware of the reduction in staffing within what was formerly Academic Innovation that occurred over the summer of 2019. Due to layoffs, there is now only one person, the Director of Digital Learning in that unit and the budget has been reduced, not allowing for funding to support a student position. As Director of Digital Learning, I am making it my priority to ensure that our students continue to receive the support and training they need to be successful, not only their academic work but also in preparation for their careers. STFC has remained supportive of this initiative and continued funding and support from the STFC committee would allow Digital Learning to continue to support all students at UWT in becoming more confident and experieinced users of digital technologies.

Additionally, I would like to share a quote from one of our former digital consultant. He wrote a letter to me upon his graduation. He said" Being a digital tutor gave me the experience that is often needed to in order to land internships and my first full-time job. This experience was relevant...I learned so much working at the TLC". So, funding positions like this one have an enormous impact on not only the students who are served but also on the students who are given the opportunity to fulfill this position. I ask that funding continue for the year 20-21 so that students can continue to benefit from working and learning together.

3. Access: Describe who will be using or will have access to the resources being proposed. If the access has changed since an original proposal, be sure to note that here. In addition, all previous requestors, please provide historic data highlighting the usage and accessibility of technology. All new requestors, please provide user need data.

Digital support will continue to be available to all current UW Tacoma students. As you may know, plans are in the works for a redesign of the TLC and Library spaces. The new Learning Commons will be reconfigured. At this time, we know that Office of Digital Learning is slated to relocate to this space and the Digital Support Consultant will be housed in the space as well. Once this space is established, our plan is to launch student learning labs and training sessions. This existing space is a high volume location with regard to student access to academic support services and the Snoqualmie Building has more open hours than any other student support location on campus. We expect that student's utilization of services within the commons will continue to grow once the new space is launched. In collaboration with Library and TLC staff, statistically high volume student use times will drive the scheduling. Adjustments will be made as needed based on student input, needs, and ongoing program evaluation. Current hours for winter quarter 2020 are Tuesdays 9-4:30, Thursdays 9-4:30 and Friday's 9-2.

4. Timeline: Provide a timeline showing how the proposed technology can be completed during the requested period. Describe when you would like to see this proposal initiated and completed, and why.

If approved, the Digital Support Consulting funding will apply to the 20-21 academic year.

5. Resources/Budget: Discuss available financial, personnel and space resources devoted to the proposed technology and level of support. Proposal must detail all the items/resources requested to be purchased. This includes filling out the Item Detail in next section.

Digital Learning has worked closely with the Library staff, the Teaching and Learning Center and the administration to guarantee a continued meeting space is available for this service within the new commons design. The Library is the natural place for students to go when seeking help, and the TLC tutors have been generous and thoughtful in referring technologically struggling students to the Digital Support Consultant. We are confident that, if funded, this position will continue to grow and be a vital support service for UW Tacoma students. We are asking STFC for funding for one Digital Support Consultant for the 20-21 academic year.

Funding Request Items

Item	QTY	Cost Per Item	Shipping Fee	Tax Per Item	Subtotal
Digital Support Consultant Hours 20-21 Academic year	1040	$15.00	$0.00	$0.00	$15,600.00
Benefits for 1 consultant at 23.5% of salary cost	1	$3,666.00	$0.00	$0.00	$3,666.00
				OVERALL TOTAL:	$19,266.00