

**Report of the Technical Services Committee
Academic Year 2002-2003**

Submitted by Thom Upton, Chair

I. Committee Members and Meetings:

The committee included its appointed members, the director of Technical Services, the associate dean for technology, plus representatives from the school's computer labs, UITTS, and the Agenda Council. The committee met six times during the academic year: August 30, October 25, November 15, December 11, January 31, March 22, and May 9. Minutes for these meetings may be reviewed at the following website:

<<http://liberalarts.iupui.edu/techserv/advisorycom.html>>.

Appointed Members: T. Upton (Chair), O. Dwyer, M. Ferguson, W. Morrison, R. Sandwina

Representatives: D. Donaldson (UITTS), J. Freeman (CbC), L. Haas (SSCC), D. Ford (Agenda Council), W. Schneider (Assoc. Dean), M. Scott (Technical Services), R. Vermette (MLRC), Christa DeWitt (Student Rep.)

II. Committee Recommendations to the Dean

Responding to issues raised during the 2001-2002 academic year, the committee at its May 3, 2002, meeting voted to make the following recommendation to the Dean:

Review salaries of SLA technology employees

Rationale: The committee is concerned that the salaries for the School's Technology Services employees may not be in line with the local market, and could result in the loss of highly qualified personnel who would be difficult to replace. We recommend that the salaries of critical positions in technology in the School be reviewed to ensure that any disparity is addressed.

Based on this recommendation, during the fall of 2003 the Committee conducted a market analysis of the salaries of three SLA technology employees (Joy Kramer, Stephen LeBeau, and Michelle Simmons), noting that their salaries average more than 10% below salaries for other comparable positions on campus, and 20% below the market average for educational institutions nationally. We recommended to the Dean that these salaries again be reviewed (See Appendix Two).

The Committee also reaffirms three other recommendations made to the Dean in the 2002 Annual Report. These concerns are still valid but, as of yet, have not been addressed:

- 1) Fill the position of Director of MLRC

Rationale: The MLRC has been without a director providing sustained leadership since Mike Scott's promotion. It is clear that oversight, services, and faculty training are not being adequately maintained in the current situation. The committee recommends that a new director be hired who has expertise in faculty technology training and development.

- 2) Hire a Webmaster for the School of Liberal Arts
Rationale: We believe the need is obvious. It is critical that the School and all of its respective departments and programs have a web presence. It is unrealistic to expect department and program secretaries to create and maintain these websites on their own. Our current system has resulted in a mish-mash of idiosyncratic sites that have little coherency between them, no quality control or checks for accuracy, and are quickly dated. This position should probably also be supported by part-time student help.
- 3) Institute a Regular Review of all SLA-Related Websites
Rationale: As noted in recommendation (2) above, there is no general oversight of SLA websites to ensure that the material is up-to-date, accurate, and consistent. Since a web-presence is critical for the School and for its programs and departments, it is important that the image we portray is one that reflects the quality of our institution. This review should be done once a semester, updating staff and contact names and incorporating other changes that may not make it onto websites without a regular review.

III. Small Technology Grants

The committee awarded small technology grants for teaching and research during both fall and spring semesters. During fall 2002, 4 grants for teaching totaling \$7,165 and two grants for research totaling \$2,100 were awarded. During spring 2003, 4 grants for teaching totaling \$4,810 and 4 grants for research totaling \$4,965 were awarded. A complete listing of the awards is attached in [Appendix 1](#).

IV. Unfinished Business

The following issues were raised, but were not brought to fruition. The committee recommends that they be addressed by the new Technology Services Advisory Committee during the 2003-2004 academic year.

- 1) Make a recommendation to the Dean about the structure and function of the various Student Technology Centers' Advisory Committees.
- 2) Develop a policy for the purchase of software by Technical Services for departments and individual faculty.
- 3) Receive clarification on modifications to the SLA faculty computer replacement cycle, which has been pushed back.
- 4) Review an updated budget from the Technical Services which more closely represents actual expenditures.
- 5) Create a document/webpage of resources and contacts available for faculty in the School of Liberal Arts.
- 6) Remind past STF grant recipients to submit reports on completed grant projects.

APPENDIX 1
Small Technology Grant Awards

Fall 2002

Teaching:

- 1) William Jackson, Dept. of Religious Studies: "Hinduism and Buddhism Course Materials."
Award Amount: \$900
- 2) Helen Schwartz, Dept. of English: "Making Instructional Materials Portable."
Award Amount: \$1,200
- 3) John McKivigan, Dept. of History: "A Web-based Resource for Teaching the American Abolitionist Movement."
Award Amount: \$3,750
- 4) Kevin Cramer, Dept. of History: "Multi-media Presentations in Gateway Courses Using Cavanaugh Technology Stations."
Award Amount: \$1,315

Total Teaching Funds Awarded: \$7,165

Research:

- 1) William Jackson, Dept. of Religious Studies: "Recursive Patterns in Hindu Thought and Culture."
Award Amount: \$900
- 2) Thomas Upton, Dept. of English: "Linguistic Dimensions of Non-Profit Grant Proposals."
Award Amount: \$1,200

Total Research Funds Awarded: \$2,100

Spring 2003

Teaching:

- 1) Claudia Grossman, Dept. of WLAC: "German Television: Satellite Dish and Subscription/License Fee."
Award Amount: \$610
- 2) Kelly Hayes, Dept. of Religious Studies: "Web Enhancement of Religious Studies 300: Women and Religion."
Award Amount: \$1,500.
- 3) Larbi Oukada, Dept. of WLAC: "Adapting French TV Series into a DVD Program."
Award Amount: \$1,200.
- 4) Marianne Wokeck, Dept. of History: "Production of CD of Digitized Collection of Visual Materials for American History I."
Award Amount: \$1,500.

Total Teaching Funds Awarded: \$4,810

Research:

- 1) Maureen Minielli, Dept. of Communication Studies: "Improving Student and Instructor Assessment in the R110 Gateway Course."
Award Amount: \$1,500.
- 2) Kim White-Mills, Dept. of Communication Studies:
"GDSS Utility and Application in Group Decision Making Tasks."
Award Amount: \$1,400.
- 3) Linda Haas., Dept. of Sociology: "Examining Contextual Effects in Social Science Data."
Award Amount: \$565.
- 4) William Schneider, Dept. of History: "Translating, Editing, and Annotation of Lukwik Hirszfeld, The Story of One Life."
Award Amount: \$1,500.

Total Research Funds Awarded: \$4,965.

APPENDIX TWO

**INDIANA UNIVERSITY
PURDUE UNIVERSITY
INDIANAPOLIS**

January 13, 2003

TO: Herman Saatkamp, Dean
School of Liberal Arts

FROM: Thomas A. Upton, Chair
SLA Technical Services Advisory Committee

RE: SLA Technical Services Support Staff Salaries

**Indiana University
School of Liberal Arts**



As Chair, I am writing to you on behalf of the SLA Technical Services Advisory Committee. As noted in our 2002-2003 Committee Annual Report, a major concern has been raised regarding some Technical Services staff members' level of compensation. In that report, we said, "The committee is concerned that the salaries for the School's Technology Services employees may not be in line with the local market, and could result in the loss of highly qualified personnel who would be difficult to replace. We recommend that the salaries of critical positions in technology in the School be reviewed to ensure that any disparity is addressed."

This issue continues to be a concern for this committee; consequently, we have conducted a salary review for the three people about whom we are most concerned: Joy Kramer, Stephen LeBeau, and Michelle Simmons. Attached is the result of a "Market Analysis," done by David Bouton in Human Resources, on these three people. As you can see, their salaries average more than 10% below salaries for other comparable positions on campus, and 20% below the market average for educational institutions nationally.

It seems clear that these three are not underpaid due to performance issues, as each has consistently performed well in their positions, as reflected in their annual reports (as reported by Mike Scott). Furthermore, we are concerned that their current duties are not fully in line with their current job classifications, and that these also may need to be reevaluated.



As new positions and opportunities open up in UITS and elsewhere on campus and in the city, it is quite possible SLA will lose one or more of these three people to a better offer. Not only could we lose dedicated, hard working staff, but it is our opinion that SLA will not be able to replace any of these three with comparably skilled people at the salaries currently being offered.

We realize funds are tight in the School, but we believe that addressing this salary issue now will in fact save the School money in the long run by keeping qualified, trained, motivated, and dedicated staff in place. The committee recommends that you look at this issue further as you plan your budgets for next year.

CC: John McCormick, President, SLA Faculty Assembly
SLA Technical Services Advisory Committee (D. Donaldson, O. Dwyer, M. Ferguson, D. Ford, J. Freeman, L. Haas, W. Morrison, R. Sandwina, B. Schneider, M. Scott, R. Vermette)

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APPENDIX TWO

Summary: SLA Technical Services Support Staff

Ad hoc Market Analysis 11/02 -db

SLA Technical Services Employee 1: #010B56 Computer Support Technician TE08

- Hired in current position 11/97
- Current salary **29,557 (14.21/hr)**
- 2.5% raise 7/1/02, 3.3% raise 7/1/01, 5% raise 7/1/00

SLA Technical Services Employee 2: #010ZR8 Speakers Lab Coordinator TE08

- Hired in current position 4/01
- Current salary **27,539 (13.24/hr)**
- 2.6 % raise 7/1/02

SLA Technical Services Employee 3: #010TGB LRC Operations Coordinator TE08

- Hired in current position 5/96
- Current salary **28,600 (13.75/hr)**
- 2.8% raise 7/1/02, 3.2% raise 7/1/01, 2% raise 7/1/00

The best job content matches for these positions on our campus are TE08 positions with the following titles: Computer Support Technician, Technology Support Specialist, Operations Technician, Assistant Coordinator for Technical Services, and User Service Desk Representative.

- The campus average for this group (31 total, including these three) is **32,243 (15.50/hr)**
- This average reflects salaries from positions from a variety of schools, departments, and centers.
- The average university service for these incumbents not recently hired is **4 years**
- The average hire rate for six hired in 2002 is **31,422 (15.11/hr)**

The best job content matches for these positions in the external market are IT Support Positions with the following titles: System Support Assistants, PC System Support Assistants, and Help Desk Support Service Specialist.

- The market average for the North Central Region is **38,200 (18.37/hr)**
- The market average for education nationally is **35,100 (16.88/hr)**
- Education as an industry pays well below other industries for these types of positions
- Our benefits, especially paid time off, are typically superior to that of competitors in the local market

As of today I've not received the average increase percentages for staff or faculty from the campus budget office.