

University Technology User Services Revitalization Update

Project Description

As part of a **User Services Revitalization** initiative, calls to the Service Center during business hours will be answered by full-time staff starting at the end of January. The team will also be reviewing and formalizing support processes with the goal of improving response and resolution times as well as better handling of service requests that involve multiple areas of UT. As they always have, our students will continue to play a vital role in customer support.

Milestone

On January 26, 2015, University Technology full-time staff began answering Service Center calls during business hours. Experienced student assistants are covering the phones between 12:00 pm and 1:00 pm, as well as during evening hours (5:00 pm - 10:00 pm).

University Technology Full-Time Staff Operators

Peter Albar Staff Technology Consultant	Gamin Bartle Senior Director, Instructional Technology and User Services	Betsy Black Manager of User Support Services	Verna Holcomb Training Coordinator	Audrey Joubert User Services Coordinator	Axel Larsson Interim Chief Information Officer	Destiny Nelson Software Support Specialist	Mike Richichi Chief Technology Strategist	Rian Spivak Hardware Support Specialist
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Coming Next

University Technology will present the results of our Drew Employee Customer Satisfaction Survey, which was conducted late last year. 130 members of the Drew Community responded to the survey, and the feedback is informative and actionable. User Services is working on plans for responding to the information, comments, and suggestions gathered from the survey. We thank everyone who participated for taking the time to supply valuable responses to inform this revitalization.