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| Project ID | PJ000030 |
| Project Fiscal Year | 2023-2024 |
| College/Department/Unit | Information Technology Services (ITS) |
| Title of Project | PJ000030 LSUAM | STF - Computing Services Help Desk (24 Hours) |
| Name of Principle Implementor | Ric Simmons |
| Email | rsimmons@lsu.edu |
| Phone Number | (225) 578-5212 |
| Is this project complete? | Yes |
| Is this account ready to be closed? | No |
| Amount Awarded | $846,000 |
| Amount Spent | $670,511.66 |
| Equipment | N/A |
| Purpose | The purpose of this account is to fund student salaries for all STF-funded ITS needs. For FY24, it was approved that all student salaries would be paid on one account, which allowed us to stop using PJ000023 and PJ000047. Using one account allowed for greater cost-sharing across all areas that utilize STF-funded student workers, allowed for greater oversight of salary dollars, and decreased the administrative time dedicated to onboarding or transferring students from one position to another. |
| Benefits Demographics | Many students participate in paid employment programs, assisting University IT services, facilities, and tech support during the regular school year. Participants provide direct IT assistance and GROK data support to the LSU community. They also bundle and maintain downloadable software packages, assist in multimedia classroom repairs, installations, retrofits, and operations, and take part in portable equipment delivery. During some holidays and breaks, participants implement classroom repairs, installs, and retrofits. The Student Technology Assistant Support Team monitors multimedia classroom hardware and telecommunications for over 190 locations, providing immediate responses to support requests. Student salary funding is critical due to the need for student support with IT services. The salaries provide many students with funds to offset tuition or living expenses, giving them more incentive to continue their education at LSU. |