

Designated Area by Class Code	Budget	Expense	Available Balance
C3560- Help Desk	\$ 662,216	\$ 576,327	\$ 85,889
C3561- Classroom Technology	\$ 706,141	\$ 658,758	\$ 47,383
C3562- Computer Labs	\$ 822,301	\$ 758,923	\$ 63,378
C3563- Network Wi-Fi	\$ 674,383	\$ 631,982	\$ 42,401
C3564- Software License/ Maintenance	\$ 407,297	\$ 237,384	\$ 169,913
C35AA - Benefits	<i>budget of \$148,345</i>	<i>distributed above to match</i>	<i>expenses by class code</i>
Information Technology Total	\$ 3,420,683	\$ 3,011,719	\$ 408,964

**Help Desk**

SSF supported salary and benefits for one FTE and 79 student assistants for IT Service Support. The per hour average wage for student assistants was \$12.88 and a total number of hours worked was 39,877. SSF also supported 70 student users of ServiceNow software.

**Classroom Technology**

In 2019/20 SSF supported upgrades to audio/visual technologies and equipment components in over 150 classrooms. Over 300 standard HD webcam devices were also installed in almost every classroom space on campus.

**Computer Labs**

SSF funded the upgrade and replacement of over 225 lab computers and monitors. In addition to the physical lab improvements, the fee also contributed to the launch of the new Virtual Software Lab. The Virtual Software Lab provides students the ability to remotely log into a virtual computer with specialized academic software commonly installed in on-campus physical computer labs.

**Network Wi-Fi**

45 wireless access points were installed around campus this year. APs were installed in the following outdoor locations: Parking lots, F1, F2, F3, F4, F8, and J lots; and the Student Services Building breezeway.

**Software License/Maintenance**

SSF purchased the following software licenses: Deep Freeze, Duo Security System, Kivuto, Microsoft Premier Support, SAS Institute, Sassafras, ServiceNow, SPSS Campus Server, and SubItUp.