

Student Help Desk

The Student Help Desk provides technical support and computer help for Digital Dons laptops. The Student Help Desk assist student using our campus technical resources and is available to support students with a variety of student technology including:

- Digital Dons Laptops
- Microsoft Office 365 installations
- Sac.edu student email accounts
- SAC mobile app
- Webadvisor / Self-Service
- Canvas
- Cranium Café

Student Help Desk Request

The Student Help Desk currently only has 4 student assistants assisting all SAC students' credit/ non- credit via Cranium Café. We would like to request two more student assistants to help with evening hours. This year 2020-2021 student help desk is funded through equity and was awarded \$36,000 to pay for student salaries for the entire year.

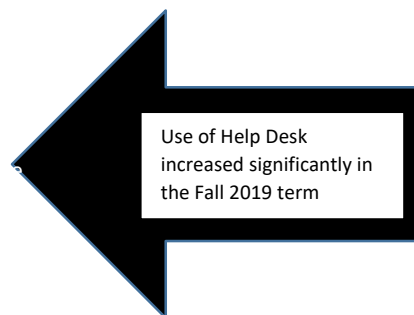
We are requesting funds to hire **two additional student assistants** for an entire year (which includes Fall 2020, Intersession 2021, Spring 2021, first 4 weeks of Summer2021) to better serve the Santa Ana College students. We are **requesting the amount of \$18,480**. Please see the chart below for details.

Amount needed Fall 2020, Intersession 2021, Spring 2021, First 4 weeks of Summer 2021

Student Help Desk	Hourly Rate	semesters	Weekly hours	Total amount
2 student assistants	\$14	4	15	\$18,480.00

Santa Ana College Student Help Desk: Analysis of use of Help Desk

Term	Unique visitors per Term	Number of visits per Term	Average number of visits per student
Spring 2019	320	428	1.3
Summer 2019	191	236	1.2
Fall 2019	583	849	1.5
Intersession 2020	29	30	1.0
Spring 2020	155	174	1.1
All Terms	1278	1717	1.3



Approximately **3%** of SAC students used the Student Help Desk at least once. (unduplicated count end of term)

35% of users visited the Student Help Desk more than once.

- **Students with disabilities** used the service at more than twice that rate of students without disabilities.
- **American Indian/Alaska Native** students used the service at twice the rate of other students.
- **Pell Grant recipients** used the services of the Help Desk at three times the rate of non-Pell Grant students. (Pell Grant status is used as a indicator for low income status).
- Students with **high school GPAs in the under 3.0 range** were almost three times more likely to use the help desk than those with high school GPAs equal or greater to 3.0
- **Homeless** students used the Student Help Desk at more than 5 times the rate of non-homeless students.
- **Foster Youth Students (Self Identified)** used the Student Help desk at 1.5 times the rate of non-Foster Youth.