

# Jim Deech



School: University of  
Nebraska  
Age: 36  
Sex: Male  
Specialization:  
Technological support  
Marital Status: Single  
From: Saint Louis, Missouri

Jim supports 35 professors and office staff in the Chemistry department. The majority of his time is spent keeping the printers running and maintaining a few servers that faculty and graduate students access.

He feels that IT is constantly under funded and the faculty have expectations that do not match up with reality.

His specialization is .NET architecture and has learned to master the authentication scheme that the Nebraska uses. Room setups are designed minimal upkeep and he is very familiar with the standard deployment in each room.

His latest initiative was to purchase additional locks for the projectors and podium computers. This included routing the power within a locked cabinet. He has had problems with the faculty tampering with the machines.

# Dr. Joan Stevens



School: Gates University

Age: 50

Sex: Female

Specialization: Accounting

Marital Status: Married

From: Southern California

Joan Stevens, is the Ahrens Chair Professor of Accountancy at Gates University, a small, private school. She is married to Dave and they have 4 grown children, Andrew, Simon, Philip and Joanna. Her research areas include health care cost centers. She is involved with the local symphony orchestra and is their accountant.

She teaches mainly at the graduate level and prefers interactive discussion with her class rather than straight lectures. Many former students note that she presents very broad outlines of the topics she wishes to cover using the podium computer with PowerPoint slides stored on her USB thumb drive.

She relies on her Graduate Student assistant to post her PowerPoint slides to CMS and maintain the site.

She prepares a PowerPoint for each lecture on her desktop computer, the slides are to keep her on track and make sure she covers the main points. Outside class she uses the computer to check email, read news online, word processing, and for analysis of her research using SPSS.

Gates College has about 4,000 students and a top rated business curriculum. Tech support has been helpful in the past but not consistent, it is hard to find help early or late in the day.

# Dr. Jason Newman



School: State U.

Age: 35

Sex: Male

Specizalation: Business  
Statistics

Marital Status: Married  
with one infant

From: Austin Texas

Jason teaches Business Statistics and Finance and is involved in the local chamber of commerce.

He is a full time professor and has been working at State U. for 3 years but does not yet have tenure. He is involved in a research program with colleagues from City College that investigates business ethics, statistics, and corporate governance.

He teaches both undergrad and masters level classes at State U. His PowerPoint presentation contains a combination of formulas and graphics to illustrate his point. He likes using real life examples of math in "action" and occasionally shows news articles from the Internet about the latest scandals. He uses the State U course management software (CMS) to post and collect homework and papers. He also posts his PowerPoint slides on the CMS for the students to use in preparation for the midterm and final exams.

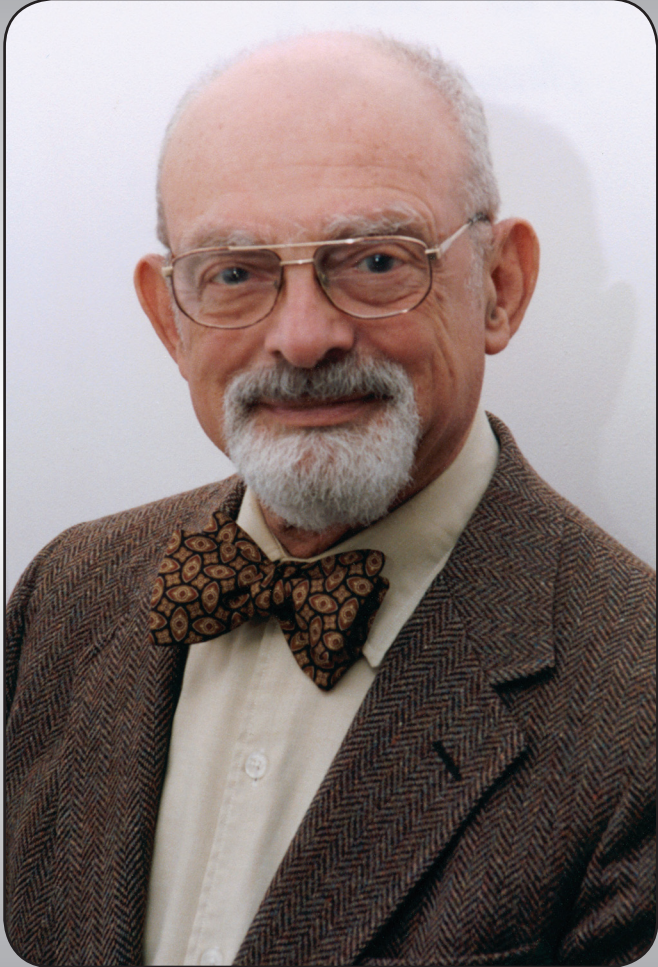
He is an expert in several advanced visualization and statistical programs. He likes trying out new technologies and gadgets but has limited time to become an expert them all. He maintains his own course websites and blog. Jason likes the idea of recording his lectures but does not know much about video editing. He has attempted to create a flash tutorial but found it took more time than he was willing to spend.

His wife turns to him for technology assistance around the house. He maintains their network and three computers. He prefers Macintosh computers and uses a MacBook Pro for his daily computing.

State U. has approximately 18,000 students and the business department has good technical support in the classrooms.

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# Dr. S. Michael Crowley



School: University of Michigan

Age: 67

Sex: Male

Specialization: Mechanical Engineering

Marital Status: Married with adult children

From: Huntsville, Alabama

S. Michael Crowley is a professor of mechanical engineering at the University of Michigan. He has been tenured for many years and has been teaching since before the personal computer existed. He eschews using computers, but has taken to using PowerPoint at the behest of his department in order to accommodate international students and the hearing impaired during lectures.

Crowley's department has recently mandated that all faculty are to record their lectures in an attempt to emulate MIT's open courseware project. Crowley hates the idea, as fiddling with computers in front of his students makes him appear doddering and undermines his authority. He's willing to use it so long as he doesn't have to fuss with anything.

When Crowley calls tech support for computer problems, and they ask whether he has a Mac or a PC, he says "a Mitsubishi," because that's what it says on his monitor. He often has problems with his machine, but can only describe them as "it wouldn't work." The few times he's had problems in class, he usually calls up a student to fix his machine—even if it just stopped the slideshow, he can't diagnose the problem. Crowley gets frustrated quickly when technology doesn't work, and unless this recorder works without him having to do anything, he simply will not use it.