

# Campus Consortium IT Help Desk Grant Application

CAMPUS  
CONSORTIUM

In-kind grant of software and services award up to \$35,000

Submit Completed Application and Letter of Intent by November 22, 2019

## CAMPUS CONSORTIUM GRANT PROGRAM OVERVIEW

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[Campus Consortium](#) offers Grant Programs for a variety of solutions, products, and services. These in-kind grants of software and services are underwritten by Campus Consortium technology vendors and are designed to give Institutions with smaller IT budget a chance to implement new technology services that meet their needs while reducing time and costs associated with implementing new technologies.

Campus Consortium help Institutions reduce costs while implementing the vendors' technologies on campus. Interviews and technical assessment are required of all selected applicants.

## IT HELP DESK GRANT OVERVIEW

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This in-kind grant of software and services is underwritten by Campus Consortium technology vendor, [BlackBeltHelp](#), and is designed to provide an institution with an IT Help Desk solution.

The IT Help Desk Grant provides selected institutions an in-kind grant of software and services award up to \$35,000 over a period of five years. The grant is intended at covering cost towards licensing, hosting, support and professional services costs associated with the implementation of the IT Help Desk solution.

*\*A limited number of in-kind grants of software and services to be awarded.*

## BENEFITS OF THE IT HELP DESK SOLUTION

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- A multi-channel (phone, email and chat) call center platform integrates with your ITSM and that enables you to track all incoming and outgoing interactions with students.
- IT Help Desk technicians that work after-hours and weekends and handle various student, faculty and staff IT requests ranging from email to password to gradebook issues.
- Highly skilled IT support staff, scalability during peak seasons (fall/spring rush), customized support, access to latest IT infrastructure, years of industry expertise in providing IT support etc.

## WHO CAN APPLY & WHAT IS THE QUALIFICATION CRITERIA?

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- Accredited Higher Education institutions and K-12 schools are eligible to apply.
- Institutions are eligible to apply for multiple grants. Separate applications are required for each grant pursued.
- Applicants are required to demonstrate institutional purpose in the form of a “letter of intent” signed by Dean/President or member of campus leadership team. The letter should indicate the challenges the solution aims to solve and why the grant would be helpful to the institution.

*\*Previous awardees are eligible to apply.*

## GRANT APPLICATION DATES AND DEADLINES

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1. Grant Application Due Date: November 22, 2019, 5:00 PM CT
2. Applications reviewed by Grant Consideration Committee: November 22 – November 29, 2019
3. Applicant Interview Assessment with Grant Application Review Committee Member by: December 13, 2019
4. Scope and Project review by Grant Consideration Committee: December 13 – December 20, 2019
5. Applicant Technical Assessment Session with Technology Vendor by: December 30, 2019
6. Award Announcement to selected Grant Recipients by: January 6, 2020
7. Award Package Issued to selected Grant Recipients by: January 6, 2020
8. Award Package walk-through and Grant recipient sign-off by: January 13, 2020
9. Project Kick-Off by: January 27, 2020

***\*Deadline extended until December 13, 2019. Once the applications are reviewed and considered by the Grant Consideration Committee, the further processes and dates will be communicated to the selected applicants.***

## HOW TO APPLY

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- Register for grant and download application.
- Print and complete the grant application.
- Submit completed grant application and letter of intent to [grantapplication@campusconsortium.org](mailto:grantapplication@campusconsortium.org).

# Campus Consortium IT Help Desk Grant Application



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## APPLICANT INFORMATION

Name of Institution		Institution's Address	
Applicant Name and Title		Applicant Email and Phone	
President /Chancellor Name		President /Chancellor Email	
CIO/VP of IT Name		CIO/VP of IT Email	

## ENROLLMENT INFORMATION

Total Enrollment		Full Time Enrollment		Part Time Enrollment	
Total # On-Campus Students		Total # of Distance Learning Students		Total # International Student Enrollment	
# Faculty		# Adjunct Faculty		# of Academic Depts.	

## PLEASE MARK "X" NEXT TO ALL THAT APPLY

Public		Private	
Four-year		Two-year	
Undergraduate		Graduate	

**TECHNOLOGY RESOURCES (PLEASE INDICATE ALL MAJOR SOFTWARE BEING UTILIZED ON CAMPUS)**

APPLICATIONS	VENDOR & VERSION	ANNUAL COST TO INSTITUTION	TARGET DATE TO UPGRADE OR REPLACE
Student Information System / Enterprise Resource Planning			
Learning Management System			
Ticketing System / ITSM Tool			

How did you hear about this grant?

How is the current Help Desk structured, do you manage in-house or is it outsourced?

What are the hours of operations of the current Help Desk?

Would you require support only for IT related issues or LMS issues also?

What are your top call drivers?

What would be the anticipated number of annual interactions (Phone, Chat, Email/Ticket) that you would like to outsource?

If you are open for options for ticketing system/ITSM tool, how many staff/technicians would need access to the tool?

Why do you feel your institution should be selected for this Grant?

If selected, what are your timeline for implementing this project?

**IF AWARDED GRANT FUNDING:**

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Do we have your permission to email the Grant Award Letter to the President / Chancellor listed above? If not, please indicate to whom this award should be presented:

Media/Communications Contact for News Release:

Name

Email

**SIGNATURES**

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I authorize the verification of the information provided on this form.

Signature of Applicant

Date

Note: Submit Completed Application and Letter of Intent by November 22, 2019 to: [grantapplication@campusconsortium.org](mailto:grantapplication@campusconsortium.org)