Research Computing Support

http://oit.utk.edu/research/

Our mission is to help UT students, faculty and staff use computing and analytic methods in their research.

**Services We Provide**

- Help with SPSS, QDA Miner, MATLAB, SAS, WordStat, LabVIEW, Amos, Maple, High Performance Computing...
- Research Planning including designing studies or experiments and determining sample size and sample type.
- Data Acquisition including designing web surveys, scanning and scoring Scantron forms, using computers to control lab instruments and log data, capturing web sites and importing third party data sets. For help in finding third party data sets see Library Data Services at http://www.lib.utk.edu/refs/data
- Data Management including cleaning, transforming or recoding data and converting, stacking or joining data sets.
- Data Analysis using quantitative and qualitative methods, graphics and visualization to analyze numbers, words and images.
- Presenting Results finding the right combination of words, tables and figures. Writing or editing results sections of papers we co-author.

We can also provide guidance in choosing analyses, assisting with writing up the results and, if necessary, writing a response to journal reviewer’s/editor’s concerns. At that level, coauthorship is often appropriate.

**Workshops**

Each semester we offer free hands-on workshops on research computing. For details, see Researcher-Focused Workshops at: http://oit.utk.edu/training.

**News & Documentation**

We send a newsletter about new software and services via email several times per year. The latest issue and subscription information is online at http://oit.utk.edu/research under News.

We also write documentation on how to do popular research tasks that is available on our web page. Our web page contains other documentation including a comprehensive set of SPSS and SAS manuals.

**Student Issues**

For students, our main priority is helping with theses and dissertations. To avoid lengthy delays, it is important that you, your committee and your consultant are all working toward the same solution. To ensure that this is the case, it is in your best interest to arrange to have your major professor present at our initial meeting so that we can agree on the appropriate methods to use.

We occasionally also assist with class projects depending on consultant availability and instructor approval.

**Our Staff**

Our staff is experienced in a wide array of analytic methods.

We follow the American Statistical Association’s Ethical Guidelines for Statistical Practice, especially with regard to confidentiality.

**Computing**

We support a variety of software on Windows, Macintosh and UNIX computers. For details, see http://oit.utk.edu/research under Software. Many research packages are available for free at http://oit.utk.edu/software.

You can also purchase software for your own computer from the UT Bookstore Technology Center.

Computers are available in OIT’s public computer labs. For details, see http://oit.utk.edu/labs/. If you have high performance computing needs, see http://newton.utk.edu/.

**Charges**

For most UTK students, the Technology Fee covers the cost of our services for up to ten hours per semester. Beyond that, the Fee provides a subsidized rate of $20 per hour.

For most UTK faculty or staff researchers, we provide ten centrally funded hours of assistance each semester. Beyond that, the consulting rate is $70 per hour.

**Walk-In Support & Appointments**

For basic problems on the Knoxville campus, you can use our walk-in service on the fifth floor of Greve Hall. The hours of this service are posted on our web page under Schedule.

For complex problems, call us via the HelpDesk at 974-9900. Once you have met with a consultant, you arrange future appointments via his or her direct phone number or email.

If you need to cancel your appointment, please give at least 24 hours notice to avoid having the time count.

**Helping Us Improve**

If you have suggestions that you feel would help us to better meet your needs, please contact the HelpDesk at 974-9900 or contact any RCS consultant.