FAEIS Help Desk

	Bill Richardson: FAEIS Project Manager Bill Richardson received a Bachelor of Science in Forestry at Virginia Tech in 1976. He began working at Virginia Tech in 1993 in Agriculture, Human and Natural Resources Information Technology in the College of Agriculture and Life Sciences. He has been with the FAEIS project since it came to Virginia Tech in 2002, starting as the lead programmer and later adding the dual role of project manager.
	Dr. Jolene Hamm: FAEIS Consultant / Former Help Desk Manager Jolene Hamm completed her PhD in Agricultural Education and Extension at Virginia Tech in December 2010. She worked as the FAEIS Help Desk Manager and a graduate research assistant for nearly three years prior to graduation. Dr. Hamm has authored a series of refereed journal articles, including one on FAEIS. Dr. Hamm is currently working at the Office of Institutional Research and Effectiveness at Ferrum College in Virginia.
	Ashley Bell: FAEIS Help Desk Graduate Research Assistant Ashley Bell received a Bachelor of Science in Animal and Poultry Sciences and minored in Biology at Virginia Tech. She is currently working on a Masters degree in the Dairy Science Department at Virginia Tech.
	Katie Griffin: FAEIS Statistics Graduate Research Assistant Katie Griffin received a Bachelor of Science in Mathematical Sciences from Loyola University Maryland. She is currently completing her Masters degree in the Statistics Department at Virginia Tech.
	Lisa Hightower: FAEIS Help Desk Graduate Research Assistant Lisa Hightower received a Bachelor of Science in Journalism and minored in video production and a Masters degree in agricultural communication at the University of Florida. She is currently completing a doctorate degree in the Agricultural Education and Extension Department at Virginia Tech.
	Albert Shen: FAEIS Statistics Graduate Research Assistant Albert Shen received a Bachelor of Science in physics at National Tsing-Hua University in Taiwan. He received a Masters degree in statistics from Columbia University. Shen completed a doctorate in biophysics from the University of Virginia. He is currently working toward a doctorate in the Statistics Department at Virginia Tech.