HAWAI`I COMMUNITY COLLEGE
UNIT REVIEW REPORT

ACADEMIC COMPUTING UNIT

December 2, 2009

Assessment Period: July 1, 2006 to June 30, 2009

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Neal Uehara

Unit Review at Hawai‘i Community College is a shared governance responsibility related to strategic planning and quality assurance. It is an important planning tool for the college budget process. Achievement of Student Learning Outcomes is embedded in this ongoing systematic assessment. Reviewed by a college-wide process, the Unit Reviews are available to the college and community at large to enhance communication and public accountability.
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Part I. Report Summary

Hawaii Community College’s Mission:
Hawaii Community College promotes student learning by embracing our unique Hawaii Island culture and inspiring growth in the spirit of “E ‘Imi Pono.” Aligned with the UH Community Colleges system’s mission, we are committed to serving all segments of our Hawai‘I Island community.

Academic Computing:
The mission of the Academic Computing Unit and future Department of Information Technology is to meet our College’s growing demands in technology. This unit will provide service in the areas of Media Service and Institutional Technology for the purpose of meeting increasing technological needs and requirements. Successful achievement of the mission will provide necessary services to students, staff and faculty living, learning and working on our island.

Historical Perspective
In 1996 the core of the Academic Computing Unit (ACU) began to take shape when Hawai‘i Community College hired a full time temporary IT specialist to manage the Novell network and the computer labs on the Upper Campus in the Business Technology building. This assignment provided the College with its first IT position in support of academic computing to complement a full time IT specialist already on staff assigned to administrative and student information systems computing/programming. The academic computing position was made permanent in 1999, and a second full time temporary IT specialist position was added to address the burgeoning demands of academic computing.

Computer usage proliferated in these years with all faculty offices equipped by utilizing year end supplies funds as well as roll outs from renovated computer labs. With the addition of the West Hawai‘i campus in 1997 and the renovation/modernization of several buildings on the Manono campus the ACU was expanded to include an additional full time temporary IT specialist as well as two student help positions. In AY 2005 the College created two 0.5 positions assigned to UHCWH for media and computing support. Initially, a single candidate filled the foregoing positions, but his tenure lasted less than a year. Currently at UHCWH, there are two 0.5 media specialist positions. The responsibilities for IT support for UHCWH remains with the IT Specialists in Hilo.

Media Services in support of video-conferencing has historically been a service provided under the auspices of the HawCC Title III project. Through the activities of this project, the 2001-2002 academic year marked the initial deployment of videoconferencing to support distance learning throughout Hawaii Island. Initially course offerings focused on the delivery of the Hawaiian Lifestyles A.A.S. program and later expanded to delivery of other program courses. This
technology connected the College programs to UHCWH and to rural sites such as Pahala and Waimea. A Honokaa site was added at North Hawaii Education Research Center (NHERC). Further expansion plans now include Na‘alehu, Puna, and North Kohala. The Title III project provided for two media specialists of which one position has now been institutionalized by the College. The funding for the Title III project that provides for one media specialist will end in February 2010.

The Academic Computing Unit completed a comprehensive program/unit review in Fall 2005 requesting 12.5 additional FTE positions and $1.1 M start up cost with an annual budget of $858K to create a Hawaii Community College Technology Department in the 2007-2009 Biennium Budget Request. The College received 4 (four) FTE positions and equipment/supply budget of $276,000, beginning in the second quarter of 2007-08.

Organizational chart:

Part II. Program

- **Services Provided by Academic Computing Unit (ACU)**
  The Academic Computing Unit provides a complex set of services in support of all facets of computing, multimedia technologies, and the network infrastructure across three primary campuses and multiple remote sites maintained by Hawai‘i Community College.
These services, directly or indirectly, impact each and every student, administrator, faculty, and staff member on a daily basis. Access to the campus network and to the Internet on a 24 hour/7 day(s) per week basis is critical for access to system wide services (Banner, HR, e-mail, etc.), electronic classrooms, learning centers, distance education, and additional programs and mediums.

The following is a listing of services provided by the Academic Computing Unit:

- Hardware/Software Procurement
- Hardware/Software Setup
- Hardware/Software Installation
- Hardware/Software Troubleshooting
- Hardware/Software Repair
- Hardware/Software Replacement
- Network Procurement
- Network Setup
- Network Installation
- Network Troubleshooting
- Network Repair
- Network Replacement
- Network Cabling
- Network Testing
- Network Maintenance
- Network Administration
- Manage network subnets
- Manage network switching
- Wireless Network design
- Wireless Network configuration
- Wireless Network Administration
- Managed access points
- AirWave administration
- Nomadix administration
- Wireless installations
- Wireless Troubleshooting
- Data/Video Networks
- Managed VLAN’s
- Security/VOIP Network
- Server Procurement
- Server Setup
- Server Installation
- Server Troubleshooting
- Server Repair
- Server Replacement
- Server Testing
- Server Maintenance
- Server Administration
- Mail Services/Calendaring Server
BackUp Servers, Tape Drives, and Arrays
SARS Servers
SQL Servers
Media Servers
Campus Servers (DNS, AD, Data, Apps)
ePolicy Server
Windows Updates Server
Cabling
TrackIT! Help desk
Web logins (HD)
Phone (HD)
Reporting on HD data
Train Student Workers
Supervise Student Workers
Hardware Consultation
Software Consultation
Services Consultation(s)
Purchasing approval
Polycom (videoconference) support
RadVision Scopia administration
RadVision Scopia maintenance
Network monitoring
Interface with UHH Computing Center
Interface with UH ITS-System
Interface with external vendors
Interface with state agencies
Interface with community
Interface with grants (RDP, Title III, HUD, etc.)
Maintain offsite classrooms for OCET
Maintain offsite classrooms for Middle College
Maintain offsite services and classrooms for RDP
West Hawaii Center remote access
West Hawaii onsite support
Assess media needs of the college
Research/recommend media products, locate vendors, identify prices
Create and deliver media equipment training curriculum and materials
Create and deliver Distant Education media equipment training curriculum and materials
Maintain, replace and repair classroom media equipment
Maintain, replace and repair video conferencing media equipment
Routinely visit satellite Distance Education/Video conferencing sites for maintenance
Help faculty integrate media strategies into their instruction
• **ACU GOALS 2006-2009:**

  o Increase staff requirements to create a Hawaii Community College Technology Department to incorporate multiple services, which are currently administered by other departments, UH System, or outside agencies—See Appendix A
  o Provide technical support and maintenance of computer hardware, software and peripherals to include both PCs and Macintosh systems
  o Develop an automated web based help desk system for inventory tracking, historical data on services provided, management of faculty/staff requests for computer support services, generate internal data reports, etc.
  o Configure and install a web based exchange calendar server system
  o Establish a recurring/replacement schedule for classroom, lab, and lab equivalent computer systems
  o Acquire an annual budget to maintain and support college needs
  o Maintain currency through increased training opportunities
  o Increase the number of servers to provide a greater range of services
  o Fill all allocated positions to ACU
  o Increase the number of off site locations for distance learning
  o Improve the infrastructure for distance learning in cooperation with Title III, ITS, and RDP
  o Continue to serve as campus resource for all computer and media purchases
  o Continue expansion and upgrades for video conferencing systems

• Faculty and Staff listing, full time, part time, permanent and temporary personnel
  o Steve Schulte - IT Specialist Band B
  o Joy Aito IT Specialist Band A
  o Daniel Fernandez, IT Specialist Band A
  o O. Scot Rosehill, IT Specialist Band A
  o Glenn Proctor, IT Specialist Band A
  o IT Specialist Band B- Webmaster (currently recruiting)
  o Neal Uehara, Media Specialist Band A
  o Office Worker III (frozen)
  o Neal Uehara, Title III (8/21/2006-2/1/2008)
  o Maria Andaya, Title III (9/1/2005 – 1/2/2009)
  o James Patao, Title III (12/29/2008-9/26/2009)
  o Janet Cody, Title III (531/2006-1/1/0/2007)

• Brief Description of Facilities and Equipment

  ACU facilities consist of work, office, storage and equipment spaces located primarily on the Manono and UHH campuses. ACU has a presence (network or equipment) in every facility across the three campuses and remote sites on Hawaii Island. These facilities are the ones primarily dedicated to ACU:
  o Bldg 387 Rooms 104-108, 112, 115
  o Bldg 388 Room 110, 111
ACU has a comprehensive listing of all equipment that is used by all the major units of the College: Administrative Services, Student Affairs, OCET, Instruction, and UHCWH. These include PC and Macintosh computer systems and all peripherals, servers, media equipment and multi-media classroom configurations, video conferencing equipment, video bridging equipment, wireless access points, and wireless authentication equipment. ACU carefully monitors all networked equipment using a tracking system that provides comprehensive system audits and inventory.

ACU established a four year computer replacement cycle that began in 2007 to ensure that the 25 lab and lab equivalents (approx 20 computer systems each) remain compatible with current software and hardware specifications. The College received $276,000 as a result of the previous comprehensive review request that was included in the College’s Biennium Budget Request, 2007-2009. Included in this budget allocation is $30,000 for ACU Computing, $20,000 for ACU Media.

To provide support services to the three campuses and remote sites across the island, ACU has a 1999 Chevrolet Van.

### Part III. Quantitative Trend Data Table

#### Computer Services/IT Support

<table>
<thead>
<tr>
<th>Computer Services/IT Support (Overall Health)</th>
<th>2007-2008</th>
<th>2008-2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Computer Services/IT Support demand (Health)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus enrollment FTE</td>
<td>1598</td>
<td>1807</td>
</tr>
<tr>
<td>Number of faculty</td>
<td>110</td>
<td>108</td>
</tr>
<tr>
<td>Number of staff</td>
<td>108</td>
<td>102.5</td>
</tr>
<tr>
<td><strong>Computer Services/IT Support Efficiency (Health)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours of operation or access per week</td>
<td>43.75</td>
<td>43.75</td>
</tr>
<tr>
<td>Number of staff (attach description)</td>
<td>*5</td>
<td>**5</td>
</tr>
<tr>
<td>Student worker hours per week</td>
<td>25-30 hpw</td>
<td>10-15 hpw</td>
</tr>
<tr>
<td>Help desk counts per week</td>
<td>***</td>
<td>***</td>
</tr>
<tr>
<td>Number of faculty and staff computers</td>
<td>352</td>
<td>506</td>
</tr>
<tr>
<td>Number of student computers per FTE</td>
<td>599/1598=.387</td>
<td>586/1807=.324</td>
</tr>
<tr>
<td>Number work orders for repair and upgrade per computer</td>
<td>7519/951=7.91</td>
<td>1774/1343=1.32</td>
</tr>
<tr>
<td>Computer services Budget per college budget</td>
<td>0.01084****</td>
<td>0.00921****</td>
</tr>
<tr>
<td>Average processing time for work orders</td>
<td>1 day</td>
<td>1.1 day</td>
</tr>
<tr>
<td>Percent of wireless coverage</td>
<td>*****</td>
<td>*****</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>Average number of logins per computer per week</td>
<td>8</td>
<td>12</td>
</tr>
</tbody>
</table>

**Number of staff (attach description) - 2007-2008**
- IT Specialist Band B (1)
- IT Specialist Band A (3)
- Office Worker III (1)

**Number of staff (attach description) - 2008-2009**
- IT Specialist Band B (1)
- IT Specialist Band A (4)
- Office Worker III (frozen 0)

*** Help desk counts are included in number of work orders

**** College budget includes personnel costs, computer services budget does NOT

***** Hawaii CC maintains wireless on three campuses (2007-08)
- Hawaii CC Manono campus = est. 80%
- Hawaii CC UHH campus = est. 20%
- UH- West Hawaii Center = est. 95%

****** Hawaii CC maintains wireless on three campuses (2008-09)
- Hawaii CC Manono campus = est. 80%
- Hawaii CC UHH campus = est. 25%
- UH- West Hawaii Center = est. 98%

**Computer Services/IT Support Effectiveness**

<table>
<thead>
<tr>
<th>(Health)</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CCSSE satisfaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCSSE Frequency</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Media Services/Graphic Artist Support/Printing Services/Instructional Support (Hilo)

<table>
<thead>
<tr>
<th>Media Services/Graphic Artist Support/Printing Services/Instructional Support (Overall)</th>
<th>2007-2008</th>
<th>2008-2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Media...Demand</strong> (Health)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Enrollment FTE</td>
<td>1598</td>
<td>1807</td>
</tr>
<tr>
<td>Number of faculty</td>
<td>110</td>
<td>108</td>
</tr>
<tr>
<td>Number of staff (attach description)</td>
<td>108</td>
<td>102.5</td>
</tr>
<tr>
<td><strong>Media... Efficiency</strong> (Health)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hours of operation per week</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Number of staff (attach description)</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Student worker hours per week</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of work orders completed per year</td>
<td>72</td>
<td>83</td>
</tr>
<tr>
<td>Number of copies generated per year</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Number of copies per FTE students per year</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Hours spent on production of ITV or Cable or Videoconference programming per year (Below: Room, 2007 / 2008)</td>
<td>2131.25</td>
<td>2470.50</td>
</tr>
<tr>
<td>Level</td>
<td>Classrooms</td>
<td>Total Classrooms</td>
</tr>
<tr>
<td>-----------</td>
<td>------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Level 1A</td>
<td>29 / 31</td>
<td>47 / 57</td>
</tr>
<tr>
<td>Level 1C</td>
<td>0 / 2</td>
<td>51 / 57</td>
</tr>
<tr>
<td>Level 1E</td>
<td>5 / 5</td>
<td></td>
</tr>
<tr>
<td>Level 1G</td>
<td>2 / 2</td>
<td></td>
</tr>
<tr>
<td>Level 2B</td>
<td>8 / 7</td>
<td></td>
</tr>
<tr>
<td>Level 2D</td>
<td>0 / 1</td>
<td></td>
</tr>
<tr>
<td>Level 2F</td>
<td>3 / 3</td>
<td></td>
</tr>
</tbody>
</table>

**Media... Effectiveness (Health)**

- CCSSE survey frequency
- CCSSE survey satisfaction

**Media Services/Graphic Artist Support/Printing Services/Instructional Support (West HI)**

<table>
<thead>
<tr>
<th>Health</th>
<th>(Overall)</th>
<th>2007-2008</th>
<th>2008-2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Enrollment FTE</td>
<td>1598</td>
<td>1807</td>
<td></td>
</tr>
<tr>
<td>Number of faculty</td>
<td>110</td>
<td>108</td>
<td></td>
</tr>
<tr>
<td>Number of staff (attach description)</td>
<td>108</td>
<td>102.5</td>
<td></td>
</tr>
<tr>
<td>Hours of operation per week</td>
<td>62.1 Average</td>
<td>52.1 Average</td>
<td></td>
</tr>
<tr>
<td>Number of staff (attach description)</td>
<td>1.5 *</td>
<td>1.5 *</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>Student worker hours per week</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Number of work orders completed per year</td>
<td>144</td>
<td>144</td>
<td></td>
</tr>
<tr>
<td>Number of copies generated per year</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Number of copies per FTE students per year</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Hours spent on production of ITV or Cable or Videoconference programming per year (Below: Room, 2007 / 2008)</td>
<td>3972.5</td>
<td>4542</td>
<td></td>
</tr>
</tbody>
</table>

| B1 B4: 633 / 262 |
| Admin Conference 94.5 / 144.0 |
| B4 R1: 1277.50 / 1369.25 |
| B4 R2: 333.5 / 1634.0 |
| B4 R3: 1634.00 / 1408.25 |

<table>
<thead>
<tr>
<th>Media budget per college budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>$66,518 per $16,636.900 = .0399%</td>
</tr>
<tr>
<td>$69619 per $19534604 = .0356%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Classrooms equipped per total classrooms (Below: Level, 2007 / 2008)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1C: 2 / 2</td>
</tr>
<tr>
<td>Level 1G: 4 / 4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*Number of staff (attach description) 2007-2008 And 2008-2009:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2) 0.5 Media Specialists APT and (1) 0.5 APT Casual Hire</td>
</tr>
</tbody>
</table>

### Media... Effectiveness (Health)

- CCSSE survey frequency
- CCSSE survey satisfaction

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**Media Services/Graphic Artist Support/Printing Services/Instructional Support**

Survey questions have been developed (approved October 2009) for the next cycle of unit reviews beginning in 2009-2010. ACU Computing and ACU Media will administer the survey in the Spring semesters.

**Part IV. Quantitative Data Analysis**

The staffing and funding requirements for the Academic Computing Unit was partially supported in the biennium budget request 2007-2009, sent forward and approved by the state legislature with funding beginning October 1, 2007. The biennium budget request 2007-2009 identified 18 positions needed to create the Department of Information Technology. Of these positions and within this review period of 2006-2009, this unit has 7.5 FTE positions, one position temporary budgeted, 0.5 T unbudgeted position. To complete the staffing to create this Department, the unit is lacking 9 positions which includes a Director (E/M) position.
The annual budget in the first year allocation was reduced since funding was not available at the start of the fiscal year. Beginning 2008, ACU has been allocated $276,000 which has been divided into a series of three Priorities and three Categories:

The three priorities are: computer replacements for labs and lab equivalents ($125K); computing ($30K); and media services budget ($20K)

The remaining $100K were used to fund the 3 categories: Instructional needs in the classroom (computers and media); Divisional/Unit hardware needs (new faculty and existing faculty); and College wide technology and media needs

This comprised the initial plan to budget the allocations for the three priorities and 3 categories. We did not include server and server maintenance purchases and did not factor in specialized equipment and software for programs such as Digital Media Arts, Forest TEAM, AEC to be funded through this legislative allocation. It appears that current software support contracts and software updates cannot be maintained within the current estimated “supplies” amount(s). Network infrastructure (both wired and wireless) will also be an ongoing need as technology evolves.

Currently there are no known plans for additional staffing or restructuring. One Media Specialist has been hired by the college, but operates independently. The webmaster position has been advertised several times and is currently now in recruitment.

Over the past years, there has been a large increase in the number of Apple systems to include laptops, desktops, and servers. It is anticipated the number of Apple computer systems will increase by at least 100 systems in the next year. Additionally, there will be an increase in the number of laptops used in the lab classrooms to convert them to multipurpose usages – computer lab and face-to-face instruction.

In order to support the entire island, ACU staff uses a 10-year old Chevrolet van to travel. The van is experiencing a number of mechanical problems and it is anticipated that within a year or two the van will have to be replaced.

Media services experienced a proliferation of video projectors and video conferencing equipment located in Hilo, West Hawaii and remote site locations. Services for Hilo and remote sites were provided by one G-funded media specialist and one federally funded specialist. Services for WH are provided by one FTE media specialist. Currently, the federal position is a half-time position that will end in February 2010.

HawCC will receive RDP funding to purchase HD video conferencing equipment to replace the current inventory for Hilo, UHCWH, and the remote sites. No additional staffing was requested in the RDP grant to support the installation, operation, and maintenance of approximately $1M in equipment over a 2-year period. The College has continued to move towards furnishing ALL classrooms with multi-media equipment for both Hilo and West Hawaii with close to 90% of our classrooms now requiring maintenance, servicing, replacement, and support for users. Once the part-time federally funded media position ends in February 2010, the medial specialist will have to provide support services and training to the users for all video conferencing and multi-media classrooms. West Hawaii media specialists will continue to provide these services and training to WH users in Kealakekua. They also support HITS classes.

In the absence of the media specialist in Hilo (sick or at off site locations), there are no support services available.
Part V. Other Data

No other data was collected during this review period.

Part VI. UNIT SLO’s

This unit provides direct technology-related services college-wide. The outcomes listed therefore have a substantial indirect impact to student learning outcomes. The program outcomes for the Academic Computing Unit and future Department of Information Technology are:

- Deploy Video Conferencing and HITS network to service 4,000 sq mi area
- Implement, maintain and develop data inquiry tools for Banner system
- Provide academic administrative computing and support
- Train faculty on techniques of video Distance Education distribution
- Maintain servers (web, email, file)
Outcomes listed hereafter require additional staff and/or budgetary resources to be provided on a continual institutionalized basis:

- Train faculty on techniques of internet Distance Education distribution
- Maintain, upgrade and administer projectors, audio visual, and public address systems
- Implement and maintain college-wide website
- Maintain and provide network services
- Deliver and maintain web services (work order system)
- Operate college-wide helpdesk (telephone/web services)
- Provide and maintain state-of-the-art telephone system
- Provide technical support to library system
How are the UNIT SLO’s assessed?

The system has established data elements for Computer Services/IT Support and Media Services/Graphic Artist Support/Printing Services/Instructional Support Refer for assessment to determine unit health in three areas: Demand, Efficiency, and Effectiveness. The data elements for Academic Support Units were approved approximately one month prior to the submittal dates of this document. The method to make Health calls have yet to be determined by CCIPRC.

Part VII. Unit Summary

- Alignment with college mission
  ACU’s mission to provide Hawaii Community College and our community with a responsive team of technology experts, as well as state-of-the-art equipment, to ensure an educational environment that reflects a commitment to technology as a foundational value of this institution.

- Alignment with HawCC ADP
  ACU is in alignment with HawCC ADP Goal E:
  Develop an effective, efficient, and sustainable infrastructure to support learning
  Resource Requirements. The basic infrastructure of the College must be strengthened and expanded, particularly in support of distance delivery of classes and educational programs. Resources needed include:
  - Staffing for an office of Information Technology, including a Director, secretary, an educational specialist to work w/faculty on the development of distance ed curriculum, a media specialists to support distance ed technology and a computer specialists to support the college’s sites around the island.

- Did your Unit meet the goals set in your last PR?
  The staff of the Academic Computing Unit will continue to maximize the resources allocated by the college to maintain, support, and replace the greatest number of systems possible. Lab and lab equivalents have been established to provide a working model based on a projected four year life cycle for most staff and student computers across the three campuses.
  Status: ongoing
  The network infrastructure in all buildings and campuses is continually being monitored and upgraded in an attempt to provide a gigabit backbone between most buildings and gigabit connections to the desktop in select areas.
  Status: remains in design stage
  ACU support is consistent with the services offered campus wide and resources are allocated proportionate to the other Departments and units within the college.
  Status: ongoing
  Seek additional work and storage space. The facilities that the ACU moved into four years ago are being maximized as the allocated positions are becoming filled. This is being further compounded as the need to allocate space for media support
and supplies further strains existing limits. The college needs to develop an adequate motor pool and maintain the vehicles assigned to it, or to provide funds for the units to do so. As the ACU attempts to continue weekly visits to the West Hawaii campus, it has become increasingly difficult to maintain this schedule with NO “motor pool” vehicles being approved for travel across the island. The one vehicle assigned to the ACU is over 10 years old and currently serves as the only means of transportation between the Manono and UHH campuses. When this vehicle is being used for transport to West Hawaii, service between the Hilo campuses comes to a standstill.

Part VIII. Resource Implications
An extensive analysis of the hardware and software that is currently being maintained by the ACU needs to be undertaken. A replacement cycle and budget needs to be established for each of these assets. Steps should be taken to purchase a vehicle for transportation to and in support of the West Hawaii Center.

- Top three (3) Unit Strengths during this review period
  - Adoption of Technology Strategies to maximize the use of resources to build the college’s technology inventory as well as its network infrastructure for local and distance delivery of courses on this island
  - Provided support for an alternative computer platform (Apple server, desktop, laptops) beginning with the DMA program to later include Hawaii Life Styles program, OCET, as well as individual faculty/staff computers (70 systems to date)
  - Institutionalized one media specialist; hired 2 IT Specialist; one clerical (vacant); one IT Specialist (web developer)

- Three (3) main Unit Areas for improvement/ Weaknesses during this review period
  - Lack sufficient IT Specialists, Media Specialists, Educational Specialist, Coordinators for Media and IT, & Director
  - Large service area 4000 sq mi; lack of vehicles
  - Insufficient funding to support a Technology Department and to sustain current equipment following the departure of federal funding (RDP, Title III, USDA/DOE, HUD)

- What are the unit goals/plans for the next review period?
  - Seek additional funding to create a Technology Department (personnel, budget, facilities)
  - Implement RDP High Definition Grant for distance learning that will include equipment and infrastructure
  - Engage in professional development activities to support new and existing technologies
  - Obtain vehicle(s) to service all three campuses and remote sites
- Create an action plan including a timeline and who is responsible. (A table might work well for this example below - expand as needed)

<table>
<thead>
<tr>
<th>Action Plan Tasks</th>
<th>Year</th>
<th>Responsible Party</th>
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<tr>
<td>Seek additional funding to create a Technology Department</td>
<td>2010-2011 for Biennium Budget 2011-2013</td>
<td>Administration</td>
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<tr>
<td>Implement RDP High Definition Grant for distance learning that will include equipment and infrastructure</td>
<td>2009-2011</td>
<td>ACU</td>
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<tr>
<td>Engage in professional development activities to support new and existing technologies</td>
<td>2010 and beyond</td>
<td>ACU</td>
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<tr>
<td>Obtain vehicle(s) to service all three campuses and remote sites</td>
<td>2010-2011 for Biennium Budget 2011-2013</td>
<td>Administration</td>
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Part VIII. Budget Implications

The unit does NOT have sufficient resources to meet the unit goals/plans for the next review period. ACU will seek additional staffing to create a Technology Department:

<table>
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<tr>
<th>Position Title</th>
<th># Staff</th>
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<td>Director</td>
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CHART 1: FACILITIES ASSIGNED TO PROGRAM

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<tr>
<th>List Bldg/Rm/Lab/Shop</th>
<th>Describe Renovation/Repair Needed</th>
<th>Estimated Cost</th>
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<td>Bldg 387 Rooms 104-108, 112, 115</td>
<td>Installation of Air conditioner in Room 115</td>
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<td>Bldg 388 Room 110, 111</td>
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<td>Bldg 380 Room 2B, 34</td>
<td>Installation of a secure door lock, Room 2B</td>
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<td>VIEWSTATION FX H.323</td>
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### CHART 3: BUDGET REQUESTS

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<th>Describe Item</th>
<th>Biennium Request – 1st Yr. 2011-2012</th>
<th>Biennium Request – 2nd Yr. 2012-2013</th>
<th>Reallocation of Funds and/or Positions</th>
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<td>Coordinators (2)</td>
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<td>Media Coordinator, APT B or C</td>
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<td>APT Ed Specialist</td>
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<td>Media Specialist (2 Hilo, 0.5 WH)</td>
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<td>Media Spec Hilo Media Spec WH 0.5</td>
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