

## Addendum Media Services 2012F – 2013S

Media Services/Graphic Artist Support/Printing Services/Instructional Support (East Hawaii)	Fall 2011 to Spring 2012	Fall 2012 to Spring 2013
Campus Enrollment FTE		
Number of faculty		
Number of staff		
Hours of operation per week	40	40
Number of Media staff (attach description)	*2	**2
Student/Casual hire worker hours per week	40	40
Number of work orders completed per year	155	105
Number of copies generated per year – No longer calculated	---	---
Number of copies per FTE students/year - No longer calculated	---	---
Media Specialist, Band A	*1	**2
*1 part time Casual hire *7/2011 – 10/2011		
**Casual hire 10/2012 – 4/2013 full time. Temporary hire full time, 4/2013 - present		
	<b>2011</b>	<b>2012</b>
Hours spent on production of ITV or Cable or Videoconference programming per year (total of all rooms)	2191.5	1976.5
379A-6A	141.5	176.0
379A-6B	116.5	173.25
379-1 Kaneikeao	29.5	18.0
387-110	419.4	310.0
393-104	347.5	292.0
388-102	458.0	395.0
388-103	147.5	12.0
382-101 Cafeteria	16.0	8.75
PB3-103	330.5	575.0
PB5-1	8.5	13.5
Kohala Center	107.5	3.0
NHERC	36.6	0
Kau Rural Health	0	0
Media budget per college budget	\$20,000 per .010%	\$20,000 per %

### **Assessment Strategy/Instrument**

*Describe how you determined the sample used for this assessment (e.g. rubrics, CCSSE, surveys, data, longitudinal studies, portfolios, and evaluations). Were all students receiving services evaluated or only a random sample?*

*Include the rubric used to evaluate the sample or attach the rubric to this report.*

In late April and early May 2013 Media Services distributed a web-based customer satisfaction survey to employees of the school. (Media Services regularly does this.) This survey consisted of questions from last year's Media satisfaction survey and questions measuring the effect of new media equipment user manuals created in Summer 2012 and placed in classrooms, meeting rooms and other media equipment locations.

The survey is a Likert style instrument, using a range consisting of Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree and Not Applicable (NA).

### **Expected Level of Achievement**

*(Set the Performance Rate (e.g. 85% of the sample assessed will meet or exceed expectations, or perhaps use how the unit performs in relation to the Demand, Efficiency, and Effectiveness Indicators and student surveys)*

75% of Hawaii Community College respondents will agree that Media Services has met their media needs.

## **Assessment Results**

### **Results of Unit Assessment**

*(What were the results of the assessment and the conclusions based on the results? Include the sampling results and **detailed discussions** that led to the conclusions.)*

#### **Question 1. Please rate the following services:**

**Users of Classroom Equipment and Services -**

**Media Operation/Support, Maintenance & Repair**

**ALSO: Media Services' recommendations of classroom media equipment for purchase by Departments and individuals**

Video projectors, VCRs, DVD players, visual presenters (Elmo), sound systems, overhead projectors, other display systems, video conferencing equipment, classroom media design/configuration, equipment purchase: recommendation/compatibility check, etc.

\*Note: Percentage score includes all forms of Agree = % Agree + % Strongly Agree.

**I am satisfied with the customer service: 89.5%** (21.1% Agree+68.4% Strongly Agree)

**I am satisfied with the response/delivery time: 89.5%** (22.8% +66.7%)

**I am satisfied with the quality of the work: 89.1%** (21.8%+67.3%)

**I am satisfied with the quality of the classroom equipment: 80.7%** (35.1%+45.6%)

**If there are procedures for use of equipment, they are understandable: 80.7%** (38.6%+42.1%)

**The Media Services staff are knowledgeable about classroom media equipment: 87.7%**  
(19.3%+68.4%)

**I am satisfied with Media Services' purchase recommendations and results, of classroom media equipment: 75.4%** (22.8%+52.6%)

**Other (Please specify) Respondents Comments for Question**

The video conferencing equipment in the new nursing lab is not sufficient between Kona and Hilo. The picture quality is poor, it frequently drops the transmission, and sometimes the sound is not clear. There are also too many different remotes that have to be used.

4/30/2013 9:11 AM

Outstanding personnel

4/29/2013 6:23 PM

I have fine equipment in all my classrooms that is always in good working order with clear instructions on the table. I have never had to put in a customer service or repair request, or at least not in years, which is a pretty good track record for the media folks in charge of the equipment.

4/29/2013 5:52 PM

Staff have been very helpful when I have a question.

4/29/2013 4:33 PM

The classrooms I use do not have any equipment so I put NA.

4/29/2013 4:30 PM

**Question 2. Please rate the following services:**

**Outside of the Classroom - In meeting rooms, presentation/public gathering areas and other venues.**

**Users of: Media Equipment, Operation/Support, Maintenance & Repair.**

**ALSO: Media Services' recommendations of media equipment for purchase by Departments and individuals.**

Video conferencing systems, sound systems - public address, video projectors, flat screen displays, overhead projectors, visual presenters (Elmo), cable TV, and equipment purchase - recommendation/compatibility check.

\*Note: Percentage score includes all forms of Agree = % Agree + % Strongly Agree.

**I am satisfied with the customer service: 81.0%** (20.7%+60.3%)

**I am satisfied with the response/delivery time: 81.0%** (22.4%+58.6%)

**I am satisfied with the quality of the work: 81.1%** (25.9%+55.2%)

**I am satisfied with the quality of the media equipment: 77.6%** (32.8%+44.8%)

**If there are procedures for use of equipment, they are understandable: 69.0%** (29.3%+39.7%)

**The Media Services staff is knowledgeable about media equipment: 79.3%** (22.4%+56.9%)

**I am satisfied with Media Services' purchase recommendations and results, of non-classroom media equipment: 67.3%** (19.0+48.3%)

**Other (Please specify) Respondents' Comments on Question**

I think there needs to be more meeting rooms w/Polycom on the Upper Campus.

4/30/2013 8:30 AM

Good job!!

4/29/2013 6:23 PM

I have never been in charge of such a meeting, but I know at some I have attended, operating issues have arisen.

4/29/2013 5:52 PM

It is not the fault of Media Services, but there are many glitches when using polycom.

4/29/2013 4:30 PM

Neal is great at troubleshooting media problems. I'm not so sure that his asst. knows enough to fix problems in the middle of meetings. The Senate meeting held in the nursing classroom in mid-semester was a fiasco with connectivity problems; the asst. was the one who didn't seem to know what to do.

4/29/2013 4:12 PM

**Question 3. Please rate the following services:**

**I think my capability to instruct has increased as a result of the services provided by...**

\*Note: Percentage score includes all forms of Agree = % Agree + % Strongly Agree.

**Classroom Media Services - Operation/Support, Maintenance and Repair: 68.4%**  
(33.3%+35.1%)

**Outside of Classroom Media Services - Operation/Support, Maintenance and Repair: 64.3%**  
(28.6%+35.7%)

**Other (please specify) Respondents' Comments on Question**

Keep it up!!

4/29/2013 6:23 PM

**Question 4. Please rate the following services:**

**I think student learning has increased as a result of the services and technologies provided**

by...

\*Note: Percentage score includes all forms of Agree = % Agree + % Strongly Agree.

**Classroom Media Services - Operation/Support, Maintenance and Repair: 75.5%** (28.1%+47.4)

**Outside of Classroom Media Services - Operation/Support, Maintenance and Repair: 64.9%**  
(31.6+33.3%)

**Other (Please specify)** *Respondents' Comments on Question*

There have been no data to reflect whether student learning has increased as a result of the services and technologies provided.

4/29/2013 4:39 PM

**Question 5. Please rate the following services:**

**Media Equipment Operation Training**

\*Note: Percentage score includes all forms of Agree = % Agree + % Strongly Agree.

**Media Services provides training on equipment and topics relevant to me: 64.3%**  
(21.4%+42.9%)

**Training is available when needed: 68.4%** (22.8%+45.6%)

**Media Services' User manuals are easy to understand: 60.7%** (26.8%+33.9%)

**Media Services' User Manuals have taught me to capably operate media equipment: 59.6%**  
(22.8%+36.8%)

**Overall I am satisfied with training provided by Media Services: 73.7%** (31.6%+42.1%)

**Other (Please specify)** *Respondents' Comments on Question*

"Provides Training" is neutral because it is offered ad hoc

5/1/2013 4:36 PM

Consider creating training videos for equipment use that can be accessed and watched at any time.

4/30/2013 8:30 AM

I am not aware of any training offered, but that may be my own ignorance. The little booklets or cards in the rooms where we teach are all I need, so far!

4/29/2013 5:52 PM

i don't believe i've heard of media equipment training or the manual...but i could be wrong...i briefly get instructed how to work things when i pick them up, however, they do stick around if

they've set it up to make sure its running smoothly

4/29/2013 4:12 PM

**Question 6. How often have you asked for help from Media Services?**

**1-2 times per semester: 40.4%**

**3-6 times per semester: 43.9%**

**7-12 times per semester: 10.5%**

**More than 12 times per semester: 5.3%**

**Not applicable 0.0%**

**Other (Please specify)** *Respondents' Comments on Question*

Once every few years! All my equipments runs smoothly.

4/29/2013 5:52 PM

**Question 7. On average, how long have you had to wait for a resolution from Media Services?**

**Same day: 68.4%**

**One day: 21.1%**

**1-3 days: 8.8%**

**1 week: 0.0%**

**2 weeks: 0.0%**

**More than two weeks: 0.0%**

**Not applicable: 1.8%**

**Other (Please specify)** *Respondents' Comments on Question*

Haven't heard back from Neil.

4/30/2013 9:11 AM

**8. Media Services**

**Comments or Concerns:**

I need more training on using media equipment.

5/7/2013 10:24 AM

Thank you for all your help Neal!

5/1/2013 1:20 PM

Good, fast response, excellent job

4/30/2013 10:42 AM

Neal does a great job servicing the needs of the college. He is very approachable and patient in helping faculty, staff,etc with media needs. Always willing to go the "extra mile" to get things done effectively and efficiently.

4/30/2013 10:30 AM

Let's add that media personnel are friendly and courteous!

4/30/2013 9:15 AM

Neal is doing an excellent job keep up the good work.

4/30/2013 7:46 AM

stellar performance, excellent attitude, totally customer oriented, since my request for the media service, Neil and crew has made it available for us and all the campus to use. They really should be commended.

4/30/2013 7:03 AM

The service provided is outstanding A+++

4/29/2013 6:23 PM

I have no complaints.

4/29/2013 5:52 PM

Neal does a great job in helping to explain why there was a problem and how it is/can be corrected if happens in the future.

4/29/2013 4:39 PM

Thank you!

4/29/2013 4:30 PM

Neal and Joe are indispensable!!!

4/29/2013 4:26 PM

Excellent job. Best service on campus!

4/29/2013 4:12 PM

You're doing a super job!!

4/29/2013 4:12 PM

### **Other Internal/External Factors Affecting the Unit**

*(What factors affected the assessment? Did the economy, other factors, or a specific incident affect how services were performed, influence student enrollments, etc.)*

No factors were encountered that created major problems.

# Action Plan

*Using the previous assessment results, develop an action plan to improve services and/or student learning opportunities. The plan may include any proposed changes to services/activities and/or unit reorganization.*

Customer satisfaction of media services inside and outside the classroom was high. Media training, lower in customer satisfaction, is an area in need of improvement. Comments by respondents revealed that they need training and more information about training: how to get it, when is it available, what does it cover. Also, one respondent suggested training videos be created and made accessible at anytime. Media equipment operation manuals created by the Media unit had modest success. The media unit should create training videos, covering problem topics, posted on a school website and accessed by employees and viewed whenever they want to watch them. For individuals who prefer hands on, face to face training, workshops and training sessions need to be scheduled and run. Training opportunities should be posted on school information venues. A method to identify especially media inept individuals could be created. Media equipment operation manuals need to be improved, and put through a more stringent formative evaluation process to reveal areas needing improvement.

# Improvement Strategies

*This section is to be completed after the Action Plan is implemented and the results evaluated.*

*Based on the results of prior years' Action Plans, describe in detail what changes will be made to the unit's services or future assessment strategies. Include documentation of the dialog, process, and planning that led to the proposed changes.*

## Recommendations for Unit

*(Based on the Action Plan outcomes, what changes should be implemented to improve services and/or student learning. Modifications might include redefining the unit's mission, modifying or changing UOs and SLOs, changing approaches, etc.)*

Pending results of action plan.

## Recommended Assessment Modifications

*(What was learned from the Action Plan implementation that can be used to improve subsequent assessments. These changes will be incorporated into the unit's five-year assessment plan.)*

Pending results of action plan.