HAWAIʻI COMMUNITY COLLEGE
UNIT COMPREHENSIVE 3-YEAR REVIEW REPORT

Media Services

Date: November 16, 2015

Review Period
July 1, 2012 to June 30, 2015
AY 2012-13, AY 2013-14, and AY2014-15

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Program/Unit Review at Hawaiʻi Community College is a shared governance responsibility related to strategic planning and quality assurance. Annual and 3-year Comprehensive Reviews are important planning tools for the College’s budget process. This ongoing systematic assessment process supports achievement of Program/Unit Outcomes. Evaluated through a college-wide procedure, all completed Program/Unit Reviews are available to the College and community at large to enhance communication and public accountability. Please see http://hawaii.hawaii.edu/program-unit-review/
PART I: ANALYSIS OF UNIT

For this section, analyze your Unit for the 3 year period from July 1, 2012 through June 30, 2015. Provide a narrative analysis that, at a minimum, describes and discusses the following aspects of the Unit:

- **ARPD indicators**: health factors, trends and other factors, strengths and weaknesses. ARPD website: [https://www.hawaii.edu/offices/cc/arpd/index.php](https://www.hawaii.edu/offices/cc/arpd/index.php)

- **College Mission**: how the Unit aligns with and supports the College Mission and the Unit’s effectiveness in its support/assistance in achieving the College Mission.

- **Institutional Learning Outcomes (ILOs)**: the Unit’s effectiveness in its support/assistance in achieving the College’s ILOs. ILO website: [http://hawaii.hawaii.edu/assessment/outcomes.php#ilo](http://hawaii.hawaii.edu/assessment/outcomes.php#ilo)

- **2008-2015 Strategic Plan**: the Unit’s alignment with the 2008-2015 Strategic Plan and the value of the Unit to the College in terms of achieving that Strategic Plan’s goals and initiatives. Hawaii Community College Strategic Plan: 2008-2015
  
  [HawCC Strategic Outcomes and Performance Measures 2008-2015 listed with funding sources and responsible parties.](#)

- **Assessment results**: discuss how the overall results of course-level assessments during the 3-year period under review demonstrate the Unit’s achievements or challenges in meeting its Unit Outcomes (UOs).

- **CERC comments and feedback**: based on the CERC comments and feedback from your most recent Comprehensive Review, discuss CERC’s recommendations and your Unit’s successes and/or challenges in implementing them.

- **Other successes, challenges/barriers, concerns, and/or other issues not addressed elsewhere in this Comprehensive Report.**
Analysis of the Unit:
The Media Services unit does not hold classes or is directly involved with students, therefore this unit analysis will be a simple one. The Media unit simply provides support services: media services and equipment that helps instruction and administration fulfill Hawai’i Community College’s mission, goals and vision statements, and the University of Hawai’i Community College System’s missions, goals and philosophy.

This job has not changed during the 2012 to 2015 time period covered by this comprehensive report. The unit feels it has delivered these services and products satisfactorily. In a yearly customer satisfaction survey administered during this three year period, at least 70% of survey respondents were satisfied with Media’s quality of work inside and outside of the classroom. And at least 70% of survey respondents were satisfied with Media’s response time to locations inside and outside of the classroom.

One of UH Community College System’s missions is “Access,” and that is particularly applicable to Media Services, in that the media and video conferencing it provides, facilitates the college’s distance education programs, which in turn broadens educational access to learners. A service that the unit provides, video conferencing, has over the years emerged as a major contribution of the unit to the school. Besides facilitating ITV classes for distance learning, video conferencing provides a means of collaboration between the school’s two campuses, for faculty, administration and staff.

The unit directly supported the Strategic Outcome A2.5 of the school’s current Strategic Plan: “Expand and provide maintenance for Distance Learning Services at Manono, UH Center (West HI) and satellite sites by: funding support staff at all sites, renovating facilities, updating and replacing instructional enhancements, support equipment and peripherals, including video conferencing.”

During the 2012 to 2013 period, the unit worked with the Rural Development Program (RDP) office to complete a Federally funded upgrade of the school’s aging standard definition video conference equipment to new high definition (HD) systems. This project started back in 2008. In 2012 the Media unit was operating 5 new HD systems that arrived in the previous year, in addition to 3 HD systems purchased by Hawaiian Life Styles department in 2009 (also financed with a Federal grant). During this period the unit gained experience in the operation of this equipment. In 2013 the final purchasing round of the RDP grant, the school acquired another 5 HD systems. In August 2014, there were no active warranties of the HD video conferencing equipment remaining. From then and up to the 2015 period, the Media unit has operated the video conferencing equipment without any units suffering failures, luckily.
In 2015, with efforts led by VC Jason Cifra, the school received a substantial RUS technology grant that will be used to purchase video conferencing equipment to extend the educational outreach of the college. The new technology consists of a Multi-conference Control Unit (MCU), a video server, support technology, and four video conferencing room systems. This technology is protected with a three year maintenance contract and the school will receive on-site training from the manufacturer. The MCU will administer video conferences and ITV classes, and the video server will record and playback HawCC ITV classes and video conferences. The video conferencing room systems will be housed in strategic remote locations to increase the reach of Hawaii Community College’s distance education offerings. Besides distance learning, these video conference systems will also be used for collaborating with the college’s partners, UH system entities, businesses, and community organizations and individuals. This new technology will possibly be delivered in the summer of 2016.

PART II: ACTION PLAN
For this section, describe and discuss your Unit’s Action Plan for the 3 year period from July 1, 2015 through June 30, 2018. For each action strategy or tactic, provide details about the goal, expected level of success, implementation timeline, and any challenges or barriers you anticipate may affect implementation or success.

Action Plans must align with the new Hawai‘i Community College 2015-2021 Strategic Plan. Discuss how the Unit’s Action Plan aligns with and supports the 2015-2021 Strategic Plan’s Initiatives, Strategies, and Tactics.
**Action Plan:**
The unit’s action plan again aligns with Strategic Outcome A2.5 of the school’s current Strategic Plan.

Become proficient in the operation of the new RUS grant video conferencing equipment to be acquired in 2016. Timeline – six months from time of installation, the Media unit will be fully proficient.

Work with Administration to:
Create plan to replace and upgrade current Polycom HD video conferencing equipment. Timeline – by the end of 2016, have viable plan. The large price tag is a barrier, creative financing will have to be discovered.

Create Plan to finance maintenance contracts for the new video conferencing equipment purchased from the RUS grant, including the MCU, video server and four room systems. The maintenance contracts will end in 2018. Timeline – eight months before maintenance contracts end (sometime in 2019), have viable plan. The large price tag is a barrier, creative financing will have to be put together.

**PART III: Budget Items**

For this section, describe and discuss your Unit’s cost-item “budget asks” for the 3 year period from July 1, 2015 through June 30, 2018. For each budget item, describe the needed item in detail, including cost(s) and timeline(s).

Budget asks for all categories of cost items may be included in the 3-year Comprehensive Review. Explain how the item aligns with the Hawai‘i Community College 2015-2021 Strategic Plan (see link above in Part II). Identify and discuss how each item aligns with the Strategic Plans Initiatives, Goals, Action Strategies, and Tactics.
Budget Items:
Because some video conferencing units are especially old, and may fail very soon, the Media unit proposes to purchase 5 HD systems. Depending how they will be funded, refurbished and new systems will be considered. Each system consists of the codec hardware, one HD camera, one desk microphone and various support items
5 refurbished HD systems, cost approximately $28500, at $5700 per system. New HD systems are more expensive, costing roughly $15000-$17000 per system. $75000 to $85000 total for 5 systems. New systems are more reliable and will last longer. Buying 5 units at once, new or refurbished, may have a lower price.

The price for renewing the maintenance contract on the new RUS grant video conferencing equipment is not available, we are still waiting for the price quote from the manufacturer. I will estimate it to be $60,000 for three years. To pay for that, a search for some kind of grant or similar funding, will probably need to be undertaken.