

Academic Support/ITSO

Instructional Technology Support Office



2019

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY of HAWAII®
HAWAII
COMMUNITY COLLEGE

1. Unit Description

Statement and brief description of the unit including a listing of the Unit Outcomes (UOs) and any Student Learning Outcomes (SLOs) if applicable.

The Instructional Technology Support Office (ITSO) supports the mission and goals of the College by providing faculty with instructional design support the effective use of instructional technology. In particular, ITSO provides professional development to Hawai`i CC faculty and lecturers in the use and integration of Laulima and other instructional technologies with a focus on distance education classes. The Unit also provides support to faculty, lecturers, and staff members through workshops and other professional development opportunities.

Unit Outcomes:

1. Faculty will be increasingly comfortable integrating current instructional technology into curriculum due to the Instructional Technology Support Office's Laulima training and support.
2. The online faculty, department chairs and administration will have clear and current information about distance education.

2. Analysis of the Unit

Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the unit's data and information.

In terms of demand, there continues to be demand for instructional technology support. A challenge the unit faced during this reporting period is that one of two unit positions was vacant for the entire period. However, the unit continued to provide most essential services.

- Logged 106 one-on-one consultations contacts, providing individual support to 44 faculty/staff for a total of 66.25 contact hours.
- Ran the extensive Online Course Development Program (OCDP) that guides a cohort of instructors through the creation and teaching of an online class from the ground up. The 2018-2019 program had eight participants (one of the largest cohorts since the annual program began in 2012-2013).
- Offered 16 workshops during the summer convocation weeks with a total of 71 participants. This is one area in which there was a decrease in service. Workshops could not be offered during the academic year due to the staffing shortage.
- Published monthly newsletters during the academic year (distributed via email listservs).

Client satisfaction and efficiency are assessed using the following two questions included in the annual Academic Support Unit Satisfaction Survey. The 2018-2019 survey collected 57 responses, and show that the majority of respondents are satisfied with the quality of work and training provided by the unit.

- I am satisfied with the quality of work of the instructional design office (ITSO) faculty and staff:
 - Strongly Agree (35.1%)
 - Agree (33.3%)
 - Neutral (12.3%)

- Disagree (1.8%)
- Strongly Disagree (1.8%)
- N/A (15.8%)

The total of Strongly Agree and Agree responses (68.4%) is lower than the results of the previous year's survey (82.5%). This could be due in part to the staffing shortage, but also it should be noted that the survey question was modified. In this year's survey, N/A was added as a response option. If the N/A responses are discounted, the total of Strongly Agree and Agree responses for this year would recalculate as 81.3% which is much more in line with previous survey results.

- I am satisfied with the quality of technology training offered by the College:
 - Strongly Agree (28.1%)
 - Agree (42.1%)
 - Neutral (17.5%)
 - Disagree (5.3%)
 - Strongly Disagree (1.8%)
 - N/A (5.3%)

The total of Strongly Agree and Agree responses (70.2%) is lower than the results of the previous year's survey (82.5%). This again, could be due in part to the staffing shortage, but there were also significant changes to this survey question. In addition to the inclusion of N/A as a response option (which would raise the percentage to 74.0%), the question was rewritten to be more generalized. In the previous year's survey, the question specifically asked about the quality of technology training offered by the instructional technology office (ITSO) faculty and staff. This change could have also impacted the results.

In addition to staffing shortage experience during this reporting period, an ongoing challenge the unit faces is that there is no on-site support for the Pāalamanui campus. The Unit does its best provide comparable services by offering all workshops in-person at Pāalamanui, but most one-on-one consultations and support are being provided via phone/email/web conferencing.

3. Unit and/or Student Learning Outcomes

A. List of the Unit's Outcomes (UOs) – See above in part 1

B. UOs that were assessed in AY18-19

UO2- The online faculty, department chairs and administration will have clear and current information about distance education

C. Assessment Results

This UO is assessed using an anonymous, web-based survey to all administrators, department chairs, faculty teaching online classes, and any other faculty/staff members who have worked with ITSO to identify their awareness and satisfaction of the distance education related information communicated from ITSO.

In April 2019, ITSO sent out the 2018-2019 ITSO Services Survey to a total of 85 people. Over the two week survey period, 10 responses were received. Equating to a 11.8%

response rate. Respondents included 1 Administrator, 1 Division/Department Chair, 7 Instructional Faculty, and 1 Staff Member.

Of the 10 respondents:

- 8 indicated they called/emailed ITSO for information
- 7 read monthly newsletters and announcements sent via email by ITSO.
- 5 accessed the ITSO-Dev resource site to retrieve information.
- 4 attended an informational session led by ITSO.

The survey also included an open-ended question asking how ITSO could improve in communicating information regarding distance education with the Hawai'i CC community. It received two responses:

- "Idk (I don't know), thanks."
- "The newsletters are great."

D. Changes that have been made in the unit as a result of the assessments

Although the results are generally positive, the response rate was quite low. This makes it difficult to fully rely on the results. In light of this, two changes are planned:

1. Looking at the survey instrument and timing to see if the response rate could be increased.
2. Reviewing and revising the ITSO-Dev resource site, and re-launching it to increase traffic.

While a low responses was received for attending an informational session (4 of 10), these sessions are topic specific, and only one session was conducted during this reporting period. No changes are being considered at this time.

4. Action Plan

Include how the actions within the plan support the College's Mission.

See 3.d. above for changes planned.

Improving the communication of information regarding distance education leads to higher quality distance education courses being offered to our students.

5. Resource Implications

(physical, human, financial)

None.

(December 2019 Update: Vacant APT position is in recruitment, and is expected to be filled in January 2020.)

Appendix: Community College Survey of Student Engagement (CCSSE)

Data last updated: 10/4/2019

#	Community College Survey of Student Engagement (CCSSE)	Survey Year 2014	Survey Year 2016	Survey Year 2018 *
1.	Support for Learners Benchmark (Percentile)	70	0	
2a.	Academic Advising – Frequency	1.79	1.88	1.45
2b.	Academic Advising – Satisfaction	2.26	2.38	1.46
2c.	Academic Advising – Importance	2.58	2.56	2.62
3a.	Career Counseling – Frequency	1.59	1.55	0.82
3b.	Career Counseling – Satisfaction	2.11	2.18	1.42
3c.	Career Counseling – Importance	2.43	2.42	2.45
4a.	Job Placement Assistance - Frequency	1.31	1.36	0.24
4b.	Job Placement Assistance – Satisfaction	1.84	2.01	1.08
4c.	Job Placement Assistance – Importance	2.20	2.21	2.09
5a.	Financial Aid Advising - Frequency	1.86	1.83	0.99
5b.	Financial Aid Advising – Satisfaction	2.18	2.26	1.37
5c.	Financial Aid Advising – Importance	2.54	2.48	2.50
6a.	Student Organizations – Frequency	1.41	1.49	0.63
6b.	Student Organizations – Satisfaction	1.99	2.17	1.33
6c.	Student Organizations – Importance	2.01	2.16	2.05
7a.	Transfer Credit Assistance - Frequency	1.41	1.56	0.54
7b.	Transfer Credit Assistance – Satisfaction	1.97	2.15	1.35
7c.	Transfer Credit Assistance – Importance	2.28	2.25	2.23
8a.	Services for People with Disabilities – Frequency	1.31	1.39	0.22
8b.	Services for People with Disabilities – Satisfaction	2.12	2.14	1.21
8c.	Services for People with Disabilities – Importance	2.20	2.24	2.18

* 2018 uses different scales, therefore only Importance is comparable.