

**HAWAII COMMUNITY COLLEGE
ANNUAL UNIT REVIEW**

**ACADEMIC SUPPORT
ACADEMIC COMPUTING UNIT**

APRIL 2, 2007

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Narrative and Analysis of Data

a. Statement on the mission/function of unit, including target student population:

Hawai'i Community College's mission is:

Hawai'i Community College promotes student learning by embracing our unique Hawai'i 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 segment of our Hawai'i Island community.

This program's mission is:

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, faculty, and administrators living, learning, and working on our island.

The Academic Computing Unit provides a complex set of services in support of all facets of computing, multi media 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, faculty, and staff member on a daily basis. Access to the campus network and to the Internet on a 24hour/7 day 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.

b. Information on external factors affecting the unit;

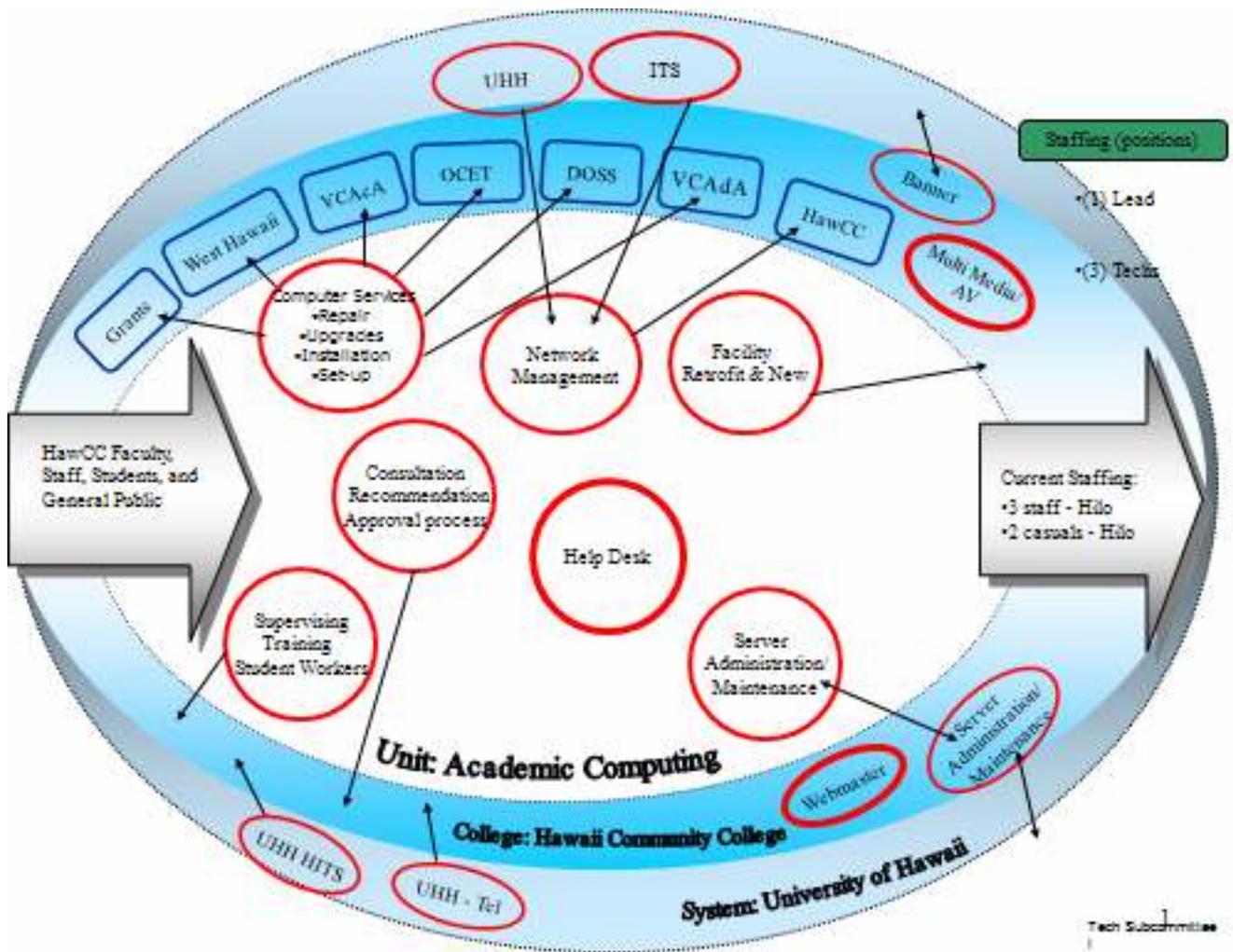
- The structure of the UH system network(s) and IT support system wide has Manoa controlling the vast majority of the available resources, which leaves the campuses to comply with software and configuration changes which often occur with little or no advance notification.
- The "shared" facilities on the UH Hilo campus are controlled by the UH Hilo administration. While the Academic Computing Unit has a cordial working relationship with the UH Hilo computing staff, there are several network equipment rooms containing Hawai'i Community College equipment which are now inaccessible to our support staff, who have not been allowed keys to these rooms.

- Grants are received by Hawai'i Community College on a regular basis and technology is typically a major component of these. While hardware and software is added in significant numbers, neither fiscal nor human resource adjustments are made in relation to these increased demands. The procurement, implementation, and ongoing support of these projects require training and resources from the Academic Computing Unit.
- “Departments should expect to spend between \$800-1200 per CPU. Plan on upgrading CPU's every three to four years. Departments should annually budget enough to upgrade a third or fourth of existing computers. By upgrading a fraction of departmental computers every year, departments can avoid large outlays needed to upgrade the entire staff all at once.

Additional Costs: Monitors will add \$150-1000 more per CPU...”.

(Source, UH-ITS website; <http://www.hawaii.edu/askus/584>)

- Over 300 computers and tens of thousands of dollars worth of technology purchases were made in the 2003-2004 fiscal year and these are now reaching the end of the 3-4 year life cycle identified above and are facing obsolescence.
- There is no budget allocated for the replacement of any significant technological hardware or software purchases by Hawai'i Community College. Currently we have over 900 computers, 200 printers, and tens of thousands of dollars of video conferencing and multi media equipment. The entire budget allocated to the Academic Computing Unit is \$15,000 (up from \$10,000 a year ago). This budget covers all office supplies, vehicle maintenance and fuel, and small purchases of media and basic hardware components.
- Allocations that had been agreed to, and funded, by the previous Director of Administrative Services at the time that all administrative computing support, except programming, was transferred to the Academic Computing Unit have not been supported by the current Vice Chancellor of Academic Affairs.



c. Required external measures, if applicable;

n/a

II. Update or Create Your Action Plan including Budget Request with Justification, if needed.

The staffing and funding identified in the Academic Computing Unit – Program Review, which was dated November 14, 2005 has been partially supported in the biennium budget request now before the state senate. A staffing request is currently being considered which contains 8 of the eighteen positions which had been identified in the review. The start up and annual budget, approximated in the review has been reduced by almost 80%.

This will not support the rapid advancement into the use of new technologies or services and will not justify the need for additional human resources based on lack of fiscal

resources to sustain anything more than maintenance and replacement of existing equipment, if that.

Technology was identified in the past as one of the four cornerstones, comprising the very foundation of Hawai'i Community College, yet the support has never been committed and the premise is as unsound as the structure itself. As technology was recently recognized and described as an imperative in support of the new mission statement, the reality seems to be acknowledged.

“Technology - The College will provide access to current technology that supports student learning”.(source, from the 7th, and final, imperative in support of student learning at Hawai'i Community College).

The support of this former cornerstone has been relegated to an issue of access.

Immediate Needs:

The staff of the Academic Computing Unit will continue to maximize the minimal resources allocated by the college to support the greatest number of systems possible.

With the submittal of the last action plan and request the Academic computing Unit was fortunate enough to purchase a server with the intention of using it to host a work order tracking system. Unfortunately the particular software that was being considered was an open source option, but not a realistic one when all aspects were considered. Currently it has been proposed that we purchase a comprehensive package with detailed inventory, help desk, and web interface capabilities. This purchase would allow for a far easier process to be implemented, tracked, and reported on. Thus providing one of the key tools needed to effectively support and maintain such a large number of systems. This software should be purchased immediately at a cost of \$12,000 - \$16,000, dependent upon options. This purchase should have been made with the funds allocated but not spent on staff and student workers this past year.

Fiscal resources must be made readily available to sustain the equipment replacement and maintenance cycles of the equipment already owned by the college. A great deal of time and energy is now being spent while attempting to recoup costs for small purchases that ideally would be borne by the unit (eg: hard drive replacement) from a sustainable budget.

Programs and positions supported by the State of Hawaii led to the addition of over 80 new computers and other equipment, in the last year alone. These numbers, primarily in support of the Construction Academy and Nursing programs, being equal to the entire number of systems on the West Hawaii Center campus, need to be taken into consideration when distributing resources. The distant support of technology in West Hawaii poses challenges, and will continue to do so, but needs to be consistent with the services offered campus wide and allocated resources proportionate to the other Departments and units within the college.