

Academic Support Unit Executive Summary

The Office of the Vice Chancellor for Academic Affairs is comprised of a Vice Chancellor, two Interim Deans – Dean of Liberal Arts and Public Services and Dean of Career and Technical Education -for the instructional programs, and an Academic Support Unit. The Academic Support Unit is comprised of four distinct “units” reporting directly to the Vice Chancellor. These “units” include: The Learning Center (TLC) and Hale Kea Advancement and Testing Center (HKATC), Library, Academic Computing Unit (ACU), and Institutional Research (IR). The Learning Center and Hale Kea Advancement & Testing Center, Library, and Academic Computing Unit (including Media Services) conduct their own annual unit and comprehensive reviews on a regular and rotational basis according to the College’s program and unit review schedule. Unlike the three “units” mentioned, the institutional research “unit” is not currently being required to do an annual unit review. Institutional Research “unit” consists of an Institutional Researcher, Programmer, and an Administrative Specialist.

Also included in the Academic Support Unit are the Campus Distance Coordinator, Cooperative Vocational Education (CVE) program, and The Middle College. The Campus Distance Coordinator provides support services for distance learning and represents the College on the system-wide distance learning committee. CVE program was designed as an educational program to combine classroom study with supervised work experiences for the applied and business technical programs. The CVE program completed its last Unit review in Fall 2008. The responsibilities for the operation and administration of a CVE program now rests with program faculty with the retirement of the CVE Coordinator, Earl Tamiya. The Middle College is a program that was designed to take seniors in high school who have ability but are disengaged from the traditional high school environment into an innovative alternative education environment. The Middle College’s program review has been appended to the ASU Unit Review.

Demand

The program health call for DEMAND for the Library is “healthy.” Student FTE for Hilo and WH Library increased by approximately 13% and total FTE served (faculty and students) increased by 15% resulting in a “Healthy” rating for Demand. No health calls were provided for Tutoring demand, Testing demand, Computer Services/IT Support demand, and Media Services/Graphic Artist Support/Printing Services/Instructional Support.

Efficiency

The program health call for Efficiency for the Library is “cautionary.” Although the data provided to determine Library Efficiency show an increase in the student and faculty FTE per FTE Librarian from 1439 to 1621.25 (Hilo) and from 244 to 279.5 (WH) or about 13%-15% increase, other data elements for efficiency weaker. No health calls were provided for Tutoring efficiency, Testing efficiency, Computer Services/IT Support efficiency, and Media Services/Graphic Artist Support/Printing Services/Instructional Support efficiency.

Effectiveness

The program health call for Effectiveness for the Library is “cautionary.” There is no significant increase in the data elements. No health calls were provided for Tutoring effectiveness, Testing effectiveness, Computer Services/IT Support effectiveness, and Media Services/Graphic Artist Support/Printing Services/Instructional Support effectiveness.

Overall Health Call

The overall health call for the Library is “cautionary.” No overall health calls were provided for Tutoring, Testing, Computer Services/IT Support, and Media Services/Graphic Artist Support/Printing Services/Instructional Support.

Satisfaction Measurements

UHCWH Library conducted a satisfaction survey using common survey questions. 111 people responded indicated that they are satisfied with finding enough books to meet course needs, getting enough articles from the library to meet class needs, library staff guides them to resources they can use, library instruction has increase surveyors understanding of libraries and research, library website is useful, library computer meets their needs, and they feel comfortable being in the library. TLC and HKATC conducted a satisfaction survey on Testing using common survey questions. 99%-100% responded that they agree or strongly agree with the Testing Center Staff being friendly and helpful, testing hours meets their needs, atmosphere at the Testing Center is conducive to testing, services at the Testing Center are satisfactory, and the test was administered in a timely and efficient manner. HKATC conducted a Faculty Evaluation. Although the number collected was low, the results indicate that the facility and services meet the faculty expectations. Computer Services/IT Support and Media Services/Graphic Artist Support/Printing Services/Instructional Support will later include CCSSE survey results to make a health call on effectiveness. .