

HAWAII COMMUNITY COLLEGE ANNUAL UNIT REVIEW

ACADEMIC COMPUTING UNIT (ASU)

**including
Computer Services/IT Support
Media Services
College Webmaster**

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AY 2009-2010**

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ACU is no longer descriptive of only IT Support and is a collection of services reporting to the VCAA including Computer Services/IT Support, Media Services, and College Webmaster.

Mission Statement (ACU)

The mission of the Academic Computing Unit 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.

Description Computer Services/IT Support

The Computer Services/IT Support group within the Academic Computing Unit provides a complex set of services in support of all facets of computing, multimedia 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, administrator, faculty, and staff member on a daily basis. Access to the campus network and to the Internet on a 24 hour/7 day(s) 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.

Unit Outcomes Computer Services/IT Support

ACU provides direct technology-related services college-wide. The outcomes listed therefore have a substantial indirect impact to student learning outcomes. The program outcomes for the Academic Computing Unit are

- a. Provide academic administrative computing and support
- b. Maintain servers (web, email, file)

Computer Services/IT Support	(Overall Health)	2007-2008	2008-2009	2009-2010
Computer Services/IT Support demand	(Health)			
Campus enrollment FTE		1598	1807	4047
Number of faculty		110	108	113
Number of staff		108	102.5	99
Computer Services/IT Support Efficiency	(Health)			
Hours of operation or access per week		43.75	43.75	43.75
Number of staff (attach description)		*5	**5	***5
Student worker hours per week		25-30 hpw	10-15 hpw	10-15 hpw
Help desk counts per week		****	****	2.79
Number of faculty and staff computers		352	506	506
Number of student computers per FTE		0.387	0.324	0.26
Number work orders for repair and upgrade per computer		7.91	1.32	1.36
Computer services Budget per college budget		0.01084	0.00921	0.0105
Average processing time for work orders		1	1.1	10.88

Percent of wireless coverage	*****	*****	*****
Average number of logins per computer per week	8	12	15
*Number of staff (attach description) - 2007-2008			
IT Specialist Band B (1)			
IT Specialist Band A (3)			
Office Worker III (1)			
**Number of staff (attach description) - 2008-2009			
IT Specialist Band B (1)			
IT Specialist Band A (4)			
Office Worker III (frozen 0)			
***Number of staff (attach description) - 2009-2010			
IT Specialist Band B (1)			
IT Specialist Band A (4)currently 2 positions are vacant			
Office Worker III (1)			
**** Help desk counts are included in number of work orders			
****College budget includes personnel costs, computer services budget does NOT			
*****Hawaii CC maintains wireless on three campuses (2007-08)			
Hawaii CC Manono campus = est. 80%			
Hawaii CC UHH campus = est. 20%			
UH- West Hawaii Center = est. 95%			
*****Hawaii CC maintains wireless on three campuses (2008-09)			
Hawaii CC Manono campus = est. 80%			
Hawaii CC UHH campus = est. 25%			
UH- West Hawaii Center = est. 98%			
*****Hawaii CC maintains wireless on three campuses (2009-10)			
Hawaii CC Manono campus = est. 90%			
Hawaii CC UHH campus = est. 25%			
UH- West Hawaii Center = est. 98%			
Computer Services/IT Support Effectiveness (Health)			
CCSSE satisfaction			
CCSSE Frequency			

Survey Results to Measure Satisfaction Computing Service East Hawaii

Question:	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A
	1	2	3	4	5	
The help desk/computer services staff effectively solve my computer problems	2	1	4	16	24	3
The help	3	0	4	16	25	

Question:	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A
	1	2	3	4	5	
desk/computer services staff are knowledgeable about computers						2
I am satisfied with the customer service of the helpdesk/computer services staff	3	2	4	13	24	3
I am satisfied with my overall Help Desk/Computer Services experience	2	1	4	14	26	2

How often have you asked for help from the Help Desk/Computer Services? (HILO)

Answer Options	Response Percent	Response Count
1-2 times per semester	36.0%	18
3-6 times per semester	42.0%	21
7-12 times per semester	12.0%	6
More than 12 times per semester	4.0%	2
Not applicable	6.0%	3

How often have you asked for help from the Help Desk/Computer Services? (West Hawaii Campus)

Answer Options	Response Percent	Response Count
1-2 times per semester	30.0%	3
3-6 times per semester	50.0%	5
7-12 times per semester	0.0%	0
More than 12 times per semester	0.0%	0
Not applicable	20.0%	2

On average, how long have you had to wait for a resolution from the Help Desk/Computer Services? (HILO)

Answer Options	Response Percent	Response Count
Same day	24.0%	12
One day	24.0%	12
1-3 days	40.0%	20
1 week	4.0%	2
2 weeks	0.0%	0
More than two weeks	2.0%	1
Not applicable	6.0%	3

On average, how long have you had to wait for a resolution from the Help Desk/Computer Services? (West Hawaii Campus)

Answer Options	Response Percent	Response Count
Same day	50.0%	5
One day	10.0%	1
1-3 days	10.0%	1
1 week	10.0%	1
2 weeks	0.0%	0
More than two weeks	0.0%	0
Not applicable	20.0%	2

East Hawaii Comments or Concerns

1. I have no idea of what to do. Is there a website to request services? Our dept advises us to just email computing services. What info do you need? If there was/is a website with a survey or questionnaire then perhaps we would write all the info you folks need and thus cut the response time.
2. Confirmation of when job was completed or not completed would be helpful (classrooms).
3. again, a ballpark idea of time to fix would be helpful.
4. I have often been treated brusquely by staff when I call regarding a computer problem w/my office computer. The complete stranglehold they have on the computers (software, hardware, Internet accessibility) often hampers my ability to work. I get the feeling they think we're all a bunch of idiots when it comes to computers. Which is as untrue as it is insulting. There are a ton of small problems with my computer that I could easily and quickly fix if I had access, but instead I have to put in a work order (which is not a simple process; there should be a web form or a place with instructions for submitting a work order), and then have to wait til they are available. As for the next question: I don't ask nearly as often as I need to. Instead, I just put up with small problems.
5. One to two weeks on average. One technician, seemed to be knowledgeable but when it came to Apple, that person didn't really seem to know.

Another technician, has been rude and intrusive on more than one occasion (twice in my class/to me and reports from other instructors on other occasions) and then turned out that person didn't fix anything although they said they did.

If a technician comes to fix something during class time and an instructor does not know that person, and that tech person just starts towards a computer, during class time, it is FULLY in that instructors right to inquire as to whom that person is without a rude response. Not only that but that technician is thus interrupting class and should NOT work during that class unless they work on units that are not in use during class.

6. Please update the desk top so students can use their jumpdrive for powerpt presentation on Word 2007 and up.
7. Considering they are short-handed, they are doing a GREAT job. Kudos to Steve Schulte and his crew.

They should all get a raise!

8. Have a number posted somewhere near the equipment to call in case of emergency. Confused on who to call, IT or media to support. but often it is same day service

West Hawaii Comments or Concerns

1. Thanks for great progress in reliable operations over the past two years.
2. Great people and service ethic - they really make a difference in the quality of the student learning - just with they had bigger budgets!
3. I have always been very pleased with the ACU services. My only complaint is with the HITS services on the Hilo side. Seldom is the 8am class ready to begin at 8am. That's not because of Chuck. He is there in the WH classroom and trying to get a response from Hilo but many times no one is there....they are usually late. This is completely unacceptable in my view!! Our students are also very irritated by this. They report there is as much as a 20 minute delay on occasion. If it is in your power to fix this problem, it would be much appreciated. Thank you!
4. I have been quite impressed with the response time when I have asked for help. THANK YOU!!!!

Analysis of Computer Services/IT Support Services

Since our helpdesk software was fully implemented in 2008, we have had Internet based access for 100 users to input trouble tickets. This access was assigned primarily to the clerical staff at all levels and in all departments throughout the college. The users who don't have web access are able to create trouble tickets by submitting e-mail to hcchelpd@hawaii.edu. If there is no access to a computer than a trouble report can be submitted via phone (beginning 1/2009) to the Computer Services clerk, who will then input a work request. A notice to this effect is sent out at the beginning of each semester to the list serve(s) for faculty, staff, lecturers, and administrators. As long as a ticket has been created, a notification is sent (to the person creating the request) upon completion of the work. Administrative control of the systems has negative and positive benefits. It does help to minimize the frequency of viruses, malware, etc. and on the other hand some basic updates cannot be accomplished by the user(s). By maintaining this control the computer support staff has been able to minimize disruptions and downtime in most instances and more effectively maintain over 1000 networked devices with a minimal staff. The computer support telephone number has been the same for the past 13+ years. While instructional offerings have extended into the evenings and weekends, the availability of computer support is limited to a 9 hour day, so in many cases The West

Hawaii campus has been less difficult to support with the use of remote access software and a managed network that can be administrated over the Internet, thus providing quicker response times and more frequent intervention without the excessive 2 ½ hour drive time between campuses.

The data used for reporting the average processing time for work requests in the past two annual reviews was found to be flawed and this year's data has been corrected to exhibit the corrected formula. It does not accurately reflect an actual time span ten times greater than in previous reviews.

External Factors Affecting Computer Services/IT Support Services

Computer Services are often put into a reactionary mode by system level initiatives that greatly impact the levels of service and support that we attempt to maintain. This past year there have been three major announcements that will require the investment of unknown man hours to plan for, implement, and to maintain. These are the community college security project, the Google mail migration, and the VoIP telephone systems. Other factors that can add excessive burdens on computer support are system network changes, power outages, and construction activities. The current long range plan that was just unveiled has the current offices and workroom used for computer support being demolished and replaced by a parking structure as the very first objective. Current remodeling efforts, such as those in Buildings 333, 345, 383, and 396 are often begun without involving the computer support staff and we are often left behind in trying to anticipate and recover from what the Planning and Operations group has committed us to without our knowledge.

Description Media Services

Media Services in support of video-conferencing began under the auspices of the HawCC Title III project. This technology connected the College programs to UHCWH, NHERC (Honokaa), and to rural sites such as Pahala and Waimea. Further expansion plans now include Naalehu, Puna, and North Kohala. The Title III project provided for two media specialists of which one position has now been institutionalized by the College.

The media Services unit supports the media needs for the College. This support includes the distance education (DE), multimedia display and audio technologies employed by the faculty to enhance learning. The media services unit indirectly affects classroom learning by supplying and maintaining media equipment, and training faculty and staff on its use.

Unit Outcomes Media Services

- a. Research, recommend and approve the purchase of distance learning video conferencing equipment.
- b. Install, maintain or replace video conferencing equipment.
- c. Work with Distance Education faculty to adapt their curriculum and teaching delivery for video conferencing.
- d. Train DE faculty on video conferencing equipment operation.
- e. Work with faculty to identify multimedia and traditional audio visual needs for the classroom.

- f. Research, recommend and approve the purchase of media equipment.
- g. Maintain, repair, and replace media equipment on campus and at rural sites.
- h. Train faculty and staff on media equipment operation
- i. Transport, setup and operate audio visual display, and public address equipment for school functions

Media Services/Graphic Artist Support/Printing Services/Instructional Support (East Hawaii)	Fall 2008 to Spring 2009	Fall 2009 to Spring 2010
Campus Enrollment FTE	1807	4046.8
Number of faculty	108	113
Number of staff (attach description)	102.5	99
Hours of operation per week	40	40
Number of staff (attach description)	2	2*
Student worker hours per week	0	12 to 20
Number of work orders completed per year	83	85 plus **1460
Number of copies generated per year	Not	51300***
Number of copies per FTE students per year	Not	12.68
*1 Media Specialist, Band A		
*1 Student help, on board 3/6/2010		
**1460 UHH Graphics Dept. work orders for HawaiiCC		
***Copies made by UHH Graphics Dept., 51100 Black and White, 200 Color		
	2008	2009
Hours spent on production of ITV or Cable or Videoconference programming per year (Below: Room, 2008 / 2009)	2470.5	1727.25
379A-6A	239.75	164.5
379A-6B	258.75	134.5
387-110	186.25	277.5
3393-104	522	221.25
388-102	617	429.75
388-103	269.25	260.25
PB3-103	0	163
Kohala Center	147.5	77
NHERC	230	0
Kau Rural Health	0	0
Media budget per college budget	\$20,000 per \$16,636,900 .012%	\$20,000 per \$19,534,604 .010%

Classrooms equipped per total classrooms (Below: Level, 2008 / 2009)	51 of 57	51 of 57
Level 1A	31	31
Level 1C	2	2
Level 1E	5	5
Level 1G	2	2
Level 2B	7	7
Level 2D	1	1
Level 2F	3	3

Media Services East Hawaii Survey

Question #1: I think my capability to instruct has increased as a result of the services provided by

Question #1:	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
Electronic Maintenance and Repair—Outside Classroom	2	1	13	10	8	12	3.62
Classroom Equipment Services	2	1	9	11	13	9	3.89
Other (please specify)	As long as we have functioning equipment we can teach. When it's not functioning we can not teach and no one is available immediately to fix it, immediately.						
	Neal's training helped me to be more self sufficient.						
	HANDS DOWN GREAT SERVICE.						
	Again, I think my capability to instruct has DECREASED as a result of the lack of Internet availability in some classrooms.						

Question#2: Rate the following services: Electronic Maintenance & Repair – Outside of the classroom – Video systems, overheads, campus cable, cable TV, network wiring (wireless and wired), sound systems, electronic display, computers, media classroom design, equipment purchases.

Question #2:	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
I am satisfied with the customer service	1	2	3	15	22	5	4.28
I am satisfied with the response/delivery time	2	0	5	13	22	5	4.26
If there are procedures for use of equipment, they are understandable	3	2	7	16	13	7	3.83
I am satisfied with the quality of the work	1	1	3	18	20	5	4.28
Other (please specify)	You helped me check for a virus when I needed to – Thank you!!						
	Do not use equipment/electronic maintenance & repair outside classroom						
	Neal is always available via cell or comes to my room when I need his assistance for the vidcom. He explains thoroughly and is knowledgeable of the equipment, etc. Mahalo Neal						
	Sometimes when I submit a request for services y email I have no idea when the fix will take place.						
	Please consider a ball park estimate that the gal in your office can send us that says something to the effect that, “Based on our current workload you should hear from someone regarding your problem in x number of days”...That way we will have an idea of when we can expect a call.						
	GREAT FACULTY RELATIONSHIP						

Question#3: Rate the following services: Classroom Equipment Services – Overhead projectors, Elmos, VCRs, slide projectors, sound systems, video projectors, display systems, language labs, test scanners.

Question #3:	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
I am satisfied with the customer service	1	3	6	15	17	5	4.05
I am satisfied with the response/delivery time	1	2	5	13	18	5	4.08
If there are procedures for use of equipment, they are understandable	4	2	6	16	13	6	3.78
I am satisfied with the quality of the work	3	1	6	19	14	4	3.93
Other (please specify)	The desk top powerpoint/word needs to be updated..						
	In Room 102 there are soooo many remote controls and when one doesn't work there are soooooo many possible reasons: batteries, wrong remote. The first part of the semester was maddeningly random and difficult. It's gotten better, but mostly because I've just made myself learn the things. Please understand that having a deaf student exponentially increased the challenges of delivering classroom information						
	Could there be special tutoring for us lecturers on the equipment? Especially when we have special needs students....						
	Power Point application needs to be updated in Bldg 388 Room 102, and possibly in room 101.						
	I just wish for this sort of equipment...						
	UNDERSTANDING AND VERY HELPFUL TECH.						
	I'm not clear where, on this survey, it is appropriate to comment on the Internet availability, so I am doing it here. We are encouraged, pressured really, to use Lulima and to integrate the use of the internet into our f2f classes, only to be put into classrooms that have no Internet. This is ridiculous, extremely inconvenient and hampers instruction and learning.						

Question#4: Rate the following services: I think student learning has increased as a result of the services and technologies provided by

Question #4:	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
Electronic Maintenance and Repair—Outside Classroom	1	3	12	13	10	8	3.72
Classroom Equipment Services	2	3	8	11	17	5	3.93
Other (please specify)	Student Learning can only take place if equipment is functioning.						
	I have students who are technology inclined help me with the computer portion.						
	Not sure how I would quantify this without first creating a baseline of comparison. Are you asking for an opinion here?						

Analysis of Media Services East Hawaii

Overall, respondents were satisfied with the Media Unit’s service of electronic maintenance and repair outside of the classroom (video systems, overheads, campus cable, cable TV, network - wired and wireless, sound systems, electronic display, computers, media classroom design, equipment purchases).

Respondents were also satisfied with the service with classroom equipment - media equipment inside of the classroom (Overhead projectors, Elmos, VCRs, slide projectors, sound systems, video projectors, display systems, language labs, test scanners).

Some short comings revealed in the survey, comments and speaking informally with faculty and staff include: confusion from controlling equipment (“sooo many remote controls”), accommodating special needs students, more media training especially for new teachers, converting instructional materials stored on “old” technologies to new, and identifying media needs and solutions. These issues must be addressed and fixed in the upcoming months.

On the issue of the level of electronic maintenance and repair services outside the classroom: if it enhanced instruction delivery, 39% responded with at least “Agree.” If it increased student learning, 48% responded with at least “agree.” The results don’t favor the Media Unit’s efforts. More effort must be taken by the Media unit to increase response time to problems. In the unit’s defense, the question incorrectly lists items outside the unit’s responsibilities: wired and wireless networks, campus cable and computers. In the future this question should correctly divide the responsibilities with ACU and clearly describe the items.

On the issue of the level of classroom equipment services: if it enhanced instruction delivery, 51% responded with at least “Agree.” If it increased student learning, 61%

responded with at least “agree.” It appears that the faculty feels that classroom services helps them teach and helps students learn. The Media Unit’s efforts are moving in the right direction, and in the future more effort be taken to increase results.

External Factors Affecting Media Services East Hawaii

- Less time for service activities:
- Due to the economic downturn affecting the UH system budget, Winter and Spring breaks could no longer be used to install and maintain equipment.
- A second media specialist is needed:
- If two trouble calls come simultaneously one media specialist cannot physically serve both requests. This is complicated by the Media unit’s service area of two campuses one mile apart. And this can be further compounded by a trouble call from a rural site. If the media specialist travels to a rural site to help, both campuses will be without support. If the distances to these sites are great, the media specialist’s absence could be many hours. If the media specialist is sick or on vacation, again there would be no coverage.
- 2009 no vehicles:
During the Fall 2009 semester there were no vehicles to travel to rural sites. The media unit had to borrow 15 passenger vans from UHH Auxiliary Services, and use personal cars to service rural sites. In the Spring 2010 semester, the school acquired three vehicles that are capable of traveling to rural sites. The media department also received an old but capable vehicle to quickly go to the upper campus for trouble calls and servicing, without joining the queue for available pool vehicles.
- A lack of space:
- In the Fall 2009 semester, the Media Services unit was housed in a closet office in the Hawaiian Lifestyles department. In the Spring 2010 the Media unit moved to a new location, sharing a former classroom with ACU. In the future a video conferencing upgrade for 15 to 16 classrooms will take place, and space will be a major concern. Space will have to be secured or rented to store large amounts of expensive electronic equipment used in the upgrade.

Media Services West Hawaii

Media Services/Graphic Artist Support/Printing Services/Instructional Support (West Hawaii)		
	2008-2009	2009-2010
Media...Demand		
Campus Enrollment FTE	1807	4046.8
Number of faculty	108	113
Number of staff (attach description)	102.5	99
Media... Efficiency		
Hours of operation per week (including summer hours)	40	55
Number of staff (attach description)	2*	2 *
Student worker hours per week	12 TO 20	NA
Number of work orders completed per year	85	1470
Number of copies generated per year	Not Applicable	NA
Number of copies per FTE students per year	Not Applicable	NA
Hours spent on production of ITV or Cable or Videoconference programming per year	1727.75	6652
B1 B4: 633 / 262		
Admin Conference 94.5 / 144.0		
B4 R1: 1277.50 / 1369.25		
B4 R2: 333.5 / 1634.0		
B4 R3: 1634.00 / 1408.25		
Media budget per college budget	NA	NA
Classrooms equipped per total classrooms (Below: Level, 2007 / 2008)	6 of 6	6 of 6
Level 1C: 2 / 2		
Level 1G: 4 / 4		
*Number of staff (attach description) 2008-2009 And 2009-2010:		
(1) 0.5 Media Specialists APT and (1) 0.5 APT Casual Hire		

Question #1: I think my capability to instruct has increased as a result of the services provided by

Question #1:							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
Electronic Maintenance and Repair—Outside Classroom	1	0	0	2	4	3	4.14
Classroom Equipment Services	0	0	1	2	5	1	4.50
Other (please specify)	Our service from ITS has been outstanding, given that they have to service West Hawaii from a distance						
	Services should be properly maintained & updated by media						

Question#2: Rate the following services: Electronic Maintenance & Repair – Outside of the classroom – Video systems, overheads, campus cable, cable TV, network wiring (wireless and wired), sound systems, electronic display, computers, media classroom design, equipment purchases.

Question #2:							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
I am satisfied with the customer service	1	0	0	4	5	0	4.20
I am satisfied with the response/delivery time	1	0	2	5	2	0	3.70
If there are procedures for use of equipment, they are	1	0	0	6	2	1	3.89
I am satisfied with the quality of the work	1	0	1	4	3	0	3.89
Other (please specify)	Echo in PB3-103 has not been solved. Is it internal or external?						
	Look at the worse case that could happen, can't communicate with the business office, find backup communication if phone & email capability can't or not able to work. What next?						

Question#3: Rate the following services: Classroom Equipment Services – Overhead projectors, Elmos, VCRs, slide projectors, sound systems, video projectors, display systems, language labs, test scanners.

Question #3:							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
I am satisfied with the customer service	1	0	1	4	4	0	4.00
I am satisfied with the response/delivery time	1	1	1	5	2	0	3.60
If there are procedures for use of equipment, they are	1	0	2	4	2	1	3.67
I am satisfied with the quality of the work	1	2	1	5	1	0	3.50
Other (please specify)	Camera in B4R1 drops to feet of instructor if other equipment is used for more than 15 minutes.						
	From West Hawaii – We have good people but generally are lacking in some of the equipment mentioned.						
	Communication between IP address should be address to secretary or clerk's to be on the same page as everyone else.						

Question#4: Rate the following services: I think student learning has increased as a result of the services and technologies provided by

Question #4:							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Rating Average
Electronic Maintenance and Repair—Outside Classroom	1	0	2	4	3	0	3.80
Classroom Equipment Services	1	0	2	5	2	0	3.70
Other (please specify)	So many students in West Hawaii rely on the public workstations in the library and lab						
	They couldn't complete their assignments without this access to decent internet, wireless connections, printers and computers						

Analysis of Data Media Services West Hawaii

It is clear from the comments received on the survey that there was a great deal of misunderstanding amongst the participants on what they were being requested to comment on. Nearly all the comments were relative to IT matters, not Media Services. Therefore the ratings and comments, despite receiving medium to high ratings, must be understood in that context.

Therefore, a first lesson in the analysis must be that the structure, content and delivery methods for this first survey were inadequate and must be revisited as an action item.

#1. Enhancement of Capability to Instruct

Maintenance: Timely repairs are difficult, in that we have no relationship with any electronic repair shop, and none of our equipment has been purchased with ongoing service plans. However, it is interesting to see we have relatively high ratings in this section.

Classroom Services: We will be preparing training documentation for individual sessions with each teacher in each classroom. We will concentrate especially on new lecturers and/or faculty. Also we will raise our profile with regular check-ins to address problems more currently.

#2 & 3. Specific Services, in and outside the classroom

Questions 2 & 3 appear to have been conflated by most respondents.

Customer Service, Delivery, Procedures, Quality: Customer Service is rated highly, response, procedures and quality equate similarly at a midrange. The midrange ratings might reflect the reality that there is only one Media Person here at a time.

#4. Enhanced Student Learning

As with most academic support services, it is difficult to tie directly to student outcome measure, as our clients, for the most part, are the teaching staff.

Maintenance and Services: We received midrange ratings. It bears mentioning again that the survey participants did not seem to understand that they were rating Media Services.

External Factors Affecting Media Services West Hawaii

There are significant coordination issues between West Hawaii and East Hawaii Media Services. Especially difficult has been resource allocation and grant administration. We will work this year to meet more regularly and to begin to standardize business processes, procedures, forms, etc. so that we can make a more efficient Media Services department.

College Webmaster

The College Webmaster was hired in May 2010. Review will be deferred till next review period.

Action Plan ACU and Media Services

Action Plan Tasks	Year	Responsible Party
Maintain status quo while implementing new system and campus initiatives (eg: Google mail, VoIP, infrastructure, RDP)	2010-2011	ACU IT staff
Fill two vacant positions	2011	Administration
Establish and outfit a second major server room at the Manono campus and expand the IT infrastructure in West Hawaii	2010-2011	ACU IT staff
Prepare for Palamanui campus in West Hawaii	2010-2011	ACU IT staff
Upgrade PolyCom video conferencing equipment with new High Definition units	2011	HawCC RDP / Media Services
Maintain present media technologies and look into new technology to support instruction	2010 - 2011	Media Services
Restructure Media Services portion of client survey	2010-2011	Media Staff
Improved coordination of business process through regular meetings.	2010-2011	Media and ACU Staff

Resource Implications ACU and Media Services

The unit does NOT have sufficient resources to meet the unit goals/plans for the next review period. ACU will seek additional staffing to create a Technology Department:

Position Title	# Staff
Director	1
Coordinators	2
APT Ed Specialist	1
Media Specialist (2 Hilo, 0.5 WH)	2.5
IT Specialist (0.5 Hilo, 0.5 WH)	1
IT Specialist Server Administrator	1
IT Specialist Network Management	1
TOTAL	9.5
Add'l Resources for equipment & supplies	\$700,000
20,000 ft ² facility	TBA
Professional Development	\$100,000
Vehicle – Sedan & Van	\$60,000