

The Academic Support Unit (ASU) supports the needs of instructional programs, as well as academic support units to promote student learning in curricular and co-curricular endeavors. The Vice Chancellor for Academic Affairs is the administrator who oversees the Academic Support Unit (ASU). ASU, as defined by the approved organizational chart, is comprised of the following. Additional areas (not identified by the organizational chart) of ASU are identified in italics.

- Academic Computing Unit (ACU) (including Computer Services/IT Support, Media Services, and College Webmaster)
- The Learning Center (TLC) and Hale Kea Advancement & Testing Center (HKATC)
- Library
- Academic and Administrative Support
- electronic Course and Faculty Evaluation (eCAFE) system, coordination of
- Institutional Research, BANNER Programming, and Scheduling
- Instructional Technology Support Office, including Campus Distance Coordination
- Assessment Coordinator

The ACU (including Computer Services/IT Support, Media Services, and College Webmaster), TLC and HKATC, and the Library conduct their own annual unit reviews and comprehensive unit reviews as part of the five year cycle.

Edwin H. Mookini Library

The Edwin H. Mookini Library is a gathering place and a gateway to many sources of learning and knowledge for the University of Hawai'i at Hilo and Hawai'i Community College 'ohana as well as our diverse Hawai'i Island community. With a spirit of aloha and commitment to excellence, the Library provides resources, instruction, and services to encourage academic success and develop information-literate, lifelong learners.

UHCC Common Student Learning Outcome: "The student will evaluate information and its sources critically."

In addition to the UH CC Common Student Learning Outcome, the Mookini Library has student learning goals and outcomes which were developed using different standards, including the Association of College and Research Libraries' (ACRL) Information Literacy Competency Standards for Higher Education. These additional goals reflect the entire process of information literacy (<http://guides.library.uhh.hawaii.edu/content.php?pid=283951&sid=2529357>).

West Hawai'i Library and Learning Center (WH LLC)

The mission of the WH LLC is to provide services and resources to help students succeed in their classes. The Library & Learning Center is an environment that encourages active but independent learning. The staff seeks to personalize instruction while helping students build confidence and insight into their own learning experience.

This facility services faculty and staff who are based at the UH Center, West Hawai'i, in Kealakua, and students living in the general area of West Hawai'i (Kau – Kohala). The Center supports all Hawai'i Community College students taking classes in West Hawaii. It also supports other local students taking classes or programs through distance education from other University of Hawai'i community colleges and universities. In less than 2,500 square feet, the Library and Learning Center supports the library, testing, and tutoring needs of students and instructors in West Hawaii.

The Learning Center (TLC) and Hale Kea Advancement and Testing Center (HKAATC)

The mission of The Learning Center (TLC) and Hale Kea Advancement and Testing Center (HKATC) as an academic support program for the college needs to be a responsive one which supports the college's mission and its academic programs. TLC and HKATC seek to provide services that support and enhance academic development for the college community. These services focus on academic support for an "open door" institution, providing initial student assessment, access to technology, support for successful learning, and testing services.

The Learning Center (TLC) is an academic support program of Hawai'i Community College which is a shared service with University of Hawai'i at Hilo. Over the years, TLC has maintained its strong ties to instruction, providing faculty with an extension to their classroom and providing academic support college-wide. Its basic role of supporting faculty and students in reading, writing, math, and ESL continues to be the focus which provides a firm academic foundation for all students. TLC is open

Monday through Friday from 8:00 a.m. to 4:15 p.m. The staff includes: one full time Faculty Center Coordinator, one full time Clerk Steno II (Office Manager), one full time Educational Specialist A, four Faculty Lab Instructors (reading, writing, ESL, and math who are assigned three credits each to coordinate their area), ten clerks, and 39 tutors.

TLC services include:

- Tutoring – Reading Lab, ESL Lab, Math, Writing, Content Subjects, Learning Skills, computer assistance
- Academic resources in the form of instructional materials, computers/programs for instructional purposes
- A multi-media classroom
- General study/with computers
- Make-up testing
- Clearinghouse for community request for tutors (unadvertised)

Hale Kea Advancement and Testing Center (HKATC) focuses on providing testing services, coordinating the use of an electronic classroom, tutoring in writing and math, and providing an independent study center with computers on the Manono Campus. HKATC is open Monday through Friday from 8:00 a.m. to 4:15 p.m. The staff includes: one full time Educational Specialist B (Center Manager), one full time Educational Specialist A (Assistant Manager), four clerks, and two tutors.

HKATC services include:

- HawCC Placement Testing
- Distance Education test proctoring (UH system and Non UH)
- Make-up and special testing
- General study/computer lab
- Tutoring (Writing and Math areas)
- Electronic classroom for instruction and college use

Academic Computing Unit

The mission of Computer Services is to meet our College's existing and evolving technological demands. This group provides service and support in areas related to computer hardware and software, as well as wired and wireless networking to support voice, video, and data. Successful achievement of the mission will provide necessary services to students, staff, faculty, and administrators living, learning, and working on our island.

The Media Services unit provides media and media services to help faculty and staff complete their jobs. In addition to the day to day duties operating and maintaining media technology at Hawai'i Community College, the Media unit worked with the Rural Development Program (RDP) office to plan to purchase additional high definition Polycom video conferencing equipment in a second round of purchasing from the Federal grant for upgrading video conferencing equipment.

It is the mission of the Web Developer to provide continuous support and improvement of the college website through developing or assisting units, programs, and departments with their web page needs as it supports the colleges' ongoing mission and goals. The Web Developer provides departments, programs, and units many services in support of the college web site. Services include development or maintenance of web pages, project planning, trouble shooting support, graphic support, social media support, video (for web) editing and publishing, etc. These services impact the user experience of the college web site.

Instructional Technology Support Office (ITSO)

The Instructional Technology Support Office (ITSO) supports the mission and goals of the college by providing faculty with instructional design support for distance education (DE) courses. ITSO's goal is to increase creativity and the effective use of instructional technology by assisting faculty in the design and development of instructional materials.

In line with the college's mission to serve all segments of the Hawaii Island community, ISO, through supporting online education, ITSO helps faculty to effectively provide educational opportunities to underserved segments of the community. ITSO offers a broad range of support services:

- researches and provides faculty training for new technologies and strategies that enhance achievement of student learning outcomes
- develops and supports rigorous instructional design models
- provides instructional design support and procedures to guide the development, delivery, evaluation, and revision of distance education courses
- designs and facilitates professional development workshops and training to support teaching and learning with technology
- conducts one-on-one consultation services addressing technology integration planning, and the design and development of online course sites
- maintains web pages to support DE faculty and students
- conducts Lualaba orientations for students at the beginning of each semester