Media Services Mission Statement:

The Media Services Unit provides support to the College.
The Unit creates and delivers media training to the College.

Unit Outcomes:

The Media Services unit :provides media and media services to help faculty and staff complete their jobs.

2011 Fall - 2012 Spring Activities

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 buy additional high definition Polycom video conferencing equipment in a second round of purchasing from the Federal grant for upgrading video conferencing equipment. Media Services worked closely with RDP to create purchasing bids by refining the design of the systems, and communicating with manufacturers and vendors. Purchasing was planned for late Spring 2012, but due to complications, purchasing plans are now targeted for Spring 2013.

In early Fall 2011, Media Services was approached by the Nursing Department to again design a media equipment package for a simulation manikin room and its observation room, this time for the new Nursing building located on the Kona Hospital grounds. The equipment package was purchased and scheduled to be installed by both the East and West Hawaii Media departments during August 2012.

During the late Spring of 2012, after the semester ended, 11 Elmo and three Lumens visual presenters were deployed to highly utilized classrooms. To facilitate this roll out of visual presenters, media equipment user quick guides and user manuals were created. Due to the classroom mix of 5 different types of projectors, 3 DVD/VCR players and two visual presenters, 16 separate user quick guides were created to cover all the different equipment combinations. In Fall 2011, a generic user manual that covered all projectors was created, but it was too complicated and too wordy to be considered for classroom use (formulatively evaluated in a media operation workshop). In addition, for Polycom video conference equipped rooms, separate user manuals were created for Polycom users and non-Polycom users. In addition, user quick guides were created for two classrooms equipped with unique media equipment.

Media Services/~~Graphic Artist Support/Printing Services~~/Instructional Support (East Hawaii)	Fall 2010 to Spring 2011	Fall 2011 to Spring 2012
Campus Enrollment FTE	2289	
Number of faculty	127	
Number of staff	122	
Hours of operation per week	40	40
Number of Media staff (attach description)	*2	**1
Student/Casual hire worker hours per week	12 to 20	12 to 20
Number of work orders completed per year	184 plus**295	155
Number of copies generated per year – No longer calculated	177,180***	---
Number of copies per FTE students/year - No longer calculated	77.4	---
*1 Media Specialist, Band A	*2	**1

	2010	2011
*1 Student help, 7/2010-12/2010. 1 part time Casual hire 12/2010 – 6/2011 & **7/2011 – 10/2011		
**UHH Graphics Dept. work orders for HawaiiCC		
***Copies made by UHH Graphics Dept., For 2010: 154,757 Black and White, 22,423 Color		
Hours spent on production of ITV or Cable or Videoconference programming per year (total of all rooms)	2327.8	2191.5
379A-6A	288.25	141.5
379A-6B	96	116.5
379-1 Kaneikeao	0	29.5
387-110	245.4	419.4
3393-104	523.10	347.5
388-102	433.75	458.0
388-103	251.25	147.5
382-101 Cafeteria	0	16.0
PB3-103	382.5	330.5
PB5-1	0	8.5
Kohala Center	107.5	140
NHERC	0	36.6
Kau Rural Health	0	0
Media budget per college budget	$20,000 per $19,534,604 .010%	$20,000 per %
Classrooms equipped per total classrooms (Below: Level, 2008 / 2009)	51 of 57	51 of 57
Level 1A	32	32
Level 1C	2	2
Level 1E	5	5
Level 1G	2	2
Level 2B	8	8
Level 2D	1	1
Level 2F	3	3

Media Services Customer Satisfaction Survey Results:

Media Services conducted a survey in May 2012. The survey gauged the level of customer satisfaction to help determine the unit's success in achieving its unit outcome. The survey was hosted by the Survey Monkey company website, a link to the survey website and an invitation to take the survey was e-Mailed to all faculty and staff of Hawai'i Community College. There were 62 respondents.

1. Please rate the following services: Classroom Equipment Services -
   Media Operation/Support, Maintenance & Repair --
      Video projectors, VCRs, DVD players, visual presenters (Elmo), sound systems, overhead projectors, other display systems, video conferencing equipment, classroom media design/configuration, equipment purchase: recommendation / compatibility check, etc.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	N/A	Rating Average
I am satisfied with the customer service	1.6% (1)	1.6% (1)	0.0% (0)	23.0% (14)	**57.4% (35)**	16.4% (10)	4.59
I am satisfied with the response/ delivery time	0.0% (0)	3.3% (2)	1.6% (1)	24.6% (15)	**54.1% (33)**	16.4% (10)	4.55
I am satisfied with the quality of the work	0.0% (0)	0.0% (0)	3.3% (2)	23.0% (14)	**59.0% (36)**	14.8% (9)	4.65
I am satisfied with the quality of the classroom equipment	0.0% (0)	5.0% (3)	5.0% (3)	28.3% (14)	**41.7% (25)**	20.0% (12)	4.33
If there are procedures for use of equipment, they are understandable	1.6% (1)	3.3% (2)	4.9% (3)	34.4% (21)	**36.1% (22)**	19.7% (12)	4.24
The Media Services staff are knowledgeable about classroom media equipment	0.0% (0)	0.0% (0)	0.0% (0)	18.0% (11)	**67.2% (41)**	14.8% (9)	4.79

Comments:

Neil is so awesome. He has responded quickly to crisis calls in the classroom and serves us with a smile and humor. Mahalo!

I commend Neal for his outstanding contributions he has made to strengthen media services to HawCC and for all the island.

equipment (Elmos & projectors) should be regularly scheduled for upgrade / replacement.

The HITS situation is in need of serious attention. A significant amount of class time has been lost to malfunctions, freezing, shutting off mid-class session, loss of good visual transmission, poor sound

reception and frequent over riding noises that can not be stopped or controlled. Additionally, staff in Hilo who should be present throughout HITS presentations are often out of the building or leave student workers who can do minimal if anything to fix an issue when it arises. The absence of the HITS support staff DURING the presentation is very frustrating. It seems that the idea is once the connection is established and class is running that it will continue to do so without any glitches....which is not true. When told the staff will return in 10-15 minutes and are then away from their desk / area around the HITS classroom for an hour or so is also very frustrating. Often, a two hour class is scheduled for the entire semester at the same two hour block on the same weekdays, yet the entire system cuts off at the one hour mark....I am unable to explain why pre-scheduled classes would have this problem. If these were random extra classess scheduled after the semester begins, then I can understand an error in entering the time block or something like that. But it is inexcusable for college catalog published courses with set times to be experiencing such problems. ANY assistance on this will be appreciated by the team faculty members.

Neil is always on top of the situations regrading repair and instruction. He is very patient and very knowledgeable.

There needs to be better coordination among program departments...instructors are not asked about media equipment requirements prior to room assignment, which has been problematic in the past.

I found the support services to be provided in a timely and very professional manner. Thank you!!

Thank you for keeping our classroom equipment in top shape!

Neal Uehara is always available to assist me.

2. Please rate the following services: Outside of the Classroom -
Media Operation/Support, Maintenance & Repair --
Applications of media in locations outside of classroom (meeting/presentation/public gathering areas and other venues): Video systems, sound systems - public address, electronic display, overhead projectors, cable TV, equipment purchase: recommendation / compatibility check.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	N/A	Rating Average
I am satisfied with the customer service	0.0% (0)	1.6% (1)	6.6% (4)	16.4% (10)	**57.4% (35)**	18.0% (11)	4.58
I am satisfied with the response/ delivery time	0.0% (0)	3.3% (2)	9.8% (6)	16.4% (10)	**54.1% (33)**	16.4% (10)	4.45
I am satisfied with the quality of the work	1.6% (1)	0.0% (0)	8.2% (5)	24.6% (15)	**50.8% (31)**	14.8% (9)	4.44
I am satisfied with the quality of the media equipment	1.7% (1)	0.0% (0)	10.0% (6)	25.0% (15)	**48.3% (29)**	15.0% (9)	4.39
If there are procedures for use of equipment, they are understandable	1.6% (1)	1.6% (1)	13.1% (8)	23.0% (14)	**39.3% (24)**	21.3% (13)	4.23
The Media Services staff are knowledgeable about classroom media equipment	0.0% (0)	0.0% (0)	8.2% (5)	14.8% (9)	**62.3% (38)**	14.8% (9)	4.63

Comments:

Mahalo for the Media services staff,,,they make this job so much easier.

Neal has provided outstanding service and works beyond his "normal" business day. I would like to encourage him to request for overtime hours as I strongly feel that he should be compensated for his extended days in order for media services to be provided to a variety of activities. He is always pleasant and carries a "can do" attitude that creates a very positive environment.

NSG Lab on Monono Campus has terrible video connection with WH for faculty meetings. We have had to resort to use of UH-Hilo meeting room PB 5 classroom 1 (?) for faculty meetings b/c less problem exists with visual imaging reception and transmission.

Neil is always a tremendous help. His services are priceless and always timely.

Not applicable to my situation

Keep up the great work!
The demand for video conferencing capability is increasing. Would be a good idea to plan for additional conference rooms equipped to provide this service.

3. Please rate the following services: I think my capability to instruct has increased as a result of the services provided by…

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	N/A	Rating Average
Classroom Equipment Services	1.7% (1)	0.0% (0)	5.0% (3)	18.3% (11)	**38.3% (18)**	36.7% (13)	4.45
Outside Classroom Media Services: Operation/Support, Maintenance and Repair -	0.0% (0)	0.0% (0)	11.5% (7)	19.7% (12)	31.1% (19)	**37.7% (23)**	4.32

Comments:

Teaching is not just about lecturing...we need to be creative and dynamic to compete with the students smart phones. Mahalo for the Media Services support it is such a big kokua!

Excellent support has enhanced my instructional presentations and increased student learning and satisfaction,.

Not applicable to my situation

4. Please rate the following services: I think student learning has increased as a result of the services and technologies provided by...

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	N/A	Rating Average
Classroom Media Services: Operation/Support, Maintenance and Repair	1.7% (1)	0.0% (0)	3.3% (2)	26.7% (16)	**40.0% (24)**	28.3% (17)	4.44
Outside Classroom Media Services: Operation/Support, Maintenance and Repair -	0.0% (0)	0.0% (0)	10.0% (6)	25.0% (15)	31.7 % (19)	**33.3% (20)**	4.33

Comments:

Not applicable to my situation

5. Please rate the following services: Media Equipment Operation Training

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	N/A	Rating Average
Media Services provides training on equipment and topics relevant to me	3.3% (2)	4.9% (3)	16.4% (10)	26.2% (16)	**37.7% (23)**	11.5% (7)	4.02
Training is available when needed	1.6% (1)	4.9% (3)	18.0% (11)	24.6% (15)	**36.1% (22)**	14.8% (9)	4.04
Overall I am satisfied with training provided by Media Services	1.6% (1)	3.3% (2)	18.0% (11)	24.6% (15)	**37.7% (23)**	14.8% (9)	4.10

Comments:

I need to ustilize the trainings more and ask for assistance to be a better teacher. It is my inadequacies with technology that is a barrier not at all because of Media Services and the supports.

Regularly scheduled classes (semester or yearly basis) for common media devices (poly-com, SCOPIA Desktop after roll out, display switching in conference rooms) might be helpful. Ad Hoc help is ok too.

What training???

Not applicable to my situation

mostly just learn on own from another instructor who knows

Neal is always very accommodating when there are requests for training.

6. How often have you asked for help from Media Services?

		Response Percent	Response Count				
1-2 times per semester		24.6%	15				
3-6 times per semester		**52.5%**	32				
7-12 times per semester		6.6%	4				
More than 12 times per semester		8.2%	5				
Not applicable		8.2%	5				

Comments:

No Comments

7. On average, how long have you had to wait for a resolution from Media Services?

		Response Percent	Response Count				
Same day		**64.5%**	40				
One day		16.1%	10				
1-3 days		8.1%	5				
1 week		0.0%	0				
2 weeks		0.0%	0				
More than two weeks		1.6%	1				
Not applicable		9.7%	6				

Comments:
No Comments

8. Media Services Comments or Concerns

Once again MAHALO NUI LOA!

Thank you! I appreciate you and the work you do!

Greatly appreciate the excellent services!

Big improvement over past two years!

Neal is wonderful! He puts in lots of extra time for after hours events and he cheerfully does so. Anytime I've needed to contact him for polycom or elmo help, he's been right there either by phone or in person to fix the problems. Mahalo Neal!

Neil's services are an incredible asset to the College.

Thanks to Neil and his crew for their great work!

Neal has done an excellent job of servicing, training, and responding to our needs when requested, either in written format or verbally. Thanks Neal for doing a super job. We can always rely on you.

Keep up the good work

keep up the good work

Thank you for your support with Faculty/Staff Development activities! Because of your prompt service, workshops, especially those over vidcon, have gone extremely well!

Neil is doing an outstanding job for the clerical staff, faculty and the college as a whole!

Considering Neal has been mostly working alone or with minimal support from students, he has done an excellent job in providing media support to our division.

Neal has always done a good job on campus. Always friendly and willing to help.

Analysis of Survey Results and What's Next

The majority of respondents of the May 2012 survey were found to be satisfied with the support services provided by Media Services. The respondents were satisfied with the level of customer service, quality of the work, the prompt response times and were confident of Media's expertise.

In areas for improvement, deployment of media equipment could be better, if a technology budget would allow – more standardized equipment, so users don't have to re-learn when changing classrooms and offices. That will also make training and creation of training materials a lot easier, and less complicated (instead of 16 manuals, one or two will be needed). Workshops and training opportunities can be quickly put together and more sessions can be offered.
Media equipment instruction manuals have been created and placed in each classroom. The next survey will reveal their worth and what to do to improve them.

Work requests are still under reported, many Media jobs are undertaken from unrecorded verbal/telephone requests that are subsequently forgotten after they are completed. Media Services is still working on creating a web based work request form, to be housed on the school's official website. A solution using a Google Apps form, (a cloud based suite of applications purchased by the UH system), was found to be lacking. The Google App form appears as a simple form to the request user, but when the Google App form presents that data to the Media Services it is not that simple form anymore because it takes that data and puts it into a spreadsheet. A lot of effort is needed to extract the data into an easily understood document that can be given to a technician who will troubleshoot the job. The delay in providing a web based media request form may not be such a bad thing. Recent technical developments to the HawCC web will provide more features and technical advancements. Perhaps work on a request form should start after the web improvements are in place and finalized, to ensure compatibility and to take advantage of the web advancements.