

**Mission Statement:**

*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.*

**Unit Outcomes:**

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. The unit outcomes of the Web Developer are:

1. The Web Developer assists units and departments to meet the College' webpage needs.
2. The Web Developer provides continuous support and improvement of the HawaiiCC website by responding to faculty and staff in an effective and timely manner.
3. The Web Developer provides a long range vision and strategy of the HawaiiCC web site which embodies current trends and emerging technologies.

**DEMAND:**

192 work orders were completed during this review period.

**Assessment:**

The Web Developer conducted a survey in November 2011. The basis of this survey was to measure perception and effectiveness of unit outcome #1. The survey group was comprised of users who had previously submitted web support work requests.

Question:	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	N/A	Rating Average	Response Count
The web developer was clear and complete in communicating with me about my webpage needs.	0.0% (0)	0.0% (0)	3.0% (1)	18.2% (6)	69.7% (23)	9.1% (3)	4.73	33
The web developer helped me to do what I needed to do online.	0.0% (0)	0.0% (0)	0.0% (0)	12.1% (4)	78.8% (26)	0.0% (0)	4.87	33
The web developer provides services of value to my work in the College.	0.0% (0)	0.0% (0)	0.0% (0)	18.2% (6)	81.8% (27)	0.0% (0)	4.82	33
The web developer delivers services on a timely basis.	0.0% (0)	3.0% (1)	3.0% (1)	30.3% (10)	60.6% (20)	3.0% (1)	4.53	33

Comments (16):
I am so thankful that we have a web developer and that he has done such a great job making our website one to be proud of. I rely on the website a great deal to promote our program and finally I can tell people to use it and feel confident about the

information on it.
friendly service and quick response
The webpage developer's function is integral to what we do. Thank you for being very patient, collaborative, and being of great value to our college, our students and the community.
Very efficient. The end results are aesthetically pleasing.
Very happy with the web support.
Daniel is one of the most professional people I have ever worked with. Courteous, even, and kind. Keep up the good work DannyBoy!
We are so pleased to have Daniel as our web developer. He has helped us to design and upkeep our college's website so we can get accurate information at our finger tips. Thanks Daniel.
The Web Developer is very prompt in answering our offices' questions and diligent in correcting misinformation! Our website is beautiful compared to the old one.
Daniel is a lovely person to work with.
I'm very glad that HawCC has a Web Developer to help our College move into the next technology age.
Daniel, Was most helpful in the development on our departments new web site.He was able to take the information provided he and create a very informationaly and easy to use site. We were able to have several meetings to work on the site developments. He is very knowledgable and easy to work with.
Thanks much for the assistance.
The web developer is wonderful!!
The web developer is a very personable and efficient individual with whom I enjoy working. He obviously excels in multi-tasking, as I am aware of the many projects he has at one time ( not to forget the many requested meetings off campus he must attend) that he is able to complete in a timely manner. I highly commend our web developer on his good deeds, superb work ethic, and great sense of humor. He is more than a web developer; he is an outstanding web "master."
I believe the Web developer needs some help until his workload settles down.
It's great having Daniel as WebMaster!

### **Analysis of Web Developer:**

- Web Developer redesigned many web pages and files for the purpose of institutional effectiveness and planning (IEAP). Areas of design were unit & program review, assessment, college effectiveness and review committee (CERC), and updates to the accreditation web site. This also included building an IEAP portal page to tie all of these areas together.
- Web Developer designed dynamic certification form for General Education along with public and private web pages.
- Web Developer continued the process of migrating academic program pages to the new template.
- Web Developer is building a private intranet web site for faculty, staff, and administrative use.
- Web Developer is participating in meetings with UHCC Marketing office on system wide web design standards. The outcome will be a new web site template for the college and West

Hawaii, along with templates for mobile web devices. The new template and publishing platform will require the updating of the [web page guidelines and policy \(HAW 2.510\)](#).

- Web Developer acquired student assistant during 2012 summer session.

**Strengths:**

- Without a budget, Web Developer was able to obtain equipment from Computing Services to begin building college intranet.
- Ability to process and complete work orders has increased now that student assistant was hired.
- With the addition of the student assistant, Web Developer is now able to work towards proactive projects to expand the college's web site needs (intranet).

**Weaknesses:**

- Building the college intranet with outdated systems donated by Computing Services limits the performance and expansion of the intranet, as well as increasing possibility of component failure.
- As the web site grows, demand and need for specialized programming projects increases. At some point adding additional full time staff will need to be addressed.

**Action Plan:**

- Continue supporting units and departments with their web page needs as well as expanding and building the intranet.
- Continue to participate and work with the UHCC Marketing office as new web standards are developed for use as new web site and mobile templates.
- Work with VCAA Office to determine budget to maintain intranet.
- Conduct assessment survey of faculty and staff during 2012-2013 academic year.