

# HAWAI`I COMMUNITY COLLEGE ANNUAL UNIT REVIEW TEMPLATE

## Data Technology Support

November 27, 2013

July 1, 2012 to June 30, 2013

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Program/Unit Review at Hawai'i Community College is a shared governance responsibility related to strategic planning and quality assurance. It is an important planning tool for the college budget process. Achievement of Program/Unit Outcomes is embedded in this ongoing systematic assessment. Reviewed by a college-wide process, the Program/Unit Reviews are available to the college and community at large to enhance communication and public accountability.

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**CERC Comments and Feedback** (If you submitted a Comprehensive Unit Review in 2011 or 2012, please complete this section)

CERC gave recommendations intended as suggestions for improvement. Provide a brief response to the suggestions made. i.e. Were suggestion(s) valid? What change(s) were made as a result of the suggestion(s)?, etc.

N/A

**Unit Description** (In addition, give more in depth explanation of what the unit does, who it serves and generally describe its accomplishments)

The Data Technology Support Unit (DTSU) is a new subunit under Academic Support which was established on July 1, 2013. This is the first year that the Data Technology Support Unit is doing an Annual Unit Review. The Data Technology Support Unit provides the college's faculty, staff and administration with data technology solutions .

Some of the unit outcomes for the Data Technology Support Unit include:

Will provide accurate data in a timely manner.

Will extract secondary data to generate reports requested from administration, faculty and staff.

Will create and maintain local user databases.

Will develop applications to extract and analyze data as required.

## **Part I: Quantitative Indicators**

*NO ENTRY*

## **Part II: Analysis of the Unit**

### **Alignment with College Mission and ILOs**

Write a brief narrative describing the unit and how it supports the College's mission and Institutional Learning Outcomes (ILOs).

College's mission:

*Hawai'i Community College (Hawai'iCC) promotes student learning by embracing our unique Hawai'i Island culture and inspiring growth in the spirit of "E`Imi Pono." Aligned with the UH Community Colleges system's mission, we are committed to serving all segments of our Hawai'i Island community.*

### **Unit Mission:**

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The mission of the Data Technology Support Unit is to provide the college with systems analysis, programming solutions and technical consulting services to meet a departments' data needs.

## **Describe how this unit supports the College's mission.**

The Data Technology Support Unit supports the College's mission to promote student learning by providing support to the college community.

## **Describe how this unit supports the College's Institutional Learning Outcomes below.**

ILO 1: Our graduates will be able to communicate effectively in a variety of situations.

*Describe how the Unit supports ILO1:*

The Data Technology Support Unit indirectly supports ILO1 by providing support to the faculty and staff that help to contribute to ILO1.

ILO 2: Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions.

*Describe how the Unit supports ILO 2:*

The Data Technology Support Unit indirectly supports ILO2 by providing support to the faculty and staff that help to contribute to ILO2.

ILO 3: Our graduates will develop the knowledge, skills and values to make contributions to our community in a manner that respects diversity and Hawaiian culture.

*Describe how the Unit supports ILO 3:*

The Data Technology Support Unit indirectly supports ILO3 by providing support to the faculty and staff that help to contribute to ILO3.

## **Annual Report of Unit Data (ARPD)**

Based on the data from this Unit's ARPD, analyze the Unit's strengths and weaknesses in terms of demand, efficiency, effectiveness, and any other data provided. Disregard Indicators not relevant to your unit.

**Overall Health-- Healthy**

**Demand -- Healthy**

N/A

**Efficiency -- Healthy**

N/A

**Effectiveness -- Healthy**

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N/A

## Other Data

Data will be gathered from an annual survey that the Data Technology Support Unit administers.

## Previous Unit Actions

From previous Reviews, list the Unit Actions for this unit. Give a progress report for each Unit Action, describe the degree of achievement. Indicate "Delete" if this Unit Action will no longer be a priority Unit Action

Unit Actions	Progress Evaluation
N/A 1st year doing Unit Review	N/A 1st year doing Unit Review

Significant Unit Actions for 2012-2013. (include gain/loss of positions, changes in procedures, etc.)

1. N/A No unit actions were specified for 2012-2013.
2.
3.

## Analysis of Strengths and Weaknesses

Briefly describe the unit's top 3 strengths and 3 weaknesses. Provide an explanation and supporting evidence for each strength and weakness (e.g. assessment results, data elements from ARPD, surveys, etc.)

Strengths	Using supporting evidence, describe why this is a strength
S1. Provides accurate data in a timely matter.	The Data Technology Support Unit strives to provide individuals with the most accurate and timely data possible.
S2.	
S3.	

Weaknesses	Using supporting evidence, describe why this is a Weakness

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W1. Development and administration of assessment survey.	Since this is the Data Technology Support Units first year doing assessment an assessment survey needs to be created and administered every Spring semester.
W2. Inadequent amount of transparency on the type of requests being worked on by the Data Technology Support Unit.	The Data Technology Support Unit needs to work on a more transparent reporting system so users can view the status of their requests.
W3.	

## **Trends and Other Factors**

Describe trends including comparisons to any applicable standards, such as government regulations, national standards from accrediting associations, etc. Include, if relevant, a summary of Satisfaction Survey Results, special studies and/or instruments used, e.g., CCSSE, etc. Describe any external factors affecting the unit or additional unit changes not included elsewhere.

N/A
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## **Part III: Action Plan**

### **Goals and Planning**

List the top 3 immediate Unit Actions (Goals) for this unit for unit success. Identify the AMP Priorities (if applicable), College's ILOs, Strategic Plan Action Strategies, and UH System collaboration (if applicable) to which these Unit Action(s) align.

**For Academic Support Units:** List additional Unit Action(s), not included in the AMP to be implemented for unit success. Identify the AMP Priorities, College's ILOs, Strategic Plan Action Strategies, and UH System collaboration (if applicable) to which these Program Action(s) align.

Unit Action 1	AMP Priorities (disregard if NA)	ILO Alignment (select up to 3)	Strategic Plan Alignment (select best alignment; max 3)		UH System Collaboration
			Performance Measure	Action Strategy	
Create a Data Technology Support Unit assessment survey to be administered once a year in the Spring semester.	Program Develo	ILO 1	None	None	
	Program Develo	ILO 2	None	None	
	Program Develo	ILO 3	None	None	

[Link to Hawaii Community College Institutional Learning Outcomes](#)

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[Link to Hawai'i Community College Strategic Plan](#)  
[Link to Hawaii Community College Academic Master Plan](#)

Narrative of New Strategy for Strategic Plan:

1.
2.
3.

Briefly explain how **Unit Action 1** aligns to the College's AMP Priorities (if applicable), ILOs, Strategic Plan, and UH System collaboration (if applicable):

By creating a Data Technology Support Unit assessment survey it helps the Data Technology Support Unit in identifying the areas that it can improve upon in order to better serve the college.
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Calendar of planned activities for **Unit Action 1** – In chronological order, briefly describe the procedures/activities planned to achieve **Unit Action 1**

Activity(ies)	When will the activity take place
Example: Fire Drill	Fall 2014
Create Assessment Survey	Fall 2013
Administer Assessment Survey	Spring 2014
Collect and Analyze results	Summer 2014

Unit Action 2	AMP Priorities (disregard if NA)	ILO Alignment (select up to 3)	Strategic Plan Alignment (select best alignment; max 3)		UH System Collaboration
			Performance Measure	Action Strategy	
Build request tracking system so others can view the status of their request.	None	None	None	None	
	None	None	None	None	
	None	None	None	None	

Narrative of New Action Strategy for Strategic Plan:

1.
2.
3.

Briefly explain how **Unit Action 2** aligns to the College's AMP Priorities (if applicable), ILOs, Strategic Plan, and UH System collaboration (if applicable):

By creating a request tracker, the people who use the Data Technology Support Units services can view where their request is in the queue and can plan accordingly for the future.
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Calendar of planned activities for **Unit Action 2** – In chronological order, briefly describe the procedures/activities planned to achieve **Unit Action 2**

Activity	When will the activity take place
Initial design of request tracker	Fall 2013
Implementation	Spring 2014 - Fall 2014

Unit Action 3	AMP Priorities (disregard if NA)	ILO Alignment (select up to 3)	Strategic Plan Alignment (select best alignment; max 3)		UH System Collaboration
			Performance Measure	Action Strategy	
	None	None	None	None	
	None	None	None	None	
	None	None	None	None	

Narrative of New Strategy for Strategic Plan:

1.
2.
3.

Briefly explain how **Unit Action 3** aligns to the College's AMP Priorities (if applicable), ILOs, Strategic Plan, and UH System collaboration (if applicable):

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Calendar of planned activities for **Unit Action 3** – In chronological order, briefly describe the procedures/activities planned to achieve **Unit Action 3**

Activity	When will the activity take place

### Part IV: Resource Implications

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List Top 3 Cost Items needed for unit success. Identify alignment to the AMP Program Actions (if applicable), Strategic Plan Action Strategies and/or Strengths and/or Weaknesses to address.

Cost Item 1	Type	Cost	Strategic Plan Alignment (select best alignment; max 3)		AMP Alignment (select best alignment; max 3)	Strength	Weakness
				Action Strategy	Program Action from AMP (ie 4.3) or write "New Strategy"	From Part II above	From Part II above
N/A	Equipment		A1.1	New Strategy		S1	W1
		A1.1	New Strategy		S1	W1	
		A1.1	New Strategy		S1	W1	

[Link to Hawaii Community College Institutional Learning Outcomes](#)

[Link to Hawai'i Community College Strategic Plan](#)

[Link to Hawaii Community College Academic Master Plan](#)

Briefly explain why **Cost Item 1** is necessary to meet priorities of unit and/or to address strengths and/or weaknesses.

N/A

Cost Item 2	Type	Cost	Strategic Plan Alignment (select best alignment; max 3)		Academic Master Plan Alignment (select best alignment; max 3)	Strength	Weakness
				Action Strategy	Program Action from AMP (ie 4.3) or write "New Strategy"	From Part II above	From Part II above
N/A	Equipment		None	None		None	None
		None	None		None	None	
		None	None		None	None	

Briefly explain why **Cost Item 2** is necessary to meet priorities of unit and/or to address strengths and/or weaknesses.

N/A

Cost Item 3	Type	Cost	Strategic Plan Alignment (select best alignment; max 3)		Academic Master Plan Alignment (select best alignment; max 3)	Strength	Weakness
				Action Strategy	Action from AMP (ie 4.3) or write "New Strategy"	From Part II above	From Part II above

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N/A	Equipmen	None	None	None	None
		None	None	None	None
		None	None	None	None

Briefly explain why **Cost Item 3** is necessary to meet priorities of unit and/or to address strengths and/or weaknesses.

N/A

### Part V: Unit Outcomes

For the 2012-2013 year, list all Unit Outcomes and check mark those assessed this year.

	Check mark if Assessed this year	Unit Outcomes
<b>1</b>	<input type="checkbox"/>	N/A 1st year doing Annual Review
<b>2</b>	<input type="checkbox"/>	
<b>3</b>	<input type="checkbox"/>	
<b>4</b>	<input type="checkbox"/>	
<b>5</b>	<input type="checkbox"/>	
<b>6</b>	<input type="checkbox"/>	
<b>7</b>	<input type="checkbox"/>	
<b>8</b>	<input type="checkbox"/>	
<b>9</b>	<input type="checkbox"/>	
<b>10</b>	<input type="checkbox"/>	

A) Expected Level of Achievement – Describe the different levels of achievement for each characteristic of the outcome(s) that were assessed. What represented “excellent,” “good,” “fair,” or “poor” performance using a defined rubric and what percentages were set as goals for student success. i.e. 85% of students will achieve good or excellent in the assessed activity  
N/A

B) Assessment Strategy/Instrument – Describe what, why, where, when, and from whom assessment artifacts were collected.  
N/A

C) Results of Unit Assessment  
N/A

D) Other Comments – Include any information that will clarify the assessment process report.  
N/A

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E) Next Steps – Describe what the unit will do to improve the results.

N/A