

HAWAI`I COMMUNITY COLLEGE ANNUAL UNIT REVIEW TEMPLATE

Media Services Unit Hilo campus

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.

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

Media Services supports the school by providing, operating and maintaining media and videoconferencing equipment for instructional and non-instructional purposes.

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:

Provide and maintain media technology and media services to faculty, administration, staff and students to help them accomplish their tasks and mission.

Describe how this unit supports the College's mission.

Media Services provides and maintains media equipment, training, and assistance for faculty, which in turn helps them provide instruction to students. The unit also provides the same media support to staff and administration, who provide non-instructional services to students.

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.

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Describe how the Unit supports ILO1:

The unit mission of Media Services helps facilitate instruction. For example, classroom display technology supported by Media, such as viewing Powerpoint slides help students and faculty disseminate information to others.

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 same support provided in ILO 1

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 same support provided in ILO 1

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

For data concerning this item and other topics, please refer to the attached Addendum.

Work requests have dropped from 155 in 2011 to 105 in 2012. We feel this is not significant enough to lower the unit's health. We believe this is the positive result of the user manuals created in Spring 2012, and placed in classrooms and meeting rooms in Summer 2012. In addition, we estimate 40 to 60 requests for media assistance were made verbally, completed and inadvertently not recorded.

Efficiency -- Healthy

89% of users report that they were satisfied with the unit's response/delivery time of classroom media services. 81% were satisfied with the unit's response/delivery time of media services outside of the classroom.

89% were satisfied with the quality of the work by the unit in classroom media. 81% were satisfied with work by the unit in media concerns outside of the classroom.

Effectiveness -- Healthy

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All work requests, and media responsibilities were completed, resolved and met.

Other Data

Video conferencing hours spent on production of instructional television (ITV) and school meetings/functions, dropped from 2191.5 in 2011 to 1976.5 in 2012. We feel that number of hours were the result of five ITV classes canceled due to low enrollment, and less ITV classes scheduled.

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
Polycom upgrade, 2010 - 2013	Final purchases completed May 2013, installation begun
Job search for a second Media Specialist	Temporary Media Specialist position filled 4/2013

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

1. Hiring of Media Specialist, in April 2013
2. Installation of 5 HD Polycom systems completed by August 2013
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. Rapid response to media work requests	At least 81% of survey respondents were satisfied with Media's response time
S2. High quality of service	At least 81% of survey respondents were satisfied with

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	Media's quality of work
S3. Expertise in media equipment	At least 79% of survey respondents judged Media Services to be knowledgeable about Media

Weaknesses	Using supporting evidence, describe why this is a Weakness
W1. Inventory of non-standard media equipment	In the classrooms and meeting rooms there are different makes and models of media equipment, used in different combinations. Some teachers and other users find it difficult to operate a wide range of different pieces of equipment.
W2.	
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.

?

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 <small>(disregard if NA)</small>	ILO Alignment <small>(select up to 3)</small>	Strategic Plan Alignment <small>(select best alignment; max 3)</small>	UH System Collaboration
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			Performance Measure	Action Strategy	
Renew multiple year video conferencing equipment maintenance contracts.	Underserved Pop	ILO 1	A2.5	c.	
	Program Develo	ILO 2	None	None	
	Stem	ILO 3	None	None	

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

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

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

Narrative of New Strategy for Strategic Plan:

1. Seek multiple year maintenance contracts because of lower costs compared to single year contracts.
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):

Media Services unit's mission serves instruction and therefore supports ILOs, AMP priorities and parts of the Strategic plan. Video conferencing equipment supports distance education, which in turn helps broaden instructional access. Video conferencing also facilitates non-instructional activities such as school meetings, staff development, demonstrations and workshops. Maintenance contracts insure that such equipment during failures are replaced quickly, and technical support from vendors and manufacturers is available.

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
Start funding process with VCAcadAffairs office	Fall 2013
Purchase maintenance contracts	5/2014 (10) Polycom units need renewal
	6/2014 (4) HD Polycom units need renewal
	8/2014 Scopia MCU needs renewal
	11/2014 (6) Polycom units need renewal

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	
Media Services unit	Underserved Popula	ILO 1	None	New Strategy	

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needs a larger storage area.	Program Development	ILO 2	None	New Strategy	
	Stem	ILO 3	None	New Strategy	

Narrative of New Action Strategy for Strategic Plan:

- | |
|--|
| 1. The Media Services unit needs a permanent area to store electronic and non-electronic equipment. Currently Media Services houses much of its equipment in temporary "loaned" locations. |
| 2. Unit Action #3 requires storage space for electronic equipment. |
| 3. An alternative could be finding a larger room that will also house the Media Services office |

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

Because Media Service's equipment is housed in temporary locations, a permanent location is needed. A permanent storage area saves time and energy for the Media office, and this helps Media Service's mission, which in turn supports instruction and non-instruction activities at the school, and indirectly supports ILOs, AMP and Strategic Plan.

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
Begin search on Manono campus for possible locations	2014 Spring

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	
Begin movement to standardize media equipment in classrooms and other venues.	Stem	ILO 1	None	New Strategy	
	Program Development	ILO 2	None	New Strategy	
	Underserved Popula	ILO 3	None	New Strategy	

Narrative of New Strategy for Strategic Plan:

- | |
|---|
| 1. Rotate standardized packages of media equipment into classrooms and meeting rooms. |
| 2. |
| 3. |

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

Presently HawCC has a hodgepodge mix of different media equipment in each room. Standardized media equipment packages makes media use easier for users, especially since users use different rooms daily and weekly. It also simplifies training, maintenance and troubleshooting. Standardized equipment helps Media Service's mission, which inturn supports instruction and non-instruction activities at the school, and indirectly supports ILOs, AMP and Strategic Plan.

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
Begin researching suitable media equipment to use in media packages for classrooms and meeting rooms.	Spring 2014
Purchase and install equipment packages for a building.	Summer 2014

Part IV: Resource Implications

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
Renew maintenance contracts on video conferencing equipment	Equipmen	\$110K	A2.5	New Strategy		S1	W1
			None	New Strategy		S1	W1
			None	New Strategy		S1	W1

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

Media Services unit's mission serves instruction and therefore supports ILOs, AMP priorities and parts of the Strategic plan.
Video conferencing equipment supports distance education, which in turn helps broaden instructional access. Video conferencing and display technology also facilitates non-instructional activities such as school meetings, staff development, demonstrations and workshops.
Maintenance contracts insure that such equipment during failures are replaced quickly, and technical support from vendors and manufacturers is available.

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"		
Storage area or office and storage area for Media Services	Facility	? Could be free if a room on campus is available	A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1

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

Because Media Service's equipment is housed in temporary locations, a permanent location is needed. A permanent storage area saves time and energy for the Media office, and this helps Media Service's mission, which inturn supports instruction and non-instruction activities at the school, and indirectly supports ILOs, AMP and Strategic Plan.

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"		

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Standard media equipment packages for classrooms	Equipmen	\$25K	A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1
			A1.1	New Strategy		S1	W1

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

Standardized media equipment packages makes media use easier for users, especially since users use different rooms daily and weekly. It also simplifies training, maintenance and troubleshooting. Standardized equipment helps Media Service's mission, which inturn supports instruction and non-instruction activities at the school, and indirectly supports ILOs, AMP and Strategic Plan.

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
1	<input checked="" type="checkbox"/>	HD Polycom equipment upgrade purchase and installation
2	<input checked="" type="checkbox"/>	Media Unit Customer Satisfaction Survey
3	<input type="checkbox"/>	
4	<input type="checkbox"/>	
5	<input type="checkbox"/>	
6	<input type="checkbox"/>	
7	<input type="checkbox"/>	
8	<input type="checkbox"/>	
9	<input type="checkbox"/>	
10	<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
 For the HD Polycom upgrade: Completion of the installation of Polycom systems before the start of the Fall 2013 semester.
 For the Customer Satisfaction Survey: 70% or better of respondents "Agree" and "Strongly Agree."

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

At the end of instruction of the Spring school semester, a customer service satisfaction survey is distributed to the school. Please refer to the survey located in the addendum.

C) Results of Unit Assessment

Customer satisfaction of media services inside and outside the classroom was high.

Media training, lower in customer satisfaction, is an area in need of improvement. Comments by respondents revealed that they need training and more information about training: how to get it, when is it available, what does it cover. Also, one respondent suggested training videos be created and made accessible at anytime. Media equipment operation manuals created by the Media unit had modest success.

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

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

In response to the results and respondents' comments of the training questions in the satisfaction survey: The media unit should create training videos, covering problem topics, posted on a school website and accessed by employees and viewed whenever they want to watch them.

For individuals who prefer hands on, face to face training, workshops and training sessions need to be scheduled and run. Training opportunities should be posted on school information venues. A method to identify especially media inept individuals could be created.

Media equipment operation manuals need to be improved, and put through a more stringent formulative evaluation process to reveal areas needing improvement.