

# HAWAI`I COMMUNITY COLLEGE ANNUAL UNIT REVIEW TEMPLATE

## Web Support

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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)

Web Support 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.

## **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:**

It is the mission of the Web Support Office 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.

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

Web Support provides resources and services to faculty and staff to enable them to efficiently carry out their duties and responsibilities.

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**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:*

Web Support performs web related services to faculty and staff in their efforts to support ILO 1.

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:*

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:*

## **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**

**Efficiency -- Healthy**

**Effectiveness -- Healthy**

**Other Data**

## **Previous Unit Actions**

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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
Continue supporting units and departments with their web page needs as well as expanding and building the intranet.	Ongoing.
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.	Ongoing.
Work with VCAA Office to determine budget to maintain intranet.	Ongoing.
Conduct assessment survey of faculty and staff during 2012-2013 academic year.	Survey conducted and reported.

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

1.
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. Use of open source software	Web Support continues to find open source software

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	solutions to maintain and develop the college intranet system at no cost to the college.
S2. Work order efficiency	Web Support is able to complete work orders on a timely basis due to the help of a student assistant in addition to building and maintaining college intranet.
S3. Expanding services	Web Support is coordinating and providing support to specialized projects to help the college to automate the assessment process.

Weaknesses	Using supporting evidence, describe why this is a Weakness
W1. Sub-par equipment	Building the college intranet with outdated systems donated by Computer Services limits the performance and expansion of the intranet, as well as increasing possibility of component failure
W2. Expanding services	As the web site grows, demand and need for specialized programming projects increases.
W3. Staffing	With the increase in specialized projects and requests to support other IT related projects the need for additional staffing is going to become necessary to continue maintenance and support.

## **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.

Academic web design is evolving to meet the needs of mobile devices. At this time no mandatory requirements have been developed within the UHCC system or federal level. Several meetings at the UHCC level has taken place to discuss different methods to service mobile devices.

As mentioned in Strength 3 and Weakness 3, Web Support is also working on specialized projects to automate the assessment process which will tie into the integrated planning process. Web Support is involved with these projects because they are built out of the college intranet. Once complete, this project will require continuous support and will impact Web Support with a need for more staffing to support the infrastructure and software that is in use.

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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	
Work Order Efficiency	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	

[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.
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):

Completing work orders in a timely and efficient manner, allows Web Support to support faculty, staff, and units in their efforts to support ILO's, etc.
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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
Survey	2014-15 AY

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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	
Timely Communication	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	

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):

Providing users with prompt responses and emails allows Web Support to support faculty, staff, and units in their efforts to support ILO's, etc.
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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
Survey	2014-15 AY

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	
	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	
	Graduation	ILO 1	A1.1	New Strategy	

Narrative of New Strategy for Strategic Plan:

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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

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"		
Servers	Equipment	\$10,000	A1.1	New Strategy		S1	W1
			None	None		None	None
			None	None		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](#)

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

<p>The college intranet is operating on out dated systems donated from Computer Services. With continued development of the intranet, assessment, and the integrated planning process, Web Support will need new equipment that is robust and reliable in order to provide adequate services to the college.</p>
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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"		
Staffing - 1 FT APT Band A Step 5 - IT Specialist	Personnel	\$41,292	A1.1	None		S3	W3
			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.

With the growing need to develop and support the college intranet and specialized projects relating to assessment, and the integrated planning process, web support will need additional staffing to continue developing and supporting the servers, infrastructure, and programming that the college intranet will require. The ability to provide services is greatly impacted by this need.

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"		
	Equipmen		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.

### Part V: Unit Outcomes

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

Check mark if Assessed	Unit Outcomes

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	this year	
<b>1</b>	<input checked="" type="checkbox"/>	The Web Developer assists units and departments to meet the College' webpage needs.
<b>2</b>	<input type="checkbox"/>	The Web Developer provides continuous support and improvement of the Hawaii CC website by responding to faculty and staff in an effective and timely manner.
<b>3</b>	<input type="checkbox"/>	The Web Developer provides a long range vision and strategy of the Hawaii CC web site which embodies current trends and emerging technologies.
<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

- 80% of survey group participants to “strongly agree”

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

The survey group was comprised of users who had previously submitted web support work requests

C) Results of Unit Assessment

Since the survey group was comprised of users who had previously submitted work requests, most of the group has participated in the previous 2011-2012 assessment survey.

Comparing the results of people who responded, we found the following:

- The participants who strongly agreed with the statement “The web developer was clear and complete in communicating with me about my webpage needs” decreased from 69.7% to 51.6%.
- The participants who strongly agreed with the statement “The web developer helped me to do what I needed to do online” decreased from 78.8% to 54.8%.
- The participants who strongly agreed with the statement “The web developer provides services of value to my work in the College” decreased from 81.8% to 74.2%.
- The participants who strongly agreed with the statement “The web developer delivers services on a timely basis” increased from 60.6% to 61.3%.

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Adding in the “agree” responses, the results show overwhelmingly positive responses to these statements in 2013:

- 77.4% of participants either agree or strongly agree with the statement “The web developer was clear and complete in communicating with me about my webpage needs.”
- 87.1% of participants either agree or strongly agree with the statement “The web developer helped me to do what I needed to do online.”
- 90.3% of participants either agree or strongly agree with the statement “The web developer provides services of value to my work in the College.”
- 87.1% of participants either agree or strongly agree with the statement “The web developer delivers services on a timely basis.”

Comment section of the survey:

“Great job!”

“i have no interaction with the web developer”

“THANK YOU SO MUCH!”

“Thanks Daniel for all your hard work in getting HawCC updated and current. The website looks great and it is well organized and easy to find information.”

“The changes that were requested to the site took a long time, however I believe it was due to scheduling and priorities that were set by supervising authority and not within the control of the web developer. The end result of the web site is attractive and consistent with other College pages. Thank you.”

“Daniel has always been extremely supportive! His hard work is greatly appreciated”

“Thanks to Daniel's technical skills and vast knowledge our website has the necessary information, is easy to navigate, and is professional, yet friendly in appearance.”

“Thanks, Daniel!”

“Daniel was concise in explaining what I need in terms of web solutions.”

“haven't really talked about the whole web page in a long time. only talked about updating what is already there but w/old info - so replacing pdf docs.”

“Daniel goes out of his way to help and to make sure one understands what is needed and why to make the best presentation of your program and it's message”

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“Friendly and professional service provided in courteous and timely manner”

“The website is attractive and easy to navigate. Great job Daniel!”

D) Other Comments – Include any information that will clarify the assessment process report. During the AY 2012-13 the Web Developer assisted in supporting curriculum and assessment related projects and databases. These projects will benefit the college by adding automation and web access to many of the paper driven processes that are still in use. Continuous support of these projects competes with the time available to respond and complete work requests. As most users are unaware of these projects, this could be related to the decrease in measured perception and effectiveness of those surveyed.

E) Next Steps – Describe what the unit will do to improve the results.  
To improve upon these results, Web Support will make an effort to be more proactive in its communication with work requestors regarding status through out the work request process. Web Support will also work to implement a trouble ticketing system within the intranet that will allow users to request services of this unit and other units as well as be able to check status of open requests.