2024 Annual Report of Program Data Technology Services

1. Program or Unit Mission

It is the mission of Technology Services to provide continuous administration, maintenance, and support for all of teh college's technological requirements.

2. Program Student Learning Outcomes or Unit/Service Outcomes

For the past year, please indicate which program student learning or unit/service outcomes were assessed, assessment results, and what changes will be made to address the results.

Technology Services contains two subunits. These unit outcomes will be combined in fall 2024

Computer Services

- Provides and maintains Information Technology services and support college-wide.
- Supports UH system-wide Information Technology initiatives.
- Provides perpetual vision, strategy, and implementation related to the HawaiiCC campus infrastructure that incorporates conventional and evolving technologies.
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Media Services

- The unit will provide media equipment and media services to HawCC.
- The unit will respond to work requests to satisfy user deadlines, as closely as possible, to avoid user downtime or delay.

The helpdesk was down because of security updates related to the network disruption. The data below is evidence from October 2023 through October 2024 that the unit outcomes have been met.

10/1/2023 - 10/31/2024		
INDIVIDUAL HELPDESK REQUESTS		630
TOTAL INDIVIDUAL "TOUCHES"		8520

DEVICES AUDITED BY THE HELPDESK		
Alarm System		2
Apple iMac		10
Apple MacBook		14
Camera		26
Clock		2
Computer (Other)		2
Computer - Windows Desktop		840
Computer - Windows Laptop		421
Computer -Windows Surface		41
Environment Monitor		7
Firewall		4
Monitor		898
Network Device		94
Printer		120
Router		33
Server		16
Solar Panel Array		1
Switch		229
UPS		42
Intel Desktops		1096
Intel Laptops		506
MS Surfaces		41

3. Analysis of the Program/Unit

Use this section to discuss the annual report of program data (ARPD data) and/or any other data used to assess your program or unit in terms of demand, efficiency, and effectiveness and with respect to the goals of your last comprehensive program/unit review. What program changes have occurred? Discuss significant program or unit actions (new certificate(s), stop outs/unit, gain/loss of position(s), etc.).
Instructional programs must provide the URL for the program's ARPD data tables and attachment(s) for relevant program-developed metrics discussed in this Review; non-instructional units must provide URLs for unit-specific data and attachment(s) for relevant unit-developed metrics discussed in this Review.
*CTE programs must include an analysis of Perkins Core indicators for which the program did not meet the performance level.

Restructuring server and technology security

Hiring for vacancies –

Currently, the three prior media positions are vacant. One was converted to a higher level server position and the other two were redescribed as APT A IT Specialists with some expereince in media so that the uit could be more versatile and in recognition of the majority of current media components now being connected through PCs in the classroom and conference rooms.

Combining IT and Media Services under Technology Services-
This reorganization was submitted to College Council in Fall 2023. In May 2024 UHCC explained a reorganization was not necessary and began the process to update the organizational charts and functional statements.

Procurement and installation of technology supported by HEERF and Title III funds continued with the aqusitions of multiple 4K portable camera systems for each of the campuses, additional document cameras, outdoor audio and video monitors and protective enclosures.

4. Action Plan

Based on findings in Parts 1-3: How well has the program/unit met the goals from your last Comprehensive Program/Unit Review's action plan(s)? What changes are you making to your action plan(s) for the next year? Include external factors affecting the program or unit. Discuss how these recommendations for improvement or actions will guide your program or unit until the next Comprehensive Review. Specify how the action plan(s) aligns with the College's Mission and the Kaʻao Kaʻikaʻi Strategic Plan . Be sure to list resources that will be required, if any, in section 5 below.
* CTE programs must include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Since the 2015 Annual report, no action items are pending.

The priorities of the last two years have included:
Restructuring server and technology security
Hiring for vacancies
Combining IT and Media Services under Technology Services
Procurement and installation of technology supported by HEERF and Title III funds

A new Action plan will be developed in the fall of 2025

5. Resource Implications
Special Resource Requests not included in your operating "B" budget

Detail any special resource requests not funded by your regular operating budget, including reallocation of existing resources (physical, human, financial) to support action or Perkins plans.
*Note that CTE programs seeking future funding via UHCC System Perkins proposals must reference their ARPD Section 4. Action Plan and this ARPD Section 5. Resource Implications to be eligible for funding.

✷✷ I am NOT requesting additional resources for this program/unit, at this time.
While no "new" resources are being specified at this time. Technology Services would urge the college administration to address the CRITICAL staffing issues that have languished for nearly two years now.