

Hawai'i Community College Assessment Reporting Form

Use this form to submit assessment results for AY 2012-13. The form is due on July 1, 2013. Submit an MS Word version of the report to the Assessment Coordinator. The **Improvement Strategies** Section should be completed once the Action Plan has been implemented and assessed.

Unit Name: **Web Support Office**

Submitted by: **Daniel Fernandez, Web Developer**

The last comprehensive review for this Unit was: **N/A**

Unit Description

(Provide an overview of the unit, including excerpts from the catalog narrative, goals, values and other types of support services that the unit provides.)

Mission *(insert the unit's mission statement)*

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.

Catalog Description and Other Narrative

(insert the unit's catalog statement and add narrative that helps to describe the unit)

The Web Support Office 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.

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Assessment Results

Web Support Office Unit Outcomes (UOs)		
Assessed this year?		Unit Outcomes
X	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 Hawaii CC 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 Hawaii CC web site which embodies current trends and emerging technologies.

ASU Outcomes (UOs)	
<i>(Indicate with an X the UO(s) which were supported through this assessment.</i>	
Aligned?	Academic Support Unit Outcomes
X	The ASU will provide resources and services to faculty and staff to enable them to efficiently carry out their duties and responsibilities.
	The ASU will provide resources and services to promote student success.

Institutional Learning Outcome Alignment	
<i>(Indicate with an X the ILO(s) which were supported through this assessment.</i>	
Aligned?	Institutional Learning Outcome
X	Our graduates will be able to communicate effectively in a variety of situations.
	Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions.
	Our graduates will develop the knowledge, skills and values to make contributions to our community in a manner that respects diversity and Hawaiian culture.

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Assessment Strategy/Instrument

Describe how you determined the sample used for this assessment (e.g. rubrics, CCSSE, surveys, data, longitudinal studies, portfolios, and evaluations). Were all students receiving services evaluated or only a random sample? Include the rubric used to evaluate the sample or attach the rubric to this report.

In May 2013, the Web Support Office conducted a survey. 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

May 2013 Survey Questions

- The web developer was clear and complete in communicating with me about my webpage needs.
- The web developer helped me to do what I needed to do online.
- The web developer provides services of value to my work in the College.
- The web developer delivers services on a timely basis.

Timing:

- May 10th, 2013 - First e-mail with the survey was sent out.
- May 20th, 2013 - Survey closed; results were collated. Action plan was developed.

Expected Level of Achievement

(Set the Performance Rate (e.g. 85% of the sample assessed will meet or exceed expectations, or perhaps use how the unit performs in relation to the Demand, Efficiency, and Effectiveness Indicators and student surveys)

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

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Assessment Results

Results of Unit Assessment

(What were the results of the assessment and the conclusions based on the results? Include the sampling results and detailed discussions that led to the conclusions.)

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%.

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!”

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"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"

"Friendly and professional service provided in courteous and timely manner"

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

Other Internal/External Factors Affecting the Unit

(What factors affected the assessment? Did the economy, other factors, or a specific incident affect how services were performed, influence student enrollments, etc.

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 a related to the decrease in measured perception and effectiveness of those surveyed.

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Action Plan

Using the previous assessment results, develop an action plan to improve services and/or student learning opportunities. The plan may include any proposed changes to services/activities and/or unit reorganization.

- 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.
- Evaluate and edit unit outcomes and survey questions as necessary to gather more detailed feedback to improve services and to meet or exceed expected level(s) of achievement.
- Conduct assessment survey of faculty and staff during 2013-2014 academic year.