

CENTER FOR EXCELLENCE IN LEARNING,
TEACHING AND TECHNOLOGY

PROGRAM REVIEW

FALL 2007

PRINTING SERVICES, INSTRUCTIONAL
MULTIMEDIA SUPPORT SERVICES,
COMPUTER SERVICES AND IT SUPPORT



KAPI'OLANI COMMUNITY
COLLEGE

MISSION AND GOALS

Using learning college principles, CELLT provides leadership and support for the improvement of teaching and learning.

Goals that support this mission include:

- Ensure the quality of teaching and learning through centralized, localized professional development support focused on learning-college pedagogy in classroom and clinical settings.
- Ensure the quality of teaching and learning through technology support.
- Increase learning-centered behavior of KCC faculty & staff.
- Promote the scholarship of teaching.
- Support the enhancement of the technology infrastructure across the campus.
- Promote more efficient provision of campus services through the use of technology.

LINKS TO CAMPUS GOALS

These directly support the following goals of KapCC:

- Goal 1: To Promote Learning and Teaching for Student Success
- Goal 2: To Build A Learning, Partnering, and Service Network for Student Success
- Goal 5: To Invest in People: Professionals in a Learning Organization
- Goal 6: To Invest in the Learning Environment

LINKS TO CAMPUS STRATEGIC PLAN

The unit's goals are aligned with these portions of the Planning Context of KapCC's 2003-2010 Strategic Plan:

Improvements in educational technology and networked communications will continue to increase the information available to students, the communication among faculty and students, and the ability to deliver instruction to remote sites and other off-campus settings....There will also be greater emphasis on assessing the best uses of these technologies for student learning.

The institution will place increased emphasis on implementing strategies that connect and expand the learning environment from the classroom center to the campus, community, cyberspace and abroad....Quality online-learning increases faculty-student and student-student interaction and deepens everyone's learning.

SUPPORT SERVICES DELIVERED BY THE CENTER FOR EXCELLENCE IN LEARNING, TEACHING AND TECHNOLOGY

Relative to the Program Review data elements, CELTT is responsible for the following:

- Printing and Graphic Arts
- Campus Mail Services
- Instructional Multimedia Support including
 - HITS and ITV support
 - 'Olelo cable course production
 - general campus multimedia production
 - transcription and closed captioning
 - distance learning support
 - professional development programs for faculty and staff
 - computer applications development
 - computer applications support
- Campus telecommunications systems
 - telephone system
 - networks
 - providing students and staff with access to the campus wireless network for any wireless devices
 - campus servers
 - videoconferencing facilities and equipment
 - audio conferencing equipment
- Classroom learning technologies (procurement, maintenance, end-user training)
- Consultation services for faculty, staff and Student organizations in all areas supported by the department
- Management of campus computer labs that do not have lab managers
- Management of a pool of learning technologies available for short term loans to faculty and staff for campus functions. This includes procurement, maintenance, end-user training, and repair.
- Coordination of distance learning courses and support services for distance learning faculty
- Operation of a faculty/staff technology room
- Password resets for students

QUANTITATIVE INDICATORS FOR PROGRAM REVIEW

PRINTING SERVICES

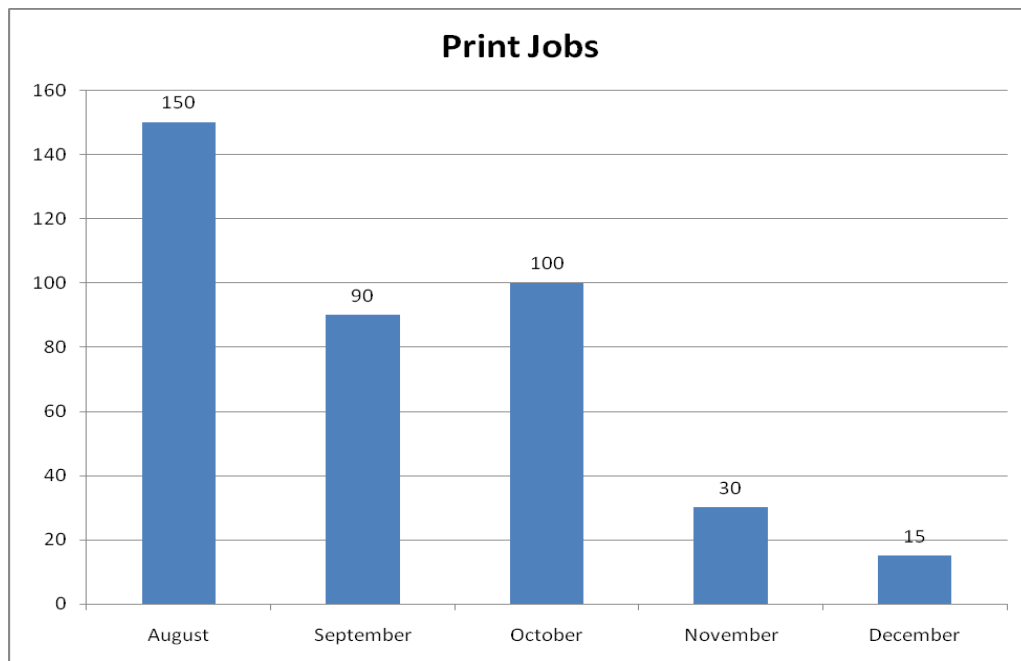
Demand

1. Campus Enrollment (FTE): 4,282
2. Number of Faculty: 380, of which 180 are lecturers
3. Number of Staff: 150 total (90 APT, 60 Civil Service)

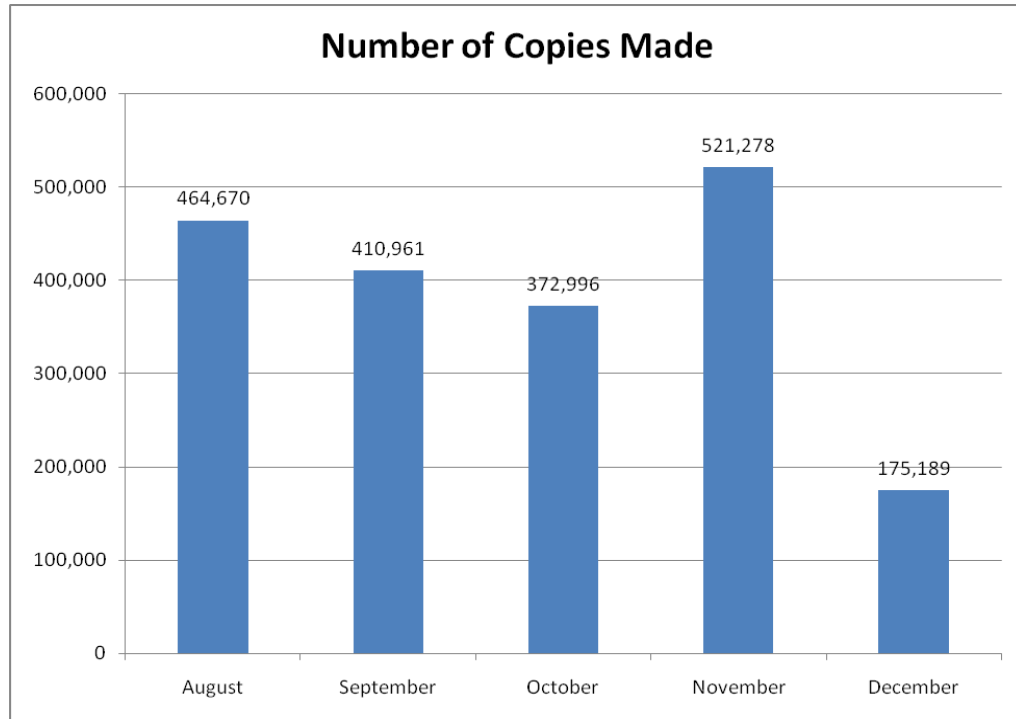
Efficiency

4. Hours Open Per Week: 55 hours per week with the schedule: Monday through Thursday 7:30am to 7:00pm and 7:30am to 4:30pm on Fridays.
5. Number Of Staff: 1 full-time Print Shop Manager and 1 Graphic Artist.
6. Student Worker Hours Per Week: 10 hours per week
7. Number Of Work Orders Completed:

Data on work orders is incomplete due to lack of access to the data. The data shown below are estimates and do not include color copy requests which may be significant. We will track data more effectively for the next program review.



8. Number Of Copies Generated: The number of copies generated from the main print shop copier is shown below:



9. Number Of Copies Per FTE Student: Based on incomplete data provided above, the number of copies from the main print shop black/white copiers per FTE student is shown below:

FTE Student	4282
Total Copies	1,945,094
Copies per FTE	454.2489491

Outcomes

10. Satisfaction Measurements Using Common Survey Questions: No customer satisfaction surveys were conducted for this program review period.

INSTRUCTIONAL MULTIMEDIA SUPPORT SERVICES

Demand

1. Campus Enrollment (FTE): 4,282
2. Number of Faculty: 380, of which 180 are lecturers
3. Number of Staff: 150 total (90 APT, 60 Civil Service)

Efficiency

4. Hours Open Per Week: Normal hours of operation range from 7:30am to 10pm based on conferencing needs and HITS course scheduling.
5. Number and Description Of Staff

During this period two g-funded regular full time employees provided support services in this area. A significant portion of work was performed by three additional employees whose salaries were covered by an Olelo grant.

IMD Staffing: Regular Full-time Employees	
Status	Title
APT Media Specialist	Distance Learning Coordinator
Faculty	Faculty

IMD Staffing: Temporary or Casual Employees Funded by Olelo	
Status	Title
APT Media Specialist (temporary)	Producer/Director
Casual Hire	Closed Captioner
Casual Hire	ePortfolio Support

6. Student Worker Hours Per Week

Student Workers	Title	Hrs/Wk	Source
A21 - \$8.50	Production Assistant	13	Olelo
A33 - \$10.15	Production Assistant	20	Olelo
A21 - \$8.50	Production Assistant	14	CELTT
TOTAL HOURS PER WEEK IN REGULAR SEMESTER		47	

7. Hours of ITV or Cable Programming Produced

Credit Course Programming

Course	Credits	Length of Program	Sessions Per Week	Duration in Weeks	Hours Locally Produced
ESS100	3	75 minutes	2	16	40
ED 285	3	60 minutes	2	16	30
SP 181	3	75 minutes	2	16	40
Subtotal					110

Continuing Education Course Programming

Course	Credits	Length of Program	Sessions Per Week	Duration in Weeks	Hours Locally Produced
EMS(CME)	0	60 minutes	1	16	26
Subtotal					26

Informational Programming

Course	Credits	Length of Program	Sessions Per Week	Duration in Weeks	Hours Locally Produced
Koa Gallery	0	30 minutes	1	32	16
Kupuna Connections	0	60 minutes	1	32	32
SHIG Happens	0	30 minutes	1	32	16
Subtotal					64

Grand total 200

8. Number of Video or Audio Conferencing Events Supported

Month-Year	ITV/HITS and Videoconference Room Requests
8/1/2007	8
9/1/2007	8
10/1/2007	17
11/1/2007	12
12/1/2007	2
TOTAL	47

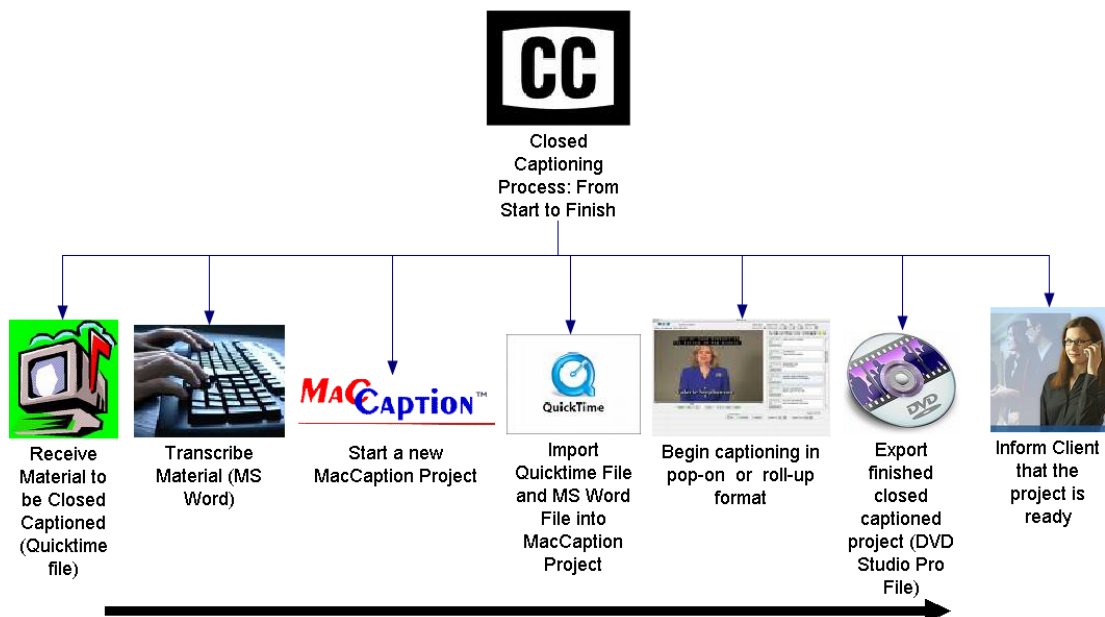
9. Faculty/Staff Professional Development Events Offered & Number of Participants

Fall 2007	
Attendees	279
Unduplicated attendees	137
Departments	33
Workshops	45

Workshops
4Ts: Students in Distress
KapCC ePortfolio System
ePortfolio: Intro to Matrix
Geek Girls: Social Bookmarking
Impatica Demo
Malama Pono
McGraw Hill Demo
Protecting Sensitive Info Session With Jodi Ito
Sakai Sneak Peek
Student Engagement Mini Academy
Talk Story
MS Excel
MS Word
MS PowerPoint
Using Active Learning and Self-Assessment to Enhance Student Learning
WebCT Demo

10. Closed Captioning Services

The closed captioning process is depicted in the chart below. We provide dubbing, captioning/subtitling, and transcription services.



The courses for which we provided transcription and closed captioning are listed below.

Course
ED 285
SP 181
Shig Happens
JPN 131
Shig Happens Promo
KCC Campus Promo

11. Classrooms Equipped Per Total Classrooms: A total of 178 classrooms are equipped with multimedia equipment that is maintained by CELTT. This accounts for virtually every classroom on campus.

Outcomes

12. Satisfaction Measurements Using Common Survey Questions. The department did not survey clients using the common survey questions which were selected for use by the community college in fall 2008, a year after the reporting period. Surveys will be put in place in fall 2008 and will be included in the next program review report.

COMPUTER SERVICES AND IT SUPPORT

Demand

13. Campus Enrollment (FTE) : 4,282
14. Number of Faculty: 380, of which 180 are lecturers
15. Number of Staff: 150 total (90 APT, 60 Civil Service)

Efficiency

1. Hours Open Per Week: 55 hours per week with the schedule:

Monday – Thursday: 7:30am to 7:00pm

Friday: 7:30am to 4:30pm

2. Number and Description Of Staff

Care Center and Information Technology Unit Staffing	
Status	Title
IT Specialist	Help Desk Specialist
Clerk-Typist	Clerk Typist
AV Technician	Help Desk Specialist
AV Technician	Repair Shop Manager
IT Specialist	Banner Technical Lead
IT Specialist	IT Specialist
IT Specialist	Help Desk Specialist
IT Specialist	IT Specialist
IT Specialist	IT Specialist
IT Specialist	Network Administrator
IT Specialist	IT Specialist

3. Student Worker Hours Per Week

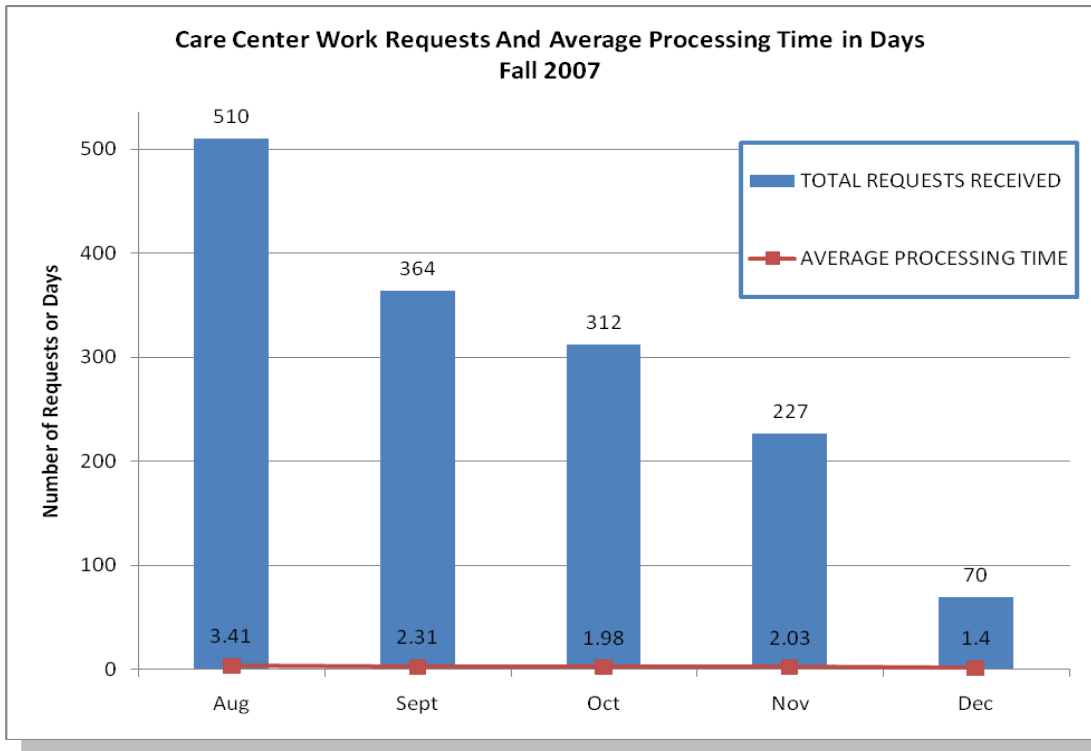
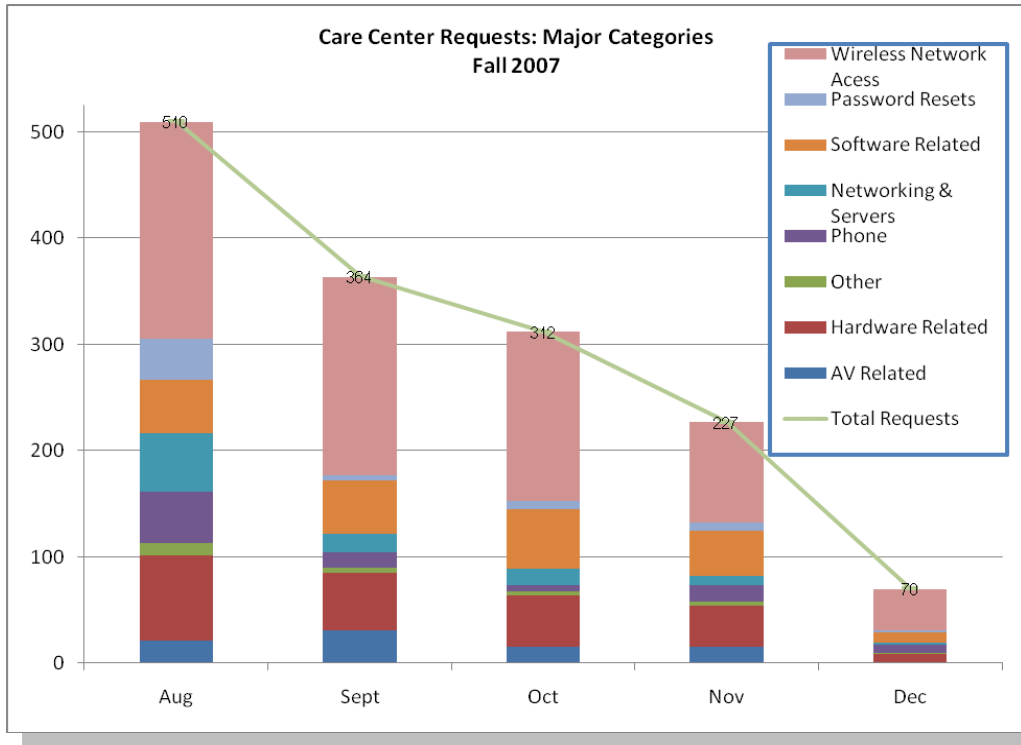
Student Worker	Title	Hrs/Wk
A21 - \$8.50	Technology Room Assistant	16
A21 - \$8.50	Help Desk Technician Aide	15
A21 - \$8.50	Help Desk Technician Aide	10
A34 - \$10.50	Instructional Computing Assistant	8
A21 - \$8.50	Network Support Aide	8
A21 - \$8.50	Help Desk Technician Aide	20
TOTAL HOURS PER WEEK IN REGULAR SEMESTER		77

4. Loan Pool Equipment Loan and Set-Up Requests Received: A total of 333 requests were received in the program review period as shown in the table below.

Month	Total Requests	Average Weekly Count
Aug	97	24.25
Sept	67	16.75
Oct	86	21.5
Nov	50	12.5
Dec	33	8.25
TOTAL	333	16.65

5. Help Desk and Computer Services Counts Per Week and Average Processing Time: A total of seven-hundred and thirty-five trouble calls were received by our Customer Care Center. The table below shows identifies the nature of the calls with monthly counts and a weekly average.

Primary Issue	Aug	Sept	Oct	Nov	Dec	TL
AV Repair	18	27	15	15	1	76
Dept. AV Setup	3	4	0	0	0	7
Computer Hardware Repair	18	9	8	2	0	37
Computer Setup	22	11	10	2	1	46
Networking	52	17	14	5	2	90
Other	11	5	4	4	1	25
Phone	48	14	5	15	7	89
Printer	19	14	4	11	4	52
Software Install	8	13	7	3	0	31
Server	4	1	2	4	0	11
User Software Support	41	34	46	39	9	169
User Hardware Support	22	20	27	24	3	96
Virus/Spyware	1	3	3	1	1	9
Password Resets	39	5	8	7	2	61
Wireless Network Access	204	187	159	95	39	684
TOTAL REQUESTS RECEIVED	510	364	312	227	70	1483
AVERAGE WEEKLY COUNTS	127.5	91	78	56.75	17.5	74.15
AVERAGE PROCESSING TIME	3.41	2.31	1.98	2.03	1.4	2.54



6. Number of faculty and staff computers: Approximately 500 computers.
7. Number of student computers per FTE: CELTT provides primary support to a handful of computer labs, thus we cannot make an accurate estimate. The total number of computers in these labs we support is about 257.

8. Number of Work Order for Repair and Upgrade of Computers, Printers and AV Equipment and Average Processing Time:

Primary Issue	Aug	Sept	Oct	Nov	Dec	TL
Computer Hardware Repair	18	9	8	2	0	37
AV Repair	18	27	15	15	1	76
TOTAL	36	36	23	17	1	113
Avg Days for Completion	6.25	3.39	2.91	2.31	2	3.372

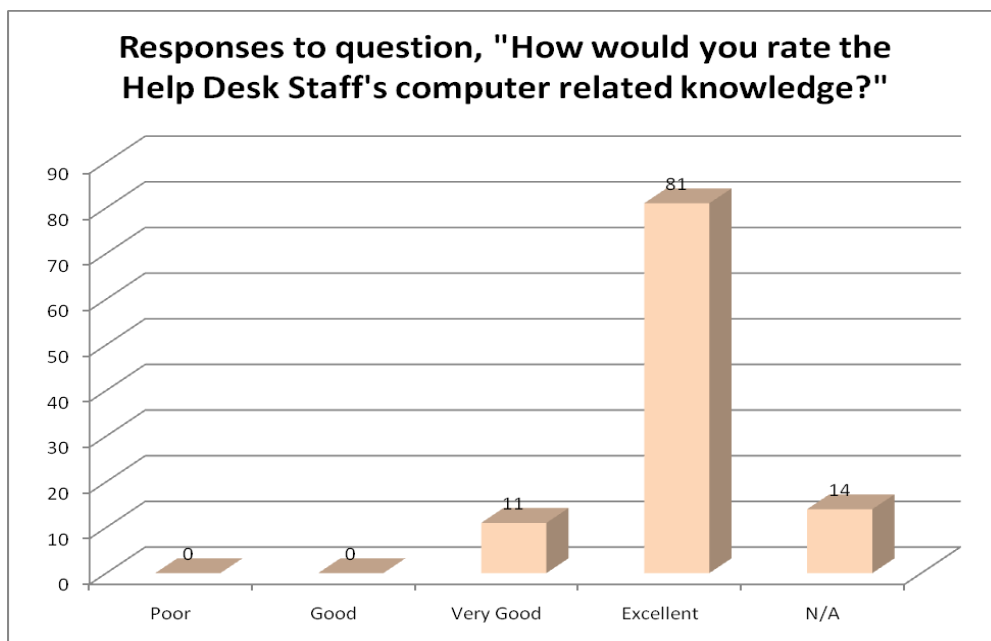
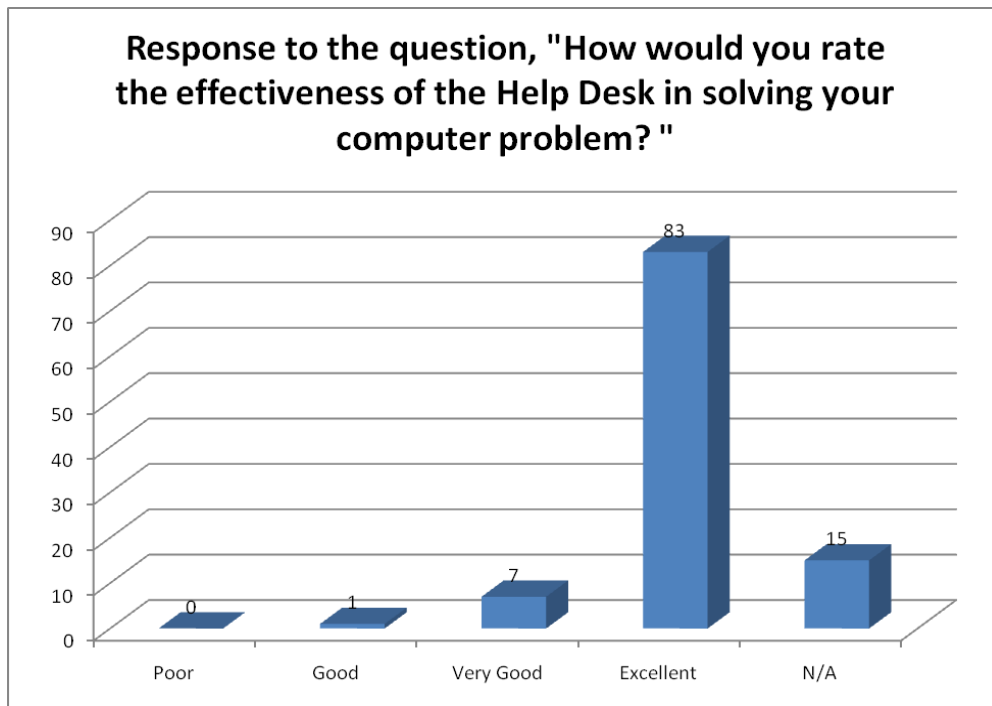
9. Wireless Coverage Per Campus: 98% of the campus has access to the wireless network. The chart below lists buildings, number of wireless access points, and square footage of coverage provided by those access points.

Building	WAP	Square Feet
Chapel	0	0
Iliahi	6	1,344,000
Ilima	6	1,344,000
Kalia	3	672,000
Kauila	8	1,792,000
Koa	0	0
Kokio	6	1,344,000
Kopiko	6	1,344,000
Lama	9	2,016,000
Maile	0	0
Mamane	0	0
Manele	2	448,000
Manono	3	672,000
Mokihana	1	224,000
Naio	5	1,120,000
Ohelo	3	672,000
Ohia	5	1,120,000
Olapa	6	1,344,000
Olona	5	1,120,000
Olopuia	0	0

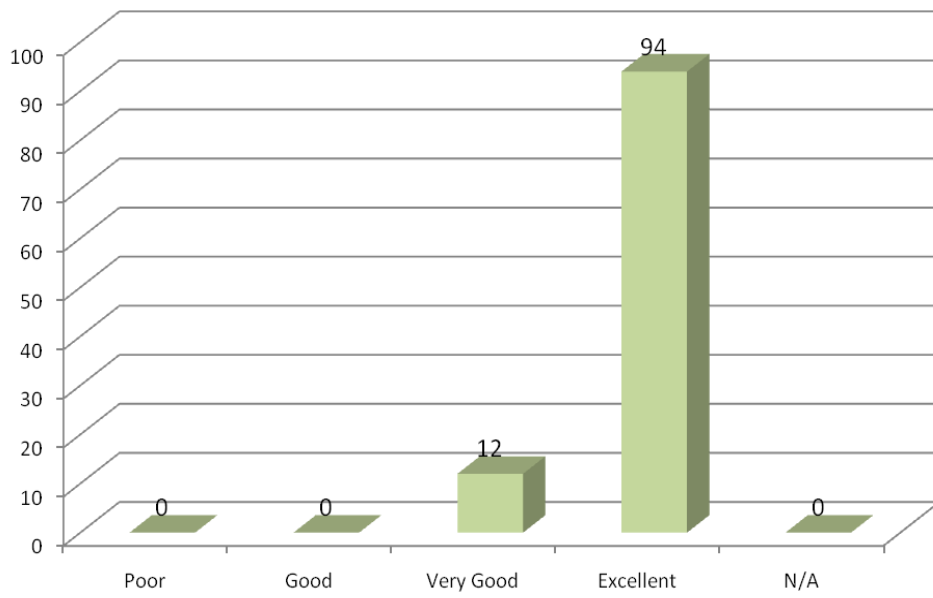
Outcomes

1. Satisfaction Measurements

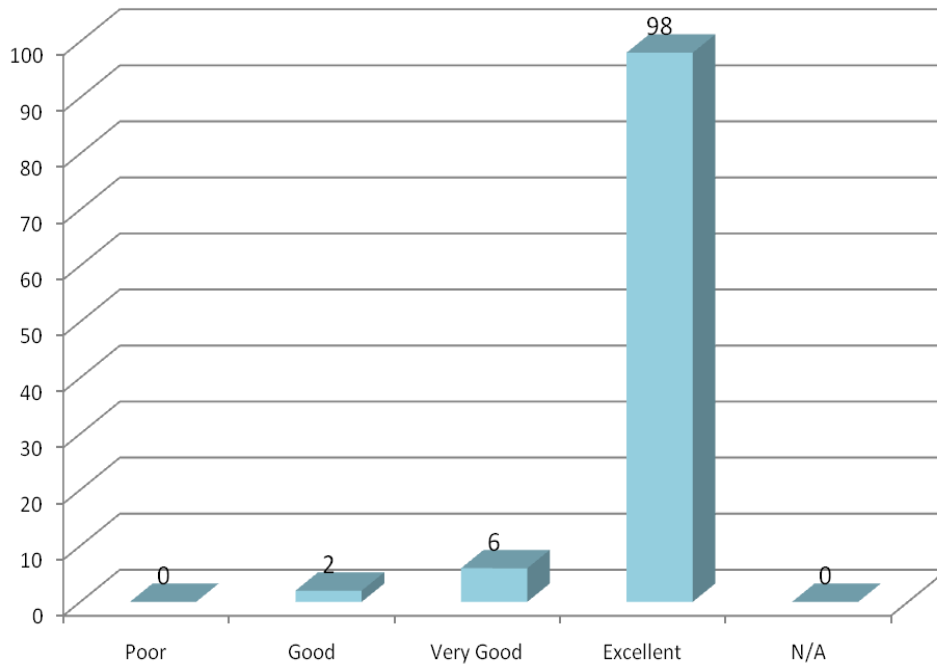
Campus faculty and staff request service, report problems, and make equipment loan requests using the department's online request form. Upon receipt of the request, the client receives a confirmation email. Upon completion of the request, the client receives an email invitation to complete a customer satisfaction survey. The survey respondents rate the staff's effectiveness, customer service, knowledge, and their overall experience with the Center. Results are shown in the tables below. **The total number of respondents is 106.**



Responses to the question, "How would you rate customer service of the Help Desk Staff?"



Overall your Help Desk experience was/is:



CELTT SERVICES BUDGET PER COLLEGE BUDGET

CELTT's budget represents 3% of the total campus budget which is \$38,862,877.

ANALYSIS OF THE UNIT

Given the level of funding and staffing, the unit is highly productive and efficient based on output, client demand, and client satisfaction. Resources in the department are effectively applied toward the campus' mission; internal reallocation and reorganization of resources are made appropriately based on changing demands of the campus. A wide array of technology/telecommunications assets are managed by CELTT. This enables the department to develop and deploy innovations across many sectors of campus. Although the unit has distinct working groups, staff are encouraged to cross-train and collaborate, maintaining a high level of knowledge sharing and enabling the department to maintain a high level of support with a small workforce.

ACTION PLAN

To support the campus' goal of increasing distance learning courses, departmental resources will be reallocated to increase direct support services in the areas of instructional multimedia and professional development programs for distance learning faculty.

In 2008-2009 the department will expand professional development services to non-academic units and engage larger numbers of staff in workshops and other professional development events. We will encourage the application of technology to non-instructional areas such as student services in an effort to improve services to students. Counselors and other student services personnel have indicated increasing interest in using technology to improve and expand services.

RESOURCE IMPLICATIONS

With an increased focus on distance learning, technologies that support creation of high quality, rich learning environments will become increasingly critical. Even more critical is the presence of qualified personnel who can provide direct services to distance learning faculty. Faculty support services is cited as a critical ingredient for successful distance learning programs in Distance Learning guides written by the ACCJC/WASC and the American Federation of Teachers. CELTT's multimedia and instructional support unit is staffed primarily by temporary, grant-funded employees or casual hires, also grant-funded. Long term plans for the college should include allocation of additional resources in the form of one or more permanent, full time specialists, e.g., APT Media Specialist and IT Specialist with Distance Learning expertise.

More pressing and immediate is the need to plan for continued support of the campus' ePortfolio project. The current ePortfolio Specialist who supports faculty and students is a casual hire filling a temporary position funded by external grants. Funding for this position ends in September 2009. Since inception of the KapCC ePortfolio in Sakai, the number of users has risen steadily and the variety of educational applications has increased. Future plans to incorporate an ePortfolio into the personal learning plan of every first year student will lead to significant increases in users. The situation now warrants a permanent full time position. Existing departmental resources cannot be used to replace this temporary ePortfolio specialist without a significant negative

impact on students, faculty, and departmental service levels. We will very shortly reach the point where a permanent ePortfolio specialist is a mission-critical resource.