

CENTER FOR EXCELLENCE IN LEARNING,  
TEACHING AND TECHNOLOGY

# PROGRAM REVIEW

## FALL 2009

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

*Submitted Dec. 2, 2010*



KAPI'OLANI COMMUNITY  
COLLEGE



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## **BACKGROUND**

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Kapʻiolani Community College is developing a new ecology of learning that connects classrooms, labs and centers, campus, community, and cyberspace. [Strategic Plan 2008-2015: Framework, Process, and Context, p. 15] This learning ecology opens many avenues to faculty innovation in meeting the diverse learning styles of our students. Within this ecology, strong faculty commitment to indigenous, multicultural, international, and civic learning has helped prepare students for effective engagement and leadership in a globalizing era. The central force driving College innovation is the faculty's collective commitment to high quality student learning and success realized in degree programs and cross-curricular emphases, and supported by an active Center for Excellence in Learning, Teaching and Technology (CELTT). [Title III Grant Application, PRS]

CELTT was created in January 2005 by then-Chancellor John Morton with a goal to “create a center that uses learning-college principles to provide faculty with one-stop support for improving learning but also serve as a focal point for leadership in improving teaching and learning.” The Center was built on the strengths of the unit formerly known as IMTS – Instructional Multimedia and Technology Services and well-established faculty professional development programs.

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## **MISSION**

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Using learning college principles, CELTT provides leadership and support for the improvement of teaching and learning. CELTT advances the college's mission through the application of appropriate technologies and is committed to enhancing and expanding learning opportunities for students, staff, and faculty.

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

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The Center for Excellence in Learning, Teaching and Technology (CELTT) is responsible for planning, developing, and delivering high quality computing and media resources and services for student learning, administrative operations, faculty and staff development, and delivery of instruction and services. CELTT:

- Coordinates, develops, and implements the College's technology plans;
- Develops and maintains the College's voice, data and video networks;
- Develops and supports local area networks within instructional and administrative facilities;
- Develops and coordinates faculty and staff professional development activities;
- Conducts demonstrations to familiarize faculty and staff with equipment available and to enable them to operate equipment;
- Supports the development and delivery of distance education using a variety of media, such as broadcast television, cable television, web-based instruction, or other forms of digital delivery;
- Supports curriculum innovation using computers or media technology in the classroom;
- Develops and maintains computing programs and services for both academic and administrative uses;

- Works with College program heads to formulate budget requirements especially in the area of technology and technology uses;
- Evaluates and makes recommendations on the purchase of technology;
- Maintains and repairs media and computing equipment, including the development and implementation of preventive maintenance programs;
- Trains faculty and staff in various computer applications and use of media;
- Provides telephone/telecommunication services; and
- Develops and implements applicable policies and procedures.

[Functional Statements, Reorganization Proposal, March 20, 2008, p. 5]

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**QUANTITATIVE INDICATORS: MEDIA SERVICES/GRAPHIC ARTIST  
SUPPORT/PRINTING SERVICES/INSTRUCTIONAL SUPPORT**

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**PRINTING SERVICES**

***Demand***

1. Campus Enrollment (FTE): 5,132
2. Number of Faculty: 252
3. Number of Staff: 148

***Efficiency***

4. Hours Open Per Week: 46.5 hours per week with the schedule: Monday through Thursday 7:30am to 5:00pm and 7:30am to 4:00pm on Fridays.
5. Number Of Staff: 1 full-time Print Shop Manager, 1 full-time vacant support position, and 1 Graphic Artist.
6. Student Worker Hours Per Week: 10-15 hours per week
7. Number Of Work Orders Completed: 451
8. Number Of Copies Generated: 649,558
9. Number Of Copies Per FTE Student: 126.5

***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): 5,132
2. Number of Faculty: 252
3. Number of Staff: 148

### ***Efficiency***

1. Hours Open Per Week: Normal hours of operation range from 7:30am to 10pm based on conferencing needs and course scheduling.
2. Number and Description Of Staff  
Permanent regular-funded staffing consists of one full-time faculty member and one full-time IT specialist. The team is directed by a full-time temporary Distance Learning Coordinator and also includes a casual hire covering for a vacant IT specialist and three full-time staff who are on special or trust funds. Staffing is not sufficient to meet the demand for services.

IMD Staffing: Regular Full-time Employees	
Status	Title
APT IT Specialist	Professional Development Coordinator
Faculty	Faculty
IMD Staffing: Temporary or Casual Employees - Special or Trust Funds	
Status	Title
APT Media Specialist (temporary)	Distance Learning Coordinator
APT Media Specialist (temporary)	Producer/Director
APT Educational Support Specialist (temporary)	Closed Captioner, Disability Student Support
APT Institutional Support Specialist (temporary)	ePortfolio, HITS, & Lulima Support
APT IT Specialist (casual hire)	Lulima and multimedia support

3. Student Worker Hours Per Week

Student Workers	Title	Hrs/Wk	Source
A33 - \$10.15	Production Assistant	10	Olelo
TOTAL HOURS PER WEEK IN REGULAR SEMESTER		10	

4. Hours of Cable Programming Produced

Credit Course Programming					
Course	Credits	Length of Program	Sessions Per Week	Duration in Weeks	Hours Locally Produced

<b>EALL 271</b>	3	75 minutes	2	16	40
<b>ED 285</b>	3	60 minutes	2	16	30
<b>ESS 100</b>	3	75 minutes	2	16	40
<b>HWST 107</b>	3	75 minutes	2	16	40
<b>JPNS 131</b>	4	75 minutes	2	16	40
<b>LAW 111</b>	3	75 minutes	1	16	16
<b>SP 181</b>	3	75 minutes	2	16	40
<b>TOTAL</b>					<b>246</b>

5. Closed Captioning Services: Transcription and closed captioning were provided for ED 285 and SP 181. Services were also provided for community promotional pieces.
6. Work Requests to this Unit: An online system was launched in Fall 2008 and adoption has been slow, with many requests coming in via traditional means such as phone calls and email; the data here does not reflect actual workload. Active promotion of the system and vigorous encouragement for faculty to use the system should change user behavior so that future reports more accurately reflect workload.

<b>Primary Issue</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Totals</b>
ADA Support	0	0	2	1	0	3
ePortfolio	1	2	2	2	3	10
Laulima	28	37	21	9	15	110
HITS/ITV	0	0	1	0	0	1
Instructional Training	4	2	1	0	0	7
Multimedia Consultation	1	1	3	2	1	8
Other	1	0	0	0	0	1
Software Support	2	1	15	1	4	23
Video Conferencing	0	1	3	1	1	6
Video Production (non 'Olelo)	0	1	0	0	0	1
<b>TOTAL</b>	<b>37</b>	<b>45</b>	<b>48</b>	<b>16</b>	<b>24</b>	<b>170</b>

7. 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.
8. Faculty/Staff Professional Development Events Offered & Number of Participants

<b>Fall 2009 Professional Development Events Data</b>	
Attendees	47
Unduplicated attendees	23
Departments	13
Workshops	32

Fall 2009 Professional Development Events
4Ts Book Club: "Outliers" by Malcom Gladwell
Contract Renewal Info Session
Curriculum Central
Curriculum Central for Committee members
Curriculum Central for KapCC History Faculty
Digital Marketing Strategies
Furoshiki cloth wrapping
Information Security and YOU! With Jodi Ito
Laulima Assignments Tool
Laulima Course Management Tools
Laulima Resources Tool
Laulima Tests, Tasks and Surveys
Protocol Japanese
Tech Thursday: Excel Tips and Tricks
Tech Thursday: Excel 2007 Filtering, Sorting and De-Duplicating
Tech Thursday: PowerPoint 2007 – Graphics (Themes, SmartArt)
Tech Thursday: PowerPoint 2007 – Printing Options, Prepare and Publish Options
Tech Thursday: PowerPoint 2007 – Slide Masters
Tech Thursday: Word 2007 – Mail Merge (Labels and Envelopes)
Tech Thursday: Word 2007 – Tables and Text Building Blocks
Tech Thursday: Word 2007 – Graphics and SmartArt
Tech Thursday: Word 2007 – Layout Options
Tech Thursday: Excel 2007 – Basic Charts
Tenure and/or Promotion Dossier Info Session

### ***Outcomes***

Satisfaction Measurements Using Common Survey Questions. Satisfaction surveys were not used for general work group services. An assessment plan for the department will evaluate outcomes for this group. The plan is being developed in cooperation with KCC's Office of Institutional Effectiveness and should be in place in 2010.

## COMPUTER SERVICES AND IT SUPPORT

### ***Demand***

1. Campus Enrollment (FTE): 5,132
2. Number of Faculty: 252
3. Number of Staff: 148

### ***Efficiency***

1. Hours Open Per Week: 47.50 hours per week with the schedule: Monday – Friday: 7:30am to 5:00pm
2. Number and Description Of Staff

Care Center and Information Technology Unit Staffing	
Status	Title
Secretary (vacant)	Department Secretary
Clerk-Typist	Clerk Typist
AV Technician	Help Desk Specialist
AV Technician	Repair Shop Manager
IT Specialist	Computer Programmer
IT Specialist	Computer Programmer
IT Specialist (temporary)	Help Desk Specialist
IT Specialist (temporary)	Help Desk Specialist
IT Specialist	Network Administrator
IT Specialist (vacant)	Campus webmaster
IT Specialist	Cybrarian

3. Student Worker Hours Per Week

Student Worker	Title	Funding	Hrs/Wk
A21 - \$8.50	Technology Room Assistant	Title III	20
A21 - \$8.50	Technology Room Assistant	Title III	20
A21 - \$8.50	Help Desk Technician Aide	CELTT	15
A34 - \$10.50	Instructional Computing Assistant	External Grant	20
A21 - \$8.50	Network Support Aide	CELTT	15
A21 - \$8.50	Help Desk Technician Aide	CELTT	15
TOTAL HOURS PER WEEK IN REGULAR SEMESTER			105

4. Loan Pool Equipment Loan and Set-Up Requests Received: This unit maintains a pool of equipment for faculty/staff use, e.g., cameras, projectors, sound systems, and laptop computers. A total of 725 requests were received in the program review period as shown in the table below.

Month	Total Requests
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August	185
September	182
October	163
November	121
December	74
<b>TOTAL</b>	<b>725</b>

5. Help Desk and Computer Services Counts Per Week and Average Processing Time: A total of seven-hundred and nine service requests were received by our Customer Care Center.

Primary Issue	AUG	SEPT	OCT	NOV	DEC	TOTAL
AV Repair	9	11	7	3	1	31
Dept. AV Setup	2	0	2	2	2	8
Computer Hardware Repair	6	7	15	7	3	38
Computer Setup	16	14	12	8	7	57
Consulting	1	7	0	2	2	12
Networking	19	14	21	10	3	67
Other	30	24	24	24	7	109
Phone	21	17	12	8	15	73
Printer	9	16	14	19	11	69
Server	1	4	1	0	2	8
Software Install	8	14	10	5	1	38
User Hardware Support	19	14	12	6	2	53
User Software Support	30	36	28	16	19	129
Virus/Spyware	7	3	3	3	1	17
TOTAL REQUESTS RECEIVED	178	181	161	113	76	709
AVERAGE PROCESSING TIME IN DAYS	7	6	5	6	3	5.4

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 971.
8. 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.

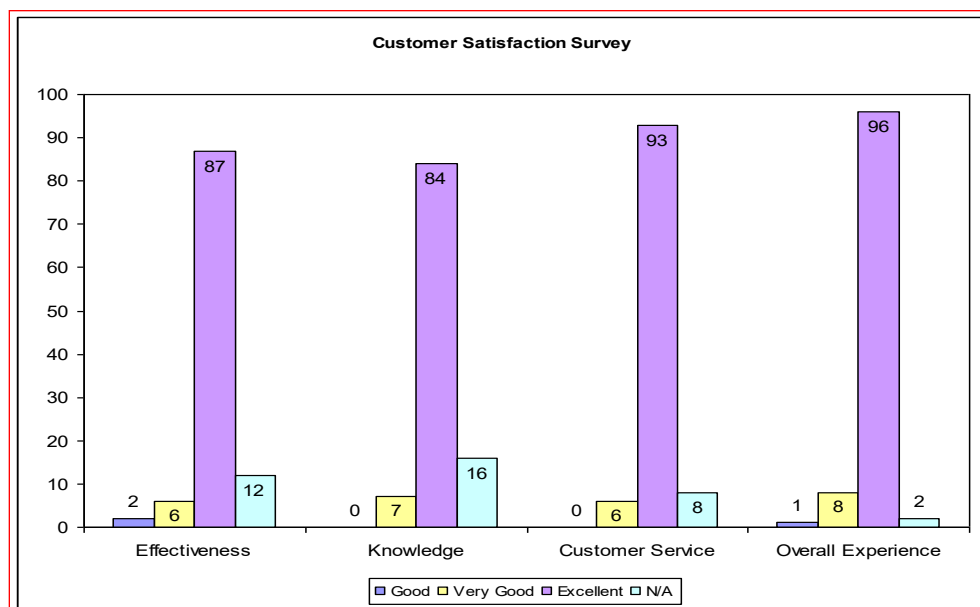
Building	Number of Wireless Access Points	Square Feet
Chapel	0	0

Iliahi	6	1,344,000
Ilima	6	1,344,000
Kalia	3	672,000
Kaui	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
Olopu	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 and 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 very positive as shown in the table below. **The total number of respondents is 107.**



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## CELTT SERVICES BUDGET PER COLLEGE BUDGET

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CELTT's budget represents 3% of the total campus budget.

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## ANALYSIS OF THE UNIT

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CELTT is a complex unit comprised of faculty, professional and clerical staff, student interns, and volunteers. As demonstrated by high demand for services and client satisfaction, CELTT is a productive and efficient unit given its level of funding and staffing. Resources in the department are effectively applied toward the campus' mission and internal reallocation. Resources are reorganized when appropriate to fit campus demands. A wide array of technology and telecommunications assets are managed by CELTT. This enables the department to develop and deploy innovations across the campus. Although the unit has distinct working groups, staff cross-train and collaborate to maintain a wide breadth of knowledge. This enables the department to maintain a high level of support with a small workforce.

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## ACTION PLAN

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Given staffing vacancies and growth in demand and size of the population served by the unit, to maintain current levels of support, CELTT must reallocate internal resources, seek extramural funding to supplement our campus allocation and workforce, and strategically modify service provision models. One strategy will be to extend services to the web, expanding our clients' access to support.

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## RESOURCE IMPLICATIONS

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Since the prior reporting period, growth in the audience served by CELTT has been significant. In addition to enrollment growth, the number of faculty and staff increased. Conversely, staffing in CELTT has decreased with additional vacancies that remain frozen. Workload increased significantly, with a significant increase in the number of requests for audio-visual equipment loans and set-ups, as well as increases in instructional support requests and general technology services assistance.

Staffing is the most critical additional resource needed. The most pressing vacant professional positions that must be filled include:

- Campus Webmaster (IT Specialist)
- Distance Learning Coordinator/'Olelo Administrator (Media Specialist)
- IT Specialist to administer campus multimedia productions and instructional servers

Additional positions are needed to help the department achieve tactical plan goals including:

- Educational Specialist to focus on enhancing and expanding departmental and support unit websites under the direction of the campus Webmaster
- IT Specialist to manage the student technology helpdesk and oversee student workers
- Faculty instructional designer to lead support efforts for online delivery of courses, including continuing education courses
- IT Specialist to support faculty assessment efforts including ePortfolios

Other resources needed include:

- Wireless networking equipment

- Funding for technology upgrades
- Title III grant funding has been secured for classroom upgrades, renovation of the Naio building, and distance learning-related efforts, but additional funding should be secured to assist with upgrades beyond 2011 when current grant-funding ends.
- Funding for expansion of software systems
- Systems such as the Imiloa social networking service and the campus ePortfolio should be expanded with additional functionality as needs arise.