DISTANCE EDUCATION 2013-2014 ASSESSMENT REPORT

MISSION

The mission of Distance Education is to ensure that all students have access to and experience quality learning in their distance education courses. Distance learning will employ the best pedagogical practices based on the existing research literature to foster student success in their distance education programs.

GOALS

• Set policies and procedures that support the distance education mission.
• Coordinate Distance Education units and activities (ie. Technology, Library, Student Affairs, etc.) to promote concerted and coherent distance education structures and processes for distance learners.
• Develop and coordinate assessment procedures of distance education courses to ensure high quality of learning experiences.
• Assess current and proposed technology and innovation that are used to support and enhance instructional efforts.
• Support faculty in designing and teaching excellent distant education courses.

DEPARTMENTAL DASHBOARD

• Number of Instructors Using Online Technology component (online, hybrid, in class) = 107 (See Appendix B)
• Number of Courses offered via Distance Education 2012 – 2013 = 204 (See Appendix B)
• Number of Degrees offered Online/ITV = 1 (Business Administration)
• Number of Degrees offered Online = 2 (Public Administration and Political Science)
• Number of Degrees offered Online/Hybrid = 2 (Social Science – Applied Track and Early Education)
• Number of Certificates Offered Online = 3 (DPEM, Health Care, and Substance Abuse & Addiction Studies)
• Number of Students enrolled in an Online Course = (pending data)
• Number of Students enrolled in an Online Degree program and/or Hybrid Program = (pending data)

POINTS OF PRIDE

• Quality Online Course Design Standards policy
• Distance Education Intranet available to lecturers, faculty, and staff
• Online Student Tutoring Email Form [http://www.uhwo.hawaii.edu/campus-life/campus-services/noeau-center/online-form-submission/]
• Implementation of the Laulima Innovation Award – 4 recipients
• 1. Instructional Designer Quality Matter Implementing the Rubric certification
• Comprehensive and current listing of all online courses available at [http://www.hawaii.edu/dl/courses/]

ASSESSMENT ACTIVITIES 2013 - 2014

Identify and recommend best pedagogical distance learning practices

Develop an online point of entry (webpage) that promotes a sense of institutional community for distance learners with accessible links to student support services (i.e. advising, bookstore, library, student life, and tutoring)

Review and coordinate information technology requirements and related services in support of distance learning at the University.

Provide faculty training and workshops in DE methods, technologies, and assessment practices.

PLANS FOR COMING YEAR

• Develop a collaborative and comprehensive distance education strategic plan that supports the growth and sustains the quality of distance learning at UHWO, one that ensures that students who enroll in distance education courses have outcomes equivalent to or greater than those achieved in traditional classroom settings.

• Conduct faculty training to promote the best practices for distance learning. Offer instructional design workshops and individualized consultations to help build quality online courses that meet quality standards. Consider the application of a comparable standard like that used for Writing Intensive courses to future online courses.

• Collaborate with the multiple units that have an online component to help build and reinforce a sense of community for DE students.

ATTACHMENTS

Distance Education/Communication Committee Attachment A: Student Satisfaction Survey
Distance Education/Information Technology Department Attachment B: Learning Activities
Distance Education/Information Technology Department Attachment C: Information Technolog
ATTACHMENT A: STUDENT SATISFACTION SURVEY

**HOW MANY UHWO ONLINE CLASSES HAVE YOU TAKEN?**

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>PERCENT</th>
<th>VALID PERCENT</th>
<th>CUMULATIVE PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>231</td>
<td>29.6</td>
<td>29.6</td>
</tr>
<tr>
<td>1 TO 3</td>
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<tr>
<td>4 TO 6</td>
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</tr>
<tr>
<td>7 TO 9</td>
<td>61</td>
<td>7.8</td>
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<tr>
<td>10 OR MORE</td>
<td>54</td>
<td>6.9</td>
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**HOW WOULD YOU COMPARE YOUR ONLINE LEARNING EXPERIENCE WITH AN IN-PERSON CLASS?**

<table>
<thead>
<tr>
<th>FREQUENCY</th>
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<tbody>
<tr>
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<td>4.7</td>
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<tr>
<td>NOT AS GOOD</td>
<td>161</td>
<td>20.6</td>
<td>29.5</td>
</tr>
<tr>
<td>SAME AS IN-PERSON</td>
<td>207</td>
<td>26.5</td>
<td>37.9</td>
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<tr>
<td>BETTER THAN IN-PERSON</td>
<td>113</td>
<td>14.5</td>
<td>20.7</td>
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<tr>
<td>SUPERIOR TO IN-PERSON</td>
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<td>5.1</td>
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**NO'EAU ONLINE TUTORING SERVICE**

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<td>.7</td>
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<tr>
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<td>.5</td>
<td>.7</td>
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<tr>
<td>AVERAGE</td>
<td>29</td>
<td>3.7</td>
<td>5.3</td>
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<tr>
<td>GOOD</td>
<td>68</td>
<td>8.7</td>
<td>12.4</td>
</tr>
<tr>
<td>EXCELLENT</td>
<td>58</td>
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<td>10.6</td>
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### Online Library Service

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<th>Cumulative Percent</th>
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<td>Good</td>
<td>120</td>
<td>15.4</td>
<td>21.9</td>
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<td>Excellent</td>
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### Laulima Support via Uhow IT Services

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<td>.3</td>
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### Online Registration Process

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<tr>
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<td>15.8</td>
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<td>32.5</td>
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<td>Good</td>
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<td>27.3</td>
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<tr>
<td>Excellent</td>
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<td>29.9</td>
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**OPPORTUNITY TO INTERACT WITH OTHER STUDENTS (E.G. CHAT AND DISCUSSION QUESTIONS)**

<table>
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<th>Frequency</th>
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**INTERACTION WITH INSTRUCTOR**

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<tr>
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**EVALUATION OF MY PERFORMANCE INCLUDING METHODS OTHER THAN TESTS AND QUIZZES**

<table>
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<tr>
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<th>Frequency</th>
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<th>Cumulative Percent</th>
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<td>1.3</td>
<td>1.8</td>
<td>1.8</td>
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<tr>
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<td>26</td>
<td>3.3</td>
<td>4.8</td>
<td>6.6</td>
</tr>
<tr>
<td>Average</td>
<td>146</td>
<td>18.7</td>
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<td>33.4</td>
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<td>230</td>
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</tr>
<tr>
<td>Missing</td>
<td>235</td>
<td>30.1</td>
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</table>
### LEARNING ACTIVITIES IN EACH LESSON/MODULE/WEEK

<table>
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<tbody>
<tr>
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<td>1.4</td>
<td>2.0</td>
<td>2.0</td>
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<td>2.2</td>
<td>3.1</td>
<td>5.1</td>
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<tr>
<td>AVERAGE</td>
<td>128</td>
<td>16.4</td>
<td>23.4</td>
<td>28.5</td>
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<tr>
<td>GOOD</td>
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<td>45.2</td>
<td>73.7</td>
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<tr>
<td>EXCELLENT</td>
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<td>100.0</td>
</tr>
<tr>
<td>MISSING</td>
<td>233</td>
<td>29.9</td>
<td></td>
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</table>

### COURSE MATERIALS ARE ORGANIZED IN LOGICAL ORDER (E.G., NOTES, POWERPOINTS, VIDEOS, ETC.)

<table>
<thead>
<tr>
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<th>FREQUENCY</th>
<th>PERCENT</th>
<th>VALID PERCENT</th>
<th>CUMULATIVE PERCENT</th>
</tr>
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<tbody>
<tr>
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<td>.6</td>
<td>.9</td>
<td>.9</td>
</tr>
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<td>1.3</td>
<td>1.8</td>
<td>2.7</td>
</tr>
<tr>
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<td>19.7</td>
<td>22.5</td>
</tr>
<tr>
<td>GOOD</td>
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<td>43.0</td>
<td>65.4</td>
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<tr>
<td>EXCELLENT</td>
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<tr>
<td>MISSING</td>
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### THE TOOLS AND MEDIA SELECTED TO SUPPORT YOUR LEARNING THE COURSE CONTENT

<table>
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<tr>
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<td>1.2</td>
<td>1.6</td>
<td>2.9</td>
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<td>AVERAGE</td>
<td>119</td>
<td>15.3</td>
<td>21.8</td>
<td>24.7</td>
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<tr>
<td>GOOD</td>
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<td>67.3</td>
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<tr>
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</table>
ATTACHMENT B: ONLINE COURSE DATA

![Bar chart showing the number of courses delivered totally online by fiscal year.](chart1.png)

*Figure 1. Number of Instructors and Courses Using Online Technology by Fiscal Year (Includes Totally Online, Hybrid, HITS, and In-person WebCT/Laulima-enhanced Courses)*

![Bar chart showing the number of instructors and courses by fiscal year.](chart2.png)

*Fiscal Year*

0 50 100 150 200 250 300 350 400 450 500

0 50 100 150 200 250 300 350 400 450 500

Goal 3: Expand Instructional Information Technology to Accommodate Growth

UHWO is facing IT challenges similar to many universities, trying to maintain existing hardware and software while wanting to increase support to the campus community in a constrained resource environment. It is heightened by the rapidly growing enrollment including in online courses and a move to a new more technologically advanced campus.

Instructional Information Technology Growth

Current: One instructional IT specialist provides support for Laulima, the primary online instructional platform used at UHWO. Laulima training for faculty is offered every semester in addition to one-on-one consultations by request. Students may also request technical assistance via the IT Service Center. Online tutorials are available on Computer Requirements for Online and Hybrid Courses as well as common Laulima tools. ITS also provides a Laulima Orientation, tutorials, and FAQs on their Laulima support pages for faculty and students.

The instructional IT specialists maintain the UHWO Library Info Commons, two computer laboratories and classroom technological resources. The Library Info Commons Computer Laboratory holds 48 computer stations, 3 laser printers, and a scanner and is open during normal Library hours and monitored by a student assistant during the IT Service Center’s hours of operation. Within the Library Information Commons four computer workstations have ADA accommodations (CFR 2.13). One workstation has specialized ADA software and a scanner. Faculty can reserve the two computer laboratories for hands-on instructional sessions with students, presentations by Library staff on accessing databases for research, training sessions, etc.

Future: UHWO is considering a mirror image of the UH-Hilo Campus that has approximately 4000 students and 200 faculty. If the campus at UHWO grows at the current rate of 20% per year we would expect to reach an enrollment of 4000 students and an appropriate number of faculty in approximately 5 years.

Information Technology Support Structure

The organizational structure of the information technology (IT) department at UHWO is similar to UH-Hilo. At UHWO, the IT Director oversees the Institutional Support and Academic/User Support Groups. At UH-Hilo, the CTO, oversees the Technical Services and Support and Instructional Technology/User Services Groups.

Institutional Support

Enterprise-wide applications, which include student and financial systems, email, and identity management, are provided by the system at the University of Hawaii at Manoa. The infrastructure required for wired and wireless networking, telephones, Internet connectivity, file, web and various application servers, as well as other technical demands that enable IT systems to operate properly are provided at the campus level.
Current: Support for enterprise-wide applications is provided by the University of Hawaii System IT group, UH ITS, co-located at the Manoa campus. On campus, two information technology (IT) specialists provide institutional computing support. These specialists provide wired and wireless infrastructure support for networking, telephones, file, web and various application servers, as well as other technical demands that enable IT systems to operate properly.

Future: UH-Hilo has the following IT infrastructure support staff:

Technical Services and Support
Staffing: 6 IT Specialists

Responsibilities:
- Network infrastructure
- Wireless
- Phones (after VOIP conversion)
- Servers
- Banner reports

If we follow the UH-Hilo allocation of personnel providing infrastructure support, then the current two Information IT specialists would not be sufficient.

Instructional Support

Instructional support services include: 1) maintaining hardware and software, 2) assistance with Laulima (the online course management and collaboration system adopted by the UH System), 3) operation of the Library Info Commons and UHWO Computer Lab, 4) maintenance of all electronic classroom equipment, and 5) management of the UHWO IT Help Desk. In addition, instructional IT specialists provide campus audiovisual services for academic meetings and events (CFR 3.7).

Current: Four IT specialists and 4 student assistants provide instructional support services that include: 1) maintaining hardware and software for faculty workstations, 2) assistance with technology in teaching, including Laulima (the online course management and collaboration system adopted by the UH System), 3) operation of the Library Info Commons and UHWO Computer Labs, 4) maintenance of all electronic classroom equipment, 5) operation of the ITV studio and classroom recording/streaming of lectures or presentations, and 6) management of the UHWO IT Service Center Desk. In addition, these instructional IT specialists provide campus audiovisual services for meetings and events. UHWO IT staff interacts with UH ITS to provide system level services to the UHWO campus.

Future: Again, if we follow the UH-Hilo model for IT support, we would need the following allocation of resources to maintain the systems necessary to provide ongoing support for student and faculty:

Instructional Technology/User Services
Staffing: 5 IT Specialists, 1 Faculty, 1 Clerical, and 7 Student assistants
• Faculty training (offered monthly)
  o Workshops cover classroom equipment, Laulima, other support technologies, lecture capture, screen
    recorders, how to help students successfully use UH/ITS applications, etc.). Faculty also guest teach
    special topics. Faculty also support and teach other faculty.
  o One-on-one consultations as needed
  o Turnkey services
    ▪ Faculty help themselves
    ▪ Provide assistance and “hold the instructor’s hand”
    ▪ Help convert material for online content
• HITS
• Campus-wide faculty/staff Help Desk (walk-in, phone, email)
  o Does troubleshooting and technical support
  o Relies heavily on Laulima support through ITS
  o Student assistants help students or students are directed to their equipment’s vendor for support. For
    online classes, faculty helps students or directs them to ITS Laulima support.
• Maintenance of classroom technology (26 SMART classrooms, 30 with just projection)
• PC Labs (5 with 30 workstations each, Library lab with 130 workstations)
• Computers across campus (classrooms, offices, etc.)
• Studio broadcasting
• A/V services for events
• Class/lecture recordings
• IT Help Desk
  o Responds to trouble calls and provides technical assistance
  o Gathers faculty feedback via assistance request tickets

In addition to the technical support the IT department provides, several campus offices have dedicated technical
support staff. This provides approximately 11 additional technical staff (from list below) and several student
assistants to assist with IT support.

• Continuing Education: An instructional technologist that helps new online teachers with pedagogy and
  effective use of Laulima following guidelines set for online courses.
• Library: 3 IT staff.
• Publishing and Web Services: Web master and graphics staff.

**Instructional Information Technology Overview**

Instructional IT personnel ensure that all UHWO faculty and staff are provided with a computer (PC or
Macintosh computer; desktop or laptop) and software necessary to perform their professional duties.
Most faculty have a printer in their office for low volume printing. Centralized black-and-white, and
color Xerox high-speed printers are available for faculty use. Computing or electronic equipment (such as laptops, electronic writing tablets, external computer microphones, ELMOS, VCRs, etc.) are available for loan upon request.

Severe budget constraints continue to challenge IT in supporting the increasing needs. Growing enrollment, additional faculty, lecturers, and staff, new and more technology on campus are just a few items demanding more IT resources. The good news is that grant funding is allowing new technologies to be brought on campus to provide new services to faculty and students. The latest Title III grant has expanded coverage of the outdoor wireless system so that students can work and meet in the courtyard and great lawn areas as well as provide iPads and iPad applications for instructional and student activities use. As institutional funding becomes available, IT is looking to obtain additional staffing in the user support and distance learning areas. Demand in these areas has increased dramatically after the move to the new campus. Additional staffing will allow for quicker response/resolution for requests, bringing up of new services (training for faculty/students, etc.) and staffing redundancy. In addition, restoring the replacement of faculty computers on a 3-year rotation. Currently, due to funding constraints, new faculty computers have been purchased on an as needed basis.

Current Trends and Instructional Support Provided

A key component of the instructional support is for Laulima, the primary online instructional platform used at UHWO. Faculty use Laulima in teaching online, hybrid courses, and in-person or HITS (Hawai‘i Interactive Video System) courses with online components. These faculty members have access to Laulima training workshops and one-on-one consultations provided by the instructional IT staff. The IT specialists also address student technical difficulties with Laulima. Demand for these services has grown exponentially since FY 2003 – 2004 when 22 faculty delivered 49 courses with online components to FY 2012 - 2013 when 107 faculty delivered 443 such courses (CFR 2.13, 3.7, 4.6).
The following graphs show the rapid increase of online courses as well as use of Laulima in general for online, hybrid, and in-person courses.

Figure 1. Number of Instructors and Courses Using Online Technology by Fiscal Year (Includes Totally Online, Hybrid, HITS, and In-person WebCT/Laulima-enhanced Courses)
As continued growth of online is expected, it is critical to have a forward plan, which builds in redundancy for normal course staff days off including illness and vacation. Given the current state of the economy in Hawaii and the nation, as well as the pressures for resources across UHWO to support rapid growth, planning should be done under the expectation that there is going to continue to be a constrained environment for resources. It is important that the IT strategic plan provide for a prioritization to maximize the impact of the IT expenditures as well as prioritizing critical items.

Since the new IT Director started, a staffing plan has been developed to service growing IT demands, requests for new technologies and equipment have been submitted. A number of positions were identified as necessary to support the instructional IT needs of the new Kapolei campus (CFR 2.13, 3.1, 4.2, 4.3). IT staffing has increased to assist with instructional support, as well as implementation of an IT Help Desk system (CFR 3.6). Although funding for additional IT personnel, equipment and training has not been explicitly identified, a Digital Task Force Committee has been constituted to develop IT plans and recommendations for the campus. The next step should be a prioritization between staffing needs, purchasing new equipment, and maintaining existing equipment and necessary upgrades. It should be clarified as funding comes available whether the Digital Task Force Committee, the VC for Administration, or the IT Director has the authority to make the decisions on how it is applied to meet campus IT goals.
Testing Facilities

Testing services at UHWO (space, proctoring, copying, servicing other campuses similar to how we are accommodated) are handled by the No‘eau Center.

The Pearl City campus had inadequate campus facilities for student testing and ADA accommodations. The testing center consisted of a single computer in a small room that also doubled as the space for ADA accommodations. The computer was equipped with special software for students with disabilities to perform schoolwork or take tests. Student Services, however, also used this room for proctored testing (i.e., COMPASS placement tests). To meet overflowing demand, testing was scheduled in the Computer Laboratory, which again displaced other students (CFR 3.6).

However, at the Kapolei campus, having the Library Information Commons and the two computer labs, one of the computer labs can be used for proctored testing (COMPASS placement tests, etc.) where ADA requirements are not needed (ADA testing and other special needs are handled by the Noeau Center). The larger computer lab is equipped with 40 workstations, the smaller computer lab has 23 workstations.

In addition, each of the twenty-five UHWO classrooms is equipped with a dual-boot (Windows/Mac) computer with Internet access, an overhead projector, and screen. Faculty select classroom equipment such as the computer, annotator, Blu-ray player, document camera, etc., using a wall-mounted touch panel.

The UHWO IT Service Center located in the Library provides walk-up technical support to faculty, staff, and students. It also serves as a location where equipment can be borrowed and feedback/suggestions from faculty, staff and students are received. Generally, requests for IT assistance are submitted online and IT staff responds to these requests. End users are contacted with information on problem resolution, and if not immediately resolved, provide an estimated timeframe for completion. Workshops are provided as needed on classroom equipment or other technologies.

The IT department is currently housed in a shared space in the Library. The area designated as a second HITS studio is used as an IT workroom for storage and staging equipment. Although, this is not ideal as the shared Library area is not secure and IT staff work with confidential/sensitive information routinely, as funding is secured, a more suitable location for IT will be pursued.

IT Service Center: Data from Fall 2012

Established in our first semester at our new Kapolei campus, this is the primary location for students and lecturers to ask technology-related questions. Faculty and staff use the location as a pick up and drop off point. Suggestions concerning technology are accepted at this location. Four student assistants worked in shifts at the IT Service Center, covering most open hours of the Library.

- Requests for assistance are received at the IT Service Center via email, phone, and walk-ins.
Service Log:
Email – 28
Phone – 31
Walk-ins - 354

- Equipment is picked-up and returned to the IT Service Center. If needed, student assistants will help with equipment set up.

Equipment Sign-out log: 83

- If a question or problem is not resolved, a request for IT assistance is submitted into the online UHWO IT Help Desk system on behalf of the requester for staff follow-up.

Number of tickets entered into the UHWO IT Help Desk System on behalf of students and lecturers: 102

Computer Lab Use for Students

Two labs are available with a total of 63 workstations, projection, and other classroom technology. The labs were reserved for semester long classes requiring workstations for students, placement tests, library research training, and other workshops and meetings.

- Number of students in classes that were held in the labs (semester long courses):

  E139: David Pai Busa 320; 14 sessions; 38 people enrolled
  E139: Emily Uribe Math 82; 32 sessions; 33 people enrolled
  E139: Emily Uribe Math 82; 32 sessions; 32 people enrolled
  E139: Emily Uribe Math 82; 32 sessions; 30 people enrolled

- Number of students that attended workshops, one-day classes, etc. in the labs.
  Note: “students” include faculty or staff for sessions such as classroom technology training or Laulima workshops.

  Individual Reservations:

  E139: 10 sessions; 223 total
  E140: 12 sessions; 106 total

- Number of students attending Library research training:

  E139: 14 sessions; 380 people
  E140: 14 sessions; 252 people
• Number of students taking placement exams

Compass Testing: 6 sessions; 21 students

• Number of students attending Student Affairs orientations (New Students, transfer students, etc.):

1 session; total 9 students

• E140 was opened to students on a trial basis during peak periods when most workstations in the Library Info Commons were occupied. Over the trial period, it was noted that at most 4 workstations were occupied in the lab. As a result, additional workstations were added to the Library Information Commons to satisfy the demand of E140 in the spring 2012 semester.

Total usage in E140 during trial period – 59

• Number of IT requests in online UHWO IT Help Desk system and how many of those are from students.

600 requests from August 20 – December 14, 2012
49 requests were from students

**Future Plans**

For continuing and future services, IT is planning to (subject to funding):

1. Obtain additional staffing to accommodate increased support demands in user support (general and HITS) and distance learning areas, to allow for:

   a. Increasing support hours for the IT Service Center to assist faculty, lecturers and students.

   b. Expanding training for faculty to include:

      - Training for standard supported software (Adobe, Office, etc.).

      - Provide more hands-on training sessions for Laulima.

   c. Providing IT staff redundancy.

2. Restore the replacement of faculty workstations on a 3-year rotation.
Student Survey Questions Answered for IT Services

Q 21. Have you utilized the IT Service Center at the Library counter, uhwohelp@hawaii.edu email, or by phone?

Yes 18.87% 57
No 81.13% 245

N=302

Q 22. If you answered "Yes" to Question 21, please rate your experience.

Poor 0% 0
Below Average 5.26% 3
Average 24.56% 14
Good 33.33% 19
Excellent 36.84% 21

N=57

Q 23. Do you utilize the computers in the library for class assignments or research?

Yes 50.33% 152
No 49.67% 150

N=302

Q 24. Do you utilize your personal computer or tablet for class assignments or research in the library?

Yes 68.54% 207
No 31.46% 95

N=302