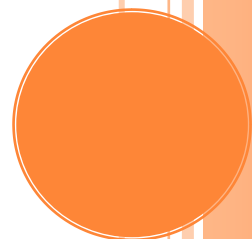


CAMPUS WEB SERVICES

The web team was incorporated into CELTT in spring 2009. The following documents describe the current state of web services on campus. Significant changes will be implemented in 2011 and 2012 to both the public site, <http://kcc.hawaii.edu> and the intranet <http://quill.kcc.hawaii.edu>.





WEBSITE SERVICES AT KCC

April 5, 2010

OVERVIEW

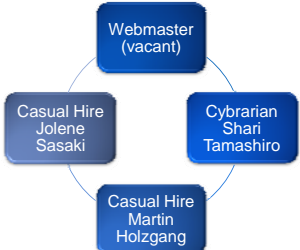
- Background & Transition
 - personnel
 - resources
 - support model
- New Vision for KCC Web Services
 - goals
 - support models
 - approach to website development
- Samples

2

BACKGROUND & TRANSITION

BACKGROUND

- Prior to Spring 2009, the Web Team was part of Library and Learning Resources.
- Transfer of 2 positions became official in the last campus reorganization.



```

    graph TD
      A[Webmaster (vacant)] --- B[Casual Hire Jolene Sasaki]
      A --- C[Cybrarian Shari Tamashiro]
      A --- D[Casual Hire Martin Holzgang]
    
```

4

RESOURCES

- iOn Content Management System
- Purchased in 2003 for \$22,500
- Requires multiple servers separately managed by webmaster
- Support contract costs about \$4,000/yr

5

SERVICE MODEL

- Content owners request changes via email to kccweb@hawaii.edu
- Changes made by web team
- Very few end users are able to make their own changes
- End users have to use Adobe Contribute

6

TRANSITION TO CELTT (1)

- Spring 2009 to Spring 2010
- Review of established resources and assets
- Integration of personnel into CELTT
- Review of established support model
- Preliminary needs assessment of campus clients

7

TRANSITION TO CELTT (2)

- Preliminary work on a new intranet – halted after retirement of webmaster in Sept. 2009
- Establishment of short-term goals
- Plans for adjusting web team and other CELTT positions to meet campus and department needs
- Development of new services and support models

8



SHORT-TERM GOALS - INTERNAL

- o Internal Goals
 - Fill vacant webmaster position
 - Update policies and procedures related to servers & networks
 - Retrain IT staff as needed

10

SHORT-TERM GOALS - CAMPUS

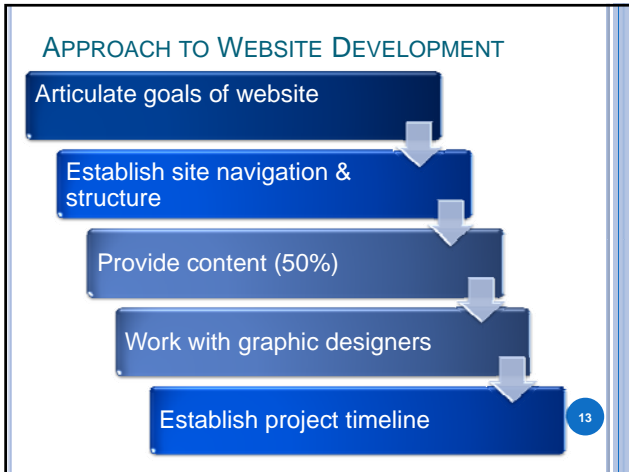
- o Campus Support Goals
 - Begin redesign of major websites (intranet, KCC web)
 - Increase access to web services with an online request form system with automated customer satisfaction surveys
 - Online documentation to assist end users

11

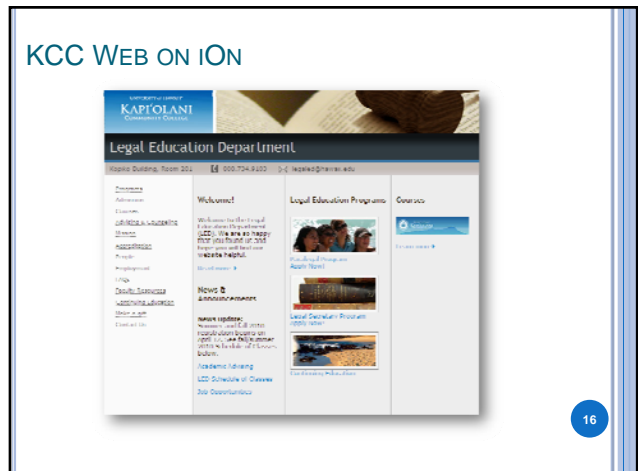
NEW MODEL FOR WEB CONTENT MANAGEMENT

	<p>iOn</p> <ul style="list-style-type: none"> • Purpose: Institutional information at the campus level and below • Administration: CELTT • Content management: CELTT & select campus editors
	<p>Joomla!</p> <ul style="list-style-type: none"> • Purpose: Same as above, plus community partners • Administration: CELTT • Content management: designated representative of unit
	<p>WordPress</p> <ul style="list-style-type: none"> • Purpose: Same as above, plus non-institutional blog-like sites for professional associations, community partners, etc. • Administration: designated representative • Content management: designated representative

12



- ### GUIDING PRINCIPLES
- o We will empower site editors with training and access to resources needed to maintain their sites.
 - o Websites must:
 - remain current with regularly updated information
 - meet accessibility requirements
 - adhere to copyright and DMCA law
 - respect the privacy of individuals appearing in media on the site
 - o We will provide interactive elements when feasible.
- 14



JOOMLA!

The screenshot displays a Joomla! website with multiple overlapping page views. The top view is for Kapi'olani Community Education, featuring a blue header and a palm tree image. Below it is the Culinary Institute of the Pacific page, showing a chef in a white uniform. The bottom view is for Kahikoluamea, with a green header and a circular logo. A blue circle with the number '17' is in the bottom right corner.

A graphic for analytics featuring three blue circles of varying sizes on the left side. To the right of the circles, the word "ANALYTICS" is written in a teal, sans-serif font. The background is white with light blue vertical stripes on the left.

VISITORS

The "Visitors Overview" section contains a line graph with a blue line representing visitor counts. The x-axis shows dates from August 3 to August 17. The y-axis ranges from 0 to 8,000. Below the graph, a box displays "Visitors 65,543". Another box below that shows "166,903 Visits" and "65,543 Absolute Unique Visitors". A blue circle with the number '19' is in the bottom right corner.

TRAFFIC

The "Traffic" dashboard shows a pie chart and a table. The pie chart is divided into three segments: Direct Traffic (70.17%), Referring Sites (18.19%), and Search Engines (11.64%). Below the chart is a table titled "Top Traffic Sources".

Source	Visits	% visits	Keywords	Visits	% visits
direct (none)	117,117	70.17%	kapiolani community college	2,393	12.32%
google (organic)	15,061	9.56%	kapiolani community college	387	1.99%
kapiolani.hawaii.edu (referral)	9,201	5.61%	loc map	213	1.77%
my.hawaii.edu (referral)	6,679	3.40%	loc hawaii	324	1.67%
my.hawaii.edu (referral)	4,708	2.82%	loc www.waailiability	223	1.15%

A blue circle with the number '20' is in the bottom right corner.

ORIGIN OF VISITS

166,903 visits came from 126 countries/territories

Site Usage					
Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate	
166,903	2.47	00:02:29	30.35%	62.45%	
% of Site Total: 100.00%	Site Avg: 2.47 (0.00%)	Site Avg: 00:02:29 (0.00%)	Site Avg: 30.35% (0.00%)	Site Avg: 62.45% (0.00%)	
Country/Territory	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
United States	162,423	2.45	00:02:30	29.53%	62.47%
Japan	1,527	3.43	00:02:39	43.09%	55.99%
Canada	420	2.22	00:01:16	68.33%	70.00%
South Korea	284	2.61	00:01:52	50.70%	62.32%
Philippines	206	1.71	00:01:31	87.86%	70.87%
Egypt	153	1.15	00:00:47	44.44%	90.20%
Hong Kong	130	4.65	00:03:26	46.15%	55.38%
Guam	121	4.08	00:03:22	58.68%	36.36%
Australia	106	2.50	00:02:34	54.72%	68.87%
United Kingdom	93	2.30	00:01:16	89.25%	74.19%

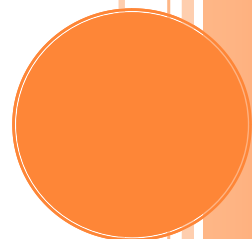
21



QUESTIONS?

PROFESSIONAL DEVELOPMENT OFFERINGS

The Program Reviews listed the professional development offerings but I am including brochures that are typically distributed to faculty and staff. Prior to 2010, these brochures were printed and given out at the General Faculty/Staff meetings at the start of each semester.



Kapi'olani Community College



Center for Excellence in Learning, Teaching and Technology

4303 Diamond Head Road, Naio 203
Honolulu, HI 96816
Tel: (808)734-9711 · Fax: (808)734-9287
eMail: celtt@hawaii.edu
Web: <http://www.hawaii.edu/kccceltt>

KCC is an equal opportunity/affirmative action institution

CELTT Fall 2007 Professional Development Events Calendar

8/10/07



Check the Online Calendar for future updates at:
<http://www.hawaii.edu/kccceltt/calendars/cal.htm>

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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 serves as a focal point for leadership in improving teaching and learning.” Its goals 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.
- Ensure increased learning-centered behavior.
- 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.

CELTT sponsors a rich program of professional development activities exists for staff, and faculty both new and seasoned. Events are open to Kapi'olani Community College and UH system faculty and staff.

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Student Learning Outcomes

Date	Time		Place
9/7	10:45	Noon	Naio 203
9/28	10:45	Noon	Naio 203
10/1	12:15	1:30	Naio 203
10/29	12:15	1:30	Naio 203

Conference Showcase

On the 4th Monday of the month, faculty will share presentations made at national conferences.

Topic	Date	Time		Place
TBA	8/27	12:15	1:30	Naio 203
TBA	9/24	12:15	1:30	Naio 203
TBA	10/22	12:15	1:30	Naio 203
TBA	11/26	12:15	1:30	Naio 203

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Electronic Portfolio Workshops

Help support your students with the e|Portfolio system which provides a digital place to collect and manage personal, academic, and career information, and then share that information. **Faculty** can also use the system to create online professional portfolios for contract renewal. Join Melvin Inatsuka as he takes you through a hands-on experience with the campus e|Portfolio.

Topic	Date	Time	Place
Navigating the e Portfolio	9/4	2:00-3:00	Naio 203
Contract Renewal Review Workshop	9/7	1:45-3:00	Naio 203
Assignment Feature	9/11	2:00-3:00	Naio 203
Contract Renewal Review	9/14	1:45-3:00	Naio 203
Presentation Feature	9/18	2:00-3:00	Naio 203
What is a Matrix?	9/25	2:00-3:00	Naio 203
Navigating the e Portfolio	10/4	11:30-12:30	Naio 203
Assignment Feature	10/11	11:30-12:30	Naio 203
Presentation Feature	10/18	11:30-12:30	Naio 203
What is a Matrix?	10/23	11:30-12:30	Naio 203
Navigating the e Portfolio	10/30	2:00-3:00	Naio 203
Assignment Feature	11/13	2:00-3:00	Naio 203
Presentation Feature	11/20	2:00-3:00	Naio 203
What is a Matrix?	11/27	2:00-3:00	Naio 203

Electronic Portfolio Workshops:

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Presentation Feature	11/20	2:00-3:00	Naio 203
What is a Matrix?	11/27	2:00-3:00	Naio 203

Self-Assessment and Documentation Workshops

To keep our jobs or to get promoted, we all have to do some form of self-assessment and documentation. Get some help with the guidelines for these documents and connect with your colleagues going through the same thing. Workshops offered for Contract Renewal Applications and Tenure/Promotion Dossiers in late Spring and early Fall; your department may host a workshop for Lecturer Self-Assessments in early Spring.

Topic	Date	Time	Place
Contract Renewal	8/31	12:15-1:30	Naio 203
	9/10	1:45-3:00	Naio 203
Formatting Your Contract Renewal or Tenure & Promotion Document	8/31	3:15-4:30	Naio 203
	9/10	3:15-4:30	Naio 203
	9/21	1:45-3:00	Naio 203
Tenure and Promotion	8/31	1:45-3:00	Naio 203
	9/21	12:15-1:30	Naio 203
Editing your Contract Renewal Document	9/14	1:45-3:00	Naio 203
Editing your Tenure & Promotion Document	10/5	3:15-4:30	Naio 203
Contract Renewal Reviewers Workshop	9/7 9/14	1:45-3:00	Naio 203

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	9/21	1:45-3:00	Naio 203
Tenure and Promotion	8/31	1:45-3:00	Naio 203
	9/21	12:15-1:30	Naio 203
Editing your Contract Renewal Document	9/14	1:45-3:00	Naio 203
Editing your Tenure & Promotion Document	10/5	3:15-4:30	Naio 203
Contract Renewal Reviewers Workshop	9/7 9/14	1:45-3:00	Naio 203

Mālama Pono

Mālama Pono workshops are held on the 3rd Fridays of the month. The Mālama Pono series supports wellness and life balance through Hawaiian cultural values. It's an opportunity to get to know your colleagues, learn about Hawaiian cultural values...and do something good for yourself!

Date	Time	Place
9/21	3:30 - 5:00	Naio 203
10/19	3:30 - 5:00	Naio 203
11/16	3:30 - 5:00	Naio 203

Diamond Head Walk – 8/15, Fishpond – 8/25, 11/17,
Taro Patch - TBA

Student Engagement Strategies Mini Academy

Join us for a day jam packed with easy to implement classroom strategies to create a learner-centered classroom.

Date	Time	Place
10/19	9:00 – 3:00	Naio 203

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4Ts (Teachers Talking to Teachers about Teaching): Students in Distress

On the 4th Friday of the month, join this talk-story session with your colleagues. This semester, the conversations will center on students in distress.

Date	Time	Place
8/24	1:45 - 3:00	Naio 203
9/28	1:45 - 3:00	Naio 203
10/26	1:45 - 3:00	Naio 203
11/30	1:45 - 3:00	Naio 203

Guest Facilitator/Presenter Database Info Session

Use the new Guest Facilitator/Presenter Database to find a KCC colleague willing to come into your classroom to share some of his/her skills and knowledge with your students. Or offer yourself as a guest facilitator/presenter--you may have exactly what a colleague needs to help his/her students make vital connections between disciplines.

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Technology Demos & Follow-Up Workshops

Topic	Date	Start	End
WebCT Demo	8/28	11:00	12:00
	8/29	1:00	2:00
	9/11	11:00	12:00
Impatica for Powerpoint Demo	9/12	11:00	12:00
	10/2	11:00	12:00
Impatica for Powerpoint Follow-up	9/19	11:00	12:00
	10/9	11:00	12:00
Inspiration Demo	10/8	1:00	2:00
	10/24	9:00	10:00
Inspiration Follow-up	10/15	1:00	2:00
	10/31	9:00	10:00

Teaching On Television

Learn about the possibilities of teaching a distance learning class on cable TV, sign up for this interactive 5-session workshop. Channel 55, 'Ōlelo, offers opportunities for community college faculty to present courses through this creative delivery system. Learn how to use television/internet to reach out to distant learners and the community!

Date	Start	End
10/3, 10/7, 10/17, 10/24, 10/31	3:00	5:15

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Date	Start	End
10/3, 10/7, 10/17, 10/24, 10/31	3:00	5:15

The Hidden Intellectual Network at KCC (T.H.I.N.K.)

On the 2nd and 4th Fridays of each month, faculty and staff enjoy camaraderie, refreshments, and hear about fascinating topics from a colleague.

Topic	Date	Start	End	Place
C'mon, You can Brew It! In this THINKing session, we'll talk about the art and craft of beer-making from historical, biological and culinary perspectives. Presenters: John Berestecky, Henry Holthaus, & Shawn Ford.	8/24	3:15	5:00	220 Grille
TBA	9/14	3:15	5:00	220 Grille
GIS Evangelism: A geographical information system works in mysterious ways to enhance our view of the world. Presenter: Bob Moeng	9/28	3:15	5:00	220 Grille
Your Legacy -- The Importance of Telling Your Story Join us for a session on why scrapbooking has taken the country by storm over the past few years. Presenter: Sally Pestana	10/12	3:15	5:00	220 Grille
TBA	10/26	3:15	5:00	220 Grille
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Technology Thursdays

Learn tips and tricks to make your work easier! Come to Naio 203 & we will show you how to add power to your presentations and how to design documents like a pro! Earn a CELT Certificate in Microsoft Office or a Power User's Certificate by attending three or more workshops for any one program (Word, Excel, PowerPoint).

Topic	Date	Time	Place
MS Word- Tables and Columns	9/06	10:00-11:00	Naio 203
MS Word- Brochures	9/06	2:00-3:00	Naio 203
MS Word- Styles and table of contents	9/13	10:00-11:00	Naio 203
MS Word- Object linking and embedding	9/13	2:00-3:00	Naio 203
MS Word- Desktop publishing and graphics	9/20	10:00-11:00	Naio 203
MS Word- Mail Merge	9/20	2:00-3:00	Naio 203
MS Word- Tabs, Bullets & Shortcuts	9/27	10:00-11:00	Naio 203
MS Word- Brochures (repeat)	9/27	2:00-3:00	Naio 203

Technology Thursdays

Topic	Date	Time	Place
MS Powerpoint- Basic	10/04	10:00-11:00	Naio 203
MS Powerpoint- Games	10/04	2:00-3:00	Naio 203
MS Powerpoint- Auto Content Wizard, Designs and Formats	10/11	10:00-11:00	Naio 203
MS Powerpoint- Games (repeat)	10/11	2:00-3:00	Naio 203
MS Powerpoint- Basic Animation & Live Presentation features	10/18	10:00-11:00	Naio 203
MS Powerpoint- Triggers	10/18	2:00-3:00	Naio 203
MS Powerpoint- Design templates & Content slides	10/25	10:00-11:00	Naio 203
MS Powerpoint- Effective Slide Design	10/25	2:00-3:00	Naio 203
MS Excel- Basic	11/01	10:00-11:00	Naio 203
MS Excel- Conditional formatting	11/01	2:00-3:00	Naio 203
MS Excel- Formatting	11/08	10:00-11:00	Naio 203
MS Excel- Filters	11/08	2:00-3:00	Naio 203
MS Excel- Functions	11/15	10:00-11:00	Naio 203
MS Excel- Drop Down Lists	11/15	2:00-3:00	Naio 203
MS Excel- Charts	11/29	10:00-11:00	Naio 203
MS Excel- Using Data Entry Forms	11/29	2:00-3:00	Naio 203

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Topic	Date	Time	Place
MS Word- Tables and Columns	9/06	10:00-11:00	Naio 203
MS Word- Brochures	9/06	2:00-3:00	Naio 203
MS Word- Styles and table of contents	9/13	10:00-11:00	Naio 203
MS Word- Object linking and embedding	9/13	2:00-3:00	Naio 203
MS Word- Desktop publishing and graphics	9/20	10:00-11:00	Naio 203
MS Word- Mail Merge	9/20	2:00-3:00	Naio 203
MS Word- Tabs, Bullets & Shortcuts	9/27	10:00-11:00	Naio 203
MS Word- Brochures (repeat)	9/27	2:00-3:00	Naio 203

Technology Thursdays

Topic	Date	Time	Place
MS Powerpoint- Basic	10/04	10:00-11:00	Naio 203
MS Powerpoint- Games	10/04	2:00-3:00	Naio 203
MS Powerpoint- Auto Content Wizard, Designs and Formats	10/11	10:00-11:00	Naio 203
MS Powerpoint- Games (repeat)	10/11	2:00-3:00	Naio 203
MS Powerpoint- Basic Animation & Live Presentation features	10/18	10:00-11:00	Naio 203
MS Powerpoint- Triggers	10/18	2:00-3:00	Naio 203
MS Powerpoint- Design templates & Content slides	10/25	10:00-11:00	Naio 203
MS Powerpoint- Effective Slide Design	10/25	2:00-3:00	Naio 203
MS Excel- Basic	11/01	10:00-11:00	Naio 203
MS Excel- Conditional formatting	11/01	2:00-3:00	Naio 203
MS Excel- Formatting	11/08	10:00-11:00	Naio 203
MS Excel- Filters	11/08	2:00-3:00	Naio 203
MS Excel- Functions	11/15	10:00-11:00	Naio 203
MS Excel- Drop Down Lists	11/15	2:00-3:00	Naio 203
MS Excel- Charts	11/29	10:00-11:00	Naio 203
MS Excel- Using Data Entry Forms	11/29	2:00-3:00	Naio 203

Professional Development Activities (continued)

❖ TAILORED WORKSHOPS (ONGOING):

CELTT can offer your department or program discrete workshops to be facilitated at your departmental or other meeting on many different topics, including:

• **CATs (Classroom Assessment Techniques)**

CATs are a simple, effective entrée into the world of learning-centered pedagogical practices. Teachers get hooked quickly because the techniques are easy to use, and they often result in immediate improvements in teaching methods, materials, and/or classroom approaches.

• **Self-Assessment and Documentation Workshops (ongoing):**

To keep our jobs or get promoted, we all have to do some form of self-assessment and documentation. Get some help with the guidelines for these documents and connect with your colleagues going through the same thing. Workshops are offered for Contract Renewal Applications and Tenure/Promotion Dossiers in late Spring and early Fall; your department may host a workshop for Lecturer Self-Assessments in early Spring as Assessments are due every April.

• **Portfolio Pedagogy**

KapCC has adopted a rich electronic portfolio program that is web-based and easy to use. Prepare your faculty and/or staff to use this tool with a workshop on the pedagogy of portfolios. We can help participants understand what portfolios are, why they make sense in a learning-centered college, and their educational possibilities.

• **Mediation Training**

Mediation and conflict resolution skills can come in handy in many academic situations, including diffusing tension in the classroom and/or within a department/discipline/program.

• **Student Success**

Based on the work of Skip Downing, this workshop will focus on ways teachers can help students build skills they need to succeed in college and in life. These skills include accepting personal responsibility, discovering self-motivation, mastering self-management, employing interdependence, gaining self-awareness, adopting life-long learning, and developing emotional intelligence.

❖ TRANSFORMED FOR LEARNING COHORT (TLC) (APPLICATION IN SPRING 06, INCEPTION FALL 2006)

Does your course design need a little TLC? Each fall, five faculty members will receive 3 credits of reassigned time to participate in a two part process: in fall, a short course will support participants in designing a “quantum shift” for their course. In spring, participants will pass on their experience by mentoring small groups of new faculty in smaller revision of their course and lesson plan designs.

❖ TECHNOLOGY WORKSHOPS

As technology and professional development needs change, so will this list. For the latest list of workshops and registration information, check the CELTT calendar at:
www.hawaii.edu/kcccltt/calendars/cal.htm

Topics covered to date include:

- Camtasia Studio Screen Recording Software
- Impatica for PowerPoint
- Inspiration Visual Diagramming Software
- Photoshop Elements
- MS Word, PowerPoint and Excel
- GradeKeeper Gradebook program
- WebCT
- MyCourses and MyGroups
- Blogging
- Podcasting
- Tablet personal computers
- KapCC’s electronic portfolio
- Online and social bookmarking
- Student Feedback Surveys for Online Courses
- Lulima (Sakai) Course Tools

CENTER FOR EXCELLENCE IN LEARNING, TEACHING AND TECHNOLOGY

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Center for Excellence in Learning, Teaching and Technology

KAPI'OLANI COMMUNITY
COLLEGE

CENTRALIZED, LOCALIZED
PROFESSIONAL
DEVELOPMENT AND
TECHNOLOGY SUPPORT



CUSTOMER CARE CENTER/ HELP DESK

Customer Care Center (CCC) personnel handle trouble calls and manage a pool of technology equipment that can be loaned to faculty, staff and external clients for official campus business. For faculty and staff, they handle calls related to campus telephones, software and hardware, and access to campus networks. The CCC assists students only with password resets and wireless set ups. For other technology support, CCC personnel refer students to the University of Hawai'i Information Technology Services (ITS).

INSTRUCTIONAL MULTIMEDIA AND DISTANCE LEARNING UNIT

This unit mentors faculty in the use of technology tools to produce learning in traditional and distant learning environments as well as use of technology to enhance learning in more traditional environments. The campus Distance Learning Coordinator is in this unit which works to promote distance learning technologies across campus. These include the Hawai'i Interactive TV System (HITS), cable TV courses as well as online courses, hybrid courses, and traditional classroom courses enhanced with websites. Faculty members who use those technologies are given comprehensive support from IMD staff.

INFORMATION TECHNOLOGY UNIT

This work group manages: campus computer labs, campus computer servers, voice/data networks, Customer Care services and software development. They provide consulting services, research and test hardware and software products and assist faculty and staff with technology procurement.

PROFESSIONAL DEVELOPMENT LEADERS

KapCC's professional development program is designed and directed by a team comprised of the Vice-Chancellor for Academic Affairs, a CELTT IT Specialist, two CELTT faculty members, and counseling and instructional faculty from other departments.

FACILITIES FOR KAPCC FACULTY AND STAFF

The Center includes Hawaii Interactive Television System (HITS) classrooms, audio and video conference rooms, and a faculty/staff open technology lab.

Hawaii Interactive Television System (HITS) Classrooms

CELTT participates in and supports the UH Hawaii Interactive Television System (HITS). HITS is a two-way audio and visual system transmitting service between the University of Hawaii campuses, course delivery and meetings. Support is provided to campus faculty and staff, the UH community and external agencies. Service-for-fee charges may apply to UH community and external agencies, and service is provided based upon the request, appropriateness, and staffing availability.

Audio and Video Conference Facilities

CELTT provides point-to-point and multi-point conferencing support for the campus, system, and external agencies. The primary video conferencing room is Naio 206.

Naio 203 Technology Lab for Faculty/Staff

An open lab with computers is maintained for faculty and staff use. Internet access and a variety of computer and multimedia technology are also available for use. The lab is also used for technology training, demos and meetings.

PROFESSIONAL DEVELOPMENT ACTIVITIES

A rich program of professional development events exists for faculty and staff. Activities cover a broad range of areas including technology, pedagogy, and wellness. Some activities are described below.

- ❖ **4Ts (TEACHERS TALKING TO TEACHERS ABOUT TEACHING) (ONGOING):**
Most of us love to talk about teaching with our colleagues, and 4Ts provides the structure for these productive and enlightening conversations. Meetings are held regularly on the second Friday of every month from 1:45 - 3:00 pm.
- ❖ **DREAM SCHEME (INCEPTION SPRING 2006):**
Do you have a great idea -- one that will make a positive change on our campus? We want to help you make it happen. Apply to the Dream Scheme, and when your Dream Plan is selected, you'll meet with the Leadership Support Committee (LSC) to construct your very own Dream Team: a group of campus movers and shakers who will help you do what it takes to make your dream a reality on our campus.
- ❖ **ENGAGED IN EDUCATION (EE) (PILOT SPRING 2006, CAMPUS-WIDE SPRING 2008):**
The Engaged in Education program will support faculty members who want to design a two-year plan for their faculty development. The plan is tied to the Faculty Showcase Portfolio and, upon completion, faculty will have an electronic portfolio and receive the Engaged Educator designation.
- ❖ **THE HIDDEN INTELLECTUAL NETWORK AT KCC (THINK) (ONGOING):**
On the 2nd and 4th Fridays of each month, faculty and staff enjoy camaraderie, refreshments, and hear about fascinating topics from a colleague. Previous topics included sleep, sake and shochu, scrapbooking, non-verbal communication skills, word/language games.

(continued)

Doodle and WhenIsGood Web Scheduling Programs

When it's time to schedule a meeting, do you get that dreadful feeling in your stomach? The emails that go back and forth, reading each one, pulling out the times, then manually checking against everyone else's schedule?

Dread no longer! Learn how to use online polling software that makes scheduling a meeting painless.

Distance Learning and Lulima Certification Program Info Sessions

Jan 14 @ 2:30-3:30
Jan 15 @ 10:30-11:30
Jan 20 @ 3:15-4:15
Jan 21 @ 9:00-10:00
Jan 26 @ 9:00-10:00

Interested in teaching online but don't know how to start or where to go for help? Thanks to Chancellor Richards and Title III grant support, CELTT is launching another professional development program aimed at preparing faculty to teach courses online.

Come to an info session to learn more about the program which includes rich and varied support for faculty including \$500 worth of appropriate hardware/software for program completers, a comprehensive online training program, a dedicated mentor, support sessions, and many more types of support in using the Lulima (Sakai) course management system.

Applications for admission to the program/stipends will be made available via department chairpersons and the campus intranet (Quill) in the first week of instruction. Deadline for applications is **Monday, February 2, 2009**.

If the thought of learning to teach online using an online environment is daunting, come to one of these sessions to learn about how we'll handle this and what face to face support is available for KapCC faculty.

Screen Capture/Recording Software

Capture your desktop in a video or image and share with anyone online! Provide instructional videos for your students, save video instructions for yourself, and communicate more effectively when emailing or chatting! Type slow? A picture is worth a thousand words – we'll show you how to use screen capture and recording tools like Jing and Camtasia.

Getting Started with Lulima

This workshop is designed for those with NO experience using Lulima, the new collaboration and course management system that replaced WebCT in Fall 2008. We'll take you through the basics of getting into the system, creating your profile, accessing your course sites, adding basic tools, and navigation. We'll show you some other course sites and customization possibilities.

About CELTT

CELTT was created in January 2005 with a goal to "create a Center that uses learning-college principles to provide faculty with one-stop support for improving learning but also serves as a focal point for leadership in improving teaching and learning." Its goals 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.
- Ensure increased learning-centered behavior.
- 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.

CELTT sponsors a rich program of professional development activities exists for staff, and faculty both new and seasoned. Events are open to Kapi'olani Community College and UH system faculty and staff.

CELTT

Center for Excellence in Learning, Teaching, and Technology



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Email: celtt@hawaii.edu
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Event Calendar:
<http://www.hawaii.edu/kccceltt/calendars/cal.htm>

Workshop Registration:
<http://makahiki.kcc.hawaii.edu/wks>

Professional Development Events Spring 2009

Natural Readers Text to Voice Demo

Enhance your students' learning and make any text more human with Natural Readers. This nifty program can read and record email, web pages, documents in Word, PowerPoint, and pdf formats, then save it as mp3 files. Your students can listen as well as read your course material!

Electronic Portfolio Workshops

With Melvin Inatsuka

The ePortfolio system provides students a digital place to collect and manage personal, academic, and career information, and then share that information. It is an assessment tool through which students can demonstrate achievement of learning outcomes. Join Melvin Inatsuka as he takes you through a hands-on experience with the campus ePortfolio.

Self-Assessment and Documentation Workshops

To keep our jobs or to get promoted, we all have to do some form of self-assessment and documentation. Get some help with the guidelines for these documents and connect with your colleagues going through the same thing. Workshops offered for Contract Renewal Applications and Tenure/Promotion Dossiers in late Spring and early Fall; your department may host a workshop for Lecturer Self-Assessments in early Spring.

Lunch Bunch

With Sally Pestana

Join Sally Pestana and your colleagues for a discussion on techniques that can promote student success in your classroom. We will share success stories, as well as brainstorm ideas for specific classroom challenges that you are facing. This is what you have been waiting for- practical strategies you can implement the following week!! Lunch Bunch meets on the 3rd Wednesday of the month.

Guest Presentations

Twitter
Gmail
MS Outlook as a time and task management tool
Google Calendar

Pulse SmartPen Demo

With the Pulse Smartpen from Livescribe, record audio as you are taking notes. Not sure why you wrote something down? Tap your notes in your paper notebook and hear the original audio that caused you to write your note. Sync your pen to your computer and now you have a flash video that replays history - which you can upload and share with a community. As Livescribe says, never miss a word again!

Tablet PC Demo

A Tablet personal computer is a fully functional laptop, but is more comfortable and natural to use since you interact directly with it using a pen instead of a mouse and keyboard. Everyone knows how to use a pen, so everyone can easily learn to use the tablet pc. It is ultra-portable and can be used standing up and while you are on the go. Free software for the table is available that caters to the needs of teachers and students. Come to this demo to see, touch, and play with three different tablet pcs.

Tech Thursday

With Mary Hattori and Melvin Inatsuka

Let us show you how to make powerful presentations, save time with spreadsheets, and design attractive documents with ease. If you already use word processors, spreadsheet managers, and presentation software, you can learn new tips and tricks to make your work fly! Earn your certificate in Microsoft Office by attending three or more workshops for any one program (*Word, Excel, PowerPoint*). **We will cover Office 2003 and 2007.**

Banner Basics for New Faculty

Learn how to use basic Faculty Services such as viewing/exporting class lists, course overrides, inputting grades, and publishing your syllabus.

4Cs: Counselors Communicating with Counselors about Counseling

With Sheldon Tawata

Got a counseling theory to share? Need a place to exchange stories? Or simply need an environment to reconnect with your counseling colleagues? Check out the 4Cs on occasional Fridays, 12:15-1:30PM.

Bring your lunch and enjoy a moment of like minds and spirits.

Malama Pono

These workshops are held on the 3rd Fridays of the month. They promote native Hawaiian cultural values and the awareness of the harmonic balance between mind, body, and spirit.

4Ts: Teachers Talking to Teachers about Teaching

With Sally Pestana

On the 2nd Wednesday of the month from 12 to 1PM, join this talk-story session with your colleagues. This semester we will be featuring the book "The Dumbest Generation".

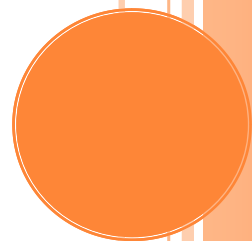


THINK: The Hidden Intellectual Network at KCC

On the 2nd and 4th Fridays of each month, faculty and staff enjoy camaraderie, refreshments, and hear about fascinating topics from a colleague. 3-5pm in 220 grille.

TACTICAL PLAN

The tactical plan highlights our efforts to support the campus Strategic Plan and indicates future direction.



CENTER FOR EXCELLENCE IN LEARNING, TEACHING, AND TECHNOLOGY
TACTICAL PLAN
2009-2012, REV. DECEMBER 2010

BACKGROUND

INTRODUCTION

Kap'iolani 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]

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]

BRIEF HISTORY

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.

CURRENT SITUATION

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. Resources are reallocated and workgroups reorganized as 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.

As the campus seeks to enhance and expand educational opportunities for students via the Internet, technologies that support quality rich learning environments services will become critical. Even more critical is the presence of qualified personnel who can provide direct services to students, staff, and faculty in the appropriate uses of technology. CELTT's multimedia and instructional support unit is staffed primarily by temporary, grant-funded employees and casual hires. Long term plans for the college should include allocation of additional resources in the form of permanent, full time specialists such as APT Media Specialist and IT Specialist with Distance Learning expertise. [Kapi'olani Community College Academic Support Services Program Review Procedures and Measures, 12/15/09, p. 23]

MISSION

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.

ALIGNMENT WITH CAMPUS STRATEGIC OUTCOMES

STRATEGIC OUTCOME A

Position Kapi'olani Community College and the University of Hawai'i as leading indigenous-serving higher education institutions by supporting the access and success of students of Native Hawaiian ancestry.

STRATEGIC OUTCOME B

Increase the educational capital of the state by increasing the participation and degree completion of students, particularly from underserved regions.

STRATEGIC OUTCOME E

Recognize and invest in faculty and staff resources and develop innovative and inspiring learning environments in which to work.

STRATEGIC OUTCOME F, PART II

Exercise exemplary stewardship over all of the University's resource for a sustainable future.

PERFORMANCE MEASURES

Since CELTT operates as a support unit for the campus, we have adopted the following performance measures set forth in the 2008-2015 Strategic Plan:

1. Increase total fall enrollment of Native Hawaiian students by **five percent** annually, from 840 to 1,303. [Outcome A Performance Measure 1]
2. Increase by six percent per year the number of Native Hawaiian students who complete certificates and degrees, or transfer to baccalaureate institutions, while maintaining the percentage (71%) of transfers who achieve a GPA of 2.0 or higher at the transfer institution. [Outcome A Performance Measure 4]
3. Increase by three percent per year the number of students who successfully progress and graduate, or transfer to baccalaureate institutions, while maintaining the percentage (78%) of transfers who achieve a first year GPA of 2.0 or higher at the transfer institution. Increase in certificate and degree completers from 641 to 885, and increase in transfers is from 561 to 828. [Outcome B Performance Measure 4]
4. Using effective distance and offsite learning, increase enrollment of students from under-served regions from 1,103 to 1,481, and increase degrees awarded to these students from 74 to 110. [Outcome B Performance Measure 4]
5. Recruit, renew, and retain a qualified, effective, and diverse faculty, staff, and leadership committed to the strategic outcomes and performance measures. Increase professional development funding by three percent per year from \$776,000 to \$995,000. Funds allocated should support achievement of these performance measures and improvement of CCSSE Support for Learners Benchmark to the 80th percentile. [Outcome E Performance Measure 1]
6. Establish minimum technology standards for all campus learning and administrative spaces. Bring all classrooms, labs, and offices into compliance by 2015. Secure advanced technologies for student engagement. [Outcome F Performance Measure 2]

STRATEGIES

We have adopted the following potential strategies recommended in the 2008-2015 Strategic Plan:

1. Improve outreach to Native Hawaiian students by developing better communication technologies and appropriate distance learning courses. [A1B]
 - a. Create high quality distance learning courses for HWST 107, PACS 108, HAWN 101, 102, 201, and 202 before the end of 2012.
 - b. Support student engagement and community-building by deploying a campus-hosted social networking service for the Pathways program commencing in Fall 2010.
 - c. Provide a synchronous web-based conferencing tool to support more flexible communication. Launch pilot service in Fall 2010.
 - d. Create or enhance websites that supplement and enhance KCC Web and Quill (Intranet) for Malama Hawai'i and Hawaiian/Pacific Islands Studies in 2010 with revisions and enhancements occurring as needed through the period of this tactical plan.
2. Create learning environments based on Hawaiian values that foster community and student engagement and allow for the changing needs and expectations of students, faculty and staff. [A3B]
 - a. Establish virtual online simulations in SecondLife that enable students to engage in native Hawaiian cultural experiences such as voyaging, before 2012.
 - b. Support integration of social networking activities into the curriculum.
 - c. Create common templates to provide for consistency in the student experience in online learning environments. Develop templates in collaboration with faculty in summer and fall 2010.
3. Provide, maintain and make visible fully accessible student support services to improve student success rates. [B4B]
 - a. Provide a virtual helpdesk for distance learning students by Spring 2011.
 - b. Since some distance learning students may need face-to-face technical support, collaborate with co-curricular programs to establish face-to-face support for students by Spring 2011.
 - c. Collaborate with student services and co-curricular faculty to expand services into cyberspace with web-based conferencing systems and mobile technologies launching pilot projects in Fall 2010 and Spring 2011.
 - d. Create departmental and support unit websites that supplement and enhance KCC Web and Quill (Intranet), particularly in the area of student services, Pathways, and co-curricular programs such as FYE. Work on these sites to occur in 2010 with revisions and enhancements occurring as needed through the period of this tactical plan.

4. Increase the number and improve the quality of online and hybrid classes. [B5A] *Specific strategies listed below in item 5.*
5. Support the development, implementation, evaluation, and improvement of learning materials and pedagogies based on research-based best practice. [E1C]
 - a. Deliver professional development programs for distance learning and hybrid faculty based on best practices and ACCJC guidelines.
 - b. Expand learning environments into cyberspace with web based conferencing systems such as Elluminate.
 - c. Develop a new professional development model based on the principles of Communities of Practice.
 - d. Assist with the assessing of student learning outcomes through technology.
 - e. Support faculty development to improve student learning outcomes.
6. Invest resources to provide technology support to students. [F2D]
 - a. Provide a virtual helpdesk for distance learning students by Spring 2011.
 - b. Since some distance learning students may need face-to-face technical support, collaborate with co-curricular programs to establish face-to-face support for students by Spring 2011.
 - c. Complete procurement and installation of a full technology suite in classrooms so that all classrooms have a basic technology suite by the end of 2012.
 - d. Expand the student wireless network to include the Koa building to achieve almost 100% wireless coverage by the end of 2010 and achieve 100% coverage to common student spaces by the end of 2012.
 - e. Create videos to promote student success in technology-enhanced, hybrid and online courses by the end of 2010. Videos will demonstrate basic technology skills such as sending email, attaching files to email, navigating the Lulima course management system, and uploading/downloading files.

MEANS OF ASSESSMENT

1. Campus assessments and data generated related to performance measures such as:
 - a. fall enrollment of Native Hawaiian students
 - b. the number of Native Hawaiian students who complete certificates and degrees, or transfer to baccalaureate institutions
 - c. the number of students who successfully progress and graduate, or transfer to baccalaureate institutions
 - d. the number of students from under-served regions
 - e. CCSSE results
2. Course data for distance-delivered courses and those mentioned in this document, e.g., PACS 108, HAW 101-202.
 - a. Enrollment data
 - b. Course completion data
 - c. Student and faculty surveys of satisfaction with learning environment and technical support
3. Usage statistics for technologies mentioned in this document, e.g., web-based conferencing, SecondLife, 'Imiloa social network, etc. Data includes:
 - a. Hits/visitor counts
 - b. Faculty-reported usage information detailing how the program was integrated into a course or Pathways program activity
 - c. Student reflections and feedback regarding the simulations
 - d. Student and faculty satisfaction surveys
4. For campus web services, we will review statistics such as:
 - a. hits/visitor counts
 - b. website statistics/analytics
 - c. feedback gathered from focus groups and surveys

POSITIONS RESPONSIBLE

1. Instructional Multimedia and Distance Learning Workgroup in CELTT
2. Coordinator, technical lead (IT Specialist), and campus network administrator
3. Customer Care Center staff (IT Specialists and Electronics Technician)
4. Project technical leads (IT Specialist, Media Specialist)
5. Campus network administrator (IT Specialist)
6. Webmaster (IT specialists)
7. Other webteam staff

SYNERGIES WITH OTHERS

1. Faculty in appropriate academic units, such as Hawaiian Studies, Pacific Islands Studies, Hawaiian language, and those teaching with technology including hybrid and online classes
2. Faculty and staff in appropriate support or co-curricular units, such as counseling faculty, pathways program coordinator, pathways program faculty, pathways technology support position, First Year Experience (FYE) coordinator
3. Department chairpersons, deans, and vice chancellors
4. Lab managers, discipline coordinators, and other faculty
5. Advisory bodies such as the Vice Chancellor’s Advisory Committee and staff council

KEY COMMUNITY PARTNERS

1. ‘Olelo
2. Native Hawaiian Center coordinator at Honolulu CC
3. The Aquaculture Group at UHM (Virtual Worlds projects)
4. College of Education faculty and staff (distance learning resource)
5. Professional development coordinators from the other UH system campuses

RESOURCES

RESOURCES (HUMAN, PHYSICAL, FISCAL, TECHNOLOGY) REQUIRED TO IMPLEMENT STRATEGIES.

Funding Sources:
 ■ General
 ■ Special

Staffing is the most critical additional resource needed.

- 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 needed include:
 - 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

<p>■ Grants</p> <p>□ Biennium and/or supplemental budget request</p> <p>□ Other</p>	<ul style="list-style-type: none"> ○ IT Specialist to support faculty assessment efforts including ePortfolios <p>Other resources needed include:</p> <ul style="list-style-type: none"> ● Wireless networking equipment ● Funding for technology upgrades <p>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.</p> <ul style="list-style-type: none"> ● Funding for expansion of software systems <p>Systems such as the 'Imiloa social networking service and the campus ePortfolio should be expanded with additional functionality as needs arise.</p>
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SUMMARY OF DATA COLLECTED

To be filled in at the end of the academic year.

USE OF RESULTS

To be completed at the end of the academic year and used for planning for next academic year of the Tactical Plan.