CENTER FOR EXCELLENCE IN LEARNING,
TEACHING AND TECHNOLOGY

PROGRAM REVIEW
FALL 2008

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

KAPI'OLANI COMMUNITY
COLLEGE

MISSION AND GOALS

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

Goals that support this mission include:

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

LINKS TO CAMPUS GOALS

These directly support the following goals of KapCC:

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

LINKS TO CAMPUS STRATEGIC PLAN

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

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

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

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

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

- Printing and Graphic Arts

- Campus Mail Services

- Instructional Multimedia Support including

  - HITS and ITV support

  - 'Olelo cable course production

  - general campus multimedia production

  - transcription and closed captioning

  - distance learning support

  - professional development programs for faculty and staff

  - computer applications development

  - computer applications support

- Campus telecommunications systems

  - telephone system

  - networks

  - providing students and staff with access to the campus wireless network for any wireless devices

  - campus servers

  - videoconferencing facilities and equipment

  - audio conferencing equipment

- Classroom learning technologies (procurement, maintenance, end-user training)

- Consultation services for faculty, staff and Student organizations in all areas supported by the department

- Management of campus computer labs that do not have lab managers

- Management of a pool of learning technologies available for short term loans to faculty and staff for campus functions. This includes procurement, maintenance, end-user training, and repair.

- Coordination of distance learning courses and support services for distance learning faculty

- Operation of a faculty/staff technology room

- Campus websites including the KCC web and campus Intranet (Quill)

- Password resets for students

Demand

1. Campus Enrollment (FTE): 4615

2. Number of Faculty: 251.6

3. Number of Staff: 47.5 FTE Staff, 51.4 FTE clerical

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:

   Data on work orders is incomplete due to lack of staffing access to the data.

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

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

FTE Student	4282
Total Copies	2,000,000
Copies per FTE	467.071

Outcomes

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

Demand

1. Campus Enrollment (FTE): 4615

2. Number of Faculty: 251.6

3. Number of Staff: 47.5 FTE Staff, 51.4 FTE clerical

Efficiency

1. Hours Open Per Week: Normal hours of operation range from 7:30am to 10pm based on conferencing needs and HITS 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, & Laulima Support
APT IT Specialist (casual hire)	Laulima and multimedia support

3. Student Worker Hours Per Week

Student Workers	Title	Hrs/Wk	Source
A33 - $10.15	Production Assistant	20	Olelo
A21 - $8.50	Production Assistant	20	CELTT
TOTAL HOURS PER WEEK IN REGULAR SEMESTER		50	

4. Hours of Cable Programming Produced

Credit Course Programming					
Course	**Credits**	**Length of Program**	**Sessions Per Week**	**Duration in Weeks**	**Hours Locally Produced**
ESS100	3	75 minutes	2	16	40
ED 285	3	60 minutes	2	16	30
SP 181	3	75 minutes	2	16	40
SP 181	3	75 minutes	2	16	40
TOTAL					*150*

5. Hours of ITV Course Support

Course	**Credits**	**Length of Program**	**Sessions Per Week**	**Duration in Weeks**	**Total Hours**
ASL 101	4	75 minutes	3	16	60
DEAF 101	3	2 hours 45minutes	1	16	44
IT 101	2	2 hours 45minutes	1	16	44
IT 102	2	2 hours 45minutes	1	16	44
IT 201	2	2 hours 45minutes	1	16	44
IT 202	2	2 hours 45minutes	1	16	44
TOTAL					*220*

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

Fall 2008 Professional Development Events Data	
Attendees	302
Unduplicated attendees	170
Departments	42
Workshops	50

Fall 2008 Professional Development Events
4Ts: Teachers talking to teachers about teaching
ePortfolio Summit
HTML Editing with Laulima and Kompozer
HTML Editing with the Laulima Editor
Introduction to Laulima
Laulima Institute Day II
Laulima Institute I

Launch Party for Kokua Connections Corner
Let's Talk Time Management (Facilitated by Krista Hiser)
Livescribe Pulse Demo
Office 2007 Overview
PowerPoint: AutoContent Wizard, Designs, animation, basic output options
PowerPoint: Games
Recording Tools: Camtasia
Recording Tools: Jing
Sunset Tech: Delicious (Great workshop for Web Surfers!)
Sunset Tech: Games in PowerPoint
Sunset Tech: Linkagogo
Sunset Tech: Powerpoint Output Options
Sunset Tech: RSS Feeds
Sunset Tech: Tips & Tricks to expedite your work in Excel
Sunset Tech: Tips & Tricks to expedite your work in Word
Task Management Demo (Jott, Remember The Milk, Gubb)
Tech Thursday - Word: Styles & Table of Contents
Tech Thursday: Excel: Basic Printing Options in Excel
Tech Thursday: Excel: Basics
Tech Thursday: Excel: Charts
Tech Thursday: Excel: Conditional Formatting
Tech Thursday: Excel: Data Entry Forms
Tech Thursday: Excel: Drop Down Lists
Tech Thursday: Excel: Filters
Tech Thursday: Excel: Tips and Tricks
Tech Thursday: MS PowerPoint - Advanced Animation & Triggers
Tech Thursday: MS PowerPoint - Effective Slide Design
Tech Thursday: Powerpoint Output Options
Tech Thursday: Word - Desktop Publishing & Graphics
Tech Thursday: Word - Tabs and Bullets
Tech Thursday: Word: Mail Merge incl. envelopes and labels
Tech Thursday: Word: Tables and Columns
Tech Thursday: Word: Tips and Tricks
Tech Thursday: Word: Using Sections in Word
Time Management: Managing your schedule with Google Calendar, WhenIsGood, and Doodle.
Twitter Seminar with Susan Jaworowski
Word Workshop for Tenure and Promotion
Put your syllabus information online!

7. Closed Captioning Services: Transcription and closed captioning were provided for ED 285 and SP 181. Services were also provided for community promotional pieces.

8. Work Requests to this Unit: An online request system was implemented for this work group in Fall 2008 and data reflected here is incomplete since the system was in a pilot state and not widely advertised.

Primary Issue	Aug	Sept	Oct	Nov	Dec	Totals
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
TOTAL	37	45	48	16	24	170

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

Outcomes

Satisfaction Measurements Using Common Survey Questions. Satisfaction surveys were not used for general work group services but will be implemented for Fall 2009. Evaluations were conducted for each professional development event with data shown below.

Demand

1. Campus Enrollment (FTE): 4615

2. Number of Faculty: 251.6

3. Number of Staff: 47.5 FTE Staff, 51.4 FTE clerical

Efficiency

1. Hours Open Per Week: 45 hours per week with the schedule: Monday – Friday: 7:30am to 4:30pm

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	IT Specialist on loan to Banner Team

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 344 requests were received in the program review period as shown in the table below.

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Month	Total Requests
August	77
September	113
October	65
November	47
December	51
TOTAL	**344**

5. Help Desk and Computer Services Counts Per Week and Average Processing Time: A total of seven-hundred and seventy-seven service requests were received by our Customer Care Center. The table and chart below shows identifies the nature of the calls with monthly counts.

Primary Issue	Aug	Sept	Oct	Nov	Dec	TL
AV Repair	4	11	10	10	3	38
Dept. AV Setup	3	3	0	0	1	7
Computer Hardware Repair	11	8	9	5	9	42
Computer Setup	16	12	15	4	3	50
Networking	40	27	21	11	12	111
Other	20	19	15	20	22	96
Phone	16	15	11	7	11	60
Printer	16	21	26	17	13	93
Software Install	9	9	14	4	3	39
Server	3	2	2	0	2	9
User Software Support	46	38	36	11	22	153
User Hardware Support	14	24	16	6	11	71
Virus/Spyware	1	3	2	1	1	8
Password Resets						0
Wireless Network Access						0
TOTAL REQUESTS RECEIVED	199	192	177	96	113	777
AVERAGE PROCESSING TIME IN DAYS	4.36	3.77	4.48	5.16	6.27	4.81

Care Center/Help Desk Requests
Fall 2008
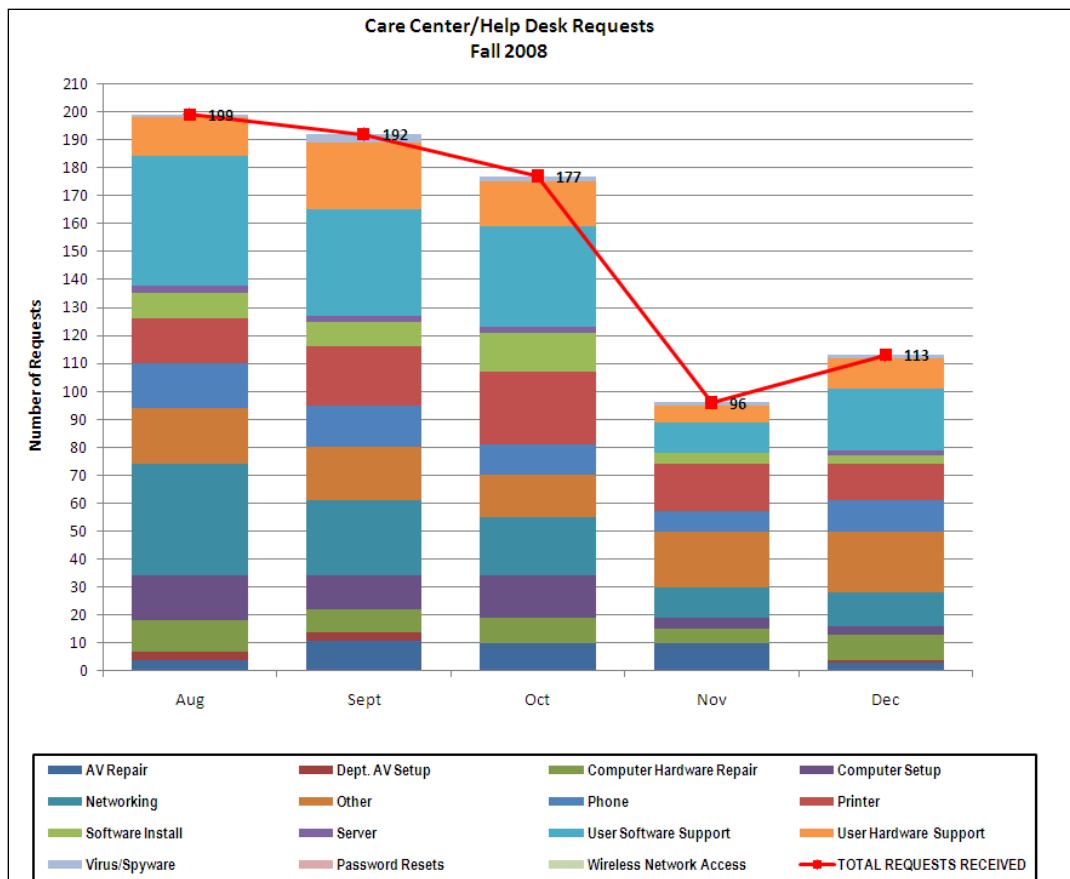
6. Number of faculty and staff computers: Approximately 500 computers.

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

8. 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
Kauila	8	1,792,000
Koa	0	0
Kokio	6	1,344,000
Kopiko	6	1,344,000
Lama	9	2,016,000
Maile	0	0
Mamane	0	0

Manele	2	448,000
Manono	3	672,000
Mokihana	1	224,000
Naio	5	1,120,000
Ohelo	3	672,000
Ohia	5	1,120,000
Olapa	6	1,344,000
Olona	5	1,120,000
Olopua	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 ninety-eight.**
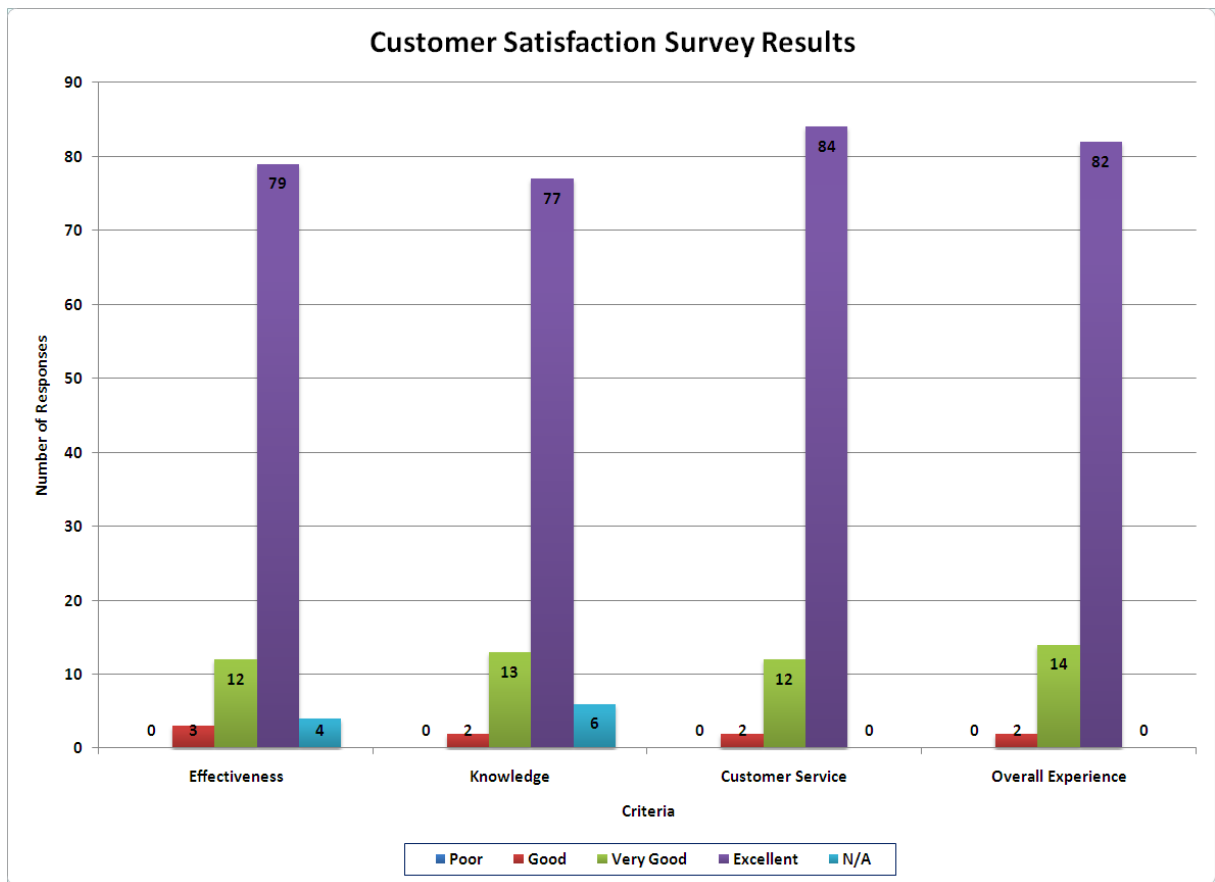
CELTT SERVICES BUDGET PER COLLEGE BUDGET

CELTT's budget represents 3% of the total campus budget which is $37,477,367 (G + TFSF).

ANALYSIS OF THE UNIT

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

ACTION PLAN

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

In 2009-2010 the department will expand professional development services to non-academic units and engage larger numbers of staff in workshops and other professional development events. We will encourage the application of technology to non-instructional areas such as student services in an effort to improve services to students. Counselors and other student services personnel have indicated increasing interest in using technology to improve and expand services.

RESOURCE IMPLICATIONS

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