University of Hawai’i
Maui College

Media Center

Comprehensive Program Review

2008-2012

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Comprehensive Program Review for the UHMC Media Center

I. OVERVIEW OF THE UNIT

A. Mission and Vision of the College

*College Mission Statement:* UH Maui College is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

*Vision:* We envision a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments. The College mission, goals, and actions will be guided by the Native Hawaiian reverence for the ahupua`a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

B. Mission and Vision of The Media Center

*Media Center Mission Statement:* The mission of The Media Center is to assist faculty and staff in the advancement of knowledge through the use of technology and to make available such technological tools that serve to promote the mission of the college.

*Description of Unit:* The Media Center is a unit of the Information Services & Technology (IS&T) Division. The Media Center assists faculty, staff, students and the colleges’ overall operations accessing technology for instruction, academic support, and other high technology services as required. The Media Center, located in the Ka’a’ike Building, is the central hub for the college’s telecommunications network, integrating a broad range of multimedia, computing, and telecommunication technologies. Some of the tools and resources The Media Center provides include campus-wide audiovisual support, Distance Education (DE) services, television production services, digital asset access and management services, Internet support services, computer hardware and software support, electronic media support, and duplication and graphic arts services. The Center also provides Instructional Design services for curriculum and program development.

*Vision:* The centers’ overall vision is to develop, maintain and expand electronic access and support to enable our faculty, staff and students full access the teaching tools required to advance learning into the 21st century and beyond.

*Goals:* The Media Center staff provides the entire campus community with access to state of the art technical resources to assist with learning. The following is a comprehensive list of the centers’ goals and responsibilities:

- Provide audio-visual requirements for the college. This includes, computer hardware and software assistance, digital video development and access, and
other technology teaching tools support required as part of an instructor’s curriculum and teaching methodology

- Provide videoconferencing services for instruction and other campus activities such as meetings, conferences, etc
- Provide digital media asset services for institution generated distance education content for course distribution via the web
- Provide support services for web-based programming. This may include live classroom instruction, pre-taped video programming, and live and/or archived teleconferences
- Provide faculty and staff work areas
- Provide faculty, staff, and administration printing, duplication
- Provide graphic arts services
- Ensure that instructional program design and consultation services for technological needs are available
- Provide marketing services to the institution
- Management of a Media Center website

C. Relation to the UHMC Strategic Plan

The Center has a direct stake in each of the key priorities of the Strategic Plan. Staff members are continually involved with one or more of the action strategies in the Plan. The most specific related action plans include:

1.1 - Achieve a shared institutional culture that makes student learning and success the responsibility of all.

    • Provide instructional methods, technologies, materials, facilities, and academic support services that accommodate students of varied learning styles, backgrounds, interests, and abilities

2.1 - Support the county and state economy, workforce development, and improved access to lifetime education for all by building partnerships within the UH University system and with other public and private educational, governmental, and business institutions.

    • Cooperate, as appropriate, with other higher education institutions to provide high quality educational services to the county and to the state through such programs as the University of Hawai‘i Center, Maui

    • Support the collaboration of credit-non-credit offerings through coordination of resources and other strategies

2.2 - Provide access for students, faculty, and staff to a first-class information technology infrastructure, support, and services that sustain and enhance instruction, applied research, and administrative services.
• Mainstream institutional response to distance learning and ensure that all professional development and support for technology enhanced teaching, learning, and student services are integrated to benefit campus-based instruction as well as distance learning

• Acquire needed equipment to meet the on-going technological needs of the college campuses on the three islands

2.3 - Practice applied research for the discovery of knowledge.

• Develop; implement, and support new applied research programs, including electronics engineering technology, computer engineering technology, and biotechnology

3.1 - Establish UH Maui College as a preferred educational and training destination for local, national, and international students.

• Strengthen the recruitment of international students in both credit and non-credit programs

• Provide academic support services to promote student retention and academic success

• Use technology to enhance student learning and the quality and efficiency of student service functions

3.2 - Strengthen the crucial role that the College performs for the indigenous people and general population of Maui County by actively preserving and perpetuating Hawaiian culture, language, and values.

• Use the technological capabilities of the College to provide access to international conferences and workshops for indigenous peoples

• Facilitate informational workshops in Maui County communities

• Plan and facilitate Native Hawaiian leadership development in partnership with community programs and businesses

• Provide video, television and streaming Internet access of Native Hawaiian issues to the college, the Maui community, the State of Hawaii, and the world at large

4.2 - Create positive, healthful, resource-efficient, and sustainable physical environments on the campuses of the College.

• Partner with the communities surrounding the campuses, adding vitality to both campus and community
• Pursue the timely progress of facilities development and establish capital improvement priorities in accordance with the academic priorities of the University system

5.1 - Build an effective public and private constituency whose support provides revenue for the achievement and implementation of Strategic Plan goals.

• Pursue fundraising strategies in support of college priorities
• Develop programs that respond to emerging markets and delivery systems that are responsive to current and prospective students
• Develop marketing, recruitment, and customer service strategies that are responsive to public demands and promote the College as a learning-centered institution

5.2 - Allocate and manage resources to achieve continuing improvement in organization, people, and processes.

• Conduct a comprehensive review and redesign of administrative and student support processes; leverage information technology and best practices to improve efficiency and effectiveness
• Encourage risk-taking, reward innovation, and invest in change to reduce costs and paperwork and generate revenue
• Leverage resources to attract government and private sector funding
• Provide student services through counseling support, student service support, and library distributive education support

II. MEASUREMENTS OF THE UNIT

Organization
The Media Center is tasked with providing a wide variety of Academic Support services. These services are organized into six major categories:

1. Provide printing, photocopying duplication service and a faculty/staff work area: Duplication, color printing, desktop publishing, laminating, velo-binding, and graphic arts services are available. PC and Mac workstations featuring common software applications are also available within the center.
2. **Provide graphics support and copy layouts for a variety of college publications:**
Computers, peripherals, and a limited number of multimedia applications and authoring tools are can be found at the center. These tools can be used for digital media applications, including catalogue development and informational publications.

3. **Provide, install, and service audio/visual equipment:**
A wide array of audio/visual equipment and support services is available. These include, wide screen LCD monitors, video projectors, DVD & blu-ray players and visual presentation systems (ELMO). Media Smart Stations are also available in designated classrooms throughout campus. Media Smart Stations include a PC, ELMO visual presentation system, video projector and DVD/Blu-Ray player.

4. **Provide technical and production services for Distant Education (DE) programming and miscellaneous video production services as required:**
The Media Center provides technical support for course instruction taught through distance education. Classes offered via distance education are regular UHMC classes taught by UHMC/UH faculty. The courses have the same pre-requisites and requirements as “face to face” classes taken on campus. Distance Education (DE) classes are offered in a variety of formats including:

- Cable television classes (MCTV Cable 354/27.55)
- Interactive television courses (Skybridge/Hits/Polycom)
- Internet & Internet/Hybrid courses
- DVD/taped courses

The Media Center also hosts a wide variety of teleconferencing services including video over IP, (H.323) and satellite uplink and downlink services. The center features seven distance education classrooms and two teleconference rooms that allow instructors to broadcast two-way synchronous courses to Outreach Education Centers within the 10-campus University of Hawaii System. The Media Center is also home to MCTV, the college’s 24/7/365 educational cable channel. The center also supports a wide variety of video production services. These services are available to assist programs, departments, and other campus entities in the development of multimedia, marketing and instructional media.

5. **Provide orientation and training of multimedia and computing technology for faculty and staff:**
Digital media application and instructional design services are available. These services are designed to assist faculty and staff with familiarization of current and new teaching technologies as it applies to course instruction, program development and course content creation.

6. **Provide marketing support services for the college’s programs:**
Technology services are available to campus programs to assist with marketing, dissemination of course information, and overall college marketing and advertising.
Program Staff
In AY 2012, The Media Center consisted of six staff members:

Mike Albert, Assistant Professor has been with The Media Center for 22 years. Mr. Albert holds a BA in Communications and a MEd. He has an extensive background in producing educational programming, directing for TV and film, writing, marketing, multi-media, computing, Internet programming support and computing skills. Mr. Albert currently serves on the Technical Support Committee and the Campus Safety Committee. He also serves on a number of other campus related activities and organizations.

Reuben Dela Cruz, Electronics Engineer, has 28 years of service with The Media Center. Mr. Dela Cruz holds an AS degree in Electronics and an AS degree in Electrical Engineering. His chief duties include overseeing the Skybridge/HITS fiber network, chief engineer to MCTV cable operations, and maintaining the center’s distance education infrastructure. His duties also include maintenance of Ka’a’ike distance education facilities, all UHMC Outreach Centers’ distance education/ AV facilities and the UHMC campus A/V infrastructure. Mr. Dela Cruz continues to serve on numerous campus committees.

Mike Slattery, Electronics Technician, has 15 years of service with the center. Mr. Slattery has an AS degree in electronics engineering. He supports, maintains and repairs all A/V equipment and services provided within the UHMC campus. He also assists Mr. Dela Cruz with studio and Skybridge/HITS maintenance, multi-media equipment and computer repair, and maintains and troubleshoots the network and computing infrastructure within the department.

Deanna Reece, Program Producer, has 20 years of service with The Media Center. Ms. Reece has an AA degree from UHMC, a BA in Communications, and a MEd. Her responsibilities include overseeing all MCTV, Skybridge/HITS distributive education classes, program scheduling on MCTV, Skybridge/HITS distributive education classes, Her duties also include video consultation and production services for the college. Ms. Reece serves on numerous campus committees and organizations.

Jeremy Gray, Program Producer, has 16 years of service with UHMC. Mr. Gray has a BA Communications. Prior to coming to UHMC, he worked in broadcast television as an engineer, technical director, and program producer. Mr. Gray oversees programming support for the Skybridge/HITS distributive education network. He also maintains the digital asset management services of the college, providing encoding and access services for content accessed via MCTV and the Internet. Mr. Gray also provides consultation services for web-based instructional tools and software assistance for faculty and staff. His duties also include production assistance and editing and post production services for UHMC video productions.

Todd Mizomi, Program Producer, has 10 years of service with UHMC. Todd has a BA Communications. His work includes overseeing MCTV operations, Skybridge/HITS operations, evening AV support, and trouble-shooting networking problems as required.
Mr. Mizomi has an extensive background in independent video production and still photography. His duties also include production assistance and 3D animation services for UHMC productions. When needed, Mr. Mizomi also serves as the official Media Center photographer.

**Quantitative Indicators – AY 2012**

**Demand**

1. *Campus Enrollment* (Fall FTE)
   3,189 (FTE)

2. *Number of Faculty*
   129

3. *Number of Staff*
   118

**Efficiency**

4. *Hours of Operation*
   80.5 per week
   Daily - 7:30am – 10:00pm
   Monday Thru Friday 7:30 – 7:30pm, Friday
   Saturday: 8:30am – 12:30pm

5. *Staff in Unit*
   6 FTE
   Mike Albert  Coordinator
   Reuben Dela Cruz  Electronics Technician
   Mike Slattery  Electronics Technician
   Deanna Reece  Media Specialist
   Jeremy Gray  Media Specialist
   Todd Mizomi  Media Specialist

6. *Student Worker Hours*
   49.5 hours per week
   Student 1: 1:00pm - 4:00pm Mon/Wed & 4:00pm - 9:30pm Tues/Thurs
   Student 2: 8:00am-10:00am - Mon/Wed/Tues/Thurs-8:00am-4:30pm - Fri
   Student 3: 5:30pm - 9:00pm Monday/Wed & 8:30am - 12:00pm
   Tues/Wed/Thurs

7. *Number of work orders completed per year*

**Duplication Services** – AY 2012
Approximately 234 submitted and completed
**Graphics Arts Services** – AY 2012  
Approximately 98 submitted and completed

**Engineering Services** – AY 2012  
Approximately 840 submitted and completed

**Media Production Services** – AY 2012  
Approximately 990 submitted and completed

8. *Number of copies generated per year*  
456,252

9. *Number of copies per FTE per year*  
143

10. *Hours spent on production of ITV/Cable/Videoconference programming*  
    MCTV – Fall 2012  
    Originated classes & special programs: 24 hrs per week

    MCTV – Spring 2013  
    Originated classes & special programs: 24 hrs per week

    MCTV – Summer 2013  
    Originated classes & special programs: 13 hrs per week

    SKYBRIDGE – Fall 2013  
    Originated classes: 53 hrs per week

    SKYBRIDGE – Spring 2013  
    Originated classes: 52 hrs per week

    SKYBRIDGE – Summer 2013  
    Originated classes: 5 hrs per week

    HITS – Fall 2012  
    Received classes: 55 hrs per week

    HITS – Spring 2013  
    Received classes: 53 hrs per week

    HITS – Summer 2013  
    Received classes: 11 hrs per week

    POLYCOM – Fall 2012  
    Originated/received sessions: 12 hrs per week
POLYCOM – Spring 2013  
Originated/received sessions: 15 hrs per week

POLYCOM – Summer 2013  
Originated/received sessions: 12 hrs per week

Online Support – Fall 2012  
Encoded content for Internet access 24 hrs per week

Online Support – Spring 2013  
Encoded content for Internet access 24 hrs per week

Online Support – Summer 2013  
Encoded content for Internet access 13 hrs per week

Miscellaneous One-Day Sessions – Fall 2012  
Originated/received sessions: 53 hours per week

Miscellaneous One-Day Sessions – Spring 2013  
Originated/received sessions: 47 hours per week

Miscellaneous One-Day Sessions – Summer 2013  
Originated/received sessions: 5 hours per week

Studio TV Productions – Fall 2012  
Regular scheduled television series - 6 hours per week

Studio TV Productions – Spring 2013  
Regular scheduled television series - 6 hours per week

Studio TV Productions – Summer 2013  
Regular scheduled television series - 12 hours per week

*Total hours of ITV/Cable/Videoconference programming – AY 2012*
*Fall 2012: 3,722 hrs*
*Spring 2013: 3,587 hrs*
*Summer 2013: 813 hrs*
*Total ITV/Cable/Videoconference hours – AY 2012: 8,122 hrs*

11. *Media Budget*
Total Budget: $355,500
Salary: $332,500
Supplies: $5,000
Student Help: $10,000
Duplication: $8,500
12. **Classrooms equipped/total classrooms**  
77 total classrooms  
- 60 are equipped with a desktop computer, video projector, ELMO  
- 11 are equipped with a desktop computer, SmartBoard, and video projector  
- 6 equipped with a flatscreen LCD monitor, laptop & DVD player

III. **Analysis of the Unit**

**Program Actions**
The Centers’ overall health is fair. Our facilities in fairly good condition, however much of the equipment available for faculty and staff in the faculty work room is nearing or past end of life. Due to limited or no funding for equipment purchases and upgrades, the Center faces a challenge providing state-of-the-art tools for instructor access. Printers within the faculty workroom need replacing. The two large color printers available for use are 12 years old and only work occasionally. Velo-binding and lamination machines are no longer working. With extra-mural funding, Instructor workstations in all Ka’a’ike classrooms were upgraded within the past two years, however the majority of computers in the Media Center’s work area have exceeded their end-of-life. There is also a critical need to update current Operating Systems and to provide upgraded software programs such as MS Office, Adobe Acrobat, Microsoft Access (database), etc. In addition, as the demand for video content in teaching continues to grow, Adobe Creative Suite should be added to each computer. Creative Suite includes video editing software (Premiere), Photoshop, Illustrator, Flash, Media Encoder and After Effects, which would greatly assist faculty and staff in creating media-rich content for their curriculum. As well, desktop video content creation software such as Camtasia and/or Captivate should also be made available. These software programs allow faculty to create Online teaching modules or short presentations. This would enable our instructors to record their image and voice, add PowerPoint and/or Keynote presentations and upload them to the UH Course Management System (CMS) Laulima or similar cloud service for Online access. However, without funds for new and replacement equipment, the faculty workroom has become woefully inadequate with the availability of current technology teaching tools.

Between the end of FY 2010 and FY 2012, The Media Center operations were adversely impacted by three events.

- On June 31, 2009 the UHMC Graphic Artist retired. Due to lack of funds, the administration declined to fill the position. Numerous attempts were made to fill this critical position. In December 2010, the administration agreed to fund a casual .50 part-time position. This position has continued to this day as a .50 casual hire. This casual hire does not meet the demand of the duties. However this casual hire does allow the Center to provide a minimum of graphic arts requirements.

- In January 2010, the college filled the vacant Vice Chancellor of Information Technology position (VC-IT). The new VC-IT arrived in March 2010 and long standing administrational support of the Media Center began to diminish. It continued in this manner until that individual left the college in 2012.

- The UHMC Clerical support position turned in her resignation in Fall 2010. Her resignation was directly due to the lack of support by the VC-IT.
Since the loss of these two full-time positions, The Media Coordinator, along with the casual hire and one student assistant have attempted to keep up with the demand for graphic arts and duplication services. However large duplication requests, and many smaller graphic arts requests simply cannot be supported. This lack of support for duplication and graphic arts services is due to other management and program support duties required from the Media Coordinator, the current workload required to provide minimum graphic arts support from the .50 casual hire, and the limited training, availability, and security concerns of access to certain documents (exams, PII, etc.) for student workers. This lack of our FTE Clerical support position and the FTE Graphic Arts position has adversely impacted duplication and graphic arts support services, which has in turn, negatively affected the campus community. Not a day goes by where I do not hear complaints from staff. Faculty are especially frustrated with this lack of support.

When the former VC-IT left UHMC in 2012, there was widespread hope that the two positions would be filled. However, in 2012, the two positions were eliminated with no explanation provided to the Media Coordinator or the Media-IS&T staff. Due to the loss of these two critical full-time positions, the level of service for graphic arts and duplication services has been severely affected. The Center is forced to reject approximately 50% of all graphic arts and duplication service requests. Currently, the Media Coordinator handles the majority of duplication services now provided. He also oversees all graphic arts support, including creation of the UHMC Schedule of Classes, The UHMC Catalog and numerous other publications and marketing materials. This extra work has put undue strain upon the Media Coordinator, and if there is no relief ahead, support for duplication and graphic arts services (as well as management and coordination of the Center ) will continue to diminish in quality. Since there is no foreseeable support for the duties of the two eliminated positions, it may be best to no longer offer graphic arts or duplication services for the campus. This would seem a drastic move as there is likely no college campus in the UH System without these services. However, without proper staffing, these services are a challenge to support. Unfortunately, these two positions were not the only positions eliminated from The Media Center. A vacant Media III position, targeted for hire in 2008 to assist with the dramatic increase for Distance Education and video production services was also eliminated. This equals three positions eliminated since the last Comprehensive Program Review. The DE/production services staff have kept pace with the increased demand only with the assistance from the A/V staff, the Media Coordinator, and supplemental student help. There must be positive changes made within the Center very soon, else the services of the Center will continue to diminish.

Efficiency
The demand for Media Center services continues to grow. The number of work orders between Fall 2008 and Summer 2012 has increased in all departments except duplication and graphic arts services. As noted above, the drop in work orders for duplication and graphic arts is due to the loss of two full-time positions. Audio/Visual services work orders increased approximately 5% between 2009-2012. Media Production services experienced an increase in work orders of approximately 10%. Online course support experienced an increase of approximately 75%. The Center sees these increases as a good
trend, though we may reach a point where excellence in service may diminish due to the increased workload. The value of Media Services, even with the adverse changes we have experienced in the past three years, is still found among faculty, students, staff, and the community at large. The Media Center remains a vital role at UHMC.

Communications
The Media Center Coordinator, under the direction of The Vice Chancellor of Information Technology, is primarily responsible for direction, operation and evaluation of the center’s operations. Roles and responsibilities include:

1. Develop and evaluate goals and objectives based on University of Hawaii policies, UH Community College direction, and the UHMC Strategic Plan.
   • Base policy making and goals in line with the UHMC Strategic Plan
   • Conduct meetings between Media Center staff
   • Attend weekly IS&T meetings
   • Conduct both casual and formal on-going discussions with faculty staff, and community members

2. Collaborate with Program Coordinators to assist with their goals & objectives.
   • The Media Center serves administration, faculty, staff, program coordinators
   • The Media Center Coordinator meets with colleagues on a continuing basis
   • The Media Center Coordinator serves on The Technology Support Committee to assess technology requirements for course instruction and future direction of the college

3. Plan and conduct unit meetings, involve faculty in decision-making, maintain documentation of issues and decisions. Keep department members informed of general campus activities and issues.
   • Media support services are directly accommodated per request by department, program, or special event
   • The Media Coordinator produces a number of MCTV television series featuring every department of the college. Working directly with Program Coordinators, counselors, teaching faculty, administration, HR department, Business, marketing, UH Foundation and numerous others allows the Media Coordinator to meet with every stakeholder within the college to hear their needs and desires

4. Facilitate communication with other units, and administration with emphasis in communicating unit needs, concerns, and accomplishments.
   • Email, phone, and “open door” policy allow all individuals easy access to share desires, express concerns

5. Actively participate in campus decision-making committees.
• Technology Support Committee, Technology Fee Committee, DPC, TPRC, Lau‘ulu, UHMC Security Committee, The UHMC Graduation Committee, and the UH System PII (Personal Identifiable Information) Committee

6. Respond to requests for information to review and evaluate University System, UHMC, and Media Center policies.

   • Accomplished regularly as requested and/or as required. The Media Centers’ web site allows for comment, suggestions, and direct access to coordinator and staff.

7. Improve and maintain the department’s image and reputation.

   • The Media Center is committed to providing excellent service and support.
   • A suggestion box is located in the Media Center for comments.
   • Staff is encouraged to speak openly, either “on or off” the record regarding center’s image and reputation.
   • Annual surveys to assess Media Center services and staff support are conducted.

Campus and External Relations

The Media Center is now a unit within IS&T (Information Services & Technology). Weekly meetings are conducted with IS&T staff members. Dr. Debasis Bhattacharya, the Interim Vice Chancellor/Chief Information Officer, heads these meetings. These meetings allow staff to share current activities, reports, progress and challenges each unit may be facing. I am happy to report that Dr. Bhattacharya has been a great help to the continued success of some of our Media Center operations and I look forward to working with him to develop strategies to overcome the Center’s current challenges we face. With these weekly meetings, Dr Bhattacharya has provided an opportunity to assess our strengths or weaknesses, measure our success and failures, and develop plans to best serve our faculty, staff, and students.

The Center has a unique opportunity to interact with community groups and professional associations. Many of Maui’s public and private schools have taken the advantage of the center’s facilities. The center has also been host to a number of conferences and public meetings since our last Comprehensive Program Review. A small sample of organizations and programs we have hosted include:

• Philippines Scholar delegation from Mariano Marcos University
• Annual Maui County Keiki Fest community event
• Smithsonian Institution traveling food exhibit – “Key Ingredients: America By Food”
• Na Pua No’eau two-week summer video seminar internship program
• Sustainable Living Institute of Maui (SLIM) water management resources seminar

These are just a sample of community outreach and support services we have provided to our stakeholders. A unique component of the Center’s ability to reach out to our public...
and community is through our DE television channel, MCTV. Programming content includes educational, cultural, and entertainment series. The majority of our programming content is produced and created by our UHMC faculty and Media Center staff. This provides Maui County residents their only access to accredited, locally based educational programming. The Media Center, with its direct link to high technology tools via Skybridge, HitsII, satellite transmissions, and the Internet, help to bring our community the higher education content directly into their homes.

The Media Center is uniquely positioned to interact directly with the various programs, departments and divisions within our campus. The Center provides service to all credit and non-credit instructional programs, either through audio-visual support services, multi-media and duplication services or through videoconferencing and DE support. The center interacts with Student Services and counseling services by providing technological tools, multi-media support, and facility use. The Media Center also works directly with the University of Hawaii Center-Maui, supporting the majority of their course offerings through our Distance Education (DE) network.

The center also has an opportunity to interact and support both public and private lower division schools. The center’s facilities and videoconferencing capabilities attract many of these organizations and we support these groups whenever possible. We also conduct numerous middle and high school tours each year.

**Curriculum and Students**

In the modern classroom, a tremendous expansion in the use and the need for technological tools has occurred. Because the center is directly involved with acquiring, allocating and promoting technological and media resources, our scope of responsibilities has broadened immensely. All technology in a classroom is purchased, installed and maintained by Center staff members. Instructors are encouraged to contact any staff member for technology consultation services and purchasing support.

We also provide direct support for numerous student activities. The Center has hosted a large number of student-organized events. A few examples include:

- New Student Orientation sessions
- FAFSA College Bowl
- Job Fairs
- Upward Bound Program
- Nursing Pinning ceremonies
- UHMC Graduation ceremonies
- UHMC Fashion Show
- The UHMC Movie-Night

The Center is a key supporter for numerous faculty and staff functions, student sponsored daily activities, Nursing orientation and various outdoor activities throughout the campus.
Marketing and Outreach Services
The Center is also directly involved with marketing and outreach programs. The college’s marketing director works with staff to coordinate, plan, and produce marketing materials and brochures used by various department and programs within the college. The staff has also created numerous television commercials that have aired on the MCTV channel, various network affiliates in Honolulu, and within the UH System educational television network. The center also produces four one-hour weekly television series that Markey and or promote the college and it’s programs. Our newest informational series, “UHMC: Learning That’s Real” began in Late Spring 2012. In addition, the center works closely with the many programs offered at the college. We assist with their promotional requirements, including marketing themes, brochure development, and creation of numerous video shorts and commercial spots. For example, in the summer of 2012, the Center developed an informational video for The Maui Language Institute, and in November 2012, we created a ‘behind the scenes’ video for Maui Culinary Academy’s premiere fundraiser – The Noble Chef event.

Facilities, Technologies, and Equipment
The Media Center is located within the Ka’a’ike Technology Building. Facilities include a central faculty/staff work area/duplication center, distance education production facilities, and an engineering and maintenance shop. The duplication center (2,000 sq. ft.) houses duplication services, desktop publishing, an instructional design work area, and the graphic arts services division. The Distance Education facilities include seven television classrooms and a 1,600 square foot television studio. The engineering and maintenance shop is approximately 1,000 square feet and is dedicated for supplies and equipment repair.

Ka’a’ike facilities (home of The Media Center) are at capacity, as program growth has forced use of existing space in Ka’a’ike to support other programs and departments. Offices are doubled, the graphic arts unit works out of a closet, and classroom space is used to maximum capacity. Classrooms are in use from early morning (8:30am) until late into the evening (10:00pm). The Center also supports a number of technology-rich classrooms throughout the campus. There are currently 77 classrooms on campus, all which have teaching technology tools supported and maintained by our staff. There are also 8 conference rooms, 9 computer labs, and 4 large classroom/auditoriums (seating 65 or more) that contain technology-teaching tools supported and maintained by our media staff. Of the 77 classrooms on campus, all are designated as ‘media-rich’, that is they all include an instructor computer, a video projector, an ELMO and a screen. An updated inventory of classroom technology is kept on hand for record keeping purposes.
Policies
Audio Visual Equipment
1. Audio Visual equipment is available to faculty and staff for academic use only.
2. Media Center hours are 8:00 am - 4:00 pm Monday thru Friday. If equipment is needed during non-office hours, prior arrangements must be made.
3. To insure availability, advanced reservations of a minimum of 72 hours are required when requesting equipment.
4. Only overhead projectors and slide projectors may be checked out on a semester long basis (depending on availability).
5. Video projectors may be checked out for 24 hours only.
6. Equipment may be used only for academic instruction and must conform to university policies concerning use of university property.
7. Equipment will not be delivered or released during inclement weather.

Submitting Duplication and Graphics Projects
In most cases, The Media Center uses Apple Macintosh computers for graphics services. PC’s are available for documents. Please submit all projects on CD or via email. Also provide a hard copy of the project and email documents as attachments.
1. Please proofread all documents. Text changes requested after copy has been submitted will delay completion of your project.
2. Make certain all copy or your dean, director, or other pertinent reviewer before submission to the center approves photos.
3. Use Microsoft Word whenever possible. Microsoft word is the current software program in use by the center.

Equipment
1. If you are requesting lightweight equipment such as a DVD player, VHS player, video camera, audio cassette player or slide projector, you may pick up/return the equipment to The Media Center’s main office in Ka’a’ike 203. Call ahead if you require technical assistance.
2. For video projectors, PA systems and larger equipment needs, engineering staff will be available for set-up/take down. A 72 hour advanced reservation is required for delivery and set-up services.
3. Non-academic use of equipment such as video projectors or PA systems is available for a fee.

Media Viewing Room - Ka’a’ike 105B
1. A 24-seat Media Viewing Room in Ka’a’ike 105B is reserved for faculty and staff. This room is designated for those who require multi-media facilities on a limited basis.
2. The Media Viewing Room is available 8:30 am - 8:30 pm Monday thru Thursday and 8:30 am thru 4:00 pm Fridays.
3. Faculty or staff must reserve the room a minimum of 48 hours in advance. Classes may not be regularly scheduled in Ka’a’ike 105B.
4. The Media Viewing Room includes a DVD player, a VHS player, computer with Internet access, an ELMO visual presenter, and a video projector.
Miscellaneous

1. To reserve Skybridge or HITS, or to request use of any Distance Education classroom, please contact Jeremy Gray.
2. Satellite and videoconferences must be scheduled with the engineering department.
3. Smoking, eating, or drinking is not permitted in any Ka’a’ike classroom.
4. Ka’a’ike facilities are not available to non-campus affiliated groups without prior arrangement.
5. Ka’a’ike is a high security facility. Individuals accessing Ka’a’ike, its premises, or environs are subject to closed circuit monitoring and/or videotape recording.

The UHMC Schedule of Classes lists current Skybridge/Hits classes and the specific Education Center location for classes in your area. The four Education Centers in Maui are:

1. Hana Education Center
2. Lahaina Education Center
3. Lanai Education Center
4. Molokai Education Center

For interactive television classes at the various Education Centers you must have:

1. The ability to attend class at the designated Education Center for the scheduled class times.

Internet courses are held via computer. Some Internet/on-line courses meet occasionally in a traditional face-to-face classroom environment. The remainder of each course presentation, interaction, or activity is delivered through various electronic means (Online, Laulima, video stream, etc). You should expect to spend at least as much time engaged in course activities with an on-line course as you would in a traditional class (even though you will not be in a classroom).

Requirements:

1. You must be able to attend class during the scheduled face-to-face meeting times.
2. You must have access to a computer with a high-speed (broadband) Internet connection
3. You must have access to a “minimum standards” computer. See minimum requirement description here
4. You must have a UH User ID account
5. If your class uses Laulima, you will need a Laulima account. The Laulima login ID and password will be assigned to you when you register for a class that requires such an account. Some courses are conducted entirely on videotape. If your course uses tape, you must have:
   1. Access to the MCC Library, The Learning Center, or the appropriate Education Center for viewing. Tapes/DVD’s cannot be loaned out.
   2. The ability to view videotapes each week to keep pace with the courses syllabus or schedule
Summary
The Media Center has provided a positive impact on the operation of the college. We see the Center as continuing its core responsibility of providing technological tools to faculty and staff to assist with teaching and the daily operations of the college. We have been very successful in providing consultation services to faculty and staff with new technology. The Center has also been in direct contact with students, and assist with their needs, be it individual, via campus programs, clubs or through Student Activities. In addition, our services reach beyond the campus. We have provided support to the many in the Maui community, including state and county organizations, elementary, middle, and high schools, and a variety of non-profit organizations. Assisting UHMC Programs with marketing now that we transitioned to a “2 + 4” institution has become a large part of our operations. We have expanding support services for our DE program by providing Online streaming media and web-content support for instruction and community access. We have upgraded all UHMC classrooms to include the latest technology in support of classroom instruction. This includes a Media Workstation in all classrooms and labs. We have also added video projectors or large screen LCD monitors to all conference rooms on campus.

The Media Center’s staff is committed to providing excellent technical support services. With today’s evolving technology, the staff is continually upgrading their skills and knowledge. This is accomplished through the study of electronic and print materials, attending online workshops and webinars, attending staff development programs, consultation with vendors and suppliers, staff meetings, hands-on learning, and independent study. The staff also works directly with peers on the UHMC campus and among the campuses throughout the UH System. This interaction allows staff members to learn directly from one another, thus facilitating learning through sharing. Whenever possible, the Center’s coordinator encourages staff to study technological tools they are most interested and most comfortable to explore. By approaching new technology as campus innovators, the Center will continue to promote future directions that will be beneficial to the college and our mission.

IV. Action Plan

Plans for improving Media Services for the immediate future include the following:

1. Update current technology in faculty work area
2. Decrease work order turn around time
3. Where possible, upgrade deficient equipment in classrooms
4. Increase online and web-based digital media support
5. Provide faculty and staff professional development workshops
6. Improve duplication service support or eliminate altogether
7. Improve graphic arts support or eliminate altogether

In order to accomplish this, the following strategies will be implemented:

1. Replace aging computers in the faculty work area
2. Earmark funds from supplies budget to upgrade software in faculty work area
3. Encourage active participation from other departments to assist with software upgrades.
4. Improve tracking of daily work orders
5. Conduct monthly equipment maintenance schedule for classrooms to identify deficient equipment. Repair or replace utilizing supplies budget. Utilize user data collected from media surveys to identify potential trouble spots or user error when accessing technology in the classroom
6. Designate key staff to set aside “tba” hours per week to develop web-based support services for faculty and staff
7. Conduct additional workshops on an on-going basis to ensure faculty and staff participation
8. Conduct surveys to evaluate services and institutionalize best practices. Implement the use of Program Reviews in identifying strengths and weaknesses. Based on findings, work with programs and departments to develop strategies to address areas of concern and implement necessary changes
9. Recapture staff vacancies and funds that have been reallocated to other departments and/or programs

Data Collection and Analysis
The center makes available surveys to faculty and staff on an on-going basis. These surveys are available in the faculty workroom. Theses surveys are also provided to users on an annual basis. Users include faculty, staff, students, and the general public utilizing the facilities. An additional Distant Education survey is conducted near the end of each semester to DE students.

Performance Measures
Satisfaction measurements taken from faculty, staff, students, and the community between 2008 and 2012 indicate satisfactory or above ratings. Use of facilities has continued to increase during the past five years, with use reflecting a continual growth of 4-5% per semester across all departments and divisions. In 2008, 2009 and 2012, the Center (IS&T) collected data from students, faculty and staff utilizing our services. The majority of respondents indicated satisfactory or above ratings.

V. Resource Implications
The Media Center’s Mission Statement challenges our department to keep abreast of the latest technological tools to assist in student learning. The staff continually develops their learning skills and knowledge of technology. The technology tools in both media and computing technology undergo re-design within a year or two of introduction. With this in mind, keeping abreast of “adequate technology resources” is, I am proud to say, a challenge the staff has continued to meet.

As mentioned earlier, financial commitments in the form of budget allocations for new equipment need to be given the highest priority. Keeping up with technological change requires a commitment to invest in these resources. Between now and the last
Comprehensive Program Review, the Center’s equipment replacement budget was a mere $4,000 in 2008. With the assistance of in-house productions, external funds, departmental partnerships, and the Student Tech Fee, new equipment purchases and/or replacements have been made, however external resources should not be viewed as a dedicated equipment replacement fund.

There is also cause for concern regarding media support of external grants coming from other departments and/or programs. Programs that receive external grants often require our support. This support includes duplication services, graphic arts work, technology consultation, and the creation of supplemental video and Internet content. These services are provided by the Media Center without compensation, as external grants do not take into account our services as a part of their overall budget. This adds additional workload upon staff with no funding for additional work.

**Final Thoughts**
In the past few years, a tremendous expansion in the use and the need for technological tools in the classroom has occurred. Beginning in 2009, the Center commenced on its long anticipated upgrade of its Distance Education facilities to support High Definition (HD) television. In Spring 2011, the UH System IT network upgraded to a 10GBps Internet connection. With this Internet connection upgrade, the Media Center upgraded our Skybridge and HITS system to HD in the summer of 2012. In Spring, 2013, the Center began its second phase of its HD upgrade by installing HD servers, routing switchers and HD conversion hardware to Master Control. In Spring 2014, the third and final phase of our HD upgrade will commence with the upgrade of our MCTV and studio operations. New switcher cameras, and HD monitoring system will be installed. This will allow our operations to provide HD programming to our DE students and the entire Maui community through MCTV.

The list of program responsibilities continues to grow. Media and media-arts future growth, especially in the form of web content, streaming media, and other forms of mass media, is a natural outgrowth of the centers’ assets and services. These responsibilities will increase. Marketing of the college will continue as large component of our services. Because the center is directly involved with acquiring, allocating and promoting technological and media resources, our scope of responsibilities have expanded. We envision creative marketing strategies to become a major portion of the centers responsibility, this in response to increased campus growth, new program and degree offerings and Maui’s attraction to local, national, and international students.

Advancing learning through technology is our primary goal. This includes all types of technology support, be it paper-based, Internet-based, or campus/classroom support. By approaching new technology as campus innovators, the Center will continue to promote future directions that will be beneficial to the college and our mission. This includes all types of technology support, be it paper-based, Internet-based, or campus/classroom support.
The Media Staff is dedicated to providing the best possible service with a positive, caring and helping attitude. It is our belief that to be successful and to achieve an even higher vision, the center must continue its practice of core Hawaiian values: lokahi, kokua, laulima, ha’aha’a and aloha. The center aspires to these values daily. They allow us to reach for our mission, to achieve our goals, and to do so with an inner feeling of aloha and sharing that will encourage our campus community to share our expertise and our knowledge.
APPENDICES

A. Data - Quantitative Indicators

Outcomes:

AY 2011
No Program Review Conducted– per J. Benier, Vice Chancellor of IT Services

Demand

1. Campus Enrollment
   Fall 2011: 3,272 FTE

2. Number of Faculty
   129 faculty members

3. Number of Staff
   118

Efficiency

4. Hours of Operation
   Daily 8:00am – 5:00pm (Mon thru Fri)
   Evenings: 5:00pm –10:00pm
   Weekends: 9:00am – 3:00pm (Saturday)

5. Staff in Unit
   6 FTE
   Mike Albert          Coordinator
   Reuben Dela Cruz    Electronics Technician
   Mike Slattery       Electronics Technician
   Deanna Reece        Media Specialist
   Jeremy Gray         Media Specialist
   Todd Mizomi         Media Specialist

   Scheduled Shifts
   Seven staff members Monday thru Friday - 7:30am - 4:30pm
   One evening staff member – Monday thru Thursday 1:00pm – 10:00pm
   One Saturday staff member – 7:00 - 3:30pm

6. Student Worker Hours
   66 hours per week
   Student 1: 8:00am-10:00am-Mon/Wed/Tues/Thurs & Fri 8:00am-4:30pm
   Student 2: 1:00pm - 4:00pm Mon/Wed & 4:00pm - 9:30pm Tues/Thurs
   Student 3: 4:00pm - 7:30pm Monday thru Thursday
   Student 4: 12:30pm - 4:30pm Monday thru Thursday
7. **Number of Work Orders Completed**
   **Duplication Services** – AY 2011
   Approximately 367 submitted and completed

   **Graphics Arts Services** – AY 2011
   Approximately 118 submitted and completed

   **Engineering Services** – AY 2011
   Approximately 779 submitted and completed

   **Media Production Services** – AY 2011
   Approximately 845 submitted and completed

8. **Number of copies generated per year**
   546,006

9. **Number of copies per FTE per year**
   166

10. **Hours spent on production of ITV/Cable/Videoconference programming**
    Fall 2011: 3,394 hrs
    Spring 2012: 3,314 hrs
    Summer 2012: 1,382 hrs
    Total ITV/Cable/Videoconference hours – AY 2011: 8,090 hrs

11. **Media Budget**
    Total Budget:
    Salary: $327,500
    Supplies: $5,000
    Student Help: $10,000
    Duplication: $8,500

12. **Classrooms equipped/total classrooms**
    77 total classrooms
    60 are equipped with desktop computer, screen and video projector
    11 are equipped with desktop computer, SmartBoard and video projector
    6 equipped with a TV & VCR/DVD player
AY 2010
No Program Review Conducted– per J. Benier, Vice Chancellor of IT Services

Demand

1. Campus Enrollment
   Fall 2010: 3,008 FTE

2. Number of Faculty
   124 faculty members

3. Number of Staff
   118

Efficiency

4. Hours of Operation
   Daily 8:00am – 5:00pm (Mon thru Fri)
   Evenings: 5:00pm – 10:00pm
   Weekends: 9:00am – 3:00pm (Saturday)

5. Staff in Unit
   7 FTE
   Mike Albert       Coordinator
   Bev Lashley      Clerical Assistant
   Reuben Dela Cruz Electronics Technician
   Mike Slattery    Electronics Technician
   Deanna Reece     Media Specialist
   Jeremy Gray      Media Specialist
   Todd Mizomi      Media Specialist

Scheduled Shifts
   Seven staff members Monday thru Friday - 7:30am - 4:30pm
   One evening staff member – Monday thru Thursday 1:00pm – 10:00pm
   One Saturday staff member – 7:00 - 3:30pm

6. Student Worker Hours
   46 hours per week
   Student 1: 4:00pm - 7:30pm Mon/Thurs
   Student 2: 9:00am - 3:00pm – Fri
   Student 3: 12:30pm - 4:30pm Mon/Thurs
   Student 4: 1:00-4:00 Monday, Wednesday – 8:30-10:30 Tues/Thurs

7. Number of Work Orders Completed
   Duplication Services – AY 2010
   Approximately 728 submitted and completed
**Graphics Arts Services** – AY 2010
Approximately 149 submitted and completed

**Engineering Services** – AY 2010
Approximately 670 submitted and completed

**Media Production Services** – AY 2010
Approximately 745 submitted and completed

8. *Number of copies generated*
   1,024,762

9. *Number of copies per FTE student per year*
   340

10. *Hours spent on production of ITV/Cable/Videoconference programming*
    Fall 2010: 3,580 hrs
    Spring 2011: 3,709 hrs
    Summer 2011: 1,302 hrs
    Total ITV//Videoconference hours – AY 2010: 8,591 hrs

11. *Media Budget*
    Total Budget: $410,685
        Salary: $383,585
        Supplies: $8,600
        Student Help: $10,000.
        Duplication: $8,500

12. *Classrooms equipped/total classrooms*
    74 total classrooms
    34 are equipped with CPU, screen or monitor and data projector
    11 are equipped with CPU, SmartBoard and data projector
    29 equipped with TV and VCR/DVD player

*An equipped classroom includes a CPU, screen or monitor and a data projector.
AY 2009

Demand

1. Campus Enrollment (Fall FTE)
   2,634 (FTE)

2. Number of Faculty
   123

3. Number of Staff
   112

Efficiency

4. Hours of Operation
   80 hours per week
   Daily 7:30am – 5:00pm (Mon thru Fri)
   Evenings: 5:00pm – 10:00pm
   Weekends: 8:30am – 4:00pm (Saturday)

5. Staff in Unit
   8 FTE
   Mike Albert          Coordinator
   Bev Lashley         Clerk
   Jill Fitzpatrick    Graphic Artist
   Reuben Dela Cruz    Electronics Technician
   Mike Slattery       Electronics Technician
   Deanna Reece       Media Specialist
   Jeremy Gray        Media Specialist
   Todd Mizomi        Media Specialist

   Scheduled Shifts
   Seven staff members Monday thru Friday - 7:30am - 4:30pm
   One evening staff member – Monday thru Friday 1:30 – 10:30pm
   One Saturday staff member – 8:30 - 4:00pm

6. Student Worker Hours
   48 hours per week
   Student 1: 4:30pm - 7:30pm Monday thru Thursday
   Student 2: 12:30pm - 4:30pm Monday thru Friday
   Student 3: 10:00am - 2:00pm Tuesday/Thursday
   Student 4: 10:00pm - 2:00pm Monday/Wednesday

7. Number of Work Orders Completed
   Duplication Services – AY 2009
   Approximately 743 submitted and completed
Graphics Arts Services – AY 2010  
Approximately 192 submitted and completed

Engineering Services – AY 2010  
Approximately 969 submitted and completed

Media Production Services – AY 2010  
Approximately 932 submitted and completed

8. Number of copies generated  
714,282

9. Number of copies per FTE student per year  
278

10. Hours of production of ITV/Cable/Videoconference programming  
Fall 2009: 3,095 hrs  
Spring 2010: 3,202 hrs  
Summer 2010: 1,255 hrs  
Total Distance Education Hours – AY 2009: 7,552 hrs

11. Media Budget  
Total Budget: $517,158  
Salary: $480,000  
Supplies: $5,000  
Student Help: $20,000  
Duplication: $12,000

12. Classrooms equipped/total classrooms  
74 total classrooms  
67 are ‘equipped’ classrooms  
Level 1-A – 5 classrooms  
Level 1-B – 8 classrooms  
Level 1-C – 6 classrooms  
Level 1-D – 2 classrooms  
Level 1-E – 3 classrooms  
Level 1-F – 21 classrooms  
Level 1-G – 4 classrooms  
Level 2-A – 0 classrooms  
Level 2-B – 4 classrooms  
Level 2-C – 0 classrooms  
Level 2-D – 0 classrooms  
Level 2-E – 12 classrooms  
Level 2-F – 2 classrooms

*See appendices for Level 1 & Level 2 Key
AY 2008

Demand

1. Campus Enrollment
   Fall 2008: 1,891 FTE

2. Number of Faculty
   127 faculty members

3. Number of Staff
   114

Efficiency

4. Hours of Operation
   Daily 7:30am – 5:00pm (Mon thru Fri)
   Evenings: 5:00pm – 10:00pm
   Weekends: 7:30am – 3:30pm (Saturday)

5. Staff in Unit
   8 FTE
   Mike Albert       Coordinator
   Bev Lashley      Clerk
   Jill Fitzpatrick Graphic Artist
   Reuben Dela Cruz Electronics Technician
   Mike Slattery    Electronics Technician
   Deanna Reece    Media Specialist
   Jeremy Gray     Media Specialist
   Tim Marmack     Media Specialist

   Scheduled Shifts
   Seven staff members Monday thru Friday - 7:45am - 4:30pm
   One evening staff member – Monday thru Thursday 1:00 – 10:00pm
   One Saturday staff member – 7:45 - 3:30pm

6. Student Worker Hours
   32 hours per week
   Student 1: 4:30pm - 8:30pm - Mon thru Thurs
   Student 2: 2:30pm - 4:30pm – Mon thru Fri
   Student 3: 9:00am - 12:00pm – Mon and Wed

7. Number of Work Orders Completed
   Duplication Services – AY 2008
   Approximately 524 submitted and completed
Graphics Arts Services  –  AY 2008
Approximately 108 submitted and completed

Engineering Services  –  AY 2008
Approximately 768 submitted and completed

Media Production Services  –  AY 2008
Approximately 968 submitted and completed

8.  Number of copies generated
    1,174,232

9.  Number of copies per FTE student per year
    620

10.  Hours spent on production of ITV/Cable/Videoconference programming
    Fall 2008: 4,205 hrs
        Spring 2009: 3,592 hrs
        Summer 2009: 1,575 hrs
        Total Distance Education Hours – AY 2010: 9,372 hrs

11.  Media Budget
    Total Budget: $503,927
        Salary: $459,416
        Supplies: $8,500
        Student Help: $20,000
        Duplication: $12,000
        Equipment: $4,000

12.  Classrooms equipped/total classrooms
    Total number of classrooms: 70 classrooms/57 technology equipped
        Level 1-A – 5 classrooms
        Level 1-B – 8 classrooms
        Level 1-C – 3 classrooms
        Level 1-D – 2 classrooms
        Level 1-E – 0 classrooms
        Level 1-F – 21 classrooms
        Level 1-G – 4 classrooms
        Level 2-A – 0 classrooms
        Level 2-B – 0 classrooms
        Level 2-C – 0 classrooms
        Level 2-D – 0 classrooms
        Level 2-E – 12 classrooms
        Level 2-F – 2 classrooms

*See appendices for Level 1 & Level 2 Key
OUTCOMES:

AY 2012
Satisfaction measurements:
Faculty use, staff support, community & student use of facilities:
43 Surveys completed in Summer 2013
36 Satisfactory or above
07 Below satisfactory

UHMC Information Services & Technology – General Survey 2013-14

Q1 How effective is the classroom computer technology (computers, networks, printers etc.) at UHMC?

Answered: 43 Skipped: 0

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
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<td>39.53%</td>
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<td>Moderately effective</td>
<td>34.88%</td>
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<td>Slightly effective</td>
<td>9.30%</td>
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<tr>
<td>Not at all effective</td>
<td>0%</td>
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</table>

Total
Q2 How effective is the distance education technology (HITS, Skybridge, Internet) at UHMC?

Answer Choices

<table>
<thead>
<tr>
<th>Answer Choice</th>
<th>Responses</th>
</tr>
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<tbody>
<tr>
<td>Extremely effective</td>
<td>13.95%</td>
</tr>
<tr>
<td>Very effective</td>
<td>48.84%</td>
</tr>
<tr>
<td>Moderately effective</td>
<td>25.58%</td>
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<td>Slightly effective</td>
<td>11.63%</td>
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<tr>
<td>Not at all effective</td>
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<tr>
<td>Total</td>
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Q3 How well do the classrooms at UHMC meet the learning needs of students?

Answered: 43  Skipped: 0

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<td>Very well</td>
<td>39.53%</td>
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<td>Moderately well</td>
<td>41.86%</td>
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<td>Slightly well</td>
<td>6.98%</td>
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<tr>
<td>Not at all well</td>
<td>4.65%</td>
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<td>Total</td>
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</table>
Q4 How helpful is the staff at Media Services to meet your audio/video and other media needs?

Answered: 43  Skipped: 0

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<th>Answer Choices</th>
<th>Responses</th>
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<tbody>
<tr>
<td>Extremely helpful</td>
<td>53.49%</td>
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<tr>
<td>Very helpful</td>
<td>27.91%</td>
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<tr>
<td>Moderately helpful</td>
<td>13.95%</td>
</tr>
<tr>
<td>Slightly helpful</td>
<td>4.65%</td>
</tr>
<tr>
<td>Not at all helpful</td>
<td>0%</td>
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<tr>
<td>Total</td>
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</table>
Q5 How easy is it to obtain technology help and support from the IS&T Help Desk system (uhmchelp@hawaii.edu)?

**Answer Choices**

<table>
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<tr>
<th>Answer Choices</th>
<th>Responses</th>
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<tbody>
<tr>
<td>Extremely easy</td>
<td>37.21%</td>
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<tr>
<td>Very easy</td>
<td>23.26%</td>
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<td>Moderately easy</td>
<td>30.23%</td>
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<tr>
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<td>6.38%</td>
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</table>
Q6 With regards to cyber security (cyber stalking, phishing, malware etc.), how safe do you feel on campus?

Answered: 43  Skipped: 0

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<tr>
<th>Answer Choices</th>
<th>Responses</th>
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<td>9.30%</td>
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<tr>
<td>Very safe</td>
<td>48.84%</td>
</tr>
<tr>
<td>Moderately safe</td>
<td>34.88%</td>
</tr>
<tr>
<td>Slightly safe</td>
<td>4.65%</td>
</tr>
<tr>
<td>Not at all safe</td>
<td>2.33%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
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Q7 How helpful is the staff at Ka'a'ike 220 or Computing Services?

Answered: 43  Skipped: 0

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<th>Answer Choices</th>
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<td>Very helpful</td>
<td>27.91%</td>
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<td>Moderately helpful</td>
<td>18.50%</td>
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<tr>
<td>Slightly helpful</td>
<td>4.65%</td>
</tr>
<tr>
<td>Not at all helpful</td>
<td>2.33%</td>
</tr>
<tr>
<td>Total</td>
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</table>
Q8 How useful are the services provided by the Instructional Design and Support staff?

Answered: 43  Skipped: 0

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<tr>
<th>Answer Choices</th>
<th>Responses</th>
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<tbody>
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<td>Extremely useful</td>
<td>27.91%</td>
</tr>
<tr>
<td>Very useful</td>
<td>37.21%</td>
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<tr>
<td>Moderately useful</td>
<td>18.80%</td>
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<td>Slightly useful</td>
<td>11.83%</td>
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<tr>
<td>Not at all useful</td>
<td>4.65%</td>
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<tr>
<td>Total</td>
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</table>
Q9 How easy is it to obtain the resources you need from the university library system?

Answered: 43  Skipped: 0

<table>
<thead>
<tr>
<th>Answer Choices</th>
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<tbody>
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<td>23.26%</td>
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<td>Slightly easy</td>
<td>4.65%</td>
</tr>
<tr>
<td>Not at all easy</td>
<td>2.33%</td>
</tr>
<tr>
<td>Total</td>
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</tbody>
</table>
Q10 How happy are you with Laulima the Learning Management System (LMS) at this university?

Answered: 43 Skipped: 0

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
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<tr>
<td>Extremely happy</td>
<td>18.56%</td>
</tr>
<tr>
<td>Very happy</td>
<td>20.33%</td>
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<td>Moderately happy</td>
<td>37.21%</td>
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<tr>
<td>Slightly happy</td>
<td>16.28%</td>
</tr>
<tr>
<td>Not at all happy</td>
<td>6.98%</td>
</tr>
</tbody>
</table>

Total
Q11 How helpful are the online technology training videos and tutorials from the Information Services & Technology Department?

Answer Choices

<table>
<thead>
<tr>
<th>Choice</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely helpful</td>
<td>13.95%</td>
</tr>
<tr>
<td>Very helpful</td>
<td>37.21%</td>
</tr>
<tr>
<td>Moderately helpful</td>
<td>34.88%</td>
</tr>
<tr>
<td>Slightly helpful</td>
<td>9.30%</td>
</tr>
<tr>
<td>Not at all helpful</td>
<td>4.65%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>
Q12 Overall, are you satisfied with your technology experience at this university, neither satisfied nor dissatisfied with it, or dissatisfied with it?

Answered: 43  Skipped: 0

**Answer Choices** | **Responses**
--- | ---
Extremely satisfied | 34.88%
Moderately satisfied | 32.56%
Slightly satisfied | 6.98%
Neither satisfied nor dissatisfied | 9.36%
Slightly dissatisfied | 6.98%
Moderately dissatisfied | 6.98%
Extremely dissatisfied | 2.33%
Total | 100%
Q13 How could the student experience at this university be improved?

Answered: 24  Skipped: 18

<table>
<thead>
<tr>
<th>#</th>
<th>Responses</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>More resources (smart boards, classroom computers in the Voc/Tech classrooms.</td>
<td>9/1/2013 10:20</td>
</tr>
<tr>
<td>2</td>
<td>There are times that people at the computer lab are noisy and destructive. Specially if I do essays which takes a lot of thinking. All the noise destruct my thinking process. I wish there would be a policy about reducing noises while at the computer lab.</td>
<td>8/30/2013 10:28</td>
</tr>
<tr>
<td>3</td>
<td>Not sure.</td>
<td>8/30/2013 4:44</td>
</tr>
<tr>
<td>4</td>
<td>Need tech support and assistance past Sp.m. Not all classrooms have computers for students, not all students have laptops. Maybe iPads for those classrooms so we could do small group activities- groups could use iPad to look up resources, it would also give students unfamiliar with tablets a new experience.</td>
<td>8/30/2013 3:48</td>
</tr>
<tr>
<td>5</td>
<td>Technology is a required element of student education. More assistance from the department to assist students.</td>
<td>8/30/2013 3:02</td>
</tr>
<tr>
<td>6</td>
<td>They need to know about the services that you provide. Attend all program orientations to promote your service.</td>
<td>8/30/2013 11:31</td>
</tr>
<tr>
<td>7</td>
<td>Less paperwork, more online throughout the campus with classes, registration, etc.</td>
<td>8/30/2013 10:50</td>
</tr>
<tr>
<td>8</td>
<td>More technical support for such things as narrated PowerPoints and podcasts would be helpful.</td>
<td>8/30/2013 9:47</td>
</tr>
<tr>
<td>9</td>
<td>Some rooms have outdated technology which makes it difficult to utilize technology teaching resources/strategies. Even some of our most commonly used computer labs on campus have outdated software or software that does not work. This is further complicated by the need for more computer lab rooms and the difficulty in reserving the rooms for our needs.</td>
<td>8/30/2013 8:32</td>
</tr>
<tr>
<td>10</td>
<td>More opportunities should be provided for students to provide news, programs, testimonies, drama, music of our cable channel. Media does not provide classes on production for Molokai, Lanai, or Hana</td>
<td>8/29/2013 10:46</td>
</tr>
<tr>
<td>11</td>
<td>fine</td>
<td>8/29/2013 9:15</td>
</tr>
<tr>
<td>12</td>
<td>In the context of IS&amp;T, a skill-set test like the Compass test. If they don't have basic knowledge application they would have to take an introductory &quot;How to effectively use technology in higher education 1 credit course (or something like that). Faculty could do the same thing.</td>
<td>8/29/2013 6:05</td>
</tr>
<tr>
<td>13</td>
<td>Prepare our students for the future. Teach students the skills they will need for the 21st Century by integrating more technology into curriculums. Launch an initiative to help the faculty understand the scope of and need for instructional design of courses and make ID services easily available. Advance the paradigm shift that emphasizes instruction that is learner-centered rather than teacher-centered. Current models show their lectures/tests do not promote meaningful learning. Offer technology training for faculty development. Take it seriously, so the faculty takes it seriously. If our teachers don't know and use technologies, our students will not learn about them. Both faculty and students must become life-long learners. Replace Ed2Go and develop our own (UHMC) online and hybrid courses and offer them as a part of a high quality distance education program. Become competitive in this so our students are not at a disadvantage due to sub-par education. Classroom software: install the most recent versions of applications (at least the versions that students currently purchase in the bookstore) and ensure that they are consistent across all classrooms. Hardware: expand resources to include some mobile alternatives with apps. Faculty cannot integrate technology if our students don't have access to it. Offer popular technology training in IS&amp;T, The Learning Center and/or Library so these can become a true resource for faculty as well as students.</td>
<td>8/29/2013 5:50</td>
</tr>
<tr>
<td>14</td>
<td>Better (more up-to-date and better indexed for searching) knowledgebase and other online self-help. When a ticket is submitted, just a confirmation of receipt is not enough... when will assistance come (what's the service level that can be expected).</td>
<td>8/29/2013 4:56</td>
</tr>
<tr>
<td>15</td>
<td>Service and update computers regularly. Some of them are so extremely slow and outdated.</td>
<td>8/29/2013 4:55</td>
</tr>
</tbody>
</table>
If possible, a computer lab in Ka`aike would be beneficial. Currently, since ICS courses are using MS Office 2013 versus MS Office 2010 (BUSN), there are limited workstations that would accommodate the students in the labs.

Let's switch to all wireless. All students need laptops.

Don't know, I'm not a student.

Computers for student use in more classrooms

Computers in all classrooms.

Having a more user friendly LMSU

More reliable internet service in all areas on campus and other UHMC facilities

It could be improved by having all up to date equipment and programs in ALL classrooms and buildings. Although, this runs into budget and funding issues.

It's pretty good

UHMC Information Services & Technology – General Survey 2013-14

**Q14  What changes would most improve our IS&T department?**

<table>
<thead>
<tr>
<th>#</th>
<th>Responses</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Have staff to visit Voc/Tech Department meeting to discuss the technological needs of each program with the department.</td>
<td>9/1/2013 10:20</td>
</tr>
<tr>
<td>2</td>
<td>Not sure.</td>
<td>8/30/2013 4:44</td>
</tr>
<tr>
<td>3</td>
<td>Need a webmaster/web maintenance person*</td>
<td>8/30/2013 3:48</td>
</tr>
<tr>
<td>4</td>
<td>More qualified staff and more involvement on the ground floor as to the reality of campus technology needing attention.</td>
<td>8/30/2013 3:02</td>
</tr>
<tr>
<td>5</td>
<td>I would like assistance with purchasing computers for my program.</td>
<td>8/30/2013 11:31</td>
</tr>
<tr>
<td>6</td>
<td>You guys are awesome</td>
<td>8/30/2013 10:50</td>
</tr>
<tr>
<td>7</td>
<td>This summer we lost our Blackboard Collaborate sites, which I need. I was finally able to find one through Manoa (gratis), but many days of searching later found out the UH Department of Ed offers Blackboard to the UH campuses.</td>
<td>8/30/2013 9:47</td>
</tr>
<tr>
<td>8</td>
<td>Identify services provide by each staff member</td>
<td>8/29/2013 10:46</td>
</tr>
<tr>
<td>9</td>
<td>Continue to purchasenewer computers as much as possible.</td>
<td>8/29/2013 9:15</td>
</tr>
<tr>
<td>10</td>
<td>Loss of the other Instructional Developer was unfortunate. Need to replace.</td>
<td>8/29/2013 6:05</td>
</tr>
<tr>
<td>11</td>
<td>A commitment from top management to make IT a critical, integral part of education at UHMC. More outreach (awareness campaign) to the students and faculty would help everyone to understand the capabilities of the IS&amp;T department and its role in supporting student and faculty needs. All IS&amp;T staff must return phone calls promptly and handle requests with the intent to provide high quality service similar to what any successful business would offer to their customers. Ensure that IS&amp;T has adequate staff to meet the IS&amp;T needs of the college.</td>
<td>8/29/2013 5:50</td>
</tr>
<tr>
<td></td>
<td>Feedback</td>
<td>Date</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>12</td>
<td>Better training availability, not just more but easier to find assistance. It would help to be able to search by symptom and not by topic because not sure what is wrong.</td>
<td>8/29/2013 4:56</td>
</tr>
<tr>
<td>13</td>
<td>Not a very welcoming place.</td>
<td>8/29/2013 4:55</td>
</tr>
<tr>
<td>14</td>
<td>I have not used online videos so had to answer not helpful, because I did not use</td>
<td>8/29/2013 4:33</td>
</tr>
<tr>
<td>15</td>
<td>No suggestions.</td>
<td>8/29/2013 4:23</td>
</tr>
<tr>
<td>16</td>
<td>Can't think of anything. Malia is the best!</td>
<td>8/29/2013 4:18</td>
</tr>
<tr>
<td>17</td>
<td>Just need more of you! You are all great!</td>
<td>8/29/2013 4:13</td>
</tr>
<tr>
<td>18</td>
<td>More resources in terms of infrastructure (static IP addresses, wireless strength and load), etc.</td>
<td>8/29/2013 4:03</td>
</tr>
<tr>
<td>19</td>
<td>Better communication. Codes to get on teaching computers were removed from desks without notifying teachers this fall. This really messed up a lot of first class days this semester, especially for new Lecturer’s who’s game was thrown completely off. If you decide to do something like that, you have to make sure everyone knows. Technology does not work if teachers do not have the codes to access it. If you are going to change/take something away that instructors or students depend on, please notify us in advance. Mahalo.</td>
<td>8/29/2013 4:02</td>
</tr>
<tr>
<td>20</td>
<td>None</td>
<td>8/29/2013 3:59</td>
</tr>
<tr>
<td>21</td>
<td>More efficient way of getting IT help. When I need IT help in the classroom, I general have needed it at that moment – not a day later after submitting a “ticket” and not knowing if anyone would respond.</td>
<td>8/29/2013 3:54</td>
</tr>
<tr>
<td>22</td>
<td>The IS&amp;T Department here at UHMC is awesome! Keep up the great work! I know you folks are extremely busy, but you folks do great work for the amount of people you folks have and the amount of time you folks have to work with. Thank you*</td>
<td>8/29/2013 3:53</td>
</tr>
<tr>
<td>23</td>
<td>A better budget</td>
<td>8/29/2013 3:53</td>
</tr>
</tbody>
</table>
AY 2011
NO PROGRAM REVIEW per J. Benier, VC, UHMC

AY 2010
NO PROGRAM REVIEW per J. Benier, VC, UHMC

AY 2009
Satisfaction measurements:
Faculty use, staff support, community & student use of facilities:
63 surveys completed
87 Agree or Strongly Agree – Faculty Work Room
2 Disagree or Strongly Disagree – Faculty Work Room
87 Agree or Strongly Agree – Graphics Services
2 Disagree or Strongly Disagree – Graphics Services
84 Agree or Strongly Agree – Maintenance & Repair
5 Disagree or Strongly Disagree – Maintenance & Repair
85 Agree or Strongly Agree – Classroom Equipment Services
4 Disagree or Strongly Disagree – Classroom Equipment Services
84 Agree or Strongly Agree – Overall – Capability to Instruct
5 Disagree or Strongly Disagree – Capability to Instruct
85 Agree or Strongly Agree – Student Learning Increased
4 Disagree or Strongly Disagree – Student Learning Increased

AY 2008
Faculty use, staff support, community & student use of facilities:
FY 2009 – July 1, 2008 thru June 30, 2009
89 Surveys completed
87 Agree or Strongly Agree – Faculty Work Room
2 Disagree or Strongly Disagree – Faculty Work Room
87 Agree or Strongly Agree – Graphics Services
2 Disagree or Strongly Disagree – Graphics Services
84 Agree or Strongly Agree – Maintenance & Repair
5 Disagree or Strongly Disagree – Maintenance & Repair
85 Agree or Strongly Agree – Classroom Equipment Services
4 Disagree or Strongly Disagree – Classroom Equipment Services
84 Agree or Strongly Agree – Overall – Capability to Instruct
5 Disagree or Strongly Disagree – Capability to Instruct
85 Agree or Strongly Agree – Student Learning Increased
4 Disagree or Strongly Disagree – Student Learning Increased
Classrooms w/o computers for student use = Level 1:

Classroom Level 1-A: Includes following:
Data projector w/ screen or TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)

Classroom Level 1-B: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter

Classroom Level 1-C: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
Computer (desktop w/ monitor or is laptop ready) for PowerPoint

Classroom Level 1-D: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter
Computer (desktop w/ monitor or is laptop ready)

Classroom Level 1-E: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter
Computer (desktop w/ monitor or is laptop ready)
Internet connection

Classroom Level 1-F: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter
Computer (desktop w/ monitor or is laptop ready)
Internet connection
Smartboard

Classroom Level 1-G: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter
Computer (desktop w/ monitor or is laptop ready)
Internet connection
Smartboard
Videoconferencing and/or classroom video recording capability
Classrooms w/ computers for student use = Level 2:

Classroom Level 2-A: Includes following:
Data projector w/ screen or TV/Monitor
Computer for instructor use only

Classroom Level 2-B: Includes following:
Data projector w/ screen or TV/Monitor
Computer for instructor use only
DVD and/or VHS playback capability (dedicated player or computer)

Classroom Level 2-C: Includes following:
Data projector w/ screen or TV/Monitor
Computer for instructor use only
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter

Classroom Level 2-D: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
Computer for instructor use only
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter
Internet connection

Classroom Level 2-E: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter
Internet connection
Smartboard

Classroom Level 2-F: Includes following:
Data projector w/ screen or Widescreen TV/Monitor
DVD and/or VHS playback capability (dedicated player or computer)
Elmo or visual presenter
Internet connection
Smartboard
Videoconferencing and/or classroom video recording capability
User Surveys – AY2009, AY2008

Services Survey – Media Services Center

(Rate the following services between 1 and 5 under each area.)

Rating: 1- Strongly Disagree, 2-Disagree, 3-Neither Agree Nor Disagree, 4 – Agree, 5 – Strongly Agree

Faculty Work Room -
up-to-date equipment, hours of operation, explanation by staff on how to use, variety of equipment

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>NA</th>
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</thead>
<tbody>
<tr>
<td>I am satisfied with the customer service</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>I am satisfied with the response/delivery time</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>NA</td>
</tr>
<tr>
<td>If there are procedures for use of equipment, they are understandable</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>NA</td>
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</table>

I am satisfied with the quality of the service

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</table>

comments:

Graphics Services –
Graphic design support with logos, brochures, flyers, handouts, banners, posters, PowerPoint

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<tr>
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<tr>
<td>I am satisfied with the quality of the work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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</tbody>
</table>

comments:
Media Services Survey - Engineering

(Rate the following services between 1 and 5 under each area.)
**Rating:** 1 - Strongly Disagree, 2 - Disagree, 3 - Neither Agree Nor Disagree, 4 - Agree, 5 - Strongly Agree

### Electronic Maintenance & Repair – Outside of the classroom
Video systems, overheads, campus cable, cable TV, network wiring (wireless and wired), sound systems, electronic display, computers, media classroom design, equipment purchases

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
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</tr>
<tr>
<td>I am satisfied with the quality of the work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Comments:**

### Classroom Equipment Services -**
Overhead projectors, Elmo’s, VCRs, slide projectors, sound systems, video projectors, display systems, language labs, test scanners

<table>
<thead>
<tr>
<th></th>
<th>1</th>
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<td>3</td>
<td>4</td>
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**Comments:**
Media Services Survey – Overall

(Rate the following services between 1 and 5 under each area.)

**Rating:** 1- Strongly Disagree, 2-Disagree, 3-Neither Agree Nor Disagree, 4 – Agree, 5 – Strongly Agree

### I think my capability to instruct has increased as a result of the services provided by

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
<th>Rating</th>
<th>Rating</th>
<th>Rating</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Maint. &amp; Repair</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Instruct. Design Services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Classroom Equip. Services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Faculty Work Room</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Graphics Services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

### I think student learning has increased as a result of the services and technologies provided by

<table>
<thead>
<tr>
<th>Service</th>
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