University of Hawai'i
Maui College

Media Center
Program Review

Academic Year 2013

Mike Albert
Media Coordinator

Program Review for the UHMC Media Center AY2013

I. OVERVIEW OF THE UNIT

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 assists in providing Instructional Design Services through workshops and one-on-one consultation 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.

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 and duplication services, 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. 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 hosts a wide variety of teleconferencing services including video over IP, (H.323) and satellite downlink services. 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 programs, departments, and other campus entities in support of multimedia, marketing and instructional media development.

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.

Quantitative Indicators – AY 2013

Demand

1. *Campus Enrollment* (Fall/Spring FTE)
   Fall 2013: 2,244
   Spring 2014: 2,091

2. *Number of Faculty*
274

3. *Number of Staff*
112

<u>Efficiency</u>

4. *Hours of Operation*
72.5 per week
Monday Thru Thursday – 7:00am-10:00pm
Friday - 7:00 – 7:30pm

5. *Staff in Unit*
7 FTE

Mike Albert	Coordinator
Malia Ah Nee	IT Specialist
Reuben Dela Cruz	Electronics Technician
Jeremy Gray	Media Specialist
Todd Mizomi	Media Specialist
Deanna Reece	Media Specialist
Mike Slattery	Electronics Technician

6. *Student Worker Hours*
39 per week
Student 1: 8:30am – 12:30pm Mon/Wed & 3:00pm - 4:30pm Tues/Thurs (11)
Student 2: 8:30am - 12:30pm Tues/Thurs & 4:00pm – 8:00pm Mon/Wed (16)
Student 3: 4:30pm – 8:30pm Tues/Thurs & 10:30am -2:30pm Fri (12)

7. *Number of work orders completed per year*
Duplication Services – AY 2013
Approximately 175 submitted and completed

Graphics Arts Services – AY 2013
Approximately 85 submitted and completed

Engineering Services – AY 2013
Approximately 1,800 submitted and completed

Media Production Services – AY 2013
Approximately 1,050 submitted and completed

8. *Number of copies generated per year*
696,729

9. *Number of copies per FTE per year*
    161

10. *Total hours of ITV/Cable/Videoconference programming – AY 2013*
    Fall 2013: 2,896 hrs
    Spring 2014: 3,328 hrs
    Summer 2014: 1,684 hrs
    Total ITV/Cable/Videoconference hours – AY 2013: 7,908 hrs

11. *Media Budget*
    Total Budget: $390,000
    Salary: $355,000
    Casual Hire: $20,000
    Supplies: $4,000
    Student Help: $10,000

12. *Classrooms/total/equipped classrooms*
    82 total classrooms
    64 are equipped with desktop computer, video projector, ELMO
    11 are equipped with desktop computer, SmartBoard and video projector
    7 are equipped with a flat screen LCD monitor, laptop or desktop & DVD player

III.   Analysis of the Unit

Data Collection and Analysis

The Media Center conducts an annual online survey available to faculty, staff, and students to collect data for assessment purposes. The survey is generated using Survey Monkey, a cloud-based survey tool. The survey is made accessible via an email announcement utilizing the Maui-Announcements Listserv.

Performance Measures

Quantitative satisfaction/performance measurements submitted by faculty, staff, and students during October of AY 2013 indicate the majority of respondents rated our performance as satisfactory or above. Five questions rated user satisfaction measurements. Based upon specific questions, responses indicate user satisfaction levels between 61% and 96% as positive or above.
Quantitative performance measurements were also generated from a list of five questions. Respondents submitted comments and suggestions on how the center could improve our services at the college. Complete results from this qualitative survey can be found in the Appendices. Responses indicate improvement is needed in technology tools offered in classrooms including new computers, updated software, SmartBoards, and additional Instructional Design support, among others. Staff members were rated as positive in all cases.

Work orders this past year have increased in some areas, but have also experienced a decline in other areas. For example, duplication and Graphic Arts services experienced a decline of approximately 15% and 5% respectively. Engineering and Media Production services reflected a growth in demand of over 100% and 15% respectively.

Effectiveness

The Media Centers' overall health is fair. Technology support college-wide has improved during the past year. The Distance Education (DE) facilities are in very good to excellent condition, having been replaced within the past three years or less. However, with new classrooms being added and the demand for technological services and support ever increasing, the department is challenged to keep pace with the demand.

- Currently our classroom faculty computer workstations require replacing. Approximately 90 of these workstations/computers are four years or older. These computers should be replaced within the next year or two. Upgrading to the latest version of available software as well as adding additional software should be a part of this. This upgrade should include the neighbor island Education Centers.

- Classroom technology tools, such as the ELMO visual presenter and video projectors/LED monitors are up to date. However, connecting these units to the UHMC network would allow staff to monitor and control them. This would improve collection of data indicating hourly use, lamp life, and provide the ability to remotely turn devices on/off at beginning and end of each day, thus prolonging the 'life' of each device. SmartBoards and additional white boards should also be purchased and placed in each classroom. With the increase in collaborative and project-based learning taking place within the classroom, these tools would provide faculty and students additional tools to share their work within the classroom.

- Within the faculty workroom, software such as Adobe Creative Cloud (Adobe CC) should be made available to faculty to assist in preparing course curriculum, classroom documentation, reports, etc. The demand for video content in teaching continues to grow and Adobe CC provides video development support such as Premiere, Flash, and After Effects. Adobe CC also provides support for Adobe Acrobat, Illustrator and Photoshop. As well, desktop video content creation tools such as Camtasia and Captivate should be made available. These programs allow faculty to create online teaching modules or short video presentations. This would enable instructors to record their image and voice, add PowerPoint presentations and upload them to Laulima or similar cloud services for online access.

- The current large format printer in the faculty work room should be replaced with a model designed for additional capacity. Designed as a medium use device (300,000 copies per year), the printer now in use prints 600,000+ copies per year. This overuse causes continuous break-downs that render the printer unusable.

These break-downs occur during critical times such as the beginning and end of each semester and during mid-terms. A large format color printer should also be made available to support color document creation and color printing services for curriculum development and marketing support.

- Because of the continuing demand for additional graphics arts and duplication services, the current half-time Graphic Artist position should replaced with a full-time position.

- Instructional Design support is currently lacking within the department. The demand for Laulima training, support for website design and implementation, and requests for workshops training with specific software programs continues to rise. A part or full-time Instructional Designer should be added to the staff.

The demand for Media Center services continues to grow. As indicated in the *Efficiency Quantitative* category on page four of this report, Audio/Visual services work orders increased the past year. Media Production services also saw an increase in work orders. The Media Center looks at these increases as a good thing, though if this trend continues, we may eventually reach a point where excellence in service diminishes due to an increased workload. The value of Media Services, even with the many 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 part of UHMC.

IV. Action Plan

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

1. Replace faculty computers and add/upgrade software in all classrooms
2. Update software technology in the faculty work room
3. Upgrade the large scale printer in the faculty work room
4. Provide a large scale color printer in the faculty work room
5. Add SmartBoards and other collaboration support tools in additional classrooms
6. Provide Instructional Designer support to assist faculty and staff with curriculum development and additional professional development workshops
7. Provide additional Graphic Arts and duplication services

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

1. Provide/allocate/develop funds to replace faculty computers/workstations in all classrooms
2. Provide/allocate/develop funds to upgrade software in the faculty work room
3. Provide/allocate/develop funds to upgrade software in the faculty work room
4. Provide/allocate/develop funds for a new large scale black and white and an additional large scale color printer in the faculty work room
5. Provide/allocate/develop funds to upgrade collaboration tools in classrooms

6. Encourage active participation from campus staff, faculty and other departments to assist with curriculum development and technology tools training
7. Designate key staff to set aside "tba" hours to develop web-based support services for faculty and staff
8. Conduct additional workshops on an on-going basis to ensure faculty and staff participation
9. Recapture staff vacancies and funds that have been reallocated to other departments and/or programs
10. Conduct surveys to evaluate services and institutionalize best practices.
11. 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

V.   Resource Implications

I believe everyone at the college understands the demand for new technology. Many of these demands are driven by external sources: the Internet; smart phones and other media tools; gaming technology; and transmedia such as YouTube. And we should not forget entrepreneurs and new business developments. The demand for new technology will be ever increasing. Our nation has evolved into a knowledge society. It is essential that the college stays relevant and supports this demand. Our students expect and deserve nothing less.

Before we fall any farther behind, a strong financial commitment from the college in the form of budget allocations for new equipment must be given the highest priority. Keeping up with technological change requires UHMC to invest in these very resources. Otherwise our students and faculty will look elsewhere for their higher education needs. Recall our Mission: …*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*.

- **Increase the equipment and supplies budget**
  The equipment replacement budget for the Media Center has been an inadequate $4,000 per year for the past ten years. Only through the assistance of in-house funds, grants, gifts, external monies, departmental partnerships, and the Student Tech Fee, has new equipment purchases and/or replacements been possible. It is imperative the college provide a dedicated, on-going, adequate equipment replacement fund. This fund should be between $55,000 and $85,000 per year. This fund would be dedicated to the purchase of hardware and software for classroom use, the purchase of faculty workstations and ancillary equipment, and towards a revolving account for faculty and staff development for research of new technology in support of teaching. Only with a dedicated, on-going equipment replacement fund can we ever hope to catch up, and keep up, with current technology demands.

- **Recapture vacant positions**
  Staffing within the Media Center has experienced a decline while services and support has seen a marked increase. The workload in the department exceeds the staff required to adequately support media demand. Duplication and Graphic Arts services have had to be curtailed due to this staff shortage. The demand for Instructional Design services continues to increase. Two temporary Instructional Designer positions were eliminated in AY2012 and the demand for their expertise and training support became a part of our staffs' duties. Due to other duties, the department must often turn these requests away. If we do support these requests, other work goes undone. This frustrates our clients and our staff. Data from User Surveys continually reflect the need for additional staff.

Final Thoughts

We see the demand for Media Center services to continuing growing. The on-going development of technology, multimedia and media-rich content will remain a core part of UHMC's future. Media support must be readily available for new technological advances used in both the traditional classroom and via the web. Content development and Instructional Design support will likely continue to develop as a large component of our services. In addition, because of the current fluctuation of our student population, coupled with an increase in demand for the technological knowledge that can be gained through higher education, we envision marketing and comparable creative strategies to remain as a portion of the centers' responsibility.

Our team looks forward to these changes and challenges, to these new models of teaching and learning, and towards the colleges' continued growth. We desire to provide the best possible service with a positive, caring and helping attitude. Our past and future success will continue to be based on our practice of these core Hawaiian values: lokahi, kokua, laulima, ha'aha'a and aloha. Lokahi, which provides our team unity and balance, kokua helping us to lend a hand to those who need it, Laulima, allowing us to work together to reach a goal, ha'aha'a which makes us humble in our service, and aloha, which holds it all together.

APPENDICES

Hours for production of ITV/Cable/Videoconference programming AY2013
(08/01/13 thru 07/31/14)

MCTV – Fall 2013
Originated classes & special programs: 27 hrs per week

MCTV – Spring 2014
Originated classes & special programs: 27 hrs per week

MCTV – Summer 2013 & 2014 (Session II & Session I)
Originated classes & special programs: 31 hrs per week

SKYBRIDGE – Fall 2013
Originated classes: 48 hrs per week

SKYBRIDGE – Spring 2014
Originated classes: 48 hrs per week

SKYBRIDGE – Summer 2013 & 2014 (Session II & Session I)
Originated classes: 26 hrs per week

HITS – Fall 2013
Originated classes: 5 hrs per week
Received classes: 52 hrs per week

HITS – Spring 2014
Originated classes: 4 hrs per week
Received classes: 66 hrs per week

HITS – Summer 2013 & 2014) (Session II & Session I)
Received classes: 23 hrs per week

POLYCOM – Fall 2013
Originated/received sessions: 6 hrs per week

POLYCOM – Spring 2014
Originated/received sessions: 15 hrs per week

POLYCOM – Summer 2013 & 2014 (Session II & Session I)
Originated/received sessions: 5 hrs per week

Online Support – Fall 2013
Encoded content for Internet access 30 hrs per week

Online Support – Spring 2014
Encoded content for Internet access 30 hrs per week

Online Support – Summer 2014
Encoded content for Internet access 35 hrs per week

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

Miscellaneous One-Day Sessions– Spring 2014
Originated/received sessions: 5 hours per week

Miscellaneous One-Day Sessions – Summer 2014
Originated/received sessions: 5 hours per week

Cable/Studio TV Productions – Fall 2013
Misc & Regular scheduled television programs – 8 hours per week

Cable/Studio TV Productions – Spring 2014
Misc & Regular scheduled television series - 8 hours per week

Cable/Studio TV Productions – Summer 2014
Misc & Regular scheduled television series - 16 hours per week

Export All ▾   Share All

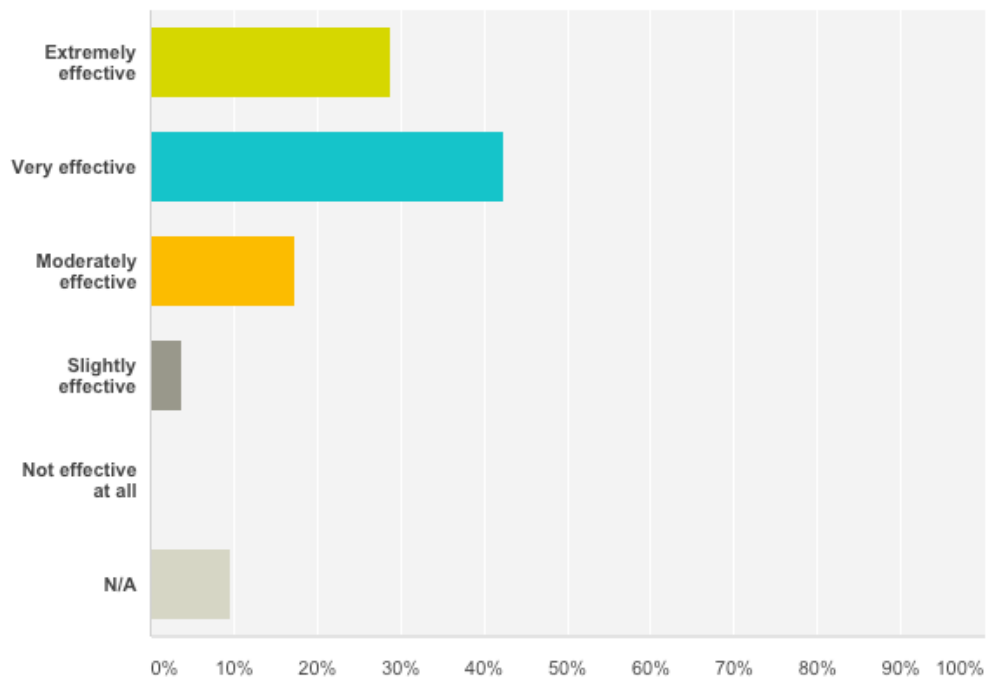**Question Summaries**   Data Trends   Individual Responses

PAGE 1

Q1   Customize   Export ▾

How effective is the Media Center/ITS audio-visual services in meeting your classroom technology requirements?
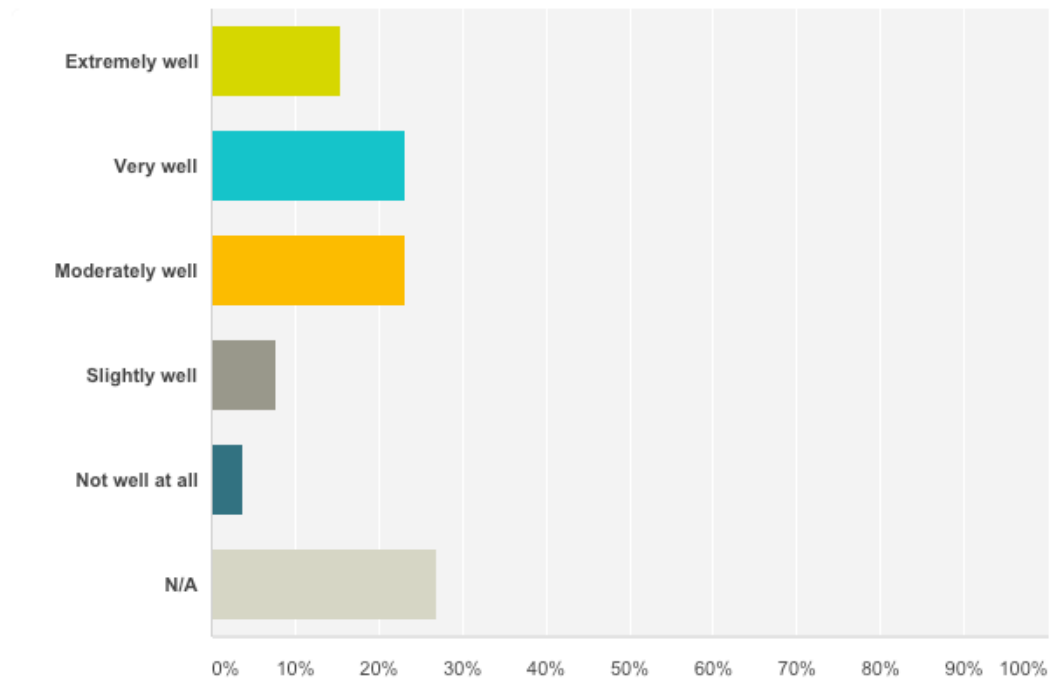
Answered: 52   Skipped: 0

Answer Choices	Responses	
Extremely effective	28.85%	15
Very effective	42.31%	22
Moderately effective	17.31%	9
Slightly effective	3.85%	2
Not effective at all	0.00%	0
N/A	9.62%	5
Total Respondents: 52		

11

How well does the Faculty Workroom (Ka'a'ike 204) meet your requirements for instruction and institutional support?

Answered: 52   Skipped: 0

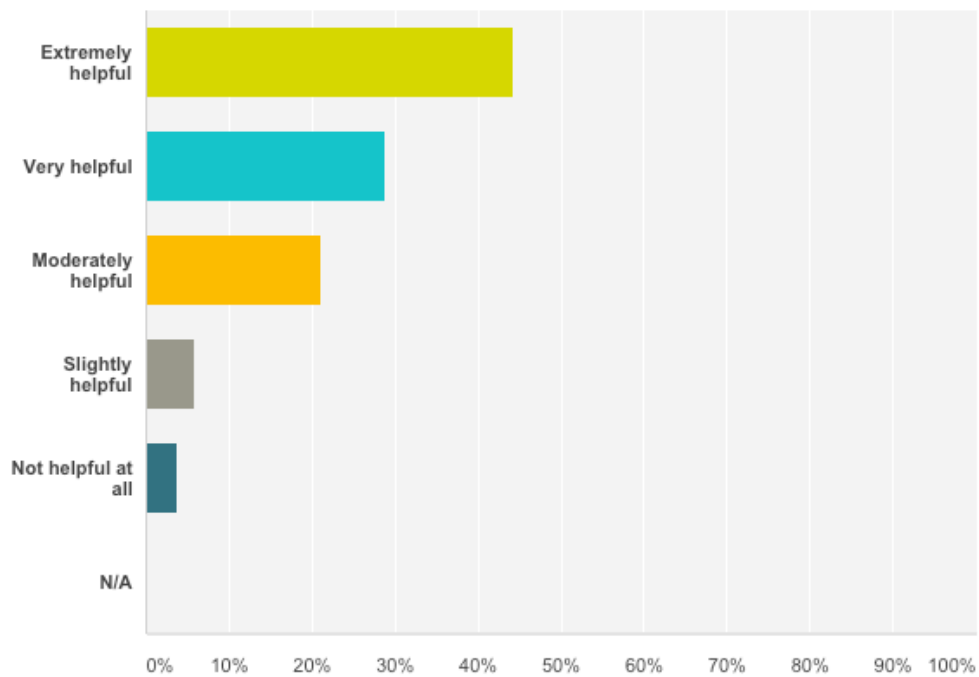| Answer Choices	Responses	
▾ **Extremely well**	15.38%	8
▾ **Very well**	23.08%	12
▾ **Moderately well**	23.08%	12
▾ **Slightly well**	7.69%	4
▾ **Not well at all**	3.85%	2
▾ **N/A**	26.92%	14
Total Respondents: 52		

Customize   Export ▾

How helpful is the Media Center/ITS staff with helping to meet your technology requirements at the college?

Answered: 52   Skipped: 0

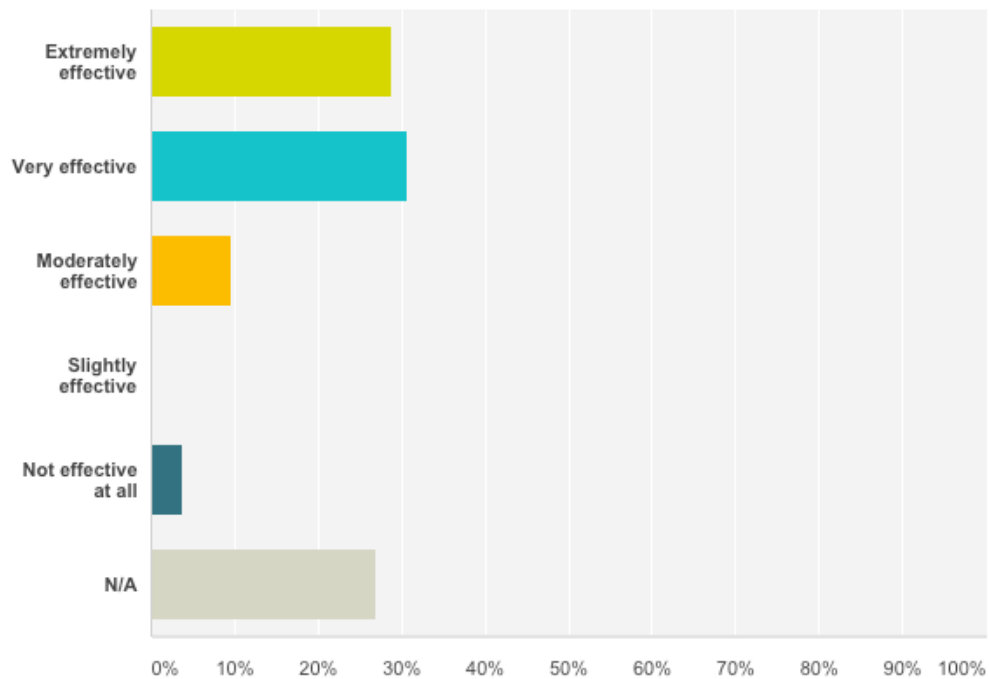| Answer Choices	Responses	
Extremely helpful	44.23%	23
Very helpful	28.85%	15
Moderately helpful	21.15%	11
Slightly helpful	5.77%	3
Not helpful at all	3.85%	2
N/A	0.00%	0
Total Respondents: 52		

How effective is the technical support for Skybridge, HITS, Polycom, and Cable TV courses?

Answered: 52   Skipped: 0

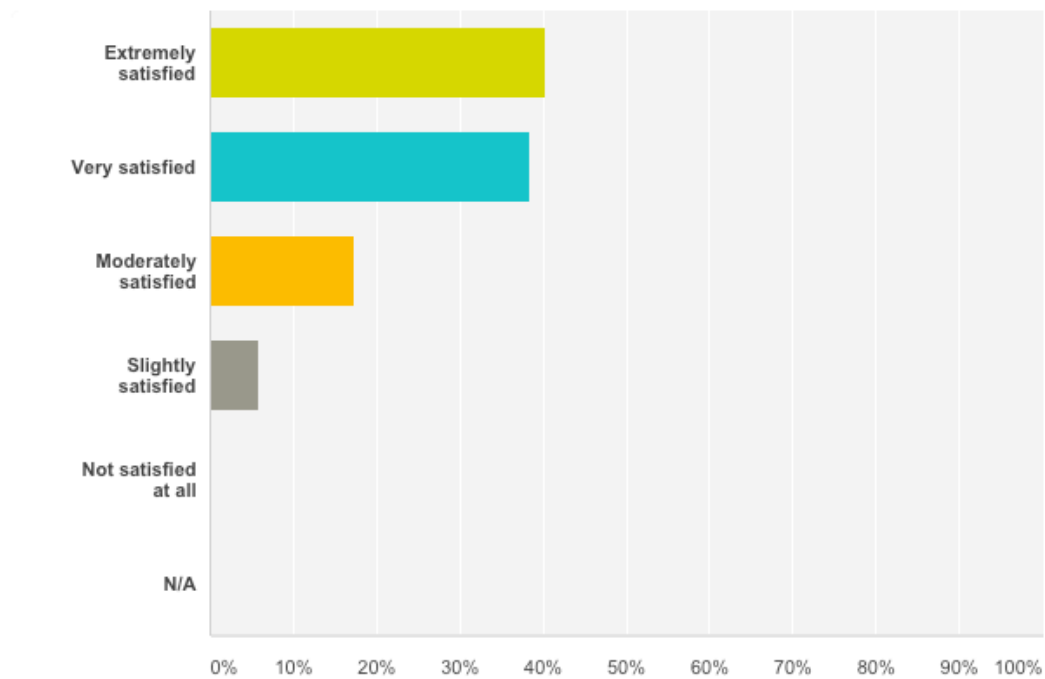| Answer Choices	Responses	
▾ **Extremely effective**	28.85%	15
▾ **Very effective**	30.77%	16
▾ **Moderately effective**	9.62%	5
▾ **Slightly effective**	0.00%	0
▾ **Not effective at all**	3.85%	2
▾ **N/A**	26.92%	14
Total Respondents: 52		

Customize   Export ▾

Overall, are you satisfied with the technology services provided by the Media Center/ITS?

Answered: 52   Skipped: 0

Answer Choices	Responses	
▾ **Extremely satisfied**	40.38%	21
▾ **Very satisfied**	38.46%	20
▾ **Moderately satisfied**	17.31%	9
▾ **Slightly satisfied**	5.77%	3
▾ **Not satisfied at all**	0.00%	0
▾ **N/A**	0.00%	0
Total Respondents: 52		

What types of new technology would you like to see in your classroom?

21st century class design. (More flexibility for moving the room around for classrooms with computers).
10/21/2014 7:19 AM

na
10/20/2014 3:19 PM

N/A
10/20/2014 12:43 PM

improve wireless access
10/20/2014 11:12 AM

printer and scanner in Kaaike 218
10/20/2014 11:03 AM

Laser beams, a transporter, and a replicator. Other than that, up-to-date workable computers would be cool. Also, smart boards, please get us some smart boards, not the cheap ones, the good ones that will actually work.
10/20/2014 10:59 AM

smart board training
10/20/2014 10:58 AM

n/a
10/20/2014 10:48 AM

More presentation clickers
10/20/2014 10:33 AM

None
10/20/2014 10:13 AM

More up to date hardware and software
10/20/2014 10:05 AM

N/A
10/20/2014 9:56 AM

I wonder who is responsible for checking on the projector functionality? Ka Lama 108 projector's light bulb doesn't work much (change to yellow color). Please fix it!
10/20/2014 9:35 AM

applications that help with teaching
10/20/2014 9:31 AM

x
10/20/2014 9:26 AM

N/A
10/13/2014 11:13 AM

I have everything I need. Updating computers would be very good.
10/13/2014 9:18 AM

-
10/13/2014 9:14 AM

n/a
10/13/2014 9:13 AM

none
10/13/2014 8:18 AM

N/A
10/13/2014 8:13 AM

None
10/13/2014 7:52 AM

None at this time.
10/12/2014 3:29 PM

none at the moment
10/11/2014 11:58 AM

The classrooms are well-equipped.
10/11/2014 11:04 AM

iPads in hale
10/10/2014 8:22 PM

smart board
10/10/2014 6:15 PM

N/A
10/10/2014 3:11 PM

None
10/10/2014 2:29 PM
None
10/10/2014 1:57 PM
less wires in the classrooms. Wireless tablets. better audio. LCD's
10/10/2014 1:26 PM
Licenses for Surveymonkey and Turnitin and Camtasia and Elluminate that don't disappear without warning every summer.
10/10/2014 12:50 PM
computers in the hale classrooms
10/10/2014 12:15 PM
n/a
10/10/2014 11:24 AM
Better virus protection on computers
10/10/2014 11:18 AM
updated equipment
10/10/2014 11:17 AM
video and audio recorders to capture lecture
10/10/2014 11:15 AM
Smart board technology training
10/10/2014 11:09 AM
easy to understand systems
10/10/2014 11:04 AM
New computers prefer Apple with connectors.
10/10/2014 11:00 AM
HDMI support for new computers. Wireless support for tablets/phones to present content to projector.
10/10/2014 10:32 AM
Would like to load some of my programs for the microscope and cannot anymore with new Microsoft.
10/10/2014 10:28 AM
Apple IMac
10/10/2014 10:27 AM
I use my MacBook Pro and have had to replace the adapter connecting it to classroom projectors and/or video monitors twice. It's costly. I would appreciate if if the Media Center could provide this piece of equipment to instructors free of charge.
10/10/2014 10:22 AM
1) Better access (UH licenses) to media software -Camtasia screen recording, Blackboard Collaborative. 2) Support for wireless access to display devices rather than just RGB cable, such as AirPlay, Apple TV, Google Chromecast, etc. 3) So much interest in video, great to have small lights and wireless lavalier microphones available.
10/10/2014 10:19 AM
Faster computers...as well as fix the ones that do not work (I mainly use Kalama rooms).
10/10/2014 10:10 AM
polycom
10/10/2014 10:04 AM
Modern lounge-like classrooms
10/10/2014 10:00 AM
n/a
10/10/2014 9:59 AM
n
10/10/2014 9:56 AM
Working smart boards
10/10/2014 9:54 AM
Macs instead of PCs
10/10/2014 9:53 AM

What changes would you like to see to improve Media Center/ITS support of faculty, staff and students at UHMC?

Technical help for students in the evenings and on the weekend.
10/21/2014 7:19 AM
Staff is GREAT. Take care of them. Listen to them.
10/20/2014 3:19 PM
N/A
10/20/2014 12:43 PM
Improve wireless access in offices
10/20/2014 11:12 AM
Full time Graphic artist
10/20/2014 11:03 AM
More staff, the staff we have is great, we need more. Also, reinstate the VCIT position.
10/20/2014 10:59 AM
New, bigger Xerox machine
10/20/2014 10:58 AM
I would like to see at least one additional, qualified technician and or clerical help, to ease the load
10/20/2014 10:48 AM
Workshops on computer safety.
10/20/2014 10:33 AM
They need more help. Hire more permanent people
10/20/2014 10:13 AM
More direction or help to students with tech issues
10/20/2014 10:05 AM
NO CHANGES EVERYONE IS VERY SUPPORTIVE
10/20/2014 9:56 AM
The work order should be placed directly by faculty to your office instead of going through the dept. secretary.
10/20/2014 9:35 AM
Quicker IT response.
10/20/2014 9:31 AM
x
10/20/2014 9:26 AM
N/A
10/13/2014 11:13 AM
none
10/13/2014 9:18 AM
-
10/13/2014 9:14 AM
More software installed on work computers like Adobe Acrobat. The college also does a lot of surveys, maybe purchasing a subscription to Survey Monkey that departments could have access to.
10/13/2014 9:13 AM
more staff
10/13/2014 8:18 AM
We need training for students and faculty in using Laulima and other systems. We also need more availability of support for course media development.
10/13/2014 8:13 AM
Continue to have the most updated software and computers available for Students/Staff
10/13/2014 7:52 AM
No changes
10/12/2014 3:29 PM
none at the moment
10/11/2014 11:58 AM
My personal experiences have been positive.
10/11/2014 11:04 AM
Need Laulima support and handholding for students and faculty
10/10/2014 8:22 PM
None
10/10/2014 6:15 PM

Need to think more on this.
10/10/2014 3:11 PM

Quicker response with staff installing new or updating equipment and services. It took almost 3 months:(
10/10/2014 2:29 PM

Is there a high quality scanner that is connected to a computer in the Media Center? Not a scanner on a printer, but something like a Fujitsu ScanSnap iX500 or comparable. This would help our department scan and convert our documents to electronic files and get rid of paper files.
10/10/2014 1:57 PM

Support after normal hours
10/10/2014 1:26 PM

Full time person to manage and troubleshoot the copy machine.
10/10/2014 12:50 PM

no changes
10/10/2014 12:15 PM

n/a
10/10/2014 11:24 AM

More help with Laulima or other educational software
10/10/2014 11:18 AM

more staff
10/10/2014 11:17 AM

Offer webinars on specific technology tools and how to use them with Laulima
10/10/2014 11:15 AM

Bigger and better Xerox machine
10/10/2014 11:09 AM

none
10/10/2014 11:04 AM

Instructional design help at dept. level.
10/10/2014 11:00 AM

Weekend and evening support.
10/10/2014 10:32 AM

The help is good but not always available. Understaffed. Need student help.
10/10/2014 10:28 AM

none at present, thank you for the improvement in the recent past
10/10/2014 10:27 AM

The only reason Question No. 1 didn't get a top score is because of the condition of the equipment in the classroom, not in the Media Center. The reason Question #4 got a "Not satisfied" is because I've had no experience with this technology. N/A would have been a more appropriate answer.
10/10/2014 10:22 AM

Pilina Multipurpose needs better audio system -either better speakers or headset microphones that permit clearer speaker audio without feedback.
10/10/2014 10:19 AM

It is good as is.
10/10/2014 10:10 AM

none
10/10/2014 10:04 AM

No major changes
10/10/2014 10:00 AM

n/a
10/10/2014 9:59 AM

n
10/10/2014 9:56 AM

graphic arts support, webmaster support,
10/10/2014 9:54 AM

Easier access to printers, ability to print directly to printers and not have to SneakerNet jump drives to print.
10/10/2014 9:53 AM

What services, programs, or professional development activities would you like to see available at the Media Center/ITS?

Instructional design team offering faculty workshops and regular faculty consultation opportunities.
10/21/2014 7:19 AM
Studio time for instructors who want to incorporate videos into their online classes. This would involve extra staffing, equipment, planning, etc. But that's my answer. :-)
10/20/2014 3:19 PM
N/A
10/20/2014 12:43 PM
improve wireless access
10/20/2014 11:12 AM
n/a
10/20/2014 11:03 AM
Ability to have someone work on projects outside the norm. Kris was able to help me with some odd projects and it was great. Now the answer is, "we do not support that software" or "we cannot help." Which I understand, but it is really not very helpful. We need help with innovation, not just the regular stuff. If you can't do this, reinstate the IT APT position for the library.
10/20/2014 10:59 AM
none
10/20/2014 10:58 AM   none that I know of...
10/20/2014 10:48 AM
Training faculty in laulima.
10/20/2014 10:33 AM
NA
10/20/2014 10:13 AM
One hour a week (on Fridays?) where UHMC employees can come in and get help with personal tech issues, because we do use our personal tech to support our jobs.
10/20/2014 10:05 AM
N/A
10/20/2014 9:56 AM
To whom should we faculty request Camtasia 8 software for online course development?
10/20/2014 9:35 AM
technical topics - faculty development
10/20/2014 9:31 AM
x
10/20/2014 9:26 AM
N/A
10/13/2014 11:13 AM
none
10/13/2014 9:18 AM
-
10/13/2014 9:14 AM
Various workshops like Wordpress, html coding, cyber security, updates on programs/software/online tools that could help us in the workplace.
10/13/2014 9:13 AM
none
10/13/2014 8:18 AM
There really must be an ongoing training component, primarily for new faculty, but also ongoing training for existing faculty.
10/13/2014 8:13 AM
Information on avoiding viruses, improving management of program information, i.e. servers, external hard drives, encryption possibilities, strategies
10/13/2014 7:52 AM
Nothing at this time.
10/12/2014 3:29 PM
none at the moment
10/11/2014 11:58 AM

Instruction for students to learn how to use Laulima, and how to manage an online course. If we can somehow offer these as a requirement for students, I feel it would significantly improve learner performance and learner experience.
10/11/2014 11:04 AM
Laulima support
10/10/2014 8:22 PM
None
10/10/2014 6:15 PM
Need to think more on this.
10/10/2014 3:11 PM
None
10/10/2014 2:29 PM
How to keep computer safe from virus, firewalls, which anti-virus to use, etc
10/10/2014 1:57 PM
new software workshops, ks workshops, laulima workshops, mac workshops, etc
10/10/2014 1:26 PM
Laulima trainings.
10/10/2014 12:50 PM
updated tech instructions made available for the classrooms; both hard copy in the room & online.
10/10/2014 12:15 PM
n/a
10/10/2014 11:24 AM
Help in making PowerPoint's more effective, help in integrating media into PowerPoint's.
10/10/2014 11:18 AM
not necessary
10/10/2014 11:17 AM
Help with Laulima strategies and comparing pros/cons of using the various tools Help with Blackboard Collaborate Help with Camtasia, Jing and other web tools
10/10/2014 11:15 AM
None
10/10/2014 11:09 AM
none
10/10/2014 11:04 AM
Updates on things we have in addition like turn it in and software and use of media in class
10/10/2014 11:00 AM
Instructional designer to help create materials for instructors.
10/10/2014 10:32 AM
Student help.
10/10/2014 10:28 AM
more outreach/communication to faculty from new instructional designers. What are they doing?
10/10/2014 10:27 AM
I've been very pleased with the attitude of your entire staff. You've been courteous and helpful whenever I've come in with a problem. Mahalo.
10/10/2014 10:22 AM
Lots of interest in videos (esp. for instructional videos) so classes on that as well as basic video editing and ability to title and caption videos.
10/10/2014 10:19 AM
Perhaps have classes on different software available to staff.
10/10/2014 10:10 AM
basic hands on instruction.
10/10/2014 10:04 AM
Mostly on online teaching
10/10/2014 10:00 AM
n/a
10/10/2014 9:59 AM
n
10/10/2014 9:56 AM
signage program for campus beautification
10/10/2014 9:54 AM
DNA
10/10/2014 9:53 AM

Comments or anything would you like to add:

I hope that faculty who ONLY teach f2f is open to the broader spectrum of possibilities.
10/20/2014 3:19 PM

MAHALO
10/20/2014 11:12 AM

I love our IT guys, I wish we had more of them. Generally, they are great and very helpful. I wish we could have more so we could do more.
10/20/2014 10:59 AM

none
10/20/2014 10:58 AM

nope
10/20/2014 10:48 AM

Mahalo for all you do!!!
10/20/2014 10:13 AM

Good people that are friendly and helpful!
10/20/2014 10:05 AM

Mike and his team is very supportive. MAHALO!
10/20/2014 9:35 AM

Continue doing what you're doing.
10/13/2014 11:13 AM

Malia is always there when I need her! Mahalo Malia!
10/13/2014 9:18 AM

Appreciate all that the Media Center/ITS support staff does.
10/13/2014 9:14 AM

very responsive and helpful, but very overworked
10/13/2014 8:18 AM

I really have seen no support for faculty training from Media/ITS. That is disturbing. More disturbing is that students get no training, and that was specified by WASC. There is some training at TLC, but not from Media/ITS, and there is no training at the remote sites.
10/13/2014 8:13 AM

Just wanted to say how much I appreciate what you guys do.
10/11/2014 11:58 AM

Appreciate how quickly our needs are addressed - and always with pleasant attitudes. Thank you very much!
10/10/2014 3:11 PM

We have lots of meetings in Wong Conference room in Ho'okipa. Would it be possible to add a projector, computer, and speakers? Also a computer with speakers to connect to the projector in Ka Lama 102 Conference room.
10/10/2014 1:57 PM

Need to get rid of VHS technology.
10/10/2014 1:26 PM

I like the timely response and help that the media center gives.
10/10/2014 11:24 AM

Survey didn't have option for NA. Can't answer some of the questions since I haven't used items. Survey didn't allow me to submit without checking them, so Not satisfied at all was my answer. Sorry for throwing off your statistics. If you do offer tutorials and services, it's not well advertised.
10/10/2014 11:15 AM

You forced us to rate the questions, but what if we do not used the workroom or do not have a cable class. You should put a not applicable option for some of these questions.
10/10/2014 11:09 AM

Bryan Hieda (and staff) and Mike Slattery are great
10/10/2014 11:04 AM

Great work and good support.
10/10/2014 11:00 AM

Kudos to Reuben Dela Cruz! He's absolutely knowledgeable, resourceful, helpful and very prompt attending to emergencies or other tech problems.
10/10/2014 10:22 AM

Overall, very good service and support -especially on a limited budget.
10/10/2014 10:19 AM

Mahalo for the great job you've been doing
10/10/2014 10:00 AM