

**UNIVERSITY OF HAWAII MAUI COLLEGE**  
**KA LAMA COMPUTER LAB**  
**ANNUAL PROGRAM REVIEW 2010 – 2011**

***I. Description***

***A. Mission and Vision of the College:***

University of Hawaii Maui College (UH Maui College) is learning-centered institution that provides affordable, high-quality, credit and non-credit educational opportunities to a diverse community of life-long learners.

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 Ka Lama Computer Lab:***

The Ka Lama Computer Lab (KCL) provides a clean, quiet, and comfortable study area, with adequate resources; seating, computer equipment, Internet access, and available computer assistance, to enable students to successfully complete their course work at UH Maui College.

The lab is a facility where students have access to high-quality, well maintained computer equipment, with individual assistance available, to aid them in gaining the needed skills to meet the technical challenges of their educational programs and an ever more technical work environment.

Ka Lama Computer Lab contributes to the mission and vision of UH Maui College by providing high quality academic support services in a stimulating environment for our diverse student population.

***C. Goals of the Program***

The goals of Ka Lama Computer Lab are the following:

- To help students succeed to their college careers
- To provide students the assistance needed to develop their computer skills
- To provide and maintain the best possible computer equipment
- To maintain appropriate software to support current academic programs
- To maintain a superior study environment that fully complements the learning experience
- To support faculty in meeting student learning outcomes
- To make contributions in our areas of expertise to the college
- Pursue continuous improvement in all we do.

#### ***D. Description of Unit***

Ka Lama Computer Lab is a supervised computer lab available free of charge to all UH Maui College and University of Hawaii System students. The lab currently has 34 computers available on a daily basis for student use. High-speed Internet is always available. Software in support of all current UH Maui College programs is installed and maintained. Printing services, photo and document scanning and the use of typewriters and various other business machines is also available.

Attendance is tracked by major only. Students are not required to make an appointment for assistance; they only need to come in. The most common issues for computer beginners are then dealt with as they arise in the course of completing classroom assignments. Personal assistance is available in the basis of the computer use, Microsoft Office applications, access to email, MyUH, and Laulima.

Lab assistants are available to provide personal assistance in the use of computers and their applications at all times. Student employees are selected for their knowledge of computer applications currently in use at UH Maui College, their ability to learn new applications, and their communication skills. Further training involves operation and maintenance of Lab equipment and some is gained through on the job experience under supervision of the Lab Coordinator. As many as six students are employed in the lab, and when funding permits, two will be on duty during the busiest hours. Lab hours are coordinated with TLC and the library and may vary from semester to semester. During the academic year 2010-11 the facility was open 53 hours a week.

In spring 2008, equipment was acquired to produce official UH system photo ID cards for students, faculty and staff. The lab is now the only location on campus where a UH ID card may be obtained.

The Lab Coordinator provides technical support for all computer classroom activity in the Ka Lama building and has administrative responsibilities for the Ka Lama Computer Lab file server. The coordinator is frequently called upon to assist with technical issues in The Learning Center and the Library.

#### ***1. Computer Equipment***

The Ka Lama Computer Lab has 34 Windows XP and Windows 7 computers available for student use. The inventory currently includes 28 Dell dual-core processor computers, new as of fall 2007, and 6 Dell Core2 Duo processor computers purchased in spring of 2010. All of this equipment was purchased with Maui College Technical Fee funds. Deployment of the newest machines was completed during the summer of 2010.

**2. *Student ID cards***

Ka Lama Computer Lab is the sole provider of UH ID cards at UH Maui College. During the 2010-11 academic year, The Lab produced ID cards for over 2500 students, faculty, and staff.

**3. *Web Site***

The KCL Website ([www.hawaii.edu/maui/buslab](http://www.hawaii.edu/maui/buslab)) contains information about lab hours of operation, policies, staffing, and configuration, with links to MyUH, Laulima, and other resources. The site will be updated in Fall 2011 to reflect recent changes in Lab configuration and to include information about obtaining a UH Maui College ID card, and to reflect the departure of John Lightfoot, Lab Coordinator effective June 30, 2011.

**4. *Check In System***

This system is the sole source of data on the number of students using the lab and the number of hours spent by the students in the facility. Lab usage is measured by major, individual students are not tracked.

**5. *Pharos Pay for Print System***

With the Pharos Pay-for-Print system students pay \$0.10 per page for black-and-white documents printing. This charge is enough to pay for paper, toner, and the eventual replacement of the laser printers. Color printing is also available. A number coded on the back of the student ID card allows access to the print system. During the 200-2010 academic year Ka Lama Computer Lab generated \$4,904 in income for printing services, a 13% increase over the previous year.

**6. *UH Maui College Wireless Network Access***

Access to the UH Maui College wireless network has long been available in Ka Lama Computer Lab. Wireless coverage has now been extended throughout the second floor and most of the first floor of Ka Lama building. With updates to the Pharos Pay-for-Print system in January 2009, it is now possible to print in the Lab from laptops connected to the UH Maui College wireless network. Lab attendants regularly provide assistance to students in setting up their computers to gain access to the Internet and other resources through the wireless network.

**7. *Contribution of the program to the Mission and Vision of UH Maui College***

Ka Lama Computer Lab supports and contributes to the mission and vision of the college by providing a high-quality study environment and assistance that supplements and reinforces classroom instruction. KCL contributes to course retention by providing the technical resources and enable students to continue in pursuit of their educational goals. Many students have no computer at home or are unable to afford the required application software. The demands of work and family obligations make it inconvenient, difficult, or impossible to travel to another location to use a computer. For these students, the Lab provides a vital alternative for computer and Internet access.

KCL coordinates hours and activities with other Academic Support units such as TLC and the library to ensure that resources are available to students for as many hours per week as possible.

**8. *Program Faculty and Professional Staff***

Faculty members assisting in an advisory capacity are Assistant Professor Chuck Carletta, MA, Business Technology, and Assistant Professor Rick Miller, MS, Business Careers.

**II. *Measures***

**A. *Demand***

**1. *Students Served***

The number of students using Ka Lama Computer Lab during 2009-10 averaged more than 1200 per semester.

**B. *Efficiency***

**1. *Hours of Operation***

53 hours per week

Monday – Thursday 8:30 am – 8:30pm

Friday 8:30 am- 1:30pm

**2. *Number and description of staff***

In addition to the lab coordinator, there are as many as six part-time student employees in a given semester. Student employees are recruited and trained each semester by the lab coordinator.

**3. *Student Help Hours***

The Lab is staffed by at least one student assistant for all open hours. Two attendants are normally on duty during hours when UH ID cards are available.

**4. *Number of Students served***

The Lab served an average of more than 100 students per day for all open days and an average of more than 150 per day on the busiest days – Tuesday and Wednesday. On average, we served a total of more than 1200 students per semester in the latest academic year. These are the

active computer users and do not include those visitors requesting an ID card.

### C. Outcomes

#### *1. Satisfaction Measurements*

The primary outcome for this unit is to enable students to complete their coursework and succeed in their college careers by providing necessary tools and assistance. This is measured by student evaluations each semester that attest to the success or failure of our program. See appendices

### **III. ANALYSIS OF UNIT**

#### A. Summary

Since the adoption of the ID card service, many more students have become aware of our location and attendance continues to increase. The upgrade of the Check-in system makes it more convenient for users to check in and out consequently provides more accurate data for assessment of lab usage. The expansion of evening Lab hours continues to be popular with users.

Technical condition of the Lab is very good. None of the student computer equipment has been in service for more than three years and all are very well maintained. Computers used for printing ID cards and check – in are in need of replacement.

### **SUMMARY OF RESULTS OF PREVIOUS YEARS GOALS**

- Increase operating hours from 53 to 56.5 hours per week:  
Due to budget restrictions and a hiring freeze during the academic year, hours of operations were not increased as planned; however, operating hours were maintained at 53 hours, and, based on conversations with lab techs and students using the facility, the schedule was modified to better serve the needs of students.
- Acquire computer basics tutorial service:  
Basic tutorial services implemented during academic year 2011 proved extremely successful. Plans are to continue the service utilizing lab assistants through academic year 2012.
- Acquire a new scanner:  
Budget restrictions prevented purchase of this item. Included with three-year equipment needs for academic year 2012 (see Table below).
- Replace computers used for ID cards, check-in, and lab attendants:  
Budget restrictions prevented purchase of this item. Included with three-year equipment needs for academic year 2012 (see Table below).

## ***PLANS FOR THE FUTURE***

- Hire a replacement for current lab coordinator John Lightfoot who will be retiring effective June 30, 2011
- Update the Ka Computer Lab website during academic year 2012
- Continue attempts to expand hours of operation dependent on imposed spending restrictions
- Purchase necessary equipment to maintain (see Table under Resources) state-of-the-art equipment dependent on budget allocations and imposed spending restrictions
- Use Ka Lama 201 for overflow from noon to 2:45pm Monday thru Thursday starting in Spring 2012 to accommodate increased student demand for usage of the lab.

## ***RESOURCE REQUIREMENTS***

### *Personnel:*

Lab Coordinator- Jon Lightfoot, APT (Band A) will be retiring effective June 30, 2011. It is imperative this position be filled as soon as possible to provide the necessary oversight for the Ka Lama Computer Lab as well the computer equipment needs for the Ka Lama building.

If enrollments continue to grow as in past years, additional lab assistant support will be required to handle increased hours of operation demanded by our students.

### *Equipment:*

In anticipation of the preparation of the next Biennium budget, during Spring 2011, a study was conducted to determine the needs equipment needs for the Ka Lama building for the next three academic years (2012-2014). It is important that if UH Maui College plans to present itself to students and the public as a state-of-the-art college, that the college make every effort to maintain state-of-the art equipment. The table below summarizes the estimated cost based on the study.

**Ka Lama Computer Lab**  
**Summary Three year plan for computer replacement\***

Room	Item	Replacement Costs (academic year)		
		2012	2013	2014
KL 201	25 computers			\$22,500
KL 203	30 computers		\$27,000	
	6 computers			5,400
	ID card computer	\$900		
	Flat Bed Scanner	100		
	Ethernet Switches	800		
KL 204	25 computers	22,500		
KL 206A	25 computers	22,500		
KL 206B	25 computers		22,500	
KL 209	18 computers			16,200
KL 203/206B	Adobe Suite	13,965		
Data Comp	Ethernet Switches	<u>1,050</u>		
<b>TOTALS</b>		<u>\$61,815</u>	<u>\$49,500</u>	<u>\$44,100</u>

\* Further details on cost estimates such as models, etc. are available on request