

UH Maui College
Ka Lama Computer Lab
Annual Assessment 2009-2010

I. DESCRIPTION

A. Mission and Vision of the College:

Maui Community College is a 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 Maui Community 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 in 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 Program

Ka Lama Computer Lab is a supervised computer lab available free of charge to all UHMC and UH 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 UHMC 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 basics of computer use, Microsoft Office applications, access to email, MyUH, and Laulima.

Student technicians 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 UHMC, 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 2009-10 academic year 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.

Administrative duties for the Lab are performed by the Lab Coordinator, who is responsible for hiring, payroll, supplies inventory and ordering, and day to day management issues. In addition, the Lab Coordinator is responsible for software and hardware maintenance for computer and printer equipment in Ka Lama Computer Lab, Ho`okahua (STEM Lab), and the other five computer classrooms on the second floor of the Ka Lama building; a total of approximately 175 computers in heavy daily use. In fall 2005, the Lab Coordinator position was designated a full-time APT position.

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.

Ka Lama Computer Maintenance				
2009-2010				
		Lab	Classrooms	Total
Software Support				
Security Updates (twice/sem)	X # computers	136	300	436
Install software	X # computers	42	25	67
(Re)Image	X # computers	12	63	75
Hardware Support				
Repair	X # computers	2	6	8
Replace	X # computers		18	18
Printer Support				
Toner replace		8	9	17

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 summer of 2010.

2. Student ID cards

Ka Lama Computer Lab is the sole provider of UH ID cards at Maui College. During the 2009-10 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) contains information about lab hours of operation, policies, staffing, and configuration, with links to MyUH, Laulima, and other resources. The site is has been updated to reflect recent changes in Lab configuration and to include information about obtaining a UH ID card.

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 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 document 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 2009-2010 academic year Ka Lama Computer Lab generated \$4,904 in income for printing services, a 13% increase over the previous year.

6. *UHMC Wireless Network Access*

Access to the UHMC 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 UHMC 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 UHMC*

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 retention by providing the technical resources that 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 Chuck Carletta, MA, Business Technology, and Rick Miller, MS, Business Careers.

Lab Coordinator - Jon Lightfoot; APT (Band A), BMus, lecturer from 2001 to 2005 (MCC – ICS, MCC - CompTech), MCSE, A+, and CCAI. Curriculum Lead for Cisco Academy IT Essentials.

II. MEASURES

A. *Demand*

1. *Students Served*

The number of students using Ka Lama Computer Lab during 2009-2010 averaged 1209 per semester.

2. *Faculty*

Faculty advisors for Ka Lama Computer Lab are:

Rick Miller, Business Careers

Chuck Carletta, Business Technology

3. *Permanent Staff*

Jon Lightfoot, APT (Band A), lab coordinator (7 years). Responsible for all aspects of Lab operations and for technical issues related to Ka Lama computer classrooms.

B. *Efficiency*

1. *Hours of Operation*

53 hours per week

Monday 8:30 am – 5:00 pm

Tues., Wed., Thurs., 8:30 am – 8:30 pm

Friday 8:30 am – 5:00 pm

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 134 students per day for all open days and an average of 186 per day on the busiest days – Tuesday and Wednesday. On average, we served a total of 1206 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 learning outcome for this unit is that it satisfies the goal of enabling 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. Program 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 and 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.

PLANS FOR THE FUTURE

- Open on Monday nights until 8:30, bringing total open hours to 56.5
- Add a computer basics tutorial service with appointments and individual student tracking
- Acquire a copier or new scanner
- Replace computers used for ID cards, check-in and lab attendants.

APPENDICES

Ka Lama Computer Lab Evaluation Form 2009-2010

Please complete the following items concerning how the open computer labs on campus (KLCC and TLC) contribute to your learning objectives at MCC.

1 = Strongly Agree 2 = Agree 3 = No Opinion 4 = Disagree 5 = Strongly Disagree

- _____ 1. Most of my MCC classes could not be completed without access to a computer.
- _____ 2. I use the open computer labs because I have no other access to a computer and/or I do not have the software required for my classes.
- _____ 3. I prefer using the computers in the open computer labs over my own computer because the Internet access is much faster and more reliable.
- _____ 4. I prefer working in the open computer labs because I am a novice with the computer and I rely on the lab assistants for essential help and support.
- _____ 5. I use the open computer labs to make the best use of my time while I am on campus.

On the line before each statement, please write the number that best reflects your evaluation.
Please evaluate only those items that you are familiar with.

1 = Excellent 2 = Very Good 3 = Good 4 = Fair 5 = Poor

- _____ 1. The computer systems (Hardware) and software (MS Office, Photoshop, WinXP, Vista).
- _____ 2. The printer available in the lab: Color LaserJet 3800n
- _____ 3. The network services available: Internet, Email, MyUHPortal, file server, wireless.
- _____ 4. The degree to which KLCC Lab equipment is maintained in good condition.
- _____ 5. The number of days and hours the KCC Lab is open each week.
- _____ 6. The check-in/check-out system.
- _____ 7. The attractiveness and atmosphere of the KLCC Lab as a good study area.
- _____ 8. **Please indicate** the approximate number of hours you spend in the lab each week.

Please answer **YES** or **NO**.

- _____ 1. Do you think there should be more than one Lab attendant on duty at a time in the KCC Lab? Please comment.

- _____ 2. Have you been satisfied with the assistance you have received from the Lab Technicians. Please comment.

- _____ 3. Have you been satisfied with the assistance you have received from Mr. Lightfoot, the KCC Lab Coordinator? Please comment.

Please complete the following sentences.

- 1. The thing(s) I like about the KLCC Lab is/are

- 2. The thing(s) I don't like about the KLCC Lab is/are

- 3. My suggestion(s) for improving the KLCC Lab is/are (use the back of page if needed)

Ka Lama Computer Lab Evaluation

Please complete the following items concerning how the Ka Lama Computer Lab contributes to your learning objectives at MCC – Fall 2009 and Spring 2010

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. Most of my MCC classes could not be completed without access to a computer	78%	22%	0%	0%	0%
2. I use the open computer labs because I have no other access to a computer and/or I do not have the software required for my classes	65%	26%	0%	9%	0%
3. I prefer using the computers in the open computer labs over my own computer because the Internet access is much faster and more reliable	74%	4%	4%	17%	0%
4. I prefer working in the open computer labs because I am a novice with the computer and I rely on the lab assistants for essential help and support	48%	13%	13%	17%	9%
5. I use the open computer labs to make the best use of my time while I am on campus	83%	18%	0%	0%	0%

On the line before each statement, please write the number that best reflects your evaluation. Please evaluate only those items you are familiar with.

	1 = Excellent	2 = Very Good	3 = Good	4 = Fair	5 = Poor
1. The computer systems (Hardware) and software (MS Office, Win XP, Vista, Photoshop).	70%	26%	0%	4%	0%
2. The printer available in the lab: Color LaserJet 3800n	78%	9%	4%	9%	0%
3. The network services available: Internet, Email, MyUHPortal, file server, wireless.	78%	17%	4%	0%	0%
4. The degree to which KCL equipment is maintained in good condition	74%	17%	0%	9%	0%
5. The number of days and hours the KCL is open each week	52%	22%	26%	0%	0%
6. The check-in/check-out system	74%	9%	17%	0%	0%
7. The attractiveness and atmosphere of the KCL as a good study area	70%	9%	17%	4%	3%
8. The approximate number of hours you spend in the Lab each week	73 Respondents, Range from 1 to 20 hours Average = 12 hours				

Student Evaluation Comments

• Things I like about KCL

I am so grateful they are here!

Location

Good people and atmosphere

The atmosphere in general

The help

The great hours they are open

Open late, most of the programs I need are here

Majority of computers have applications I require for classes

Computer configuration, quiet atmosphere

Helpful assistants

The room is big and the assistants are willing to help

The quietness

Environment

Access to the computers

Computers are reliable

Availability

Computers always available

The atmosphere and availability of computers

Convenient, good computers

Friendliness and helpfulness of workers. A/C is comfortable

Very helpful

The lab is fantastic

Can get all my work done in a clean, cool place

Things I don't like about KCL

When others talking on cell phone and no one say anything or people listening to loud music

Things are cool here

Don't have all programs in all computers

Nothing

Not open on weekends

None

The door keeps slamming

Nothing

Some people can be a little loud sometimes

Sometimes I saw students using their cell phone and they talk loud

Nil

The slamming door

People talking loudly on cell phones

Cell phone user talk inside the lab

Nothing negative

I just wish it would be open more the last few weeks of school

None

Sometimes computer don't work proper

Sometimes the computers are down and not all computers have the same programsI
dunno
Food sucks
I can't think of anything
When it gets too crowded, lol
Nothing
No comment
Sometimes too noisy
The wall decoration/displays
N/A
People answering cell phones and talking
Almost always full – maybe could accommodate more
None
Nothing
Sometimes crowded
None
None
None
Sometimes it's too cold
No comment

- **My suggestions for improving KCL are:**

I am very content with all
If possible more software programs – there are only 5 computers with Adobe CS4
24/7 hours
Pls place all programs on all computers (In Design CS4)
Thanks you guys al the time. I appreciate you folks
Install new comfortable chairs
Just fix the door
Snacks
Making sure all the computers work every day
No comment
Sanitization of equipment
Cell phone use too high
So far very good
Keep up the good work

Further Student comments:

Sept. 19, 2010

To: Ka Lama Computer Lab
UHMC –Campus


From: Renee T. Moreno-Creer
1135 Makawao Ave. # 190
Makawao, Hawaii 96768

Re: Student Learning Outcome

To Whom it May Concern;

I write this letter in regards to the Ka Lama Computer services and the wonderful, patient, and knowledgeable personnel that attend to it. I know that personally I could not have succeeded in my classes as well as I did without their help. The personnel's guidance and assisted couldn't have been more appreciated and received than by me. I had absolutely no experiences with the computer before attending UHMC. I was taking Business classes to learn and without the help of the lab I could not gotten on the Dean's List or be in Phi Theta Kappa. I hadn't been back in a learning facility for over thirty years. I am forever grateful to Mr. Lightfoot and the complete staff of the Lab. They cannot be replaced in my life, even now as I still attend UHMC, and use the lab daily. Please feel free to contact me @ renee.creer@hawaii.edu. Thank-you for this opportunity and your time to relate my gratitude,

Sincerely,



Renee T. Creer

October 22, 2010
Robin Felber
1198 Frietas Place
Makawao, HI 96768
808-298-6220
felber@hawaii.edu

Subject: Letter of support for the Kalama Computer Lab.

I would like to indicate my support of the Kalama Computer Lab.

I am a non-traditional student seeking a second degree, a BAS in the ABIT program. Currently, I rely heavily on the resources provided by the Kalama Computer Lab and have done so since the fall of 2005 while I was earning my AA. Although I credit much of my academic success to my dedication and hard work, I also realize that my college accomplishments would have been impossible without the Kalama Computer Lab. As are most students, I am on a restricted budget and cannot afford to purchase the software needed to complete my class work. The Kalama Computer Lab has filled this need. Its existence has eliminated any anxieties that may arise from worries that I would not have available the necessary tools to complete my work and earn my degree. Each semester I enroll in my required classes with full confidence that the Kalama Computer Lab will have the computer software that will be required. Because I am in a technology-focused program, the costs can be astronomical with having to purchase upgrades and new software programs. Without the Kalama Computer Lab, I could not afford to attend UHMC seeking a degree in business and information technology.

In addition to providing technical resources, the Kalama Computer Lab provides invaluable information resources. Mr. Lightfoot and his staff patiently assist students who have questions, problems and challenges. Throughout my years here, I have observed Mr. Lightfoot and his staff give vital support to students, many of whom are frustrated by and apprehensive to the intimidating world of computer technology. From the beginning of my university career, I have been welcomed by Mr. Lightfoot and the staff at Kalama. They continually extend a friendly and inviting hand and provide the extra attention needed by students. Students are able to stay late into the evening, ask questions and receive one-to-one mentoring which is not available in class.

Please accept this letter as formal recognition of the value of the Kalama Computer Lab resource in helping UHMC students successfully achieve their respective, academic goals.

Sincerely,
Robin Felber
UHMC ABIT Student
Dean's List
Phi Theta Kappa Member

Check-in Data

Data from the Check-in system on the next two pages indicates the largest group served is Liberal Arts majors, with Nursing next, followed by Business fields (BUSC, BTEC and ACC). The Lab now regularly serves over 700 students per semester, at an average rate of over one hundred per day. The latest data indicates the number of hours spent in the Lab per student, per semester, is increasing dramatically.

Fall 2009 Check-in Data

Students by Major

Major	Count Of Major
ABIT	36
ABRP	7
ACC	32
AG	19
AJ	17
AMT	8
BTEC	62
BUSC	57
CARP	3
DENT	27
ECET	39
FSER	33
FT	12
HILO	5
HOPER	21
HSERV	47
LA	539
MANOA	11
MOP	4
NURS	186
OAT	5
OTH	10
STEC	32
UNDECL	7
WELD	2
W-OAHU	4
Total Students	1225

Lab Hours by Major

Major	Hours
ABIT	842
ABRP	29
ACC	572
AG	182
AJ	319
AMT	98
BTEC	1311
BUSC	1007
CARP	20
DENT	499
ECET	420
FSER	331
FT	201
HILO	7
HOPER	694
HSERV	707
LA	9535
MANOA	161
MOP	226
NURS	2684
OAI	142
OTH	60
STEC	537
UNDECL	144
WELD	1
W-OAHU	38
Total Hours	20767

Students Per Day

Average/Day	144
Max	186
Min	34

Avg. Hours per Student per sem.	17
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Spring 2009 Check in Data

Students by Major		Lab Hours by Major			
Major	CountOfMajor	Major	Hours		
ABIT	30	ABIT	1,253		
ABRP	7	ABRP	114		
ACC	40	ACC	1,185		
AG	16	AG	209		
AJ	26	AJ	773		
AMT	8	AMT	23		
BTEC	59	BTEC	1,271		
BUSC	52	BUSC	1,321		
CARP	2	CARP	12		
DENT	32	DENT	507		
ECET	29	ECET	614		
FSER	36	FSER	408		
FT	12	FT	131		
HILO	4	HILO	116		
HOPER	23	HOPER	610		
HSERV	55	HSERV	1,303		
LA	530	LA	12,375		
MANOA	9	MANOA	273		
MOP	9	MOP	206		
NURS	165	NURS	2,668		
OAT	3	OAT	310		
OTH	7	OTH	97		
STEC	31	STEC	929		
UNDECL	5	UNDECL	235		
WOAHU	3	WOAHU	63		
Total Students	1193	Total Hours	27,006		
				Students Per Day	
				Average/Day	124
				Max	163
				Min	27
				Avg. Hours per Student per sem.	23