PROGRAM REVIEW (Annual)
Ka Lama Computer Center
October, 2008

I. DESCRIPTION

A. Mission:

The mission of Ka Lama Computer Center (KLCC) is to provide a clean, quiet, and comfortable study area, with adequate seating, computer equipment, Internet access, and available computer assistance for students to successfully complete their course work at Maui Community College.

B. Goals of the Program

The goal of Ka Lama Computer Center is to provide a superior study environment that fully complements the learning experience by providing students with the best computer and computer-related equipment possible, as well as expert assistance in how best to utilize these resources in the completion of their studies, related course work and projects.

Ka Lama Computer Center is committed to:
- Serving our student-clients with the highest quality computer equipment and assistance possible
- Treating all with respect and dignity
- Anticipating and responding to the needs of faculty and students with timely installation of required software in support of current academic programs
- Make valuable contributions in our areas of expertise to the college
- Pursue continuous improvement in all we do.

Ka Lama Computer Center supports all of Maui Community College's goals and objectives and actively engages in endeavors that support the MCC Action Strategies as relevant to our operation. The following discusses how KLCC has contributed to specific action strategies for 2007-08:

Provide full student support services, including advising, tutoring, counseling, and library services that increase student retention and success in a learning-centered environment. (1.1)

The assistance provided by KLCC reinforces classroom instruction and enables our students, many of whom have no other convenient access to a computer or the Internet, to succeed in their academic endeavors.

Provide Academic Support services to promote student retention and academic success. (3.1)

Efforts are constantly made to provide the best computer and computer-related equipment possible. Relevant software is acquired and installed prior to the beginning of each semester, in collaboration with faculty, department chairs and the computing services group. Student assistants are kept up to date with current textbook information to assist student clients with classroom assignments and provide them the best opportunity for success in completing their course work.

Encourage risk-taking, reward innovation, and invest in change to reduce costs and paperwork and generate resources. (5.2)

The Pharos Pay-for-print system was installed to reduce the cost of operating the lab. After repaying the loan to cover the cost of the Pharos system the funds generated are now being used to upgrade printing and other equipment. New color laser jet printers have been installed in KLCC, TLC and the Library. Pharos income is now being used to purchase printing supplies and Lab equipment such as scanners and copiers.

Additionally, the KLCC Lab has been actively involved in the implementation of the Maui Community College technical fee and among the first purchases under that plan have been to acquire new computer equipment for labs at The Learning Center and Ka Lama Computer Center.

The goals of KLCC for 2008-13 are:
- Continue to provide an important academic resource for students
- Work to increase the budget for student help and expand our hours of operation
- Complete the replacement of the Check In system to provide accurate user data to all campus labs
- Work to develop a call-in help desk operation serving all MCC students and faculty
- Develop an interactive Web site
- Develop a plan to improve the appearance of the lab

C. *Description of Ka Lama Computer Center Operations*

Ka Lama Computer Center, located in room 203 of the Ka Lama building, is a supervised computer lab available free of charge to all MCC and UH system students. The lab currently has 34 Windows XP and Windows Vista computers available on a daily basis for student use. Student lab technicians are available to provide personal assistance in the use of computer applications, email, MyUHPortal, Laulima, and the Internet at all times.

Student employees are selected for their knowledge of computer applications currently in use at MCC, 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. The facility is normally open 47 hours a week.

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

Administrative duties for KLCC 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 KLCC, Ho`okahua (STEM Lab) in Ka Lama 202 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 Center file server. The coordinator is frequently called upon to assist with technical issues in The Learning Center, the Library, and other campus locations.

KLCC has taken the lead in technical support on behalf of the Academic Support unit (KLCC, TLC, Library) for the Pharos Pay-for–Print system issues and the acquisition of new printing and computing equipment.

1.   *Computer Equipment*

The Ka Lama Computer Center now has 28 Dell Optiplex and Inspiron computers, new as of fall 2007, available to students. The equipment was purchased with Maui Community College Technical Fee funds to replace the obsolete equipment that served the lab for many years. Deployment was completed during winter break 2007-08.

2.   *Web Site*

The KLCC Website (www.hawaii.edu/maui/buslab) contains information about lab policies, staffing, configuration, hours of operation, and links to MyUHPortal and Laulima. The site is currently being updated to reflect changes in Lab configuration and include information about obtaining a UH ID card.

3.   *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. The system consists of a database on a dedicated computer at the lab entrance. At the beginning of each semester, students are requested to enter their name and student ID number into the database. On subsequent visits the students will check in and out using their ID number. A replacement system which would allow check-in with a card reader and be available to other units on campus is under study.

4.   *Pharos Pay for Print System*

The Pharos system was installed in spring 2004 to replace the previous policy requiring students to donate a ream of printer paper each year in return for access to the lab. With the Pharos Pay-for-Print system students pay $0.10 per page to cover the cost of paper and toner for our laser printer. Color printing is now also available. During the 07-08 academic year KLCC generated $4,326 in income for printing services.

5.   *MCC Wireless Network Access*

In the spring of 2005, a wireless access point was purchased and installed in the Lab to accommodate a growing number of students working from their own laptop computers and desiring access to the campus network. In fall 2005, two more wireless access points were added in rooms 206b and 207 of Ka Lama building, expanding wireless access to the entire second floor and including the patio between Ka Lama and Kupaa buildings. KLCC lab attendants provide assistance to students in setting up their computers to access the wireless network.

6. *Contribution of the program to the Mission and Vision of MCC*

KLCC 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. Without KLCC to supplement their classroom instruction, many students would find it impossible to complete their course work. A large percentage of our students have no computers of their own at home or are unable to afford the required application software. Many students find that 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, KLCC provides a vital alternative for computer and Internet access.

KLCC 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.

7. *Program Faculty and Professional Staff*

Administrative duties for KLCC 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 of computer and printer equipment in the Lab and the other computer classrooms on the second floor of the Ka Lama building. This position is currently held by Jon Lightfoot, Lecturer since 2001 (MCC – ICS, MCC - CompTech), BMus, MCSE, A+, CCAI. Curriculum Lead for Cisco Academy IT Essentials.

II. MEASURES

A. Demand

1. Campus Enrollment

Full-time equivalent enrollment for fall 2007 was 1651.

2. Number of Faculty

The sole faculty member is Jon Lightfoot, Lecturer since 2001 (MCC – ICS, MCC - CompTech), BMus, MCSE, A+, CCAI. Curriculum Lead for Cisco Academy IT Essentials.

3. Number of Staff

The only permanent staff is Jon Lightfoot.

B. Efficiency

1. Hours of Operation

47.5 hours per week
Monday 8:30 am – 5:00 pm
Tues., Wed., Thurs., 8:30 am – 8:00 pm
Friday 8:30 am – 1:00 pm

2. Number and description of staff

There are as many as six student employees in any given semester, usually on duty one at a time.

3. Student Help Hours

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

4. Number of Students served

The KLCC Lab serves an average of 83 students per day and a total of 620 students per semester. These are 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

Ka Lama Computer Center has achieved considerable improvement in the past year. Acquisition and deployment of new computer hardware and software continues with funding from the Pharos Pay-for-Print system and other sources. Wireless network access is available throughout the second floor of Ka Lama building and KLCC offers free setup for student computers. The expansion of evening Lab hours to three nights a week has been well received.

Ka Lama Computer Center lab is in excellent technical condition. Eighty percent of the computer equipment is less than a year old. The oldest computers are less than four years old and still in good condition.

The generation of reliable and accurate data for lab attendance and usage remains an issue. An effort to replace the Check-in Check-out system is in process.

IV. Action Plan

Computer Equipment

The purchase and deployment of new computers and software is complete for now. A few computers are reaching the age where replacement should be considered. The Pharos print server, the lab attendant workstations, and six older lab computers are candidates.

Website

The Website is in need of regular updates to reflect current schedules, staffing, and equipment. The Lab Coordinator now has access to the site and efforts are ongoing to keep the site current and add some features.

Check in-out

A project is under way to build a system that can be used by all computer labs and other groups in need of data on student access including KLCC, TLC, Ho`okahua (STEM) lab, COOP, and possibly others. The system anticipates using bar-code readers and a database of all registered students to simplify check-in, increase compliance with check-in policy, and produce more accurate data.

Scanner

New and more efficient scanners are to be purchased with Pharos funds for KLCC, the Library, and TLC.

V. **APPENDICES**

The following pages contain the data obtained from the Check In system and from student evaluations. Data from the evaluations have been tabulated and analyzed for those items which lend themselves to statistical analysis. (See pages 9-11)

Responses to requests for comment in the evaluations are summarized in the following paragraphs.

- **Things I like about KLCC**

Favorable comments in answer to this question included the computers, especially the new ones, applications, hours of operation, friendly help, cleanliness, and convenience. Many evaluations received made no comment in answer to this request.

- **Things I don't like about KLCC**

A third of the respondents made no comment. Those who responded mentioned the Check-In system, the shortage of some graphics applications, the required payment for printing, cell phones and noise in the Lab, and not enough days or hours.

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

A third of the respondents made no suggestions. Those respondents that did make recommendations suggested a larger lab, availability of specialized tutoring, more evening and weekend hours

- **Other Comments**

Other responses and comments on the evaluations indicate satisfaction with the level of staffing and with the help received from the lab assistants. Virtually all responses are very supportive of our mission and validate the goals set out for the Lab.

Check-in Data

Data from the Check-in system on the next two pages indicates the largest group served is Liberal Arts majors, with Business fields (BUSC, BTEC and ACC) next, closely followed by Nursing. The Lab regularly serves over 600 students per semester, at an average rate of over eighty per day. On average, the 600 students will spend 6 hours per semester in the Lab, though many spend far more than that.

Data from Student Evaluations

Student evaluation data presented here are a combination of fall 2007 and spring 2008 surveys. The responses contained in the evaluations underscore the necessity of the computer laboratory as a resource for our students, and validate our efforts in enabling students to succeed in their college careers.

Virtually all the respondents recognize the necessity of computer access in completion of their course work.

Over half of the students have no other convenient access to a computer or to the Internet, or lack the necessary software to complete class assignments.

Over half of the students surveyed expressed a preference for the superior equipment and Internet access available to them at KLCC over what may be available to them elsewhere.

Half of the respondents agreed that relying on the experience and support of Lab assistants was essential to completion of their work.

Again, virtually all agreed that the Ka Lama Computer Center Lab was important in making the best use of their time at school,

Responses to the remaining eight questions on the survey, pertaining to the equipment, the software, hours of operation, atmosphere, and services available, were strongly favorable, validating the effectiveness of our program and approach to academic support.

Fall 2007 Check-in Data

Students by Major

Major	CountOfMajor
ABRP	2
ACC	18
AG	5
AJ	6
AMT	6
BTEC	30
BUSC	44
CARP	1
DENT	2
DRAFT	3
ECET	11
FSER	20
FT	7
HOPER	21
HSERV	19
LA	288
MANOA	4
MOP	2
NURS	74
OAT	2
OTH	19
STEC	3
UNDECL	26
W-OAHU	2

Total Students	615

Lab Hours by Major

Major	Hours
ABRP	12.2
ACC	215.6
AG	24.6
AJ	69.5
AMT	19.7
BTEC	219.3
BUSC	213.4
CARP	0.7
DENT	0.5
DRAFT	18.1
ECET	38.3
FSER	76.3
FT	5.7
HOPER	205.3
HSERV	48.9
LA	1667.6
MANOA	16.4
MOP	2.7
NURS	368.3
OAT	14.1
OTH	81.4
STEC	20.3
UNDECL	200.9
W-OAHU	5.0

Total Hours	3544.5

Students Per Day

Average/Day	80.3
Max	129
Min	7
Avg. Hours per Student	5.8

Spring 2008 Check in Data

Students by Major

Major	CountOfMajor
ABRP	1
ACC	20
AG	7
AJ	8
AMT	5
BTEC	33
BUSC	36
CARP	1
DENT	2
DRAFT	4
ECET	7
FSER	19
FT	3
HOPER	17
HSERV	26
LA	283
MANOA	3
MOP	1
NURS	90
OAT	2
OTH	20
STEC	3
UNDECL	29
W-OAHU	1

Total Students 621

Lab Hours by Major

Major	Hours
ABRP	4.2
ACC	140.2
AG	44.1
AJ	98.9
AMT	9.8
BTEC	327.1
BUSC	224.1
CARP	0.8
DENT	3.2
DRAFT	10.8
ECET	27.4
FSER	79.8
FT	17.0
HOPER	142.0
HSERV	117.5
LA	1759.0
MANOA	5.7
MOP	1.8
NURS	378.1
OAT	28.0
OTH	144.4
STEC	4.0
UNDECL	271.8
W-OAHU	1.0

Total Hours 3840.5

Students Per Day

Average/Day	83.4
Max	146
Min	6
Avg. Hours per Student	6.2

	Please complete the following items concerning how the Ka Lama Computer Center Lab contributes to your learning objectives at MCC				

	Strongly Agree	**Agree**	**No Opinion**	**Disagree**	**Strongly Disagree**
1. Most of my MCC classes could not be completed without access to a computer					
	78%	18%	2%	2%	0%
2. I use the KLCC Lab because I have no other access to a computer and/or I do not have the software required for my classes					
	33%	31%	4%	20%	11%
3. I prefer using the computers in the KLCC Lab over my own computer because the Internet access is much faster and more reliable					
	42%	22%	18%	18%	0%
4. I prefer working in the KLCC Lab because I am a novice with the computer and I rely on the lab assistants for essential help and support					
	29%	24%	16%	9%	22%
5. I use the KLCC Lab to make the best use of my time while I am on campus					
	73%	16%	7%	4%	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).					
	62%	22%	16%	0%	0%
2. The printer available in the lab: Color LaserJet 3800n					
	58%	20%	9%	2%	0%
3. The network services available: Internet, Email, file servers, print servers					
	73%	18%	4%	4%	0%
4. The degree to which KLCC Lab equipment is maintained in good condition					
	71%	22%	7%	0%	0%
5. The number of days and hours the KLCC Lab is open each week					
	33%	24%	31%	11%	0%
6. The check-in/check-out system					
	47%	29%	22%	2%	0%
7. The attractiveness and atmosphere of the KLCC Lab as a good study area					
	58%	33%	4%	4%	0%
8. The approximate number of hours you spend in the Lab each week					
	45 Respondents, Range from 1 to 20 hours Average = 7.5 hours				

RESOURCE IMPLICATIONS

A. Budget

The cost for 2008-09 for student help is expected to increase if the hours of operation are maintained at 47.5 hours per week. On this schedule the Lab is only open five days a week and three nights until 8:00 pm. Pay rates for student lab assistants continue to increase yet the budget has remained at $13,129 for several years. This has led to the practice of one lab assistant on duty at any given time. Some relief has been found by hiring students with access to Federal Work Study funding, but this is usually available for only part of a semester. Funding from Student Life in support of the UH ID card service only provides a second student assistant to operate the camera and ID card machine, and does not relieve the regular lab attendant. In addition to operation of the Lab, it is necessary to employ student help during winter and spring breaks to accomplish necessary classroom maintenance. A baseline budget increase to $15,000 for student help is requested.

In addition to lab supplies and equipment, KLCC's budget now supports the purchase of paper and toner for printers in the second floor computer classrooms. The classroom printers are aging and in need of repair. Repair costs for these printers are being charged to the KLCC budget. It is felt that an increase in the supplies and equipment budget to $3,000 would be in order.

Student help	$15,000
Supplies and equipment	3,000
Total	$18,000