Comprehensive Program Review for the MCC Media Center

I. OVERVIEW OF THE UNIT

A. Mission and Vision of the College

College Mission Statement: Maui Community College is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.
http://maui.hawaii.edu/about/mission.html

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

B. Mission and Vision of the Academic Support 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.
http://

Description of Unit: The Media Center is an academic support unit that assists students, faculty, staff, and the college's administration in the use and advancement of technology for instruction, academic support, and support of the daily operations of the college. The center is the hub for the college's telecommunications network, integrating a broad range of multimedia, computing, and telecommunication technologies.

***Vision*:** In the next five years, we will continue to support, maintain and expand a robust, technologically superior campus environment. This will enable our clientele to access the tools required to succeed in the 21st century. The center will support staff and faculty in the use and advancement of technology to assist their curriculum, achieve program requirements, and improve student-learning outcomes. By promoting and providing the best technological tools available, our mission of assisting and improving teaching and learning skills will continue to evolve and succeed. Many of the technological tools we provide will change over time, however our core responsibilities should remain the same.

Goals: The Media Center provides technological tools to assist faculty with their teaching. Resources include computer hardware and software access, Internet access and related online tools, photocopying and duplication services, marketing and program support, television and video production services, program distribution, digital asset management, and distant education support. The following goals tie directly to the responsibilities of the center:

- Provide faculty and staff work areas
- Provide faculty, staff, and administration support campus for large scale printing, duplication, and graphic arts services
- Provide the audio-visual requirements for the college. This includes, computer hardware and software assistance, digital video creation and access, and other technology teaching tools support that may be required as part of an instructor's curriculum and teaching methodology
- Ensure that instructional, program design and consultation services for computer software, and other technological needs will be available to assist faculty and staff for program requirements
- Provide videoconferencing services for instruction and daily campus activity support
- Provide video encoding support of HITS/Skybridge and MCC-TV classes for course instruction distribution via the web
- Implement continued expansion of web-based program content and streaming media for special event program and campus support services. This includes live classroom instruction, pre-taped video programming, and live and/or archived teleconferences
- Marketing of the college will continue to develop as a key component of the center's direction
- Manage and maintain the Media Center's own website. The site is designed to allow faculty and staff quick access to our services
- Develop additional revenue sources by providing video program content creation to agencies outside of the UH System
- Work towards filling all staff vacancies within the Media Center

C. Relation to Strategic Plan

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

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

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

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

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

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

2.2 - Provide access for students, faculty, and staff to a first-class information technology infrastructure, support, and services that sustain and enhance instruction, applied research, and administrative services.

- *Mainstream institutional response to distance learning and ensure that all professional development and support for technology enhanced teaching, learning, and student services are integrated to benefit campus-based instruction as well as distance learning*
- *Acquire needed equipment to meet the on-going technological needs of the college campuses on the three islands*

2.3 - Practice applied research for the discovery of knowledge.

- *Develop; implement, and support new applied research programs, including electronics engineering technology, computer engineering technology, PC-cluster technology, and biotechnology*

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

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

- *Provide academic support services to promote student retention and academic success*

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

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

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

- *Facilitate informational workshops in Maui County communities*

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

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

- *Partner with the communities surrounding the campuses, adding vitality to both campus and community*

- *Pursue the timely progress of facilities development and establish capital improvement priorities in accordance with the academic priorities of the University system*

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

- *Pursue fundraising strategies in support of college priorities*

- *Develop programs that respond to emerging markets and delivery systems that are responsive to current and prospective students*

- *Develop marketing, recruitment, and customer service strategies that are responsive to public demands and promote the College as a learning-centered institution*

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

- *Conduct a comprehensive review and redesign of administrative and student support processes; leverage information technology and best practices to improve efficiency and effectiveness*

- *Encourage risk-taking, reward innovation, and invest in change to reduce costs and paperwork and generate revenue*

- *Leverage resources to attract government and private sector funding*

- *Provide student services through counseling support, student service support, and library distributive education support*

II. MEASURES OF THE UNIT

Organization

The Media Center is tasked with providing a wide variety of academic support services. These functions are organized into six major categories:

1. Provide printing, photocopying and duplication services:
Duplication, color printing, desktop publishing, laminating, velo-binding, and graphic arts services are available at the center. PC and Mac workstations featuring common software applications are also available in the center. Scheduled orientation classes, training workshops, and one-on-one instruction modules are offered throughout the semester.

2. Provide graphics support and copy layouts for a variety of college publications:
State of the art peripherals, computers, scanners, and a variety of multimedia applications and authoring tools are can be found at the center. These tools can be used for digital media applications, catalogue development, and program information publications.

3. Provide, install, and service audio/visual equipment:
A wide array of AV equipment is available for faculty and staff use. Equipment includes monitors, video projectors, DVD & VHS players, slide projectors and overhead projectors. Media workstations are also available in designated classrooms throughout campus. Media workstations include a PC, ELMO visual presenter, and video projector.

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

- Cable television classes (MCC-TV Cable 55)
- Interactive television courses (Skybridge/Hits)
- Internet courses
- DVD/VHS courses

The Media Center also hosts a wide variety of teleconferencing services including video over IP, (H.323) and satellite uplink and downlink services. The center features seven Distance Education classrooms and two teleconference rooms that allow instructors to broadcast two-way synchronous courses to Outreach Education Centers within the 10-campus University of Hawaii System. The Media center is also home to MCC-TV, the college's 24/7 educational cable channel. The center also supports a wide variety of video production services designed to assist programs, departments, campus clubs and organizations, with marketing and instructional media.

5. Provide orientation and training of multi-media and computing technology for faculty and staff:
Digital media application and instructional design services are also available at the center. These services are designed to assist clientele with familiarization of technology as it applies to course instruction, program development and support.

6. Provide marketing support services for the college's programs:
Staff and technology services are available to assist program marketing, dissemination of course information, and college marketing and advertising.

Program Staff
Currently, the Media Center consists of eight staff members:

Mike Albert, Assistant Professor, has been with The Media Center for 17 years. Mr. Albert holds a Bachelor of Arts degree in Communications and a Masters Degree in Education. He has an extensive background in producing educational programming, directing, writing, marketing, multi-media, and computing skills. He currently teaches TComm 261- Introduction to Television Production and TComm 190V - Digital Filmmaking. Mr. Albert serves on the Technical Support Committee, the Lau'ulu Native Hawaiian Committee, and the Student Technical Fee Committee.

Beverly Lashley, Administrative Assistant, has 25 years of service at MCC. Ms. Lashley has been with the Media Center 20 years. She holds an AA degree from MCC in accounting. Ms. Lashley's duties include purchasing and accounts payable, administration of copying accounts, equipment maintenance and supplies maintenance. Ms. Lashley also offers computer software and hardware instruction and assistance, multi-media assistance and equipment use instruction. She also creates various media support materials for the college. Ms. Lashley has served on the Executive Committee.

Jill Fitzpatrick, Graphic Artist, has 20 years of service at MCC. She holds a Bachelors and Masters Degree in Graphic Arts from UCLA. Ms. Fitzpatrick creates the college catalogue and the college's schedule of classes. She is the designated campus photographer and has produced thousands of photos of campus activities. She designs and creates program brochures, has contributed to the MCC webpage, is intimately involved with many of the college's community events, and creates signs, Maui Culinary Academy menus, invitations for college events, and numerous other marketing materials. Ms. Fitzpatrick has served on the Marketing Committee.

Reuben Dela Cruz, Electronics Engineer, has 23 years of service with The Media Center. Mr. Dela Cruz holds an AS degree in Electronics and an AS degree in Electrical Engineering. His chief duties include overseeing the Skybridge/HITS digital microwave network, chief engineer to MCC-TV cable operations, and maintaining the center's fiber and cable infrastructure. His duties also include maintenance of Ka'a'ike studios, including video engineering of all Ka'a'ike Studio 101 productions. Mr. Dela Cruz has served on numerous campus committees.

Mike Slattery, Electronics Technician, has 10 years of service with the center. Mr. Slattery has an AS degree in electronics engineering. He maintains and repairs audio-visual equipment on campus. He assists Mr. Dela Cruz with studio and Skybridge/HITS maintenance, multi-media equipment and computer repair, and troubleshoots networking and computing problems within the department.

Deanna Reece, Program Producer, has 15 years of service with The Media Center. Ms. Reece has an AA degree from MCC, a Bachelor of Arts degree in Communications and a Graduate Certificate in Telecom Information Resource Management (TIRM). Her responsibilities include overseeing all television productions and program scheduling on MCC-TV, Skybridge/HITS distributive education classes, and videoconference services. Her duties also include production work with the Ka'a'ike studios and on various video/web productions and 3-D animation work for MCC-TV. Ms. Reece works directly with The University Center on Maui assisting with DE classes scheduling and consultation in support of their program. She has served on numerous campus committees and organizations.

Jeremy Gray, Program Producer, has 11 years of service with MCC. Mr. Gray has a Bachelor of Arts degree in Communications. Prior to coming to MCC, he worked in broadcast television as an engineer, technical director, and program producer. Mr. Gray oversees programming support for the Skybridge/HITS distributive education network. He conducts regularly scheduled workshops for faculty and staff utilizing multi-media technology for distributive education courses, including PowerPoint presentations, web-based instructional tools assistance, and software assistance and consultation services for programming and teaching content. His duties also include production staff assistance for MCC-TV programming, non-linear editing, and consultation services. Mr. Gray also acts as the Apple computer support technician for The Media Center.

Todd Mizomi, Program Producer, has 4 years of service with MCC. Todd has a Bachelor of Arts degree in Communications. His work includes overseeing MCC-TV operations, Skybridge/HITS operations, and trouble-shooting networking problems as required. He is called upon for audio-visual and computing assistance and emergency trouble-shooting technical skills for evening classes for the campus.

The Media Center's staff is committed to providing excellent technical support services. With today's evolving technology, the staff is continually upgrading their skills and knowledge. This is accomplished through the study of electronic and print materials, attending online workshops and webinars, attending staff development programs, consultation with vendors and suppliers, staff meetings, hands-on learning, and independent study. The staff also takes advantage of working directly with their peers on the MCC campus and among the campuses throughout the UH System. This interaction allows staff members to learn directly from one another, thus facilitating learning through sharing. Whenever possible, the center's coordinator encourages staff to study technological tools they are most interested and most comfortable to explore. By

approaching new technology as campus innovators, the center will continue to promote future directions that will be beneficial to the college and our mission.

Demand

FALL 2007

1. *Campus Enrollment:*
   1,548 (FTE)
2. *Number of Faculty:*
   127
3. *Number of Staff:*
   114

Efficiency

4. *Hours open:*
   80.5 per week
   Daily 7:30am – 10:00pm (Mon thru Fri)
   Saturday: 7:30am – 3:30pm

5. *Number of Staff:*
   8 FTE

Mike Albert	Coordinator
Bev Lashley	Administrative Assistant
Jill Fitzpatrick	Graphic Artist
Reuben Dela Cruz	Electronics Technician
Mike Slattery	Electronics Technician
Deanna Reece	Media Specialist
Jeremy Gray	Media Specialist
Todd Mizomi	Media Specialist

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

6. *Student worker hours:*
   28 hours per week
   Student 1: 12:30pm - 4:30pm Monday thru Thursday
   Student 2: 9:00am - 3:00pm – Monday & Friday

7. *Number of work orders completed:*
Duplication Services – Fall 2007 –
Approximately 254 submitted and completed

Graphics Arts Services – Fall 2007 –
Approximately 54 submitted and completed

Engineering Services – Fall 2007 –
Approximately 384 submitted and completed

Media Production Services – Fall 2007 –
Approximately 484 submitted and completed

Hours of ITV/Cable/Videoconference Programming Produced – Fall 2007

MCC-TV – Fall 2007
Originated classes & special programs: 30 hours per week

SKYBRIDGE – Fall 2007
Originated classes: 48 hours per week

HITS – Fall 2007
Received classes: 82.5 hours per week

POLYCOM – Fall 2007
Originated/received sessions: Approximately 18 hours per week

MISCELLANEOUS One-Day Studio Productions – Fall 2007
Originated/received sessions: Approximately 18 hours per week

STUDIO TV Productions – Fall 2007
Regular scheduled television series - Approximately 6 hours per week

SPECIAL EVENTS Studio/Remote Productions:
Special scheduled production events: Approximately 10 hours per week

Total Distance Education Classes - Fall 2007: 2,568 hours
Total Video Conference (Polycom) Sessions – Fall 2007: 286.5 hours
Total Distance Education Hours – Fall 2007: 3,031 hours
Total Media/TV Productions – Scheduled/Special Events: 278 hours

8. *Number of copies generated:* – Fall 2007 –
342,939

9. *Number of copies per FTE student:* – Fall 2007 **–**
221

10. *Hours of ITV/Cable/Videoconference programming produced* – Fall 2007 – 2,647 hours

11. *College Budget:*
College Budget: $12,935,259
Media Budget: $410,685
Salary: $383,585
Supplies: $8,500
Student Help: $10,000.
Duplication: $8,500
Equipment: 0

12. *Classrooms equipped/total classrooms:* *
75 total classrooms
35 are equipped with CPU, screen or monitor and video projector
11 are equipped with CPU, SmartBoard and video projector
26 equipped with TV and VCR/DVD player

*an equipped classroom is one that includes a CPU, screen or monitor, data projector and DVD and Internet capability.

III. Analysis of the Unit

Program Actions

The centers' overall health is good. Our facilities and equipment are in good condition. The staff is highly skilled, motivated, and they provide excellent support to our clientele. The center does continue to face a challenge in regard to new equipment purchases. Computers within the center are now five years or older. Because technology is changing so rapidly, the use of technology tools in teaching has experienced a marked increase. Unfortunately many of these advances in software programs for instruction are difficult to implement due to outdated computers. Instructor workstations in many classrooms have been upgraded, however the computers and software in the Media Center's faculty service area are nearing end-of-life. To continue to provide support to instructors who demand new technology for teaching, older computers must be replaced.

Obtaining new equipment for classrooms is a continuing challenge for the center. Classroom technology upgrades have taken place, but many classrooms are still in need of media resources such as video projectors. Classrooms without such tools place students and their teachers at a disadvantage. This is especially true for those instructors that have access to these technologies in other classrooms.

Given the increase in workload and requests for additional media support, and an anticipated demand for additional media support, filling the vacant Media Specialist III position was targeted for January 2009. However because of the current hiring freeze, that position will remain vacant for a year or possibly more.

Efficiency
The demand for Media services continues to be strong. The number of work orders between Fall 2006 and Fall 2007 has increased in all departments (Duplication, Graphic Arts, Engineering, Media Production). The staff has kept up with the demand; therefore the efficiency of the department has experienced a marked increase. Duplication services experienced an increase in work orders of more that 50%. This large percentage jump appears to be related to the recent increase in faculty, as well as to an increase in online and web instruction. Data will need to be collected to research the direct cause. Graphics Art Services experienced an increase of 10%. Audio/Visual services work orders increased approximately 5%, and Media Production services experienced an increase in work orders of approximately 10%. Distant Education course support also experienced an increase of approximately 20%. The center sees these increases as a good trend, though we may reach a point where excellence in service may diminish due to the increased workload. The value of Media Services, not just among faculty, but also with students, staff, and the community at large appears to play a vital role at MCC.

Communications
The Media Center Coordinator under the direction of the Dean of Instruction is primarily responsible for the planning, direction, operation and evaluation of the center's operations. Roles and responsibilities include:

1. Develop and evaluate division goals and objectives based on University, Community College and MCC Strategic Plan.

- Become familiar with MCC Strategic Plan
- Attend Academic Senate meetings
- Conduct meetings between Media Center staff
- Participate in University Center monthly meetings
- Attend bi-monthly Departmental meetings
- Conduct both casual and formal on-going discussions with faculty staff, and community members

2. Collaborate with Program Coordinators to assist with Program goals & objectives.

- The Media Center serves administration, faculty, staff, program coordinators, and community groups as requested

3. Plan and conduct unit meetings, involve faculty in decision making, maintain documentation of issues and decisions. Keep department members informed of general campus activities and issues.

- Services are directly accommodated per request by department, program, or special event

- Both email and MCC-TV announcements are utilized to inform campus and public of activities and issues

4. Facilitate communication with other units, and administration with emphasis in communicating unit needs, concerns, and accomplishments.

- Email, phone, and "open door" policy allow all individuals easy access to share desires, express concerns

5. Actively participate in campus decision-making committees: Department Chair, Budget and Long Range Planning, and Academic Senate.

- Attend bi-monthly Department Chair meetings, budget meetings, Academic Senate

6. Respond to requests for information and review and evaluate University, Community College, and MCC information.

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

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

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

Campus and External relations

The Media Center is an Academic Support Institution. The Learning Center, The Library, The Business Lab, Counseling services and The Media Center all come under the umbrella of Academic Support. Monthly meetings among coordinators of each unit are held, which allows coordinators to share current activities, reports, progress or problems that each department may be experiencing. This provides each coordinator an opportunity to assess one another's strengths or weaknesses, measure program success, and develop strategic plans to operate and best serve our faculty, staff, and students.

The Center has a unique opportunity to interact with community groups and professional associations. Many of Maui's public and private schools have taken the advantage of the center's facilities. The center has also been host to a number of conferences and public meetings during this past year. These include, as some examples, facility support for The Maui County Long Term Care Advisory Committee public meetings, audio-visual support to SLIM's (Sustainable Living Institute of Maui) two-day water management resources seminar, internship to 15 Na Pua No'eau students during a two-week summer seminar, co-sponsor of the Maui Health Care Initiative program, and provided telecommunications and teleconference services to the CfAO Akamai Internship Program presented by the UH Institute of Astronomy and the MCC ETEC program. These are just

a sample of community outreach and support services we have provided to the citizens of Maui County. A key component of the center's ability to reach out to our public and community is through our distant education television channel MCC-TV. Programming includes educational, cultural, and entertainment serials. The majority of these programs are produced and created by the center, allowing Maui County their only access to accredited, *locally-based* educational programming. The Media Center, with its direct link to technology via Skybridge/Hits, MCC-TV, Polycom, and the Internet, helps brings the ten UH multi-campuses together as one system, while offering the Maui community an opportunity to bring the college into their own homes.

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

The center has hosted and sponsored a large number of student-organized events. These include, among others, the MCC Movie-Night presentations, on campus mini-concerts, and student organized conferences. We have also acted as host to numerous job fairs in our center as well as multi-media support of campus-sponsored club activities. We support Student Government, Student Life, and also provide multi-media support services for individual students.

The center also has an opportunity to interact and support both public and private lower division schools. The center's facilities and videoconferencing capabilities attract many of these organizations and we support these groups whenever possible. As an example, for the past three years, approximately 12-15 students from Maui County high school campuses have spent two-week summer internships with the Media Center, taking advantage of the facilities and our professional staff, to train hands-on with our state-of-the art technology. We also conduct numerous middle and high school tours each year.

Curriculum and Students

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

Direct support for student activities is also a service we provide. The center has hosted and sponsored a large number of student-organized events. A sample includes: The MCC Movie-Night presentations, a monthly free screening of popular movies and DVD's held

on our campus amphitheatre area; hosting a monthly student video event in our Media Viewing Center in Ka'a'ike 105; and supporting many additional student sponsored daily activities inside classrooms, at the Pilina Student Center, and various outdoor activities throughout the campus. Student Government, the Student Activities Center, Student Life, and individual students often request our services. The center provides these resources and assistance per center policy.

Marketing and Outreach Services

The center is also directly involved with marketing and outreach programs. The college's marketing director works with staff to coordinate, plan, and produce marketing materials and brochures used by various department and programs within the college. The staff has also created numerous television commercials that have aired on the MCC-TV channel, various network affiliates in Honolulu, and produced an award winning spot that aired during the Mercedes Golf Tournament and the annual Hula Bowl. The center also produces a one-hour weekly MCC informational series, MCC Today. In addition, the center works closely with the Maui Culinary Academy and assists with their promotional requirements, including marketing themes, brochure development, and the creation of numerous videos and commercials. In early spring semester 2008, the center assisted the UH Foundation in co-sponsoring and assisting with marketing a presentation of a major fundraising campaign. The campaign, "The MCC Slipper Tour", was hosted by President David McClain which included Dr. McClain's wife and UH Foundation representatives. Three MCC programs were highlighted during this event, the Allied Health Department, The Maui Culinary Department (MCA), and The Media Center.

Facilities, Technologies, and Equipment

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

The Ka'a'ike facilities are nearing capacity, as program growth across campus has forced use of existing space in Ka'a'ike to support other programs and departments. Offices are now doubling, and classroom space is used to maximum capacity. Most classrooms are in use from early morning (8:00am) until late into the evening (10:00pm). The center also supports a number of technology-rich classrooms throughout the campus. There are currently 75 classrooms on campus, of which 72 have teaching technology tools supported and maintained by staff. There are also 4 conference rooms, 3 computer labs, and 3 large classroom/auditoriums (seating 65 or more) that contain technology-teaching tools supported and maintained by media personnel. Classroom space is at a premium, especially those classrooms that are 'media-rich', that is, they include the following

technology: instructor workstation w/ Internet access, smartboard, video projection system, and audio system. Of the 75 classrooms on campus, approximately 35 are designated as 'media-rich'. An updated inventory of classroom technology is kept on hand for record keeping purposes.

Policies

Audio Visual Equipment

1. Audio Visual equipment is available to faculty and staff for academic use only.
2. Media Center hours are 8:00 am - 4:00 pm Monday thru Friday. If equipment is needed during non-office hours, prior arrangements must be made.
3. To insure availability, advanced reservations of a minimum of 72 hours are required when requesting equipment.
4. Only overhead projectors and slide projectors may be checked out on a semester long basis (depending on availability).
5. Video projectors may be checked out for 24 hours only.
6. Equipment may be used only for academic instruction and must conform to university policies concerning use of university property.
7. Equipment will not be delivered or released during inclement weather.

Submitting Duplication and Graphics Projects

In most cases, The Media Center uses Apple Macintosh computers for graphics services. PC's are available for documents. Please submit all projects on CD or via email. Also provide a hard copy of the project and email documents as attachments.

1. Please proofread all documents. Text changes requested after copy has been submitted will delay completion of your project.
2. Make certain all copy or your dean, director, or other pertinent reviewer before submission to the center approves photos.
3. Use Microsoft Word whenever possible. Microsoft word is the current software program in use by the center.

Equipment

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

Media Viewing Room - Ka'a'ike 105B

1. A 24-seat Media Viewing Room in Ka'a'ike 105B is reserved for faculty and staff. This room is designated for those who require multi-media facilities on a limited basis.
2. The Media Viewing Room is available 8:30 am - 8:30 pm Monday thru Thursday and 8:30 am thru 4:00 pm Fridays.

3. Faculty or staff must reserve the room a minimum of 48 hours in advance. Classes may not be regularly scheduled in Ka'a'ike 105B.
4. The Media Viewing Room includes a DVD player, a VHS player, computer with Internet access, an ELMO visual presenter, and a video projector.

Miscellaneous

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

The MCC course schedule lists current Skybridge/Hits classes and the specific Education Center location for classes in your area. The five Education Centers in Maui County are:

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

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

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

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

Requirements:

1. You must be able to attend class during the scheduled face-to-face meeting times.
2. You must have access to a computer with a high-speed (broadband) Internet connection
3. You must have access to a "minimum standards" computer. See minimum requirement description here
4. You must have a UH User ID account
5. If your class uses Laulima, you will need a Laulima account. The Laulima login ID and password will be assigned to you when you register for a class that requires such an account. Some courses are conducted entirely on videotape. If your course uses tape, you must have:

1. Access to the MCC Library, The Learning Center, or the appropriate Education Center for viewing. Tapes/DVD's cannot be loaned out.

2. The ability to view videotapes each week to keep pace with the courses syllabus or schedule

Summary

As an Academic Support unit, the center has provided a positive impact on the operation of the college. The center will continue its core responsibility of providing technological tools to faculty and staff to assist with teaching and the daily operations of the college. We have been very successful in providing consultation services to faculty and staff with new technology. The center has also been in direct contact with students, and assist with their needs, be it individual, through campus programs, or campus clubs and services. In addition, our services reach beyond the campus. We have provided support to the many in the Maui community, including state and county organizations, elementary, middle, and high schools, and a variety of non-profit organizations. Assisting MCC Programs with marketing will continue to expand as the college moves into a "2 + 4" institution. The center will be expanding support services for our distributive education program to provide additional streaming media and web-content creation for instruction and community access.

IV. Action Plan

Plans for improving media services for next year include the following:

1. Update current technology in faculty work area
2. Update technology in media-rich classrooms
3. Increase amount of classrooms with media-rich technology
4. Decrease work order turn around time
5. Where possible, repair deficient equipment in classrooms
6. Increase online and web-based digital media support
7. Provide faculty and staff professional development workshops
8. Improve overall service support
9. Fill vacant Media Specialist position

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

1. Replace aging computers in the faculty work area with 'trickle-down' workstations that have been upgraded with additional memory. Replacement workstations have already been identified. Upgraded software will be installed; new monitors, keyboards, and mice will be purchased with supply funds.
2. Where appropriate, earmark funds from supplies budget to upgrade software in media-rich classrooms. Encourage active participation from other departments to assist with software upgrades.
3. Utilize current classroom media inventory and classroom-use data to develop a plan to replace and/or upgrade those classrooms with little or no technology. Conduct an online survey with instructors to help identify classrooms requiring upgrades with a realistic timeline to implement upgrades.

4. Improve tracking of daily work orders
5. Conduct monthly equipment maintenance schedule for classrooms to identify deficient equipment. Repair or replace utilizing supplies budget. Utilize user data collected from media surveys to identify potential trouble spots or user error when accessing technology in the classroom.
6. Designate key staff to set aside "tba" hours per week to develop web-based support services for faculty and staff.
7. Conduct additional workshops on an on-going basis to ensure faculty and staff participation.
8. Conduct online surveys to evaluate services and institutionalize best practices. Implement the use of program review in identifying strengths and weaknesses. Based on findings, work with programs and departments to develop strategies to address areas of concern and implement necessary changes.
9. Fill vacant Media Specialist position.

Data Collection and Analysis

The center makes available surveys to faculty and staff on an on-going basis. These surveys are available in the media center 24/7. Theses surveys are also sent to users on an annual basis. Users include faculty, staff, students, and the general public utilizing the facilities. An additional Distant Education survey is conducted near the end of each semester to students. This survey is conducted online. The center is implementing a new survey that is designed to assess all divisions within the department on a semester-by-semester basis. This survey will be conducted online. A copy of this new survey is included in the appendices.

Performance Measures

Satisfaction measurements taken from faculty, staff, students, and the community between 2004 and 2007 indicate satisfactory or above ratings. Use of facilities has increased over the past five years, with use reflecting a continual growth of 4-5% per semester across all departments and divisions. In spring 2008, the center collected data from students using the SKYBRIDGE/HITS network. The majority of students indicated satisfactory or above ratings. There were some concerns regarding inoperable technology, though further research indicates most if these issues were user error. Where problems existed that could be traced to equipment failure, equipment has been repaired.

V. Resource Implications

The Media Center's Mission Statement challenges our department to keep abreast of the latest technological tools to assist in student learning. The media staff continues to develop their learning skills and knowledge of technology. The technology tools in both media and computing technology often undergo re-design within a year or two of introduction. With this in mind, keeping abreast of "adequate technology resources" is a continuing challenge. The center must look at the technology we possess, investigate

what technology we would like to acquire, and decide on what improvements we wish to make. By approaching new technology and the "next big thing" with restraint, the center will continue to utilize, make available, and promote the college's resources to the best of our abilities.

Financial commitments in the form of budget allocations for new equipment should be given a high priority within the college. Keeping up with technological change requires a commitment to invest in these resources. In the past few years, the center's equipment replacement budget has been zero. In Fall 2007, the college allocated approximately $10,000 to assist in upgrading two classrooms to include video projection systems. External funds from an in-house video project also allowed purchase of three instructor workstations for our distance education classrooms. With the assistance of in-house productions, external funds, and departmental partnerships, new equipment purchases and/or replacements have been made, however external resources should not be viewed as a dedicated equipment replacement fund.

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

Currently there are four possible sources of funding to improve classroom technology – The Student Tech Fee fund; G-funds; the campus computer replacement fund; and the PEG Access funds. The Student Tech fee generates approximately $60,000 per year. This is the second year since its inception. The computer replacement fund has been eliminated for FY 2009, but may be re-instituted in FY 2010. A third funding source is G-funds, but there have been little or no funds directly allocated towards equipment replacement for six years. Lastly, an external fund is generated through the PEG/ACCESS grant, which provides approximately $100,000 per year to the Media Center, which must be used for replacement/upgrade of distance education equipment.

MCC recently dedicated a new outreach education center in West Maui, (WMEC) which came on line in Spring 2008. The WMEC includes three new classrooms with computers, videoconference services, and two fully interactive distance education classrooms. This is a tremendous opportunity for the population of West Maui to take classes without having to make the two-hour commute to the central campus in Kahului. Technical, computer and video installations for the WMEC were conducted by Media Center staff.

Currently, there is one vacancy in the department. This vacant position must be filled if the center hopes to meet current demand for additional television production services. On a positive note, student-help funds have been re-instated. This has been a tremendous assistance for our operations.

Final Thoughts

In the past few years, a tremendous expansion in the use and the need for technological tools in the classroom has occurred. Because the center is directly involved with acquiring, allocating and promoting technological and media resources, our scope of responsibilities have expanded. The centers' responsibilities, goals, and future vision connect directly to the colleges' mission. Advancing learning through technology is our primary goal. This includes all types of technology support, be it paper-based, Internet-based, or campus/classroom support.

The list of program responsibilities continues to grow. Media and media-arts future growth, especially in the form of web content, streaming media, and other forms of mass media, is a natural outgrowth of the centers' assets and services. These responsibilities will increase. Marketing of the college will continue to develop into a larger component of our services. We envision creative marketing strategies to become a major portion of the centers responsibility, this in response to increased campus growth, new program and degree offerings and Maui's attraction to local, national, and international students.

By approaching new technology as campus innovators, the center will continue to promote future directions that will be beneficial to the college and our mission.
We are dedicated to providing the best possible service with a positive, caring and helping attitude. It is our belief that to be successful and to achieve an even higher vision, the center must continue its practice of core Hawaiian values: lokahi, kokua, laulima, ha'aha'a and aloha. The center aspires to these values daily. They allow us to reach for our mission, to achieve our goals, and to do so with an inner feeling of aloha and sharing that will encourage our campus community to share our expertise and our knowledge.

REQUIRED APPENDICES

A. Data - Quantitative Indicators

Outcomes:

2006

Campus Enrollment:
Fall 2006: 1,611 FTE

Number of Faculty:
123 faculty members

Number of Staff:
50 APT – Unit 08
32 Civil Service – Unit 03
21 Civil Service - Unit 01

Efficiency

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

Staff:
8 FTE

Mike Albert	Coordinator
Bev Lashley	Administrative Assistant
Jill Fitzpatrick	Graphic Artist
Reuben Dela Cruz	Electronics Technician
Mike Slattery	Electronics Technician
Deanna Reece	Media Specialist
Jeremy Gray	Media Specialist
Todd Mizomi	Media Specialist

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

Student Worker Hours:
36 hours per week
Student 1: 4:00pm - 7:30pm Monday thru Thursday
Student 2: 9:00am - 3:00pm – Friday
Student 3: 12:30pm - 4:30pm Monday thru Thursday

Number of Work Orders Completed:

Duplication Services – Fall 2006 –
Approximately 117 submitted and completed

Number of copies generated:
Fall 2006: 576,212

Number of copies per FTE student:
Fall 2006: 357

Graphics Arts Services – Fall 2006 –
Approximately 49 submitted and completed

Engineering Services – Fall 2006 –
Approximately 370 submitted and completed

Media Production Services – Fall 2006 –
Approximately 445 submitted and completed

Hours of ITV/Cable/Videoconference Programming Produced – Fall 2006 -

MCC-TV – Fall 2006
Originated classes & special programs: 34 hrs per week

SKYBRIDGE – Fall 2006
Originated classes: 48 hrs per week

HITS – Fall 2006
Received classes: 53 hrs per week

POLYCOM – Fall 2006
Originated/received sessions: 14 hrs per week

Total Distance Education Classes - Fall 2006: 2,160 hrs
Total Video Conference (Polycom) Sessions – Fall 2006: 224 hrs
Total Distance Education Hours – Fall 2006: 2,385 hrs

July 1, 2006 thru June 1, 2007

Duplication Services – Summer 2006 through Summer 2007 –
Approximately 334 submitted and completed

Number of copies generated:
2006-2007: 1,153,199

Number of copies per FTE student:
2006-2007: 357

Graphics Arts Services – Summer 2006 through Summer 2007 –
Approximately 130 submitted and completed

Engineering Services – Summer 2006 through Summer 2007 –
Approximately 884 submitted and completed

Media Production Services – Summer 2006 through Summer 2007 –
Approximately 994 submitted and completed

Hours of ITV/Cable/Videoconference programming produced:

MCC-TV - Summer 2006 (Session 2)
Originated classes/programs: 31 hrs per week

MCC-TV – Fall 2006
Originated classes/programs: 34 hrs per week

MCC-TV – Spring 2007
Originated classes/programs: 38 hrs per week

MCC-TV – Summer 2007 (Session 1)
Originated Classes: 36 hrs per week

SKYBRIDGE – Summer 2006 (Session 2)
Originated classes: 28 hrs per week

SKYBRIDGE – Fall 2006
Originated classes: 48 hrs per week

SKYBRIDGE – Spring 2007
Originated classes: 32 hrs per week

SKYBRIDGE – Summer 2007 (Session 1)
Originated classes: 10 hrs per week

HITS - Summer 2006 (Session 2)
Received classes: 26 hrs per week

HITS – Fall 2006
Received classes: 53 hrs per week

HITS - Spring 2007
Received classes: 73 hrs per week

HITS - Summer 2007 (Session 1)
Received classes: 30 hrs per week

POLYCOM – Summer 2006 (Session 1)
Originated/received sessions: 15 hrs per week

POLYCOM – Fall 2006
Originated/received sessions: 12 hrs per week

POLYCOM – Spring 2007
Originated/received sessions: 18 hrs per week

POLYCOM – Summer 2007 (Session 2)
Originated/received sessions: 7 hrs per week

Total Distance Education Classes – Summer 2006 (Session 2): 680 hrs
Total Distance Education Classes - Fall 2006: 2,160 hrs
Total Distance Education Classes - Spring 2007: 2,288 hrs
Total Distance Education Classes – Summer 2007 (Session 1): 608 hrs
Total Video Conference (Polycom) Sessions – FY 2006-2007: 816 hrs
Total Distance Education Hours – 2006-2007: 6,552 hrs

Media Budget/College Budget:
College Budget: $9,808.041
Total Budget: $410,685
Salary: $383,585
Supplies: $8,600
Student Help: $10,000.
Duplication: $8,500
Equipment: 0

Processing time:
Duplication Services – 36 hours or less average for completion rate
Graphics Arts Services – 48 hours or less average for completion rate
Engineering Services – 24 hours or less average completion rate
Media Production Services – 24 hours or less completion rate

*Classrooms equipped/total classrooms: **
73 total classrooms
33 are equipped with CPU, screen or monitor and data projector
11 are equipped with CPU, SmartBoard and data projector
29 equipped with TV and VCR/DVD player

*An equipped classroom is one that includes a CPU, screen or monitor and a data projector.

2005

Campus Enrollment:
Fall 2005:
1,578 FTE

Number of Faculty:
112

Number of Staff:
46 APT – Unit 08
28 Civil Service – Unit 03
25 Civil Service - Unit 01

Efficiency

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

Staff:
8 FTE

Mike Albert	Coordinator
Bev Lashley	Administrative Assistant
Jill Fitzpatrick	Graphic Artist
Reuben Dela Cruz	Electronics Technician
Mike Slattery	Electronics Technician
Deanna Reece	Media Specialist
Jeremy Gray	Media Specialist
Todd Mizomi	Media Specialist

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

Student Worker Hours:
Student 1: 12:30pm - 4:30pm Monday thru Friday

Number of Work Orders Completed:

Duplication Services – Summer 2005 through Summer 2006 –
Approximately 326 submitted and completed

Number of copies generated:
2005-2006: 1,184,979

Number of copies per FTE student:
2005-2006: 375

Graphics Arts Services – Summer 2005 through Summer 2006 –
Approximately 128 submitted and completed

Engineering Services – Summer 2005 through Summer 2006 –
Approximately 547 submitted and completed

Media Production Services – Summer 2005 through Summer 2006 –
Approximately 850 submitted and completed

Hours of ITV/Cable/Videoconference programming produced:

MCC-TV - Summer 2005 (Session 2)
Originated classes/programs: 8 hrs per week

MCC-TV – Fall 2005
Originated classes/programs: 30 hrs per week

MCC-TV – Spring 2006
Originated classes/programs: 32 hrs per week

MCC-TV – Summer 2006 (Session 1)
Originated Classes: 12 hrs per week

SKYBRIDGE – Summer 2005 (Session 2)
Originated classes: 3 hrs per week

SKYBRIDGE – Fall 2005
Originated classes: 48 hrs per week

SKYBRIDGE – Spring 2006
Originated classes: 48 hrs per week

SKYBRIDGE – Summer 2006 (Session 1)
Originated classes: 8 hrs per week

HITS - Summer 2005 (Session 2)
Received classes: 52 hrs per week

HITS – Fall 2005
Received classes: 80 hrs per week

HITS - Spring 2006
Received classes: 65 hrs per week

HITS - Summer 2006 (Session 1)
Received classes: 48 hrs per week

POLYCOM – Summer 2005 (Session 1I)
Originated/received sessions: 10 hrs per week

POLYCOM – Fall 2005
Originated/received sessions: 12 hrs per week

POLYCOM – Spring 2006
Originated/received sessions: 14 hrs per week

POLYCOM – Summer 2005 (Session 2)
Originated/received sessions: 10 hrs per week

Total Distance Education Classes – Summer 2005 (Session 2): 308 hrs
Total Distance Education Classes - Fall 2005: 2,528 hrs
Total Distance Education Classes - Spring 2006: 2,320 hrs
Total Distance Education Classes – Summer 2006 (Session 1): 340 hrs
Total Video Conference (Polycom) Sessions – FY 2005-2006: 536 hrs
Total Distance Education Hours – 2005-2006: 6,032 hrs

Media Budget/College Budget:
College Budget: $8,700.240
Total Budget: $391,218
Salary: $354,928
Supplies: $8,687
Student Help: 0
Duplication: 8,500
Equipment: 0

Processing time:
Duplication Services – 36 hours or less average for completion rate
Graphics Arts Services – 48 hours or less average for completion rate
Engineering Services – 24 hours or less average completion rate
Media Production Services – 24 hours or less completion rate

*Classrooms equipped/total classrooms: **
66 total classrooms
30 are equipped with CPU, screen or monitor and data projector
11 are equipped with CPU, SmartBoard and data projector
25 equipped with TV and VCR/DVD player

*An equipped classroom is one that includes a CPU, screen or monitor and a data projector.

2004
Campus Enrollment:
Fall 2004: 1,654 FTE

Number of Faculty:
107 faculty members

Number of Staff:
43 APT – Unit 08
37 Civil Service – Unit 03
25 Civil Service - Unit 01

Efficiency

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

Staff:
8 FTE

Mike Albert	Coordinator
Bev Lashley	Administrative Assistant
Jill Fitzpatrick	Graphic Artist
Reuben Dela Cruz	Electronics Technician
Mike Slattery	Electronics Technician
Deanna Reece	Media Specialist
Jeremy Gray	Media Specialist
Tim Marmack	Media Specialist

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

Student Worker Hours:
0

July 1, 2004 thru June 1, 2005

Number of Work Orders Completed:
Duplication Services – Summer 2004 through Summer 2005 –
Approximately 311 submitted and completed

Number of copies generated:
2004-2005: 1,051.295

Number of copies per FTE student:
2004-2005: 283

Graphics Arts Services – Summer 2004 through Summer 2005 –
Approximately 101 submitted and completed

Engineering Services – Summer 2004 through Summer 2005 –
Approximately 533 submitted and completed

Media Production Services – Summer 2004 through Summer 2005 –
Approximately 714 submitted and completed

Hours of ITV/Cable/Videoconference programming produced:

MCC-TV - Summer 2004 (Session 2)
Originated classes/programs: 10 hrs per week

MCC-TV – Fall 2004
Originated classes/programs: 28 hrs per week

MCC-TV – Spring 2005
Originated classes/programs: 41 hrs per week

MCC-TV – Summer 2005 (Session 1)
Originated classes/programs: 10 hrs per week

SKYBRIDGE – Summer 2004 (Session 2)
Originated classes: 3 hrs per week

SKYBRIDGE – Fall 2004
Originated classes: 50 hrs per week

SKYBRIDGE – Spring 2005
Originated classes: 50 hrs per week

SKYBRIDGE – Summer 2005 (Session 1)
Originated classes: 6 hrs per week

HITS - Summer 2004 (Session 2)
Received classes: 12 hrs per week

HITS – Fall 2004
Received classes: 55 hrs per week

HITS - Spring 2005
Received classes: 73 hrs per week

HITS - Summer 2005 (Session 1)
Received classes: 20 hrs per week

POLYCOM - Summer 2004 (Session 1)
Originated/received sessions: 8 hrs per week

POLYCOM - Fall 2004
Originated/received sessions: 10 hrs per week

POLYCOM - Spring 2005
Originated/received sessions: 14 hrs per week

POLYCOM - Summer 2005 (Session 2)
Originated/received sessions: 10 hrs per week

Total Distance Education Classes – Summer 2004 (Session 2): 150 hrs
Total Distance Education Classes - Fall 2004: 2,128 hrs
Total Distance Education Classes - Spring 2005: 2,624 hrs
Total Distance Education Classes – Summer 2005 (Session 1): 150 hrs
Total Video Conference (Polycom) Sessions – FY 2004-2005: 492 hrs
Total Distance Education Hours – 2004-2005: 5,544 hrs

Media Budget/College Budget:
College Budget: $8,579.521
Total Budget: $382,485
Salary: $328,332
Supplies: $4,780
Student Help: 10,000
Duplication: 8,500
Equipment: 0

Processing time:
Duplication Services – 36 hours or less average for completion rate
Graphics Arts Services – 48 hours or less average for completion rate
Engineering Services – 24 hours or less average completion rate
Media Production Services – 24 hours or less completion rate

*Classrooms equipped/total classrooms: **
69 total classrooms
30 are equipped with CPU, screen or monitor and data projector
11 are equipped with CPU, SmartBoard and data projector
28 equipped with TV and VCR/DVD player

*An equipped classroom is one that includes a CPU, screen or monitor and a data projector.

2003
Campus Enrollment:
Fall 2003: 1,145 FTE

Number of Faculty:
98 faculty members

Number of Staff:
43 APT – Unit 08
34 Civil Service – Unit 03
22 Civil Service - Unit 01

Efficiency

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

Staff:
8 FTE

Mike Albert	Coordinator
Bev Lashley	Administrative Assistant
Jill Fitzpatrick	Graphic Artist
Reuben Dela Cruz	Electronics Technician
Mike Slattery	Electronics Technician
Deanna Reece	Media Specialist
Jeremy Gray	Media Specialist
Tim Marmack	Media Specialist

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

Student Worker Hours:
20 hours per week
Student 1: 12:30pm - 4:30pm Monday thru Friday

July 1, 2003 thru June 1, 2004

Number of Work Orders Completed:

Duplication Services – Summer 2003 through Summer 2004 –
Data unavailable

Number of copies generated:
2003-2004: 1,353,120

Number of copies per FTE student:
2003-2004: 590

Graphics Arts Services – Summer 2003 through Summer 2004 –
Data unavailable

Engineering Services – Summer 2003 through Summer 2004 –
Data unavailable

Media Production Services – Summer 2003 through Summer 2004 –
Data unavailable

Hours of ITV/Cable/Videoconference programming produced:

MCC-TV - Summer 2003 (Session 2)
Originated classes/programs: 15 hrs per week

MCC-TV – Fall 2003
Originated classes/programs: 46 hrs per week

MCC-TV – Spring 2004
Originated classes/programs: 42 hrs per week

MCC-TV – Summer 2004 (Session 1)
Originated classes/programs: 20 hrs per week

SKYBRIDGE – Summer 2003 (Session 2)
Originated classes: 8 hrs per week

SKYBRIDGE – Fall 2003
Originated classes: 48 hrs per week

SKYBRIDGE – Spring 2004
Originated classes: 48 hrs per week

SKYBRIDGE – Summer 2003 (Session 1)
Originated classes: 20 hrs per week

HITS - Summer 2003 (Session 2)
Received classes: 73 hrs per week

HITS – Fall 2003
Received classes: 82 hrs per week

HITS - Spring 2004
Received classes: 64 hrs per week

HITS - Summer 2004 (Session 1)
Received classes: 62 hrs per week

POLYCOM - Summer 2003 (Session 2)
Originated/received sessions: 5 hrs per week

POLYCOM - Fall 2003
Originated/received sessions: 10 hrs per week

POLYCOM - Spring 2004
Originated/received sessions: 15 hrs per week

POLYCOM - Summer 2004 (Session 1)
Originated/received sessions: 12 hrs per week

Total Distance Education Classes – Summer 2003 (Session 2): 888 hrs
Total Distance Education Classes - Fall 2003: 2,816 hrs
Total Distance Education Classes - Spring 2004: 2,752 hrs
Total Distance Education Classes – Summer 2004 (Session 1): 816 hrs
Total Video Conference (Polycom) Sessions – FY 2003-2004: 521 hrs
Total Distance Education Hours – 2003-2003: 7,793 hrs

Media Budget/College Budget:
College Budget: $8,482,599
Media Budget: $369,485
Salary: $319,199
Supplies: $15,800
Student Help: $10,000.
Duplication: $24,500
Equipment: 0

Processing time:
Duplication Services – data unavailable
Graphics Arts Services – data unavailable
Engineering Services – data unavailable
Media Production Services – data unavailable

*Classrooms equipped/total classrooms: **
64 total classrooms
23 are equipped with CPU, screen or monitor and data projector
11 are equipped with CPU, SmartBoard and data projector
28 equipped with TV and VCR/DVD player

B. Data - Qualitative Indicators

OUTCOMES:

Fall 2007
Satisfaction measurements:
Faculty use, staff support, community & student use of facilities:
125 Surveys completed in Fall 2007
125 Satisfactory or above
0 Below satisfactory

Fall 2006
Satisfaction measurements:
Faculty use, staff support, community & student use of facilities:
177 Surveys completed in Fall 2006
177 Satisfactory or above
0 Below satisfactory

Fall 2005
Faculty use, staff support, community & student use of facilities:
144 Surveys completed in FY 2005/2006
144 Satisfactory or above
0 Below satisfactory

Fall 2004
Faculty use, staff support, community & student use of facilities:
279 Surveys completed in FY 2004/2005
279 Satisfactory or above
0 Below satisfactory

Fall 2003
Data Unavailable

User Surveys (Examples)

Student Facilities Use - Dist Learning – Cable – Skybridge -HITS

To better serve our students, please complete this brief questionnaire. Mahalo!

1. How comfortable were you with the technology requirements for your class?

2. How difficult was the Distance Education (DE) system to use? (mics, etc)

3. Please rate the quality of the picture and sound? (circle)

   Poor - 1 2 3 4 5 - Excellent

4. Was the Instructor familiar/comfortable with the technology?

5. Did you experience any technical problems?
   Please explain.

6. If there were technical problems, were they corrected?
   Please explain.

7. Was technical staff available for assistance if needed?

8. Overall, how was your experience taking a DE course?

9. What additional tech tools would you like to see added to the classroom?

10. Would you take another DE course? Why or why not?

11. Any suggestions to improve your experience?

Class/Section_____ (optional)
Date_____

Student / Faculty / Community Use

To better serve you, please complete this brief questionnaire. Mahalo!

1. Were the facilities adequate for the requirements of your course?

2. Were you comfortable using the technology tools in the classroom?

3. Did you experience any technical problems?
   Please explain.

4. If you did experience problems, were they corrected?
   Please explain.

5. Was technical staff available for assistance?

6. How could we improve your experience?

7. What additional technology tools would you like to see added to the classroom?

8. On a scale of 1-5, please rate the facilities. (circle)

   Poor - 1 2 3 4 5 - Excellent

Class/Section_____ (optional)
Date_____

Facilities Use - Dist Learning - Teleclasses - Satellite & Video Conferences
To better serve our clients, we ask you fill out this brief questionnaire. Mahalo!

1. Were the facilities adequate for your session?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

2. Was the system difficult to use?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

3. Rate the quality of the picture and sound?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

4. Did you experience any technical problems?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

5. Were you comfortable using the technology?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

6. Was the technical staff available for assistance?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

7. How could we improve your experience?

Class/Section_____ (optional)
Date_____

Audio Visual Services

To better serve our faculty & staff, please complete this brief questionnaire. Mahalo!

1. What was the nature of your need?
   - Repair _____
   - Equipment Use _____
   - Misc Services & Support _____

2. The process acquiring services was adequate

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

3. The repair/equipment/service request was successful

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

4. The staff friendly and responsive to your needs?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

5. What technological tools would like to see added to the campus?

6. What recommendations can you offer to improve our services?

Class/Section_____ (optional)
Date_____

Faculty/Staff Use – Media Services Center

To better serve our clients, please complete this brief questionnaire. Mahalo!

1. Were the instructional resources adequate for your needs?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

2. Was technical staff available?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

3. Did you experience any problems?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

4. If you did experience problems, were they corrected?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

5. Were you comfortable using the technology?

Strongly Disagree	Disagree	Average	Agree	Strongly Agree
1	2	3	4	5

6. How could we improve our services?

7. What additional equipment/services would like to see offered?

Please list any additional comments:

Class/Section_____ (optional)

Date_____

Distance Education Student Survey: SAMPLE

1. Rate the following:

Audio	poor	ok	good	excellent
Video	poor	ok	good	excellent
Graphics	poor	ok	good	excellent

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
Cable	poor	ok	good	excellent

3. How could we improve the delivery of this telecasts?

4. What was good about taking this course on television?

Skybridge/Cable TV classes
Fall Semester 2007
Via SurveyMonkey

FALL 2007 Survey Examples

Distance Education Student Survey: 11 classes total
Class #1 – 17 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	1	0	7	9
Video	poor	ok	good	excellent
	0	1	11	5
Graphics	poor	ok	good	excellent
	0	1	11	5

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	1	8	7
Cable	poor	ok	good	excellent
	0	2	7	3

Qualitative

3. How could we improve the delivery of this teleclass?
Faster computers
Decrease students
Doing a great job already
The big screen did not work for weeks – had to view on a smaller Television
Able to watch class at home
Fine just the way it is
Allow check out of DVD's instead of having to watch in the library

4. What was good about taking this course on television?
I attended the class in the classroom with the instructor
Nothing
You get to see/interact with other students
I don't know
It was recorded! I could re-watch as if in class again
Nothing
People on the other islands being able to take this class
I was in the same room as the instructor

Distance Education Student Survey: 11 classes total
Class #2 – 16 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	0	0	8	8
Video	poor	ok	good	excellent
	0	1	8	7
Graphics	poor	ok	good	excellent
	0	0	10	6

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	1	6	9
Cable	poor	ok	good	excellent
	0	6	1	2

Qualitative

3. How could we improve the delivery of this teleclass?
Nothing
It was great
n/a
A larger screen would help
More details on handout
Kauai and Molokai have a hard time faxing homework. The audio on their side or our side does not work
Email handouts before the class starts. It is a hassle to fax the handouts
The lighting in the Molokai class looks dark on television

4. What was good about taking this course on television?
I thought it would be limiting, but it ran smoothly and I learned a lot
n/a
everything
You can interact with neighbor island students
I haven't tried it on television yet
The course is available on TV so you can record and watch anytime
I enjoyed the interaction with students from the other islands and see their point of view in discussions and what not
There is more involvement in the class – this class was unavailable at my home
Campus so I got it on television

Distance Education Student Survey: 11 classes total
Class #3 – 15 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	1	3	10	1
Video	poor	ok	good	excellent
	0	4	8	3
Graphics	poor	ok	good	excellent
	1	1	8	4

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	1	2	6	6
Cable	poor	ok	good	excellent
	2	0	2	0

Qualitative

3. How could we improve the delivery of this teleclass?
I don't like pushing the button on the microphone
Improve sound quality form Molokai
Add another TV in Hana so we can see Molokai and improve class interaction
Pretty good already, I wish we could see Hana, Molokai and Lanai on Three separate screens instead of switching between each site
Sometimes the audio cuts in and out. Everything else was great
Show all the sites at the same time
The time really flies
Instructor should visit each site and broadcast from there
Have teach visit each site periodically. Have scheduled meetings
We can see Molokai all the time – but we have to switch between Hana and Lanai
Have a bigger screen to see Maui instead of a TV
Attend to technical problems early in the semester to have a better class. At one Point we could not see the instructor at all.
More time

4. What was good about taking this course on television?
Interacting with students form the neighbor islands. I loved this class!
It gave me the opportunity to take a class rather than driving all the way to Kahului
The interaction from the Hana students- I love it
I got to meet people form other place

I got to interact with students from other sites
It works and we got to interact with all islands. I had no choice to take
This class so we all go
I got to interact with students form other sites
I loved the commentary. I loved the classroom environment
Taking this course on television was good because we got to see/meet other
Students on other community college campuses
Learning to use the microphone and having the experience of seeing a class
take place with others sites all together
I enjoyed the fact we had a mixed group. It was fun to interact with the other sites
It was interactive with the other islands and ideas

Distance Education Student Survey: 11 classes total
Class #4 – 12 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	0	8	3	1
Video	poor	ok	good	excellent
	1	5	5	1
Graphics	poor	ok	good	excellent
	1	4	5	1

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	6	5	1
Cable	poor	ok	good	excellent
	1	2	5	0

Qualitative

3. How could we improve the delivery of this teleclass?
Do more group work
I am not sure
Clean up the audio and fix the speakers. A lot of times you can't her the speakers
From Maui – the sound goes in and out. Fix our big screen or replace the lamp. Add computers to the desks. The instructor often sends handouts via the web but we don't have a classroom computer or printer. We have to leave the classroom and go to the library or wait until class is over.
Make sure microphones are working
Better mics and way of using the mic
No changes needed
Video and audio difficulties form the other islands. Audio and video connections are so hot! Video freezes at times and audio is sputtered/fragmented
Make available recordings even though it is not on cable
Improve microphones to enhance understanding of neighbor island students

4. What was good about taking this course on television?
It is good because if we miss the class we can watch it on video
I guess the fact we are able to come to class or watch on TV
Interaction with students form a different island
The ability to watch the class later if something was misunderstood or missed
If I was to miss the class I can always go to the library and catch up on the lectures
You could watch the class again in video if you misunderstood or was absent one day

This class so we all go
I got to interact with students form other sites
I loved the commentary. I loved the classroom environment
Taking this course on television was good because we got to see/meet other
Students on other community college campuses
Learning to use the microphone and having the experience of seeing a class
take place with others sites all together
I enjoyed the fact we had a mixed group. It was fun to interact with the other sites
It was interactive with the other islands and ideas

Distance Education Student Survey: 11 classes total
Class #5 – 5 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	0	0	3	2
Video	poor	ok	good	excellent
	0	1	2	2
Graphics	poor	ok	good	excellent
	0	0	3	2

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	1	0	1	2
Cable	poor	ok	good	excellent
	0	0	2	2

Qualitative

3. How could we improve the delivery of this teleclass?
If you mean telecommunications class it's okay but it's sometimes hard to improve because when you need help in your work or need to ask questions I can't understand. I feel that we need one on one time with the teacher so we can do better in college and improve our goals and skills

4. What was good about taking this course on television?

Distance Education Student Survey: 11 classes total
Class #6 – 11 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	1	3	2	5
Video	poor	ok	good	excellent
	0	1	5	5
Graphics	poor	ok	good	excellent
	0	3	3	4

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	2	1	4
Cable	poor	ok	good	excellent
	0	1	4	6

Qualitative

3. How could we improve the delivery of this teleclass?
Make the class available on line
Allow students to download lecture as a file. The streaming video lecture are impossible to view on dial-up
If something can be done about ht e buzz feedback I get every time they switch to a white screen. Also, my teacher always tells students to use the microphone, but impressing upon the class students the importance of using their mics when asking relevant questions.
I found the delivery to be excellent
Post video streams sooner
For some reason there is some kind of snow noise when the instructor shows the computer on the screen. If the sound could be eliminated it would improve delivery f the class
We had problems at the beginning getting the online version of the class broadcast, maybe next time get all these problems figured out before making ht announcement that it's will be available.
Pretty good, maybe add a live messenger to access teacher for chat more easily for real time answer instead of wait for call

4. What was good about taking this course on television?
That I could take it without being in the class. I could watch it at other times besides the live broadcast time.
Not everyone has cable

It was convenient for me to be able to record the class while I am at work and view it when I get home. The benefit is I'm also able to rewind and/or pause when I'm taking notes. When in class problems are done, I have the benefit of pausing, doing the problem and then when I 'm done, fast forward to where he begins again

It made it possible for flexibility as my family life can be demanding due to a newborn. Also I am able to record the class and review it whenever necessary. The instructor is very explanatory and it feels as though I am sitting in the class yet able to attend in the comfort of my own home. Also, when watching the course, the instructor allows questions via email

Time-wise

That I could watch it at a later time! Especially because of work schedule

N/A

The good thing about it was that I could record it, so if I missed something, I could just rewind it

View at our own time, do the work at your own time

Ability to complete the work from home, good for people with busy schedules

Lets me have lots of easy accessed notes and extra materials including practice quizzes and materials

Distance Education Student Survey: 11 classes total
Class #7 – 2 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	0	1	1	0
Video	poor	ok	good	excellent
	1	1	0	0
Graphics	poor	ok	good	excellent
	1	1	0	0

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	1	1	0
Cable	poor	ok	good	excellent
	0	1	0	0

Qualitative

3. How could we improve the delivery of this teleclass?
For Molokai, on the big screen there is a big yellow circle that's annoying to look at and in front of the instructors face, questions, comments, oversize notes, videos we can't see good because of this. By the rime I leave class I have a major headache.
To be honest I really don't know because the teacher is within my reach. I don't need to watch her on TV

4. What was good about taking this course on television?
I guess for Molokai its great and we're use to having our classes this way.
It was good because we meet new people and we get to see other students from the outer islands. I like it because the Maui class is small.

Distance Education Student Survey: 11 classes total
Class #8 – 3 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	0	1	1	1
Video	poor	ok	good	excellent
	0	1	1	1
Graphics	poor	ok	good	excellent
	0	2	0	1

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	1	1	1
Cable	poor	ok	good	excellent
	0	1	1	1

Qualitative

3. How could we improve the delivery of this telecasts?
Well, on the long distance class – more courses to enable us to finish our degree in a timely manner. Give us courses that we may need!!! Some like Maui, if we are part if that college. Not classes we have no need for at times. Our degree for AA, AS, etc. takes us four (4) years??

4. What was good about taking this course on television?
Well, Mr. _____ happens to be very knowledgably and very explainable
The ability to go back and review the copy of the class and to be able to interact with students form the other islands

Distance Education Student Survey: 11 classes total
Class #9 – 5 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	1	1	2	0
Video	poor	ok	good	excellent
	0	2	2	1
Graphics	poor	ok	good	excellent
	0	2	1	2

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	1	2	0	1
Cable	poor	ok	good	excellent
	1	1	0	3

Qualitative

3. How could we improve the delivery of this telecasts?
You could have the videos available on line just in case a class was missed especially on Molokai because every week, videos are being taped over so the videos are only available for a week. Also sound quality is pretty horrible especially on TV.
Would appreciate more time with the window visual of the instructor during graphics. It is possible to have a blue-screen backing on the instructor so that when the instructor window is open on the graphics and moving that window around the screen would not blackout the area behind the window. The lighting doesn't present her in the best light.
Because I like the ability to record for a later viewing this is an excellent way to catch up on missed classes. However, I've been confined at home for a couple of classes and would have liked to communicate with the instructor via a phone link. This cable class would be a great to go delivery option
By improving the audio, sometimes the reception is really bad

4. What was good about taking this course on television?
Not having to go to school to watch it, more class availability for Molokai since there aren't much live class teachers
Because I like the ability to record for a later viewing this is an excellent way to catch up on missed classes. And if I didn't record it a copy was available in the library
If I didn't feel like going downtown or if the weather was too rough I could stay home and watch the class

Distance Education Student Survey: 11 classes total
Class #10 – 34 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	0	3	23	8
Video	poor	ok	good	excellent
	1	3	23	7
Graphics	poor	ok	good	excellent
	0	6	18	10

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	6	8	5
Cable	poor	ok	good	excellent
	1	6	14	11

Qualitative

3. How could we improve the delivery of this telecasts?
Not quite sure
No improvements needed
Rebroadcast Tuesday's class at an earlier time
You got me
Cannot hear the students asking questions
Teleclass should be offered on non cable channels so it is more readily affordable for STUDENTS! I live alone and I am a college student!! I can't afford cable and therefore cannot watch the lectures. This is frustrating.
You should provide more scheduled time for that specific course to view especially for us working students
It seems ok to me
By having the lecture up on webct before the exam. Otherwise it's a completely a waste of time putting it up there after
None
Follow the teacher whose speaking a little more closely as he moves about to do different things…go to the board, book, etc
Have the webct streamlines available for the students to watch BEFORE the next lecture
Nothing
Make the webct lecture available quicker and in a dependable fashion. Prior to the last exam one of the lectures was not available until the day before the exam
I am actually using the webct and it would be helpful to have access to all of the lectures sequentially, without delay and as soon as the following day, after the live lecture. Some

students, like myself, don't have TV (unbelievable); moreover, watching the lectures frequently helps with the learning process. Webct is a great commodity, due to its availability.
The video itself are not clear at times there seems to be problems, for example the screen is jumpy and not clear. The audio with the instructor to student interaction is poor you are not able to hear at all what the student is speaking about as they are not pressing their buttons. It becomes frustrating for me as the viewer
Webct is a great program when it is available for viewing. There is way too much delay in having it presented on the Internet. I wish the cable lectures for this class were on Webct the same day.
The camera should switch to instructor when he is not using the overhead projector to provide a little square box on the top corner of the screen so students can also see the instructor while he is using the overhead projector
The audio is sometimes not good. Depending on what the instructor is using, the board or the glass screen that he shows pictures on, sometimes the audio goes bad and there is a distracting noise.

4. What was good about taking this course on television?
The ability to work around my schedule
It is convenient especially since I work
Much easier to watch then to actually drive to class two times a week
The convenience of watching the class when I wanted
No need to go to campus
Flexible hours
Good for managing time
The convenience. I can tape the lecture and watch it later. I also have the option of watching it several times. I also have the ability to rewind it which is especially good when note taking
You could watch the lecture at the comfort of your own home. You could watch it multiple times via online streaming video even after the lecture has already ended when is an advantage over regular in class lectures
Being able to watch it at home and at hours other than your working time

Distance Education Student Survey: 11 classes total
Class #11 – 5 respondents

Quantitative

1. Rate the following:

Audio	poor	ok	good	excellent
	0	2	2	1
Video	poor	ok	good	excellent
	0	2	2	1
Graphics	poor	ok	good	excellent
	0	1	3	0

2. Rate the delivery options:

Skybridge	poor	ok	good	excellent
	0	0	4	1
Cable	poor	ok	good	excellent
	1	0	0	0

Qualitative

3. How could we improve the delivery of this telecasts?
Having a computer and a printer in a room for a student. Usually the graphics is bad when I'm looking at a computer screen in the main site through the TV screen. Making it possible for individual homes so that a student can stay home and still interact with the class
Sometimes is it hard to see the monitor in class because the power point shakes.
Sometimes it is hard to hear Molokai
Connections with the other islands not so hot! Some video and audio difficulties for the other islands! Video goes in and out at times, audio is also sputtered for fragmented occasionally (form comments from the students on the other islands in the class)
No improvements are needed

4. What was good about taking this course on television?
I got to take a class that is not offered buy our campus. It provides more options for the students. And you still get to interact with the class unlike online or cable classes
It was really no different than a lecture class
Do not know! I am in the classroom that is its televised from
I don't really know but I think it would be the fact that we can sign out a video of a class we missed
It was interesting

New Media Services Survey
(Planned for implementation for 2008/2009 school year)

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

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

I am satisfied with the customer service	1	2	3	4	5
I am satisfied with the response/delivery time	1	2	3	4	5
The procedures are understandable	1	2	3	4	5
I am satisfied with the quality of the work	1	2	3	4	5

comments:

Instructional Design Services -
Telecourse, Teleweb Courses, Web Courses, Video Production, instructional design Assistance, graphic design, instructional software assistance

I am satisfied with the customer service	1	2	3	4	5
I am satisfied with the response/delivery time	1	2	3	4	5
The procedures are understandable	1	2	3	4	5
I am satisfied with the quality of the work	1	2	3	4	5

comments:

Classroom Equipment Services -
overhead projectors, Elmos, VCRs, slide projectors, sound systems, video projectors, display systems, language labs, test scanners

I am satisfied with the customer service	1	2	3	4	5
I am satisfied with the response/delivery time	1	2	3	4	5
The procedures are understandable	1	2	3	4	5
I am satisfied with the quality of the equipment	1	2	3	4	5

comments:

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

I am satisfied with the customer service	1	2	3	4	5
I am satisfied with the response/delivery time	1	2	3	4	5
The procedures are understandable	1	2	3	4	5
I am satisfied with the quality of the service	1	2	3	4	5

comments:

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

I am satisfied with the customer service	1	2	3	4	5
I am satisfied with the response/delivery time	1	2	3	4	5
The procedures are understandable	1	2	3	4	5
I am satisfied with the quality of the work	1	2	3	4	5

comments:

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

Electronic Maint. & Repair	1	2	3	4	5
Instruct. Design Services	1	2	3	4	5
Classroom Equip. Services	1	2	3	4	5
Faculty Work Room	1	2	3	4	5
Graphics Services	1	2	3	4	5

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

Electronic Maint. & Repair	1	2	3	4	5
Instruct. Design Services	1	2	3	4	5
Classroom Equip. Services	1	2	3	4	5
Faculty Work Room	1	2	3	4	5
Graphics Services	1	2	3	4	5