PROGRAM REVIEW:
Ka Lama Computer Center
October, 2006

I. OVERVIEW OF THE PROGRAM

A. *Mission and Vision of the College*:
Maui Community College is a learning-centered institution that provides affordable, high-quality credit and non-credit educational opportunities to a diverse community of lifelong learners. We envision a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments. The College mission, goals, and actions will be guided by the Native Hawaiian reverence for the ahupua`a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

B. *Mission and Vision of the Program:*

1. *Program Vision for the next five years*
Mission
The mission of Ka Lama Computer Center (KCC) is to provide a clean, quiet, and comfortable study area, with adequate seating, computer equipment, Internet access, and available computer assistance for students to complete their course work at Maui Community College.

Vision
The vision 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.

Description of Ka Lama Computer Center's Operation

KCC, 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 2000 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, WebCT, and the Internet at all times.

The 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 is minimal and largely 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 may vary from semester to semester but the facility is normally open 45 hours a week.

Administrative duties for KCC 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 the lab and the other computer classrooms on the second floor of the Ka Lama building; a total of approximately 150 computers in heavy daily use. Previously filled by a part-time, casual hire IT specialist, 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. In the past year this has included the installation in Ka Lama 201 of 20 new Windows XP computers and Carnegie Learning's Cognitive Tutor software for a special Math 23 program (T-Cup). In accordance with the requirements of the NWEA grant which provided the computers and software, it was necessary also to install evaluation software and harvest test data at the beginning and end of the spring 2006 semester. The old computers and 22 monitors from room 201 were taken to CompuSwap in January 2006 for recycling.

During the summer of 2006, Business Technology computers in Ka Lama 207 were completely reconfigured with Windows XP and the Gregg Document Processing software was installed for self-paced keyboarding instruction. Computers in Ka Lama 201 and 206a were configured to use the GDP application. Corel WordPerfect and the Express Scribe transcription software were installed in Ka Lama 201.

The aging computers in Ka Lama 206a were re-imaged with Windows 2000 at winter break and again at spring break and many defective floppy and CD-ROM drives were replaced.

The Lab Coordinator has prepared and put in place a new file server computer for Ka Lama building and is gradually phasing out the aging Windows 98 "busfile" server.

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

Computer Equipment

During the 2005-06 academic year further improvements were made to the lab's computer equipment. The oldest machines were disposed of and six new Celeron 2.8GHz computers with 17" flat panel LCD monitors were added.   These machines have Windows XP and appropriate software for support of the business computing programs.   At least 8 computers in the lab have software loads appropriate for subjects taught by ICS faculty.   The inventory of computers in KCC now includes:

- 6 Celeron 2.8GHz, 512 MB Ram, 80 GB hard drive, Windows XP
- 4 Pentium III 733MHz, 128MB RAM, 20GB hard drive, Windows 2000
- 9 Pentium III 550MHz, 128MB RAM, 14GB hard drive, Windows 2000
- 15 Pentium II 450MHz, 256MB RAM, 40GB hard drive, Windows 2000

Web Site

The KCC Website (www.hawaii.edu/maui/buslab) contains information about lab policies, staffing, configuration, schedules for Ka Lama Computer Center, The Learning Center and the library, and links to MyUHPortal and WebCT.

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.

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. During the 2005-06 academic year KCC generated $3,591.90 in income for printing services.

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.

2. Contribution of the program to the Mission and Vision of MCC

KCC 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 KCC 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 applications. 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, KCC provides a vital alternative for computer and Internet access.

KCC 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.

3. Goals of the Program (See Appendix A)

Ka Lama Computer Center supports all of the College's goals and objectives and actively engages in endeavors that support the 2004-05 Action Strategies as relevant to our operation.

C. Ka Lama Computer Center's Relation to the MCC Strategic Plan

KCC is actively involved in endeavors that support several specific Action Strategies. The following discusses how KCC has contributed to the action strategies for 2004-05.

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)

KCC provides assistance that reinforces classroom instruction by a system of coaching and suggestion. Though our student assistants do not tutor or attempt to teach the student client, they discuss the situation with which the student is having difficulty and suggest methods by which a particular task can be accomplished, allowing the student to recall information from the instructor or textbook and make the best choice.

Acquire needed equipment to meet the on-going technological needs of the college campuses on the three islands. (2.2)

KCC is constantly seeking to keep our computer equipment up to date through acquisition when funds can be found, and through regular maintenance. Needed software is acquired and installed prior to the beginning of each semester. Updates to operating systems and antivirus programs are applied on a monthly basis.

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. The loan to cover the cost of the Pharos system has been paid off and the funds generated are now being used to upgrade printing and other equipment. New color laser jet printers have been ordered for KCC, TLC and the Library. It is expected that the Pharos income will be used to begin the acquisition of new computers.

D. Program Faculty and Professional Staff

Administrative duties for KCC 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 five other computer classrooms on the second floor of the Ka Lama building. Previously filled by a part-time, casual hire IT specialist, in fall 2005, the Lab Coordinator position was designated a full-time APT position. 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. CURRICULUM AND STUDENTS

There is no curriculum associated with Ka Lama Computer Center. Feedback in the form of student evaluations of the Lab, its equipment, and the assistance available are distributed and collected each semester and are used to plan future improvements. (See Appendix A)

V. ANALYSIS OF PROGRAM-TYING IT ALL TOGETHER

A. *Program Summary*

It is felt that Ka Lama Computer Center has achieved considerable improvement in the past year, acquiring new computers with LCD monitors which allow more desk space, and by upgrading the existing older computers with more memory. The expansion of wireless access to cover the entire second floor of Ka Lama and include the patio area between Ka Lama and Kupaa has moved us closer to the goal of wireless access for the whole campus.

A new color laser jet printer is on order for Ka Lama Computer Center. When installed this new equipment will allow us to offer not only black-and-white but also color printing: something that has been requested by a great many students. This will also serve to generate increased Pharos income.

Most of the computers in KCC are able to support all applications in use on the MCC campus. The newest computers are able to support digital media software as well.

Ka Lama computer classrooms continue to show improvement. Ka Lama 201 with its new computers is heavily utilized by Math and Business Technology programs.

B. *Plans for Next Year*
Computer Equipment
.

The process of upgrading the lab equipment will continue. As funds become available from Pharos funds or elsewhere, older computing equipment will be replaced. New computers are ready to be installed in Ka Lama 206a. These should be in place by the end of fall 2006 semester. An order has been placed for new computers for room 206b. It is expected that these computers will be installed during the Christmas break. When complete, all Ka Lama computer classrooms will have new or nearly new computing equipment.

Website
The Website is badly in need of regular updates to reflect current schedules, staffing, and equipment. A plan is being developed to completely replace the existing Web site.

Check in-out
The accuracy of data provided by the system is dependent on voluntary adherence to the check in – check out policy or on the vigilance of the student Lab assistants in enforcing the policy. Student assistants are often alone on duty, engaged in assisting clients and unable to strictly enforce check in - check out policy. In student evaluations, the system continually gets poor marks from students that use the Lab.

An attempt was made during 2005-06 to replace the system with an easier-to-manage substitute system. This student project was abandoned because of unanticipated difficulties related to Microsoft's Access database application. A new project is under way to build a Web-based system that can be used by all the computer labs in need of data on student access including not only KCC, but TLC and the math lab in Ka Lama 202. The new system will use bar-code readers and a pre-exiting database of all registered students to simplify check-in, increase compliance with check-in policy, and produce more accurate data.

Printing
Previously, the Lab had two black and white laser printers and one color printer available to students. The installation of Pharos required the retirement of all but one black and white laser printer in the Lab. Numerous requests have been received from faculty and students for the availability of color printing. An investigation of the subject disclosed that the existing Pharos software would accommodate both color and black and white printing so long as there is only one printer per location. Pharos funds are being used to purchase color laser jet printers for KCC, TLC and the library. It is expected that these printers will be operational by spring 2007

Wireless
Further expansion of wireless access in Ka Lama building would have to be on the first floor of Ka Lama and therefore would be undertaken by Computing Services.

Name Change
A contest was held in spring of 2006 to rename the Business Lab. The winner was Ka Lama Computer Center.

C. *Budget for Next Year*

The budget for 2006-07 for student help is projected to increase so that the hours of operation can be expanded to 51 hours per week. This will enable the lab to be open from 8:30 am to 8:00 pm Monday through Thursday. Additionally, pay rates for student lab assistants have increased by $1.10 per hour over the last two years yet the budget has remained the same. This has forced a restriction of operating hours and led to the practice of one assistant on duty at any given time. It is also necessary to employ student help during winter and spring breaks to accomplish necessary classroom maintenance. A baseline budget of $15,000 for student help is requested.

In addition to lab supplies and equipment, KCC's budget now supports the purchase of paper and toner for printers in all 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 KCC budget. Other equipment such as scanners are in need of replacement. Since there is no copier available to the public in Ka Lama building, the purchase or lease of a copier for the lab is recommended. It is felt that an increase in the supplies and equipment budget to $5,000 would be in order.

Student help	$15,000
Supplies and equipment	5,000
Total	$20,000

VI. REQUIRED APPENDICES

A. Goals of Ka Lama Computer Center

The goals of KCC for 2006-07 are:

- Continue to upgrade hardware and software to provide a more useful lab environment for students
- Provide color printing for lab users through the Pharos system
- Work to increase the budget for student help so that hours of operation can be increased
- Develop a plan to improve the appearance of the lab
- Complete the project to replace the Check In system
- Develop a new Web site

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 12-13) Responses to requests for comment in the evaluations are summarized in the following paragraphs.

Things I like about KCC

Comments in answer to this question included the computers, especially the new ones, applications, hours of operation, friendly help, cleanliness, and convenience. Some evaluations received made no comment in answer to this statement.

Things I don't like about KCC

A third of the respondents made no comment. Those who responded mentioned the Check-In system, slow workstation computers, the lack of some graphics applications, the aging printer, noise in the Lab and not enough evening and weekend hours.

My suggestions for improving KCC are:

A third of the respondents made no suggestions. Those respondents that did make recommendations suggested more new computers, a new printer, availability of color printing, more CD burners, 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.