UHCC December 2009 Coversheet –
Annual Academic Support Program Review

College: Maui Community College

Program: Ka Lama Computer Center

Program Description: The Ka Lama Computer Lab provides a 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.

Program Mission Statement: Mission of Ka Lama Computer Lab (KCL) is to provide a clean, quiet, and comfortable study area with adequate resources, seating, computer equipment, Internet access, and available computer assistance to enable students to successfully complete their coursework.

Part II. Analysis of Program *(strengths & weaknesses in terms of demand, efficiency, and effectiveness based on analysis of data)*
- KCL provides a high-quality study environment and assistance that reinforces classroom instruction. Many students would be unable to complete their coursework, since they have no computer and Internet access of their own and/or cannot afford the required software.
- Efforts are constantly made to provide the best computer and computer-related equipment possible. Relevant software is acquired and installed prior to the beginning of each semester, in collaboration with faculty, department chairs and the computing services group.
- Library, TLC, and KCL coordinate open hours and activities to optimize student access to academic support as many hours per week as possible.

Significant Program Actions *(new certificates, stop-out, gain/loss of positions, results of prior year's action plan)*
- The Pharos Pay-for-Print system was installed to reduce the cost of operating the lab. Funds generated are now used to upgrade printers, scanners, copiers, printing supplies. New color laser jet printers have been installed in KCL, TLC, and the Library. Pharos income is used to purchase.
- The coordinator has been actively involved in the implementation and administration of the student technical fee. Among the first purchases under that plan was acquisition of new computer equipment for KLC and TLC.

Part III. Action Plan
- Open KCL on Monday nights until 8:30pm, bringing total open period to 56.5 hours.
- Replace needed KLC equipment: 6 workstations, using tech fee funds; Pharos printer and server, using Pharos funds; file and image servers; and 2 attendant workstations.
- Update KLC website with schedules, staffing, and equipment.
- Purchase more efficient KLC scanner that can connect directly with Pharos.
- Continue to provide an essential academic resource for students
- Work to increase the budget for student help
- Expand our hours of operation
- Work to develop a call-in help desk operation serving all MCC students and faculty
- Develop an interactive Web site
- Continue to improve the attractiveness of the lab

Part IV. Resource Implications *(physical, human, financial)*
- Procure student help funds to increase open hours to 56.5 per week.
- Purchase 3 printers KLMA 201, 206A, and 203 to replace current ones that are obsolete and no longer repairable.

Posted to College website at:
http://www.maui.hawaii.edu/faculty/program_review.php

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College: Maui Community College

Program: Library

Program Description: The Library provides a diverse collection of print, audiovisual, online, database, and eBook materials in support of the college curriculum. UH Voyager online catalog enables access to collections in all UH libraries. Remote access to databases and eBooks is possible from offices, education centers, and homes with Internet connectivity.

Program Mission Statement: Maui Community College Library strives to provide resources and services to stimulate intellectual curiosity and to facilitate learning and research within the academic community.

Part II. Analysis of Program *(strengths & weaknesses in terms of demand, efficiency, and effectiveness based on analysis of data)*
Strengths
- Number of student-use computers has significantly increased, from 11 to 18.
- Services to students and faculty have increased, e.g., Word on public computers, HD televisions, blu-ray DVD players, two Kindles for faculty use, two new study areas, three new informal gathering areas, new databases.
- Comments from students are generally positive. All concerns are addressed and student suggestions are implemented if appropriate and feasible.
- Library has a small but thriving information literacy program.
- Website is an up-to-date resource. All online library resources are available, and students can text, instant message, email, or chat online with a reference librarian whenever the library is open.

Weaknesses
- Print collection needs updating, based on the mean, median, and mode statistics. Ongoing complaint is the age of the collection.
- Library instruction program requires an Information Literacy Librarian who could devote full time to program development, classroom instruction, faculty/student workshops, and assessment.
- Library is short 2 support staff positions, which has curtailed services.
- Approval by the chancellor is required for hiring the Access Services Supervisor.
- The library budget is stagnant and does not reflect increases in the costs of resources.
- One Library Assistant IV position is temporary and in constant danger of being cut.
- Library needs better mechanism for student feedback on library services and instruction.
- Library instruction needs better assessment tools.
- Students would like longer hours and more services than the library can provide with its current budget and staffing.

Significant Program Actions *(new certificates, stop-out, gain/loss of positions, results of prior year's action plan)*
- Head librarian resigned from the head librarian position. The Library will now hold an election for a new head librarian every three years, the same as other faculty departments.
- Library Tech V position was abolished to free the position for a new Access Services Supervisor APT position, which was not advertised because it was not approved by the chancellor and is now in the hiring freeze. Staff for access services is down to two people compared to 4.5 FTE two years ago.
- Hours were cut from 64 to 52 hours per week.
- Library moved back into the building after its renovation.
- Library classroom is configured with presentation hardware. It is now being used for campus meetings and classes, and is completely booked.
- Three student group-study areas were created, with HD television, blu-ray DVD player, computer hookup for laptops, and access to MCC television channel.
- Three informal gathering areas were created.
- HVAC plant was replaced: building is now kept at a comfortable temperature and healthy humidity, eliminating the need to keep the library uncomfortably cold to ameliorate a persistent mold problem.
- Old moldy carpeting was removed. Floors were painted blue – students remark that they love the blue floors.
- New student computers (8) were purchased and installed.

Part III. Action Plan
- Fill library APT position.
- Create computer support APT.
- Create information literacy librarian (faculty).
- Reclassify temporary LAIV to permanent.
- Weed collection, identify areas in need of improvement.
- Evaluate databases.

Part IV. Resource Implications (physical, human, financial)
- The library access services staff has gone from 3.5 FTE to 2 FTE. If this temporary position is lost, library hours will need to be drastically cut to about 30 hours per week.
- The library requires the skills of a dedicated computer APT to maintain, increase, and keep up with technologies on which modern libraries rely.
- Library budget is stagnant and does not reflect increases in costs. Its allocation from the general college budget has decreased from 0.03 to 0.02 percent between 2006-08. If library funding is reduced further or stays the same, databases will be cut.

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College: Maui Community College

Program: Media Center

Program Description: The Media Center supports faculty and staff in the use of technology to assist their curriculum, achieve program requirements, and improve student-learning outcomes. The Media Center supports, maintains, and encourages a robust, technologically superior campus environment, including distance education support, television production, Internet support, electronic media services, computer hardware and software access, graphic arts services, and photocopying and duplication services, and instructional design for curriculum and program development.

Program 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.

Part II. Analysis of Program *(strengths & weaknesses in terms of demand, efficiency, and effectiveness based on analysis of data)*
- Media Services provides a central location for audiovisual services, printing, duplication, desktop publishing, production and support for distant education, and video production services.
- Media Center provides support services to faculty and staff of both the credit and non-credit programs, campus administration, variety of state and county agencies, student government, and student-organized events (MCC Movie Night, campus dances, and campus-sponsored club activities).
- Facilities and equipment are in very good condition, and availability of technology tools has increased campuswide.
- Staff is highly skilled and motivated, and puts forth an extra effort when the need arises.
- Website allows for comments, suggestions, and contact information for staff members.

Significant Program Actions *(new certificates, stop-out, gain/loss of positions, results of prior year's action plan)*
- Past few years have experienced a tremendous expansion in the use and need for technological tools in the classroom, especially videoconferencing where hours have nearly doubled to an average of 30 hours per week.
- The center has also witnessed a rapid growth of streamed media via the Internet. Requests for Internet content creation services more than doubled.

Part III. Action Plan
- Update technology in media-rich classrooms.
- Increase number of classrooms with media-rich technology, using online survey to help identify classrooms requiring upgrades.
- Decrease work order turn-around time through enhanced tracking.
- Conduct monthly classroom equipment maintenance to identify deficient equipment.
- Increase online and web-based digital media support, by designating key staff to set aside "tba" hours each week.
- Offer faculty and staff professional development workshops.
- Improve overall service support via feedback from online surveys and institutionalize best practices.
- Fill vacant Media Specialist position.

Part IV. Resource Implications *(physical, human, financial)*
- Provide new G-funded Media Specialist I and Media Specialist III positions to cover events, distance education support, and tech support duties.
- Allocate $30,000 a semester to replace aging equipment.
- Allocate $15,000 supply budget to replace digital projector bulbs, DV tapes, and other supplies.
- Add equipment, supplies, and staffing to meet a higher demand for distance education, Internet, and teleconferencing due to a slower economy and increased cost of travel.
- Include a budget for media expenses in development of new programs.
- Provide staff development funds for media staff.

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College: Maui Community College

Program: The Learning Center

Program Description: The Learning Center provides tutorial assistance; one-on-one, group, and online writing assistance; study skills instruction; testing services; computer laboratories; e-mail and Internet access; and computer-assisted instructional programs to our diverse student population.

Program Mission Statement: The Learning Center provides students at all levels with academic support services to help them become successful, independent learners and reach their educational goals.

Part II. Analysis of Program *(strengths & weaknesses in terms of demand, efficiency, and effectiveness based on analysis of data)*

Strengths

- Tutoring is a significant activity, serving more than 1,897 students from 27 program areas.
- In-classroom study skills workshops are provided on more than 30 topics.
- Computer labs offer assistance from student help and professionals on MS Word, email, Internet searches, Laulima, MyUH Portal, and online registration.
- COMPASS testing is made available on a walk-in basis at the lab and in local high schools.
- Testing accommodations are made for persons with disabilities.
- TLC proctors make-up exams when the instructor is not available or if students miss an in-class exam and are given permission by their instructor to take the exam at TLC.
- Online Writing Lab is a service for MCC and UH Center students, enabling submittal of 206 papers this year.
- Community proctoring is provided for students enrolled at other institutions who need proctored exams.
- TLC is an ACT Certified Testing Center, servicing community members who require certification for specific vocations.

Challenges

- TLC has been run by one full-time APT who serves as TLC Acting Director and continues to serve as Testing Coordinator, for 6½ years. TLC staff lacks stability, continuity, and commitment in the face of rapid growth.
- APTs will be given paid vacation in the "furlough" days before Christmas, New Years, and spring break. Without the Director position (faculty), TLC may need to close during these critical times when applicants need to take COMPASS and students need to complete exams and projects.
- More tutors are needed for the content areas, especially since 68 percent of student assistant monies is spent to cover the reception counter with student receptionists, who answer questions, proctor exams, enter/retrieve COMPASS scores, handle the phone, and type/copy materials.
- Funding is needed for computer assistants and an IT specialist to train staff, provide COMPASS and distance learning testing support, repair broken computers, upkeep hardware and peripherals, load computer software in TLC, and install COMPASS software in the high schools.
- Old, slow computers used for COMPASS testing need to be replaced.
- As testing requests will only increase, a full-time testing position is needed to coordinate testing needs of this college as well as that of all other UH campuses offering distance classes.

Significant Program Actions *(new certificates, stop-out, gain/loss of positions, results of prior year's action plan)*

- TLC had a very productive year, with 44 percent greater usage, 68 percent more hours.
- Testing requests have continued to increase (COMPASS 23%, exam proctoring 23%, English challenge testing 32%, and community proctoring 20%).
- Perkins funded tutors to work with CTE students in their classrooms.
- Perkins funds enabled the TLC to open Sundays. Students claimed on the Sunday Survey that the expanded hours helped them complete coursework and remain in school.
- Online tutoring service SMARTHINKING was successfully implemented and used by 230 students in f08 and 213 in sp09, of which 94 and 91 percent, respectively, passed the class in which they were tutored and 86 and 78 percent persisted to the following term.
- While the library building was being renovated, the MCC Library circulation desk was relocated to TLC, adding much collaboration and collegiality between staff.

Part III. Action Plan
- Prepare Academic Senate resolution for TLC Director position.
- Request Technical Fee funds to purchase new computers for TLC testing room.
- Train new COMPASS proctors at each remote site.
- Implement COMPASS retesting fee for students wanting to retest before the 2-month wait period.
- Continue to seek funding to support additional TLC student assistants and tutors.
- Continue to seek funding for SMARTHINKING.
- Collect data each semester to evaluate The Learning Center effectiveness
- Acquire a copier for student usage.
- Continue to solicit TLC evaluations diligently.

Part IV. Resource Implications *(physical, human, financial)*
- Hire full-time, 11-month TLC Director faculty position.
- Procure funds (tech fee) to replace computers in TLC testing room.
- Hire additional TLC student assistants and tutors.
- Fund SMARTHINKING.

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