

Leeward Community College

2014 Annual Report of Instructional Program Data

Technology Resources

The last comprehensive review for this program was on **01/30/2014**, and can be viewed at:

[http://documents.leeward.hawaii.edu:8080/docushare/dsweb/Get/Document-28578/ARRA IT Group 2013-2014 v1 r0.pdf](http://documents.leeward.hawaii.edu:8080/docushare/dsweb/Get/Document-28578/ARRA_IT_Group_2013-2014_v1_r0.pdf)

Program Description

Mission Statement

Information Technology Group strives to provide quality and easy to use computing, and network accessibility to the students, faculty and staff in support of instructional, research, service and academic support.

Our mission is to assist the community college in achieving its goals of technological excellence by providing and maintaining an integrated information technology system that effectively supports the Community College's administrative and academic functions.

Our goals are to:

- Utilize new advances in technology to leverage the college's current investments in hardware, software and applications.
- Provide wider, timely and easier access to the college network.
- Improve the quality, availability and usefulness of the application systems and obtain and implement adequate resources to support campus applications while continuing to investigate new methods and technologies

Information Technology Group (ITG) plays a significant role on Leeward Community College campuses. ITG is comprised of two units: User Support Services and Server Administration and Networking. Each of these units work collaboratively to deliver the highest possible quality customer service, support and assistance. The ITG team is composed of dedicated faculty, staff and student assistants who ensure that campus technology runs smoothly. They continuously strive to improve the technology resources on campus to support Leeward Community College's mission.

User Support Services are located in the lower level of the Learning Commons on Leeward Community College's Pearl City campus. This location includes both the Help Desk and the Test Center. There are 4 full time staff and a team of trained student assistants that support 206 FTE staff, 194 FTE faculty, and 4,272 FTE

students with technology services including computers and related peripherals. The unit also manages and operates the College Computing Labs.

Server Administration and Networking Services include networking, network security, server administration, web development, wireless and telephone. This unit has 4 full time staff and they service both Leeward Community College campuses.

Part I. Quantitative Indicators

Overall Program Health: **Not Yet Applied**

Student and Faculty Information		Program Year		
		11-12	12-13	13-14
1	Annual Unduplicated Student Headcount	10,050	10,050	10,187
2	Annual FTE Faculty	186	186	194
2a	Annual FTE Staff	187	194	206
3	Annual FTE Student	4,289	4,345	4,272

Demand Indicators		Program Year			Demand Health Call
		11-12	12-13	13-14	
4	Number of online courses per year per total number of courses (live and online)	24%	18%	21%	Not Yet Applied
5	Number of student, faculty and staff computers per IT desktop support staff	175	260	281	
6	Number of service requests per FTE faculty and staff		7	6	
7	Duplicated number of faculty and staff attendees at technology workshops for faculty per faculty and staff FTE		0	0.8	
8	Duplicated number of student attendees at student technology workshops for students per student FTE		0	0.4	

Efficiency Indicators		Program Year			Efficiency Health Call
		11-12	12-13	13-14	
9	Number of central FTE IT staff per FTE faculty and staff		.04	.04	Not Yet Applied
10	Total central IT spending divided by total institutional budget (excludes external funds)			.01	

Effectiveness Indicators		Program Year			Effectiveness Health Call
		11-12	12-13	13-14	
Common Survey questions					Not Yet Applied
11-1	I am satisfied with the customer service of the Help Desk/computer services staff	4%	100%	97%	

11-2	I am satisfied with the response time of the Help Desk/computer services staff	5%	100%	95%
11-3	The computers on campus meet my needs	5%	100%	82%
11-4	I am satisfied with the quality of work of the instructional design faculty and staff	0%	0%	100%
11-5	I am satisfied with the quality of technology training		0%	100%
Community College Survey of Student Engagement (CCSSE)		Survey Year		
		2010	2012	2014
12	4.j. Used the Internet or instant messaging to work on an assignment			
	Mean	3.21	3.01	3.06
	Very Often	49.3%	2.9%	41.5%
	Often	28.8%	6.2%	30.1%
	Sometimes	15.9%	20.6%	21.4%
	Never	6.0%	70.3%	7.0%
13	9.g. Using computers in academic work			
	Mean	3.38	3.20	3.24
	Very Much	56.1%	52.1%	48.3%
	Quite a Bit	28.9%	30.7%	31.8%
	Some	12.4%	13.1%	15.2%
	Very Little	2.6%	4.1%	4.7%
14	12.g. Using computing and information technology			
	Mean	2.96	2.79	2.82
	Very Much	33.0%	32.5%	30.4%
	Quite a Bit	34.8%	34.9%	32.8%
	Some	27.3%	27.5%	25.4%
	Very Little	4.8%	5.1%	11.4%
15	13.1.h. Frequency of computer lab use			
	Mean	1.89	2.09	1.88
	Often	24.1%	22.3%	31.5%
	Sometimes	30.8%	25.4%	30.9%
	Rarely/Never	33.9%	34.7%	25.2%
	Don't Know or N/A	11.2%	17.6%	12.4%
16	13.2.h. Satisfaction with computer lab			
	Mean	2.49	2.50	2.50
	Very	42.6%	35.8%	44.2%
	Somewhat	27.3%	29.1%	28.6%
	Not At All	5.5%	5.4%	5.3%
	N/A	24.6%	29.7%	22.0%
17	13.3.h. Importance of computer lab			
	Mean	2.49	2.45	2.44
	Very	61.3%	58.4%	58.7%
	Somewhat	26.6%	26.7%	26.5%
	Not At All	12.1%	14.8%	14.8%

Last Updated: February 20, 2015

Glossary

Part II. Analysis of the Program

Strengths:

The Information Technology Group focuses on supporting and enhancing campus technology while ensuring first-class customer satisfaction for students, faculty and staff.

User Support Services conducts a customer satisfaction survey after each completed customer service call. The survey's results clearly show that campus is highly satisfied with the services that they provide with a 97% satisfied/highly satisfied rating. Survey responders leave comments around 50% of the time and they are comments like, "Our help desk is absolutely WONDERFUL!!! I ALWAYS get the help I need no matter how large or how small the question is." This unit began using a help desk ticket solution last year. This system has assisted the unit in tracking and managing help desk support calls which has helped reduce resolution time, thus increasing campus satisfaction.

User Support Services also conduct a survey about the College Computing Labs. This survey's results provide evidence that technology is critical to campus. One question asks if computers are a critical resource for class assignments, 91% of students agree/ strongly agree. Moreover, 89% of students respond that student learning has increased due to services/technologies provided by the Information Technology Group.

The Server Administration and Networking Services unit plays a crucial role in campus operations. Many of the services offered on campus rely on this unit such as the online New Student Orientation, Starfish Student Success software, and other critical services. Network infrastructure also has a profound impact on almost every aspect of the campus and this team ensures that our networks have a high level of security, availability and reliability. The wireless infrastructure continues to be expanded across campus inside and outside of classrooms to enhance the student learning environment. The college website is also an invaluable resource for Leeward Community College. Many prospective students first impression of Leeward Community College happens through the campus's website and students, faculty, and staff rely on the information contained on the website and this group maintains and manages this resource.

Weaknesses:

Demand for Information Technology Group services continues to grow as new technology services and resources, student BYOD, infrastructure, and equipment needs increase. In order for the ITG team to maintain and grow the campuses technology resources and remain an effective support unit, additional full-time positions will be required for both User Support Services and Server Administration and Networking units.

Funding is also at a critical point for several aspects that the ITG supports. The current ITG budget does not provide enough funding to cover the increasing needs for the current growth/maintenance/replacement of the

network infrastructure, computing labs, faculty/staff computers, maintenance contracts and application development.

The Server Administration and Networking unit is located in two separate buildings. The team has requested to be relocated to an office that would be able to house all team members. This would help with team communication and collaboration.

Part III. Action Plan

Technology surrounds us in all aspects of our lives locally and globally. Leeward Community College's students, faculty and staff are digitally connected while on campus for learning, instruction, collaboration, communication and much more. It is essential that campus continues to expand and replace existing technology to remain up-to-date. Students are technology dependent and savvy and demand that they have access to the technology that is required in their daily lives. This is evident based on the survey result of 89% of students state that student learning increased due to services of ITG. All this technology requires the right amount of support, as well as, funding in order to provide a robust, reliable, and secure technology enhanced learning experience.

- ITG continues to request a location on campus that would accommodate the entire Server Administration and Networking team.
- Increased funding that will enable ITG to enhance the network infrastructure and provide upgrades/new purchases for classrooms, faculty and staff computers
- To continue the current high quality services, an additional full-time position for both User Support Services and Server Administration and Networking is needed
- Student workers are essential to ITG services, each year ITG's funding needs to be supplemented to cover student payroll. Now, student salaries will be increasing over the next several years, additional annual budget funding will be needed to sustain our student workforce.

Part IV. Resource Implications

No content.

Program Student Learning Outcomes

For the 2013-2014 program year, some or all of the following P-SLOs were reviewed by the program:

Assessed this year?		Program Student Learning Outcomes
1	<input checked="" type="checkbox"/> Yes	Provides technical assistance with knowledgeable staff in a timely manner with excellent customer service.
2	<input type="checkbox"/> No	Provides high quality customer support service to ensure a successful student learning environment

Assessed this year?	Program Student Learning Outcomes	
3	<input type="checkbox"/> No	Classroom computers are proper maintained and replaced to ensure the technology is efficient for learning.
4	<input type="checkbox"/> No	ITG support staff has the knowledge necessary to effectively provide solutions to campus technology issues

A) Expected Level Achievement

To ensure delivery of high quality customer service, it is expected that the assessment of service will be 90% or higher.

B) Courses Assessed

All ticketed service calls for staff and faculty are offered the opportunity to be assessed.

C) Assessment Strategy/Instrument

All ticketed service calls for staff and faculty are assessed by a customer satisfaction survey sent by email after a ticket is completed.

D) Results of Program Assessment

The customer satisfaction survey clearly shows that Leeward Community College's staff and faculty are satisfied with the service they receive from the Help Desk staff with a 96% satisfaction rating.

E) Other Comments

No content.

F) Next Steps

No content.