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## University of Hawaii Community Colleges Annual Report of Program Data Analysis Preview

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### PREVIEW

#### College: Kauai Community College Program: Technology Resources

The last comprehensive review for this program was on 2012, and can be viewed at:

<http://www.hawaii.edu/offices/cc/arpd/academicsupport.php?action=analysis&college=KAU&year=2012&program=161>

#### Program Description

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Computer Services' primary function is to support the campus technology infrastructure by:

1. Installing, troubleshooting and repairing computers and peripherals.
2. Managing the campus Local Area Networks (LAN), as well as working with ITS Manoa to support our Wide Area Network (WAN).
3. Managing campus servers, wired and wireless LAN devices
4. Installing and maintaining campus computer labs \*
5. Installing and configuring operating system and application software for all administration, faculty, staff and lab computers\*
6. Providing Help Desk support to campus users
7. Providing intranet services

The computer services staff consists of 4 IT Specialists to cover the needs of the campus.

The college has about 700 computers on campus. The use notebooks, tablets and mobile devices continues to increase. The wireless network must also support a larger variety of devices brought on campus by students, faculty and staff. Appendix A contains an historical timeline of computer services since 1981. The following is a brief sketch of the current configurations and computers deployed on the campus.

Minimum Desktop standard:

Our base configuration is Windows 7, 22" LCD LED backlit, MS Office 2007, Internet Explorer, FireFox., Chrome.

Network status: Wireless network use continues to increase, we have 275-300 concurrent users daily. We are scheduled to upgrade our wireless system to 802.11ac during Winter break 2015.

Server status: We are on schedule to migrate the majority of our servers to Windows Server 2012. The remaining systems are Linux based.

#### Mission Alignment

Kauai Community College Mission Statement: *Kauai Community College provides open access education and training in an ethical and*

*innovative student-centered and community-focused environment, nurturing life-long learners who appreciate diversity and lead responsible and fulfilling lives.*

Computer Services Mission Statement: *The Kaua'i Community College Computer Services department evaluates, implements, manages, and maintains quality, cost-effective network and computer technology resources to enrich the learning experience of our students, to augment academics and teaching, to support business and management operations, and to enhance the campus environment.*

The CS department will strive to improve communication with constituents to get the best input to purchase and deploy learning technology and other technology that supports student needs. Our support will in turn support the development of "life-long learners who think critically, appreciate diversity, and lead successful, independent, socially responsible, and personally fulfilling lives."

## Part I. Quantitative Indicators

### Overall Program Health: **Not Yet Applied**

Student and Faculty Information		Program Year		
		12-13	13-14	14-15
1	Annual Unduplicated Student Headcount	1,801	1,828	1,749
2	Annual FTE Faculty	72	74	73
2a	Annual FTE Staff	93	89	91
3	Annual FTE Student	802	814	757

Demand Indicators		Program Year			Demand Health Call
		12-13	13-14	14-15	
4	Number of online courses per year per total number of courses (live and online)	6%	10%	11%	<b>Not Yet Applied</b>
5	Number of student, faculty and staff computers per IT desktop support staff	169	175	175	
6	Number of service requests per FTE faculty and staff	972	6	6.4	
7	Duplicated number of faculty and staff attendees at technology workshops for faculty per faculty and staff FTE	1.2	0	0	
8	Duplicated number of student attendees at student technology workshops for students per student FTE	0.4	0	0	

Efficiency Indicators		Program Year			Efficiency Health Call
		12-13	13-14	14-15	
9	Number of central FTE IT staff per FTE faculty and staff	0.02	0.02	.02	<b>Not Yet Applied</b>
10	Total central IT spending divided by total institutional budget (excludes external funds)		0	.03	

Effectiveness Indicators		Program Year			Effectiveness Health Call
		12-13	13-14	14-15	
Common Survey questions					
11-1	I am satisfied with the customer service of the Help Desk/computer services staff	100%	92%	86%	<b>Not Yet Applied</b>
11-2	I am satisfied with the response time of the Help Desk/computer services staff	100%	85%	79%	
11-3	The computers on campus meet my needs	100%	75%	80%	
11-4	I am satisfied with the quality of work of the instructional design faculty and staff	0%	86%	0%	

11-5	I am satisfied with the quality of technology training	0%	70%	0%
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	2.91	3.12	3.25
	Very Often	35.9%	44.8%	54.4%
	Often	31.3%	28.8%	19.4%
	Sometimes	21.2%	19.7%	23.1%
	Never	11.7%	6.6%	3.1%
13	9.g. Using computers in academic work			
	Mean	3.06	3.34	3.25
	Very Much	42.0%	53.8%	50.7%
	Quite a Bit	29.8%	28%	31.0%
	Some	20.4%	16.2%	10.8%
	Very Little	7.9%	2%	7.6%
14	12.g. Using computing and information technology			
	Mean	2.78	2.98	3.08
	Very Much	28.0%	34.3%	43.2%
	Quite a Bit	33.7%	38.4%	31.6%
	Some	26.5%	18.7%	14.9%
	Very Little	11.8%	8.7%	10.4%
15	13.1.h. Frequency of computer lab use			
	Mean	2.12	2.06	2.00
	Often	33.6%	34.6%	28.7%
	Sometimes	33.4%	28.5%	29.6%
	Rarely/Never	23.1%	28.8%	29.1%
	Don't Know or N/A	9.9%	8.2%	12.6%
16	13.2.h. Satisfaction with computer lab			
	Mean	2.42	2.58	2.47
	Very	43.0%	50.3%	40.2%
	Somewhat	33.1%	30.2%	32.8%
	Not At All	8.0%	2.1%	3.9%
	N/A	15.9%	17.4%	23.1%
17	13.3.h. Importance of computer lab			
	Mean	2.57	2.61	2.55
	Very	67.7%	70.9%	68.1%
	Somewhat	21.2%	19.7%	18.8%
	Not At All	11.0%	9.5%	13.1%

Last Updated: November 17, 2015

### Glossary

## Part II. Analysis of the Program

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Although our Demand and Efficiency Indicators have remained unchanged since 2013-2014, we have been supporting an increasing amount of Grant Funded positions/computers/projects that are not taken into

account (C3T-1,2,4, Title 3 and USDA).

Effectiveness indicators

CCSSE (2014) Indicators show an increase in use of the internet and technology

and a decline in computer lab use. The importance of computer labs has also dropped slightly. This corresponds with the continuing increase in number of wireless devices using our campus network.

In our Academic Support Survey (2015) the number of respondents dropped from 50 to 43. Help desk customer service and response time dropped 6% in the survey, but satisfaction with our quality of work remained unchanged.

Some of the frustration continues to be users not having administrative rights on their desktop. In Fall 2015 (originally planned for Spring/Summer 2015), we have begun installing a system that allows whitelisted applications to be updated without administrative rights. User satisfaction should improve once everyone is on the new system. We continue to believe this practice (of not giving administrative rights to all users) has reduced incidents of malware on campus.

During the start of Spring semester 2015, our main firewall failed and we were hit with several DOS attacks. Network service was disrupted for four hours and it was a major inconvenience to our users. The survey shows an increase in satisfaction with computers on campus. This reflects the upgrades to labs and open access areas during 2014-2015. Dissatisfaction with classroom computers (in survey comments) is understandable. We are in the process of upgrading classroom computers. Classroom computers should be upgraded before start of Spring 2015 semester. Frustration with cabling (elmo, projector, sound, and smartboards improperly disconnected from previous user) has been an ongoing challenge. We are considering methods to "lock down" cabling.

With the temporary closing of the Learning Resource Center (Summer 2015), we expect that access to computers will be a concern.

### Part III. Action Plan

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College/Program Goal	Action Item	Resources Needed	Person(s) Resp.	Timeline	Indicator of Improvement	PLO Impacted	Status
KCC Goals 1,2,3,& 5 CS Goal 1: Meet the	Upgrade backbone to 10Gb and improve		IT, MR, TK	F2011	Improved user satisfaction ratings Benchmarks:	1,3	Completed Gigabit to Desktop. 10Gb to

<b>College's academic and administrative network and computing needs.</b>	connectivity to wiring closets and desktops. Have gigabit connections to all desktops.				CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average		major buildings by F2012, All build. By F2013 2012 CCSSE Satisfaction =2.58 2012Fac/Staff Satisfaction =4.19
	Deploy system to allow users to install/upgrade whitelisted packages		ALL	Sum2015	Improved user satisfaction ratings.	1,3	Rescheduled: Fall 2015
	Upgrade Front Counter and Student worker computers		ALL	Sum2015	Improved user satisfaction ratings.	1,3	Rescheduled Fall 2015
	Upgrade campus firewall		ALL	Spring2015	Improved protection against cyber threats. Improved user satisfaction ratings.	1,3	Completed S2015
	Implement security features for wireless system to account for all wireless users.		TK,TT	Sum2011	Reduce the number of illegal downloads, Increase the success rate of tracking down users who violate copyright laws.		Completed F2011
	Increase number of notebooks available in Library		SS,MR	F2011	Reduced number of times Library does not have notebooks to check out.	1	Completed Dec 2011
	Increase IP Address allocations for Wireless system, move Fac/Staff /Admin to different wireless network, upgrade DHCP servers.		TK	S2012	Improved user satisfaction ratings Benchmarks: CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average	1,3	Completed S2012.  F2012 added 250 for total of 750 By F2013  2012 CCSSE Satisfaction =2.58 2012Fac/Staff Satisfaction =4.19

	Upgrade Access Points in High Density Areas		TK, TT	S2013	Improved user satisfaction	1,3	Completed F2014, next upgrade will be to new Wireless  Upgraded 4 Access points to N type, Added 4 access points to increase coverage.
	Upgrade Wireless system to 802.11ac		ALL	S2015	Improved user satisfaction	1,3	
	Upgrade xythos Drive software		TK	S2012	Improved user satisfaction ratings Fac/Staff satisfaction with quality of work 4.19 average	3	Completed S2012 2012Fac/Staff Satisfaction =4.19
	Retire xythos drive, migrate users to new Windows 2012 servers and Google Drive.		ALL	F2015	Improved user satisfaction ratings	3	
	Scheduled computer replacement for Faculty, Staff & Admin		ALL	F2012	Improved user satisfaction ratings Fac/Staff satisfaction with quality of work 4.19 average	3	Ongoing 2012Fac/Staff Satisfaction =4.19
	Scheduled computer replacement for Classrooms		ALL	S2012	Improved user satisfaction ratings Benchmarks: CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average	3	Begin new cycle of Computer upgrades Summer 2015  Classroom upgrades start F2015  Completed 90% of classrooms (Oct 2013), will be completed by end of calendar year.  2012 CCSSE Satisfaction =2.58 2012Fac/Staff Satisfaction =4.19

	Lock down classroom computer & cabling.		ALL	S2015	Improved user satisfaction		
	Scheduled computer replacement for CRC, BUS110, BUS111, EngLab		ALL	F2012	Improved user satisfaction ratings Benchmarks: CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average	3	Completed F2014  Delayed to Summer 2013  Due to late arrival of equipment, BUS110 scheduled for November 2013 upgrade, English lab before end of year 2013, CRC has been converted to a classroom, Bus111 upgrade on hold.  2012 CCSSE Satisfaction =2.58 2012Fac/Staff Satisfaction =4.19
<b>KCC Goals 1,2,3,4, &amp; 5 Goal 2. Enhance the College's academic and administrative computing support services.</b>	Implement Desktop management system to streamline the routine tasks necessary to manage and maintain a secure and efficient IT infrastructure.		SS,MR,TK	F2011	Reduce helpdesk contacts from 52.  Improve helpdesk resolution time to above 27% for 1-2 days.	1,3	Delayed:  User training scheduled with PD for Spring 2013  Completed Fall 2013.
	Test pilot a kiosk in heavy use areas on campus, allowing users to schedule a time for computer help or get assistance through remote access		ALL	F2011	Keep helpdesk satisfaction questions above 90%.	1,3	Delayed to Summer 2013  On hold re-evaluating need.
<b>KCC Goals 1,2,3,4,5 &amp; 6 Goal 3. Improve Communication with Campus Community</b>	Continue current methods of service interruption notifications.		SS	Continuous	Improved user satisfaction ratings Benchmarks: CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average	2	Continuous  2012 CCSSE Satisfaction =2.58 2012Fac/Staff

							Satisfaction =4.19
	ITAC will host open forums (physical and electronic) that will give the campus community an opportunity to voice technology concerns.		TK,SS	Continuous	Improved user satisfaction ratings Benchmarks: CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average	1	Continuous Spring 2012 On event Fall 2013 2012 CCSSE Satisfaction =2.58 2012Fac/Staff Satisfaction =4.19
	ITAC and Computer Services' website will go live during Summer 2011.		SS,MR,TK	Sum2011	Improved user satisfaction ratings Benchmarks: CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average	1	Completed 2012 CCSSE Satisfaction =2.58 2012Fac/Staff Satisfaction =4.19
	Work with ITAC to complete IT plan and incorporate ITAC processes into the APRU and College Council budget reallocation process.		TK	Fall2011	Improved user satisfaction ratings Benchmarks: CCSSE students 2.42 mean average Fac/Staff satisfaction with quality of work 4.19 average	1	Completed Fall 2011 2012 CCSSE Satisfaction =2.58 2012Fac/Staff Satisfaction =4.19
<b>KCC Goals 5 &amp; 6</b> <b>Goal 4. Promote Sustainability.</b> <b>Reduce/Reuse/Recycle</b>	During Summer 2011, we plan to upgrade 160 monitors to larger units that use 8-10 watts less than our current monitors		<b>SS,MR,TT,TK</b>	<b>Sum2011</b>	Save x kilowatts for the campus. Reduce the campus' carbon footprint.	1	Completed 150 during Fall 2011, will continue as equipment is replaced
	Secure space to process equipment to be reused and store palletized equipment/parts in between recycling events. Implement desktop management features to reduce		TK		Reduce the campus' carbon footprint.	1	Completed. Acquired enclosed bay under Elections building.



	energy waste.						
<b>KCC Goal 4</b>							Ongoing.
<b>Goal 5. Create and support ongoing opportunities for technology-related professional development.</b>	Continue to partner with other college committees to provide technology – related workshops for faculty and staff.		<b>MR, SS, TT, TK</b>	<b>Annually</b>		3	Hosted PD workshop Fall 2013 Scheduled to host PD workshop on new Workorder system in Spring 2013
	Schedule time for professional development opportunities for the computer services staff.		<b>SS,MR, TT,TK</b>	<b>Annually</b>	Improve helpdesk resolution time to above 27% for 1-2 days. Reduce processing time for workorders (from 1-3 days)	3	Continuous  2012 processing time = 1 day

#### Part IV. Resource Implications

Since January 2015, we have been operating with one firewall. We need a second firewall configured for High Availability to reduce the risk of network down time. Computer Services is requesting additional funding of approximately \$85,000.00 towards the purchase a new firewall.

#### Program Student Learning Outcomes

For the 2014-2015 program year, some or all of the following P-SLOs were reviewed by the program:

Assessed this year?	Program Student Learning Outcomes	
<b>1</b> <input checked="" type="checkbox"/>	Yes	Outcome 1: Identify the technological needs of the campus and systematically address these needs in and provide an efficient solution.
<b>2</b> <input checked="" type="checkbox"/>	Yes	Outcome 2: Provide reliable network services.
<b>3</b> <input checked="" type="checkbox"/>	Yes	Outcome 3: Provide technical support for campus users.

#### A) Expected Level Achievement

No content.

## **B) Courses Assessed**

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No content.

## **C) Assessment Strategy/Instrument**

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No content.

## **D) Results of Program Assessment**

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### Outcome 1 Results:

As discussed previously in Part II under the analysis section, faculty and staff satisfaction measurements have dropped from last year.

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and a decline in computer lab use. The importance of computer labs has also dropped slightly. This corresponds with the continuing increase in number of wireless devices using our campus network.

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Some of the frustration continues to be users not having administrative rights on their desktop. In Fall 2015 (originally planned for Spring/Summer 2015), we have began installing a system that allows whitelisted applications to be updated without administrative rights.

User satisfaction should improve once everyone is on the new system. We continue to believe this practice (of not giving administrative rights to all users) has reduced incidents of malware on campus.

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With the temporary closing of the Learning Resource Center (Summer 2015), we expect that access to computers will be a concern.

### Outcome 2 Results:

During the 2014-2015 year, we had a firewall failure just prior to the installation of our new firewall. Our network data and reports were lost with the failure of the firewall. We are re-evaluating what kind of network data we will be collecting for our next program review.

### Outcome 3 Results:

As discussed above, our faculty and staff satisfaction survey results have dropped in customer satisfaction and response time, yet remains unchanged in quality of work

#### Academic Support Survey Summary 2011-2015

	2011-2012	2012-2013	2013-2014	2014-2015
I am satisfied with the customer service of the help desk/computer services staff.	87%	94%	92%	86%

I am satisfied with the response time of the help desk/computer services staff.	74%	88%	85%	79%
The computers on campus meet my needs.	76%	73%	75%	80%
I am satisfied with the quality of work of the help desk/computer services staff.	86%	96%	88%	88%

2015 Academic Support Survey							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Average Percentage of those who responded positively
	1	2	3	4	5	N/A	
I am satisfied with the customer service of the help desk/computer services staff.	2	1	3	9	28	0	86%
I am satisfied with the response time of the help desk/computer services staff.	3	2	4	8	26	0	79%
The computers on campus meet my needs.	2	5	1	12	22	1	80%
I am satisfied with the quality of work of the help desk/computer services staff.	1	1	3	13	24	1	88%
2014 Academic Support Survey							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Average Percentage of those who responded positively
	1	2	3	4	5	N/A	
I am satisfied with the customer service of the help desk/computer services staff.	1	2	1	16	28	0	92%
I am satisfied with the response time of the help desk/computer services staff.	2	2	3	17	24	0	85%
The computers on campus meet my needs.	2	6	4	13	23	0	75%
I am satisfied with the quality of work of the help desk/computer services staff.	2	2	2	13	29	0	88%
2013 Academic Support Survey							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	Average Percentage of those who responded positively
	1	2	3	4	5	N/A	

I am satisfied with the customer service of the help desk/computer services staff.	0	0	3	18	29	0	94%
I am satisfied with the response time of the help desk/computer services staff.	1	1	3	14	22	0	88%
The computers on campus meet my needs.	4	2	7	14	22	1	73%
I am satisfied with the quality of work of the help desk/computer services staff.	0	0	2	17	30	1	96%
2012 Academic Support Survey							
	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	N/A	
	1	2	3	4	5	N/A	
I am satisfied with the customer service of the help desk/computer services staff.	1	3	7	36	35	6	87%
I am satisfied with the response time of the help desk/computer services staff.	2	7	12	35	26	5	74%
The computers on campus meet my needs.	6	5	9	33	29	6	76%
I am satisfied with the quality of work of the help desk/computer services staff.	1	4	6	38	32	6	86%

## E) Other Comments

No content.

## F) Next Steps

No content.

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