PROGRAM REVIEW (Comprehensive):
Ka Lama Computer Center 2002 - 2007
October, 2007

I. DESCRIPTION

A. 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 successfully complete their course work at Maui Community College.

B. Goals of the Program
The goal 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.

Ka Lama Computer Center supports all of Maui Community College's goals and objectives and actively engages in endeavors that support the MCC Action Strategies as relevant to our operation. The following discusses how KCC has contributed to specific action strategies for 2006-07:

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)

The assistance provided by KCC reinforces classroom instruction and enables our students, many of whom have no other convenient access to a computer or the Internet, to succeed in their academic endeavors.

Provide Academic Support services to promote student retention and academic success. (3.1)

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. Student assistants are kept up to date with current textbook information to assist student clients with classroom assignments and provide them the best opportunity for success in completing their course work.

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 in 2004 to reduce the cost of operating the lab. After repaying the loan to cover the cost of the Pharos system the funds generated are now being used to upgrade printing and other equipment. New color laser jet printers have been installed in KCC, TLC and the Library. Pharos income is now being used to purchase printing supplies and Lab equipment such as scanners and copiers.

Additionally, the KCC Lab has been actively involved in the implementation of the Maui Community College Technical fee and the first purchases under that plan to acquire new computer equipment for the labs at The Learning Center and Ka Lama Computer Center.

The goals of KCC for 2008-13 are:
- Continue to upgrade computer hardware and software to provide a more useful lab environment for students
- Work to increase the budget for student help and expand our hours of operation
- Complete the replacement of the Check In system to provide accurate user data to all campus labs
- Develop a call-in help desk operation serving all MCC students and faculty
- Develop an interactive Web site
- Develop a plan to improve the appearance of the lab

C. Description of Ka Lama Computer Center Operations

Ka Lama Computer Center, 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.

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 are coordinated with TLC and the Library and may vary from semester to semester. The facility is normally open 45 hours a week.

In addition to personal assistance to Lab visitors, telephone calls for computer assistance are frequently received and best efforts are made to provide help to remote users.

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 KCC, Ho`okahua (STEM Lab) in Ka Lama 202, and the other five computer classrooms on the second floor of the Ka Lama building; a total of approximately 175 computers in heavy daily use. 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 and has administrative responsibilities for the Ka Lama Computer Center file servers (2). The coordinator is frequently called upon to assist with technical issues in The Learning Center, the Library, and other campus locations.

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

1.   Computer Equipment

Thanks to the Maui Community College Technical Fee 34 new Dell computers are being purchased to replace the obsolete equipment that has served the lab for many years. Deployment is expected to be complete in the fall of 2007.

2.   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. This feature is the subject of a project for upgrade.

3.   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. This system is the subject of a project for replacement.

4.   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. Color printing is now also available with a new color LaserJet printer provided by Pharos funds and installed in March of 2007. During the 2006-07 academic year KCC generated $3,754 in income for printing services.

5.   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 buildings. KCC lab attendants provide assistance to students in setting up their computers to access the wireless network.

6. 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 application software.

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.

II. MEASURES

A. Demand

1. Campus Enrollment

Full-time equivalent enrollment for fall 2006 (latest available) is 1612.

2. 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 other computer classrooms on the second floor of the Ka Lama building. 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.

B. Efficiency

1. Hours of Operation

Currently the Lab is open 47.5 hours per week:
Monday 8:30 am – 5:00 pm
Tues., Wed., Thurs., 8:30 am – 8:00 pm
Friday 8:30 am – 1:00 pm

2. Number and description of staff

In addition to the Lab Coordinator, there are as many as six student employees in any given semester. Normally only one student is on duty at a time.

3. Student Help Hours

The Lab is staffed by at least one student assistant for all hours of operation.

4. Number of Students served

The KCC Lab has served 76 students per day and a total of 563 students per semester on average over the last seven semesters. (See data in appendices)

C. Outcomes

1. Satisfaction Measurements

Satisfaction with the services offered by the KCC Lab is measured by student evaluations taken each semester. (See data in appendices)

III. ANALYSIS OF UNIT

A. Program Summary

Ka Lama Computer Center has made many improvements in the past years. In 2002 the computer equipment consisted of five-year-old machines with Windows 98 as the operating system. Systematic upgrades of computers, and the use of Windows 2000 and Windows XP operating systems has made it possible to offer CD and DVD burners and the use of flash storage drives. The Pharos printing system now supplies funds for paper, toner and more. Acquisition and deployment of new computer hardware and software continues with funding from the MCC Technical Fee. Wireless network access is available throughout the second floor of Ka Lama building and KCC offers free setup for student computers.

Ka Lama computer classrooms are in the best technical condition seen in at least five years. Three classrooms have computers less than a year old. The oldest computers are less than four years old and still in very good condition.

While the current expansion of evening hours to three nights a week has been well received, more evening and weekend hours are still requested by students. An increase in the budget for student help will be required to expand further.

The generation of reliable and accurate data for lab attendance and usage remains an issue. Replacement of the Check-in Check-out system should be a priority. The Website is in need of an update to reflect current Internet technology. Lab appearance could be improved by removal of old monitors but lack of storage space and disposal options are at issue.

IV. *Action Plan*

A. *Computer Equipment*
Continue the purchase and deployment of new computers and software with funds from the MCC technical fee.

B. *Check in-out*
Continue the project to build a system that can be used by all the campus computer labs in need of data on student access including not only KCC, but TLC and the Ho`okahua lab in Ka Lama 202. The system could use bar-code readers and a database of all registered students to simplify check-in, increase compliance with check-in policy, and produce more accurate data.

C. *Website*
Develop a plan to completely redesign the existing Web site.

D. *Lab Appearance*
Develop a plan to find disposal options for replaced computer equipment.

E. *Scanner*
Research and recommend the purchase of new and more efficient scanners for KCC, the Library, and TLC. Funding to come from Pharos earnings.

V. **APPENDICES**

A. Evaluation Data

The following pages contain the data obtained from student evaluations and the Check-In system. Data from the evaluations have been tabulated and analyzed for those items which lend themselves to statistical analysis. (See bottom of this page and pages 9-10) 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 respondents made no comment. Those who responded mentioned the Check-In system, slow workstation computers, the lack of some graphics applications, the lack of color printing, noise in the Lab and not enough evening and weekend hours.

My suggestions for improving KCC are:

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

Student Evaluation Data

Evaluation questions on the necessity of open computer labs:

Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. Most of my MCC classes could not be completed without access to a computer				
70%	11%	7%	11%	0%
2. I use the open computer labs because I have no other access to a computer and/or I do not have the software required for my classes				
47%	33%	9%	7%	2%

Check-in System Data

(Periods shown for which there is
reliable data)

Semester	Number of Students Served	Total Student Hours in Lab	Student Hours per Semester		Students per day	
			Maximum	Average	Maximum	Average
Spring 2004	452	2579	57	5.71	115	59
Fall 2004	581	3651	72	6.28	148	78
Spring 2005	519	3178	63	6.12	115	65
Fall 2005	502	2652	78	5.28	131	72
Spring 2006	608	3753	65	6.17	143	80
Fall 2006	686	4213	62	6.14	154	92
Spring 2007	590	3940	96	6.68	154	85
Avg.	562.57	3423.76	70.43	6.05	137.14	75.86

For the period studied, the majors represented in Lab attendance are as follows

Liberal Arts	45%
Nursing	15%
Business Careers	7%
Accounting	6%
Business Tech.	5%
All other	22%

VI. RESOURCE IMPLICATIONS

A. Budget

The budget for student help needs to be increased to expand hours of operation. Proposed hours of operation are from 8:00 am to 8:00 pm Monday through Thursday, additional hours on Friday and the weekend if possible. Pay rates for student assistants have increased considerably in recent years yet the budget has remained the same. This has led to the practice of one assistant on duty at any given time and prevents the expansion of operating hours. It is usually necessary to employ student help during winter and spring breaks to accomplish classroom maintenance.

For illustration, the following compares operating expenses for the fiscal years 2002, 2006, and 2007:

Fiscal Year	Student pay rate (Starting)	Paid Hours	Total Expense (Student Pay)
2002	$6.85	1669	$11,175.80
2006	$7.95	1753	$13,739.65
2007	$8.50	1715	$14,553.64

The KCC budget has remained at $13,129 for several years. It has been possible to continue operations so far because of outside funding from Federal Work Study and other programs. Inability to increase the budget or get outside funding will require a cutback in operating hours. A baseline budget of $16,000 for student help is requested.

While printing supplies for the Lab, such as paper and toner, are now provided by Pharos funds, KCC's budget must also support 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 now charged by Computing Services to the KCC budget. It is requested that an increase in the supplies and equipment budget to $2,500 be made.

Student help	$16,000
Supplies and equipment	2,500
Total	$18,500