PROGRAM REVIEW (Annual)
Ka Lama Computer Lab
2008-2009

I. DESCRIPTION

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 life-long 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 stiulating 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 Ka Lama Computer Lab:

The 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 course work at Maui Community College.

C. Goals of the Program

The goal of Ka Lama Computer Lab 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 Lab 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 Lab 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 KCL has contributed to specific action strategies for 2008-2009:

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

Additionally, the Lab Coordinator has been actively involved in the implementation and administration of the Maui Community College Student Technical Fee. Among the first purchases under that plan were the acquisition of new computer equipment for Ka Lama Computer Lab and The Learning Center.

The goals of KCL for 2008-13 are:
- 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

D. Description of Ka Lama Computer Lab Operations

Ka Lama Computer Lab, 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 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, Laulima, and the Internet at all times. Document printing, photo and document scanning and the use of typewriters and 10-key calculators is also available.

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 involves operation and maintenance of Lab equipment and some is 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. During the 2008-09 academic year the facility expanded its hours from 47 to 53 hours a week.

In spring 2008, KCL acquired equipment from the MCC Library to produce official UH system photo ID cards for students, faculty and staff. KCL is now the only location on the MCC campus where a UH ID card may be obtained.

Administrative duties for KCL 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 KCL, 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 Lab file server. The coordinator is frequently called upon to assist with technical issues in The Learning Center, the Library, and other campus locations.

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

1. Computer Equipment

The Ka Lama Computer Lab has 34 Windows XP and Windows Vista computers available for student use. The inventory currently includes 28 Dell 3.4 GHz dual-core processor computers, new as of fall 2007, and 6 PDC Systems 2.8 GHz processor computers purchased in spring of 2006. Most of this equipment was purchased with Maui Community College Technical Fee funds. Deployment of the newest machines was completed during winter break 2007-08.

2. Student ID cards

Ka Lama Computer Lab is now the sole provider of UH ID cards at Maui Community College. During the 2008-09 academic year, KCL produced ID cards for over 2500 students, faculty, and staff.

3. Web Site

The KCL Website (www.hawaii.edu/maui/buslab) contains information about lab hours of operation, policies, staffing, and configuration, with links to MyUHPortal, Laulima, and other resources. The site is currently being updated to reflect changes in Lab configuration and to include information about obtaining a UH ID card.

4. 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. Through the end of 2008, the system consisted of a database on a dedicated computer at the lab entrance. In March of 2009, a more user-friendly, Web-based system with a bar-code scanner was introduced. If they have not visited the Lab before, students are requested to enter their name and student ID number into the database. On subsequent visits, the scanner allows students to simply show their student ID card as they enter or leave.

5. Pharos Pay for Print System

With the Pharos Pay-for-Print system students pay $0.10 per page for black-and-white document printing. This charge is enough to pay for paper, toner, and the eventual replacement of the laser printers. Color printing is also available. A number coded on the back of the student ID card allows access to the print system. During the 2008-2009 academic year KCL generated $4,326 in income for printing services, a 9% increase over the previous year.

6. MCC Wireless Network Access

In the spring of 2005, a single 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. Coverage has subsequently been extended throughout the second floor and most of the first floor of Ka Lama building. With updates to the Pharos Pay-for-Print system in January 2009, it is now possible to print in the Lab from laptops connected to the MCC wireless network. KCL lab attendants provide assistance to students in setting up their computers to gain access to the Internet and other resources through the wireless network.

7.   *Contribution of the program to the Mission and Vision of MCC*

KCL 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 KCL 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, KCL provides a vital alternative for computer and Internet access.

KCL 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.

8.   *Program Faculty and Professional Staff*

Faculty members assisting in an advisory capacity are Chuck Carletta, MA, Business Technology, and Rick Miller, MS, Business Careers.

Administrative duties for KCL 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 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. The Ka Lama Lab coordinator is a designated member of the MCC Technical Support Committee and is currently chair of the MCC student technical fee committee. This position is currently held by Jon Lightfoot; APT (Band A), BMus, lecturer from 2001 to 2005 (MCC – ICS, MCC - CompTech), MCSE, A+, and CCAI. Curriculum Lead for Cisco Academy IT Essentials.

II. MEASURES

A. Demand

1.   Students Served

The number of students using Ka Lama Computer Lab during 2008-2009 averaged 712 per semester.

2.   Faculty

Faculty advisors for Ka Lama Computer Lab are:
Rick Miller, Business Careers
Chuck Carletta, Business Technology

3.   Permanent Staff

Jon Lightfoot, APT (Band A), lab coordinator for 6 years. Responsible for all aspects of Lab operations and for technical issues related to Ka Lama computer classrooms.

B. Efficiency

1.   Hours of Operation

> 53 hours per week
> Monday 8:30 am – 5:00 pm
> Tues., Wed., Thurs., 8:30 am – 8:30 pm
> Friday 8:30 am – 5:00 pm

2.   Number and description of staff

> There are as many as six part-time student employees in a given semester. Student employees are recruited and trained each semester by the lab coordinator.

3.   Student Help Hours

> The Lab is staffed by at least one student assistant for all open hours. Two attendants are normally on duty during hours when UH ID cards are available.

4.   Number of Students served

> The Lab served an average of 108 students per day and a total of 732 students per semester in the latest period. These are the active computer users and do not include those visitors requesting an ID card.

C. Outcomes

1. Satisfaction Measurements

The learning outcome for this unit is that it satisfies the goal of enabling students to complete their coursework and succeed in their college careers by providing necessary tools and assistance. This is measured by student evaluations each semester that attest to the success or failure of our program. See appendices.

III. ANALYSIS OF UNIT

A. Program Summary

Ka Lama Computer Lab has achieved considerable improvement in the past year. Wireless network access is available throughout the second floor of Ka Lama building and KCL offers free setup for student computers. The upgrade of the Check-in system makes it more convenient for users to check in and out and consequently provides more accurate data for assessment of lab usage. The expansion of evening Lab hours to three nights a week has been extremely well received. Because of the ID card service, many more students have become aware of our location and attendance continues to increase.

Ka Lama Computer Lab is in very good technical condition. Eighty percent of the computer equipment is less than two years old. The oldest computers, now about five years old are expected to be replaced with MCC Student Technical Fee funds in the next year.

IV. PLANS FOR THE FUTURE

Hours
Open on Monday nights until 8:30, bringing total open hours to 56.5

Computer and Print Equipment
Replace six lab workstations. A request for student tech fee funds will be made in FY 2010 to replace these computers. Replace the Pharos printer and print server using Pharos funds. Replace or upgrade the Ka Lama file server and image server. Replace the two lab attendant workstations.

Website
The Website is in need of regular updates to reflect current schedules, staffing, and equipment. Access to the Web site has been intermittent at best. The Lab Coordinator will work with the faculty advisors to gain constant access to the site, keep it current, and add some more interactive features.

Scanner

More students are requesting access to a copier in Ka Lama building. The current system is slow and somewhat inconvenient largely due to the aging scanner. Replacement with a new and more efficient scanner that can be directly connected to the Pharos system will be studied.

V. **APPENDICES**

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 9-11)

Responses to requests for comment in the evaluations are summarized in the following paragraphs.

- **Things I like about KCL**

Favorable comments in answer to this question included: Everything, access to printing, the computers, applications, hours of operation, atmosphere, friendly help, the quiet, cleanliness, and convenience.

- **Things I don't like about KCL**

Many respondents made no comment. Of those who responded the most frequent comment was "nothing". Others mentioned not enough computers when the Lab is busy, and not enough days or hours.

- **My suggestions for improving KCL are:**

Again, many respondents made no suggestions. Those respondents that did make recommendations suggested adding another room and/or more computers, and adding more evening and weekend hours

Check-in Data

Data from the Check-in system on the next two pages indicates the largest group served is Liberal Arts majors, with Nursing next, followed by Business fields (BUSC, BTEC and ACC). The Lab now regularly serves over 700 students per semester, at an average rate of over one hundred per day. The latest data indicates the number of hours spent in the Lab per student, per semester, is increasing dramatically.

Data from Student Evaluations

The information from student evaluations has been tabulated from both fall 2008 and spring 2009 semesters. The data validates the necessity and usefulness of the computer laboratory in enabling our students to succeed in their college careers.

Virtually all the respondents recognize the necessity of computer access in the completion of their course work.

Over half of the students have no other convenient access to a computer or to the Internet, or lack the necessary software to complete class assignments.

Over half of the students surveyed expressed a preference for the superior equipment, Internet access, and assistance available to them in the MCC open computer labs over what may be available to them elsewhere.

Half of the respondents acknowledged that access to the experience and support of Lab assistants was essential to completion of their work.

Most respondents agreed that the MCC open computer labs are important in making the best use of their time at school,

Responses to the remaining eight questions on the survey, pertaining to the equipment, the software, hours of operation, atmosphere, and services available, were strongly favorable, validating the effectiveness of our program and our approach to academic support.

Fall 2008 Check-in Data

Students by Major

Major	Count Of Major
ABRP	2
ACC	23
AG	7
AJ	9
AMT	3
BTEC	32
BUSC	60
CARP	1
DENT	14
ECET	13
FSER	17
FT	4
HOPER	14
HSERV	20
LA	325
MANOA	9
NURS	97
OTH	15
STEC	7
UNDECL	19
W-OAHU	1
Total Students	692

Lab Hours by Major

Major	Hours
ABRP	2.9
ACC	277.2
AG	19.1
AJ	80.7
AMT	11.2
BTEC	350.6
BUSC	440.0
CARP	1.4
DENT	99.3
ECET	38.3
FSER	64.3
FT	20.4
HOPER	135.4
HSERV	85.8
LA	2576.6
MANOA	35.9
NURS	458.5
OTH	125.1
STEC	42.0
UNDECL	91.2
W-OAHU	0.2
Total Hours	5009.6

Students Per Day

Average/Day	102
Max	191
Min	7
Avg. Hours per Student per sem.	7.2

Spring 2009 Check in Data

Students by Major

Major	CountOfMajor
ABIT	24
ABRP	2
ACC	24
AG	5
AJ	6
AMT	3
BTEC	47
BUSC	49
CARP	1
DENT	19
ECET	20
FSER	21
FT	7
HILO	2
HOPER	16
HSERV	22
LA	313
MANOA	11
NURS	101
OAT	2
OTH	16
STEC	3
UNDECL	12
W-OAHU	1

Total Students	732

Lab Hours by Major

Major	Hours
ABIT	412
ABRP	5
ACC	637
AG	134
AJ	68
AMT	8
BTEC	1234
BUSC	1529
CARP	1
DENT	103
ECET	229
FSER	118
FT	73
HILO	1
HOPER	460
HSERV	192
LA	6234
MANOA	256
NURS	946
OAT	7
OTH	270
STEC	148
UNDECL	211
W-OAHU	1

Total Hours	13283

Students Per Day

Average/Day	113
Max	141
Min	3

Avg. Hours per Student per sem.	18

Please complete the following items concerning how the Ka Lama Computer Lab contributes to your learning objectives at MCC – Fall 2008 and Spring 2009

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. Most of my MCC classes could not be completed without access to a computer					
	74%	13%	3%	3%	8%
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					
	54%	10%	13%	13%	10%
3. I prefer using the computers in the open computer labs over my own computer because the Internet access is much faster and more reliable					
	56%	10%	26%	3%	5%
4. I prefer working in the open computer labs because I am a novice with the computer and I rely on the lab assistants for essential help and support					
	36%	15%	26%	15%	8%
5. I use the open computer labs to make the best use of my time while I am on campus					
	69%	18%	5%	0%	8%

On the line before each statement, please write the number that best reflects your evaluation. Please evaluate only those items you are familiar with.

	1 = Excellent	2 = Very Good	3 = Good	4 = Fair	5 = Poor
1. The computer systems (Hardware) and software (MS Office, Win XP, Vista. Photoshop).					
	67%	13%	8%	5%	3%
2. The printer available in the lab: Color LaserJet 3800n					
	59%	13%	23%	0%	3%
3. The network services available: Internet, Email, MyUHPortal, file server, wireless.					
	72%	13%	10%	0%	3%
4. The degree to which KCL equipment is maintained in good condition					
	74%	18%	3%	0%	5%
5. The number of days and hours the KCL is open each week					
	44%	33%	15%	3%	5%
6. The check-in/check-out system					
	54%	18%	23%	3%	3%
7. The attractiveness and atmosphere of the KCL as a good study area					
	62%	21%	15%	0%	3%

8. The approximate number of hours you spend in the Lab each week

   39 Respondents, Range from 1 to 20 hours   Average = 7 hours

RESOURCE IMPLICATIONS

A. Budget

The Lab is now open 53 hours per week. Paid hours for student assistants is at 64.5 hours due to the ID card service. During designated ID card hours, it is necessary to have a second student assistant on duty to operate the camera and ID card machine, and does not relieve the regular lab attendant.

In addition to regular lab operations, it is necessary to employ student help during winter and spring breaks to accomplish necessary classroom maintenance.

KCL's budget now supports the purchase of paper and toner for printers in the second floor computer classrooms, as well as supplies and equipment for the lab itself. The printers in several classrooms have become obsolete and are no longer repairable. Unless other funding can be found, replacement costs for these printers will likely come from the KCL budget.

In addition to our annual budget, to maintain Ka Lama classrooms in good order and to meet our goal of providing as many open hours as possible, the following is requested:

Student help – Increase open hours to 56.5/wk, paid hours to 68/wk $4,000
Classroom printers (3) for Ka Lama 201, 206a and 203 (faculty)   3,000

Total   **$7,000**