END OF YEAR STATISTICS REPORT
WORKGROUP ITT

Fiscal Year 2011 (July 2010-June 2011)

1. Computing & Testing Center Highlights
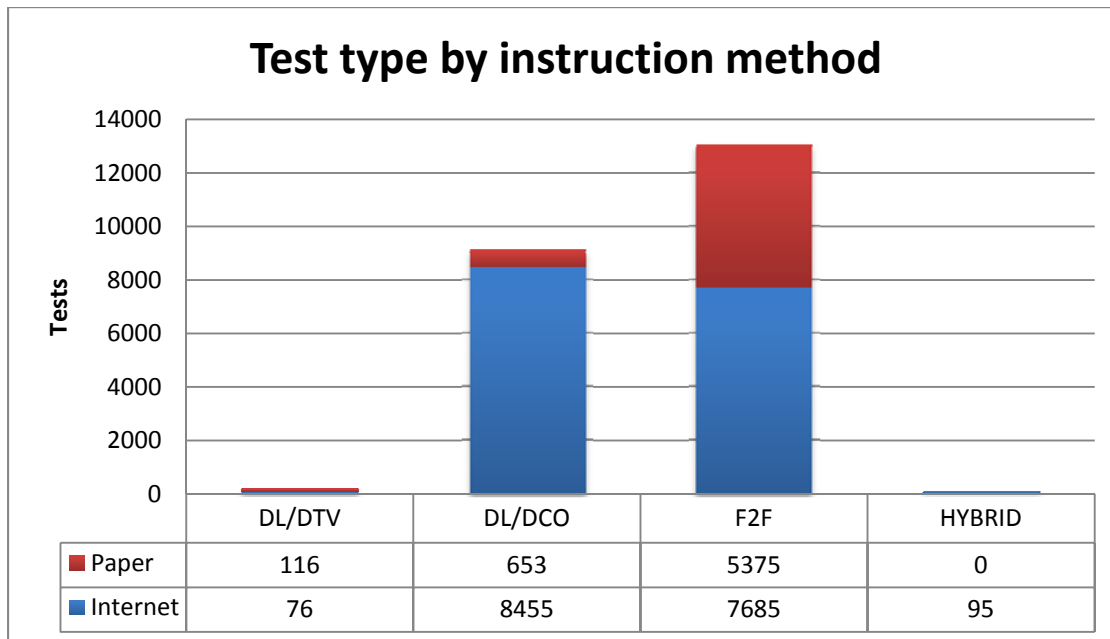
Tests administered this year

	FY2011
Total Placements for UH System	5,273
Placements for non-UH	27
Paid placement retests	731
Total Academic Tests for UH System	22,454
Non-UH Academic Tests	183
TOEFL Tests Taken	103

Since the 3Q 2010 CTC started parsing out academic course tests by instruction method. For this year, 58% of the tests administered for the entire UH system (13,060 out of 22,455) were for F2F classes.

% of tests from F2F vs. DL vs. Hybrid classes
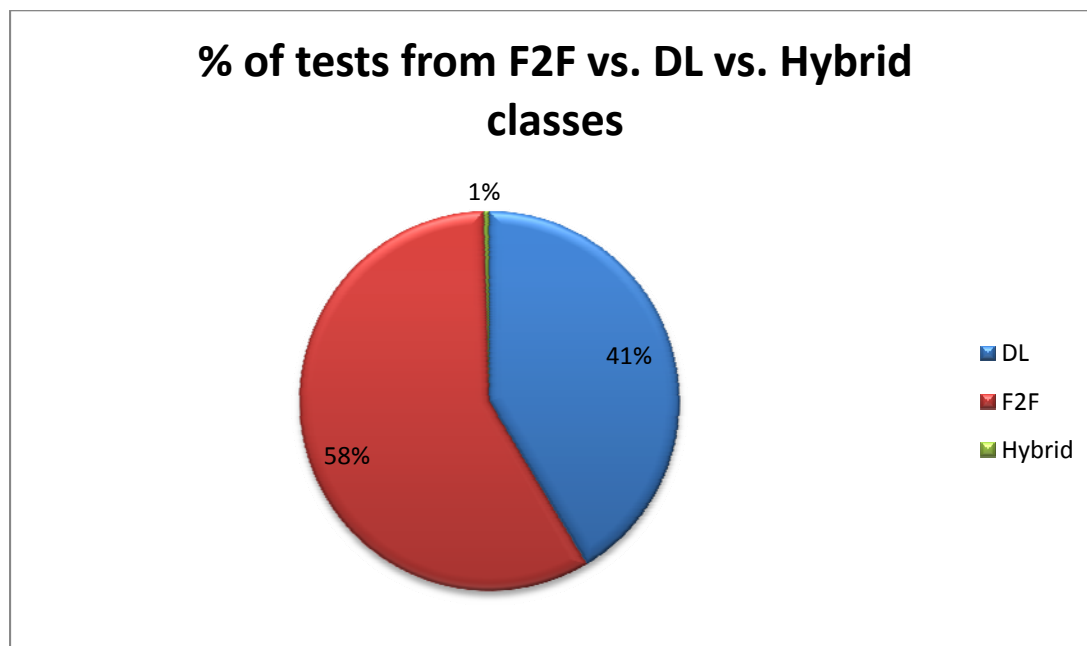
58% of tests administered for F2F classes were via the internet (FY-Trends-toFY2011.xls), requiring in-lab proctoring.

Test type by instruction method

	DL/DTV	DL/DCO	F2F	HYBRID
■ Paper	116	653	5375	0
■ Internet	76	8455	7685	95

Y-axis: Tests (0 to 14000)

DL/DTV=Distance Learning/Cable TV
DL/DCO: Distance Learning/Completely online
F2F: Face to Face
Hybrid: Combination of DL and F2F on customized schedule

F2F faculty have been bringing their paper tests to the testing center for proctoring and also have been putting their tests on Laulima, sending their students to the testing center. The rationale we have heard includes 1) more time available for instruction, 2) online testing is more environmentally sustainable, and 3) KCC wishes to have more instruction online and this includes online testing.

Due our marketing campaign to prepare for finals in Spring 2011 we saw a significant drop in testing demand due to F2F instructors administering their tests themselves. Since, for the year, 58% of our tests were for F2F classes we may wish to consider purposefully reducing services for F2F classes to keep demand for the center's services manageable. The Vice Chancellor for Academic Affairs has discouraged F2F instructors from using the testing center during finals.

Of course, this kind of strategy would be executed IN ADDITION to growing the test seat capacity to accommodate current growth trends and for planned growth in distance education.

Faculty usage of services

> **Academic testing**
> Instructors using service: 257
> Courses using service: 222
> Number of course sections (CRNs) using service: 1,507
>
> **Scantron scoring service**
> Tests scored: 360 (Business, Culinary, Math/Science, Nursing)

Wireless connections serviced this year: 4,290
CTC continues to support new wireless devices, requiring continuous learning for new technologies. These include, aside from the usual Wndows, Mac, and linux laptops and netbooks, iPhones, iPads, iPods, Android OS phones, and tablet PCs running Linux operating system.

2. Public PC (DTNS and CTC open lab) usage information:

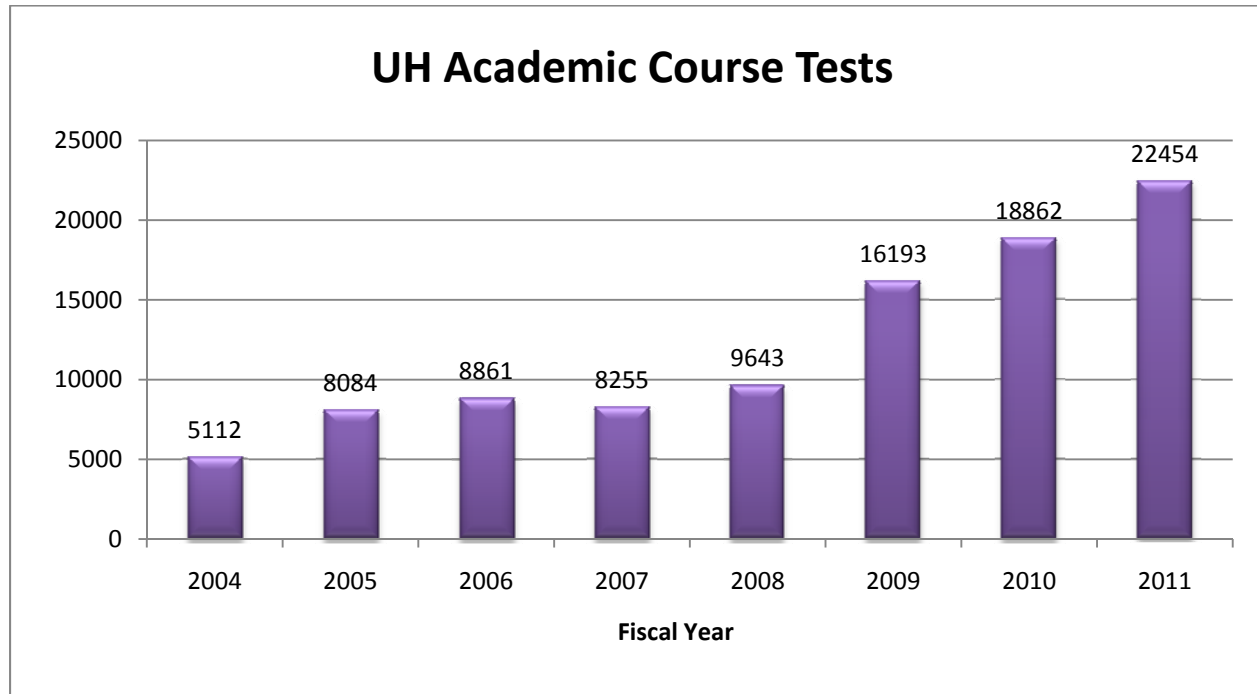| Service location	Total uses
Lama desktops (DTNS)	158,260
Laptop checkouts (DTNS)	8,675
Total	166,935

Out of a total of 166,935 open lab PC uses, 92% were on desktops (OpenLabAnnualOverviewData.xls).
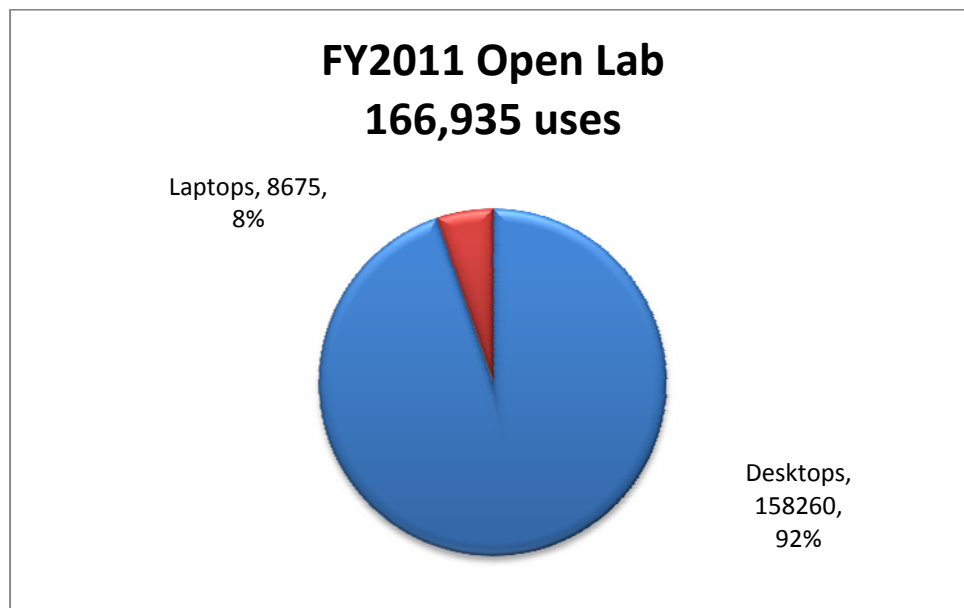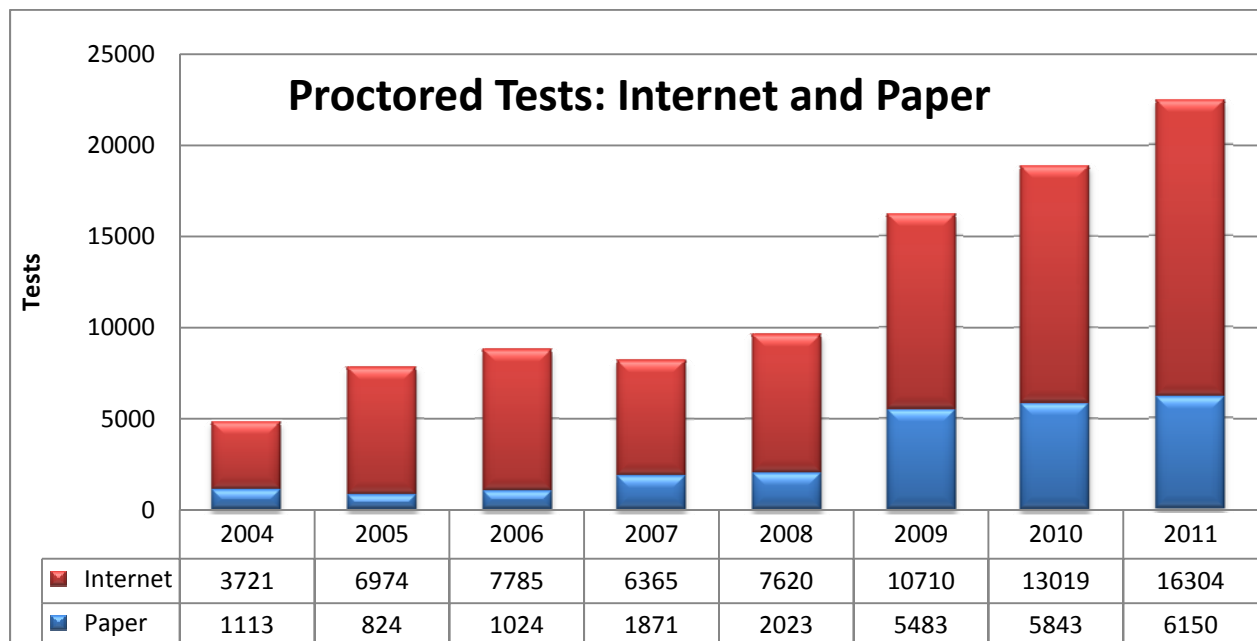
TRENDS OVER YEARS

Computing & Testing Center Trends

1. FY 2003-2011: UH academic course tests have increased since 2003, and 19% since 2010 (FY-Trends-toFY2011.xls).

UH Academic Course Tests

Fiscal Year	Tests
2004	5112
2005	8084
2006	8861
2007	8255
2008	9643
2009	16193
2010	18862
2011	22454

2. FY 2003-2011: Internet based testing is increasing 25% over 2010 (FY-Trends-toFY2011.xls).

Proctored Tests: Internet and Paper

	2004	2005	2006	2007	2008	2009	2010	2011
Internet	3721	6974	7785	6365	7620	10710	13019	16304
Paper	1113	824	1024	1871	2023	5483	5843	6150

3. Assumption of wireless activation services from CELTT has led to a marked increase in services provided. CTC is activating wireless connections for a wide range of net and phone devices (FY-Trends-toFY2011.xls). This growth should stop as soon as ITS implements wireless authentication system-wide.

Wireless connections

Fiscal Year	Value
2006	138
2007	142
2008	170
2009	371
2010	2991
2011	4290
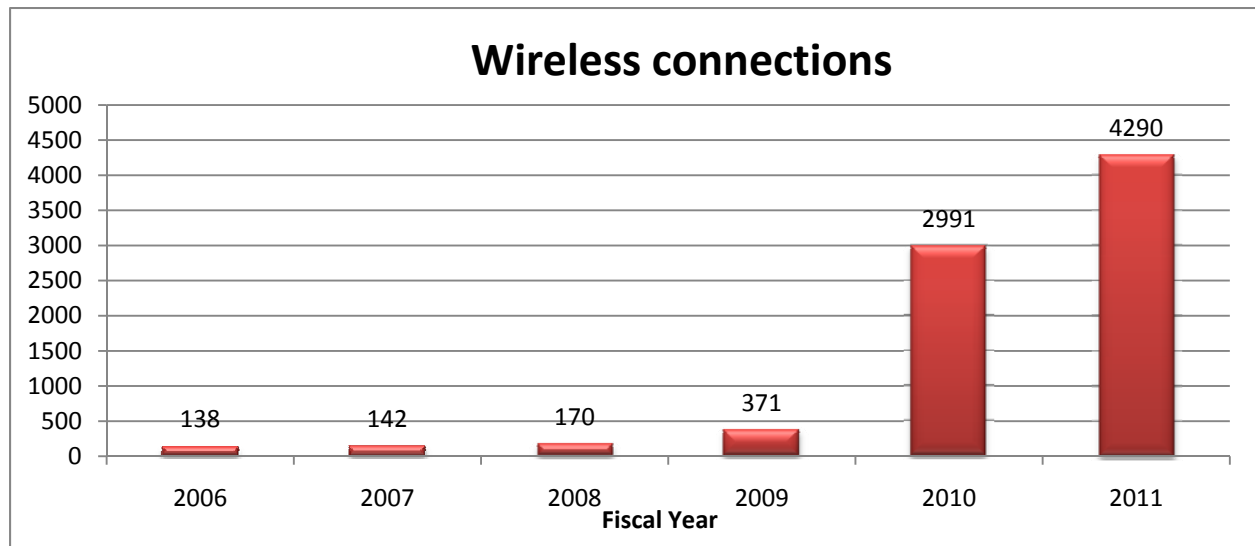
4. The number of instructors using CTC services continues to grow (FY-Trends-toFY2011.xls).

Instructors using service

Fiscal Year	Value
2004	83
2005	86
2006	80
2007	137
2008	154
2009	207
2010	215
2011	257
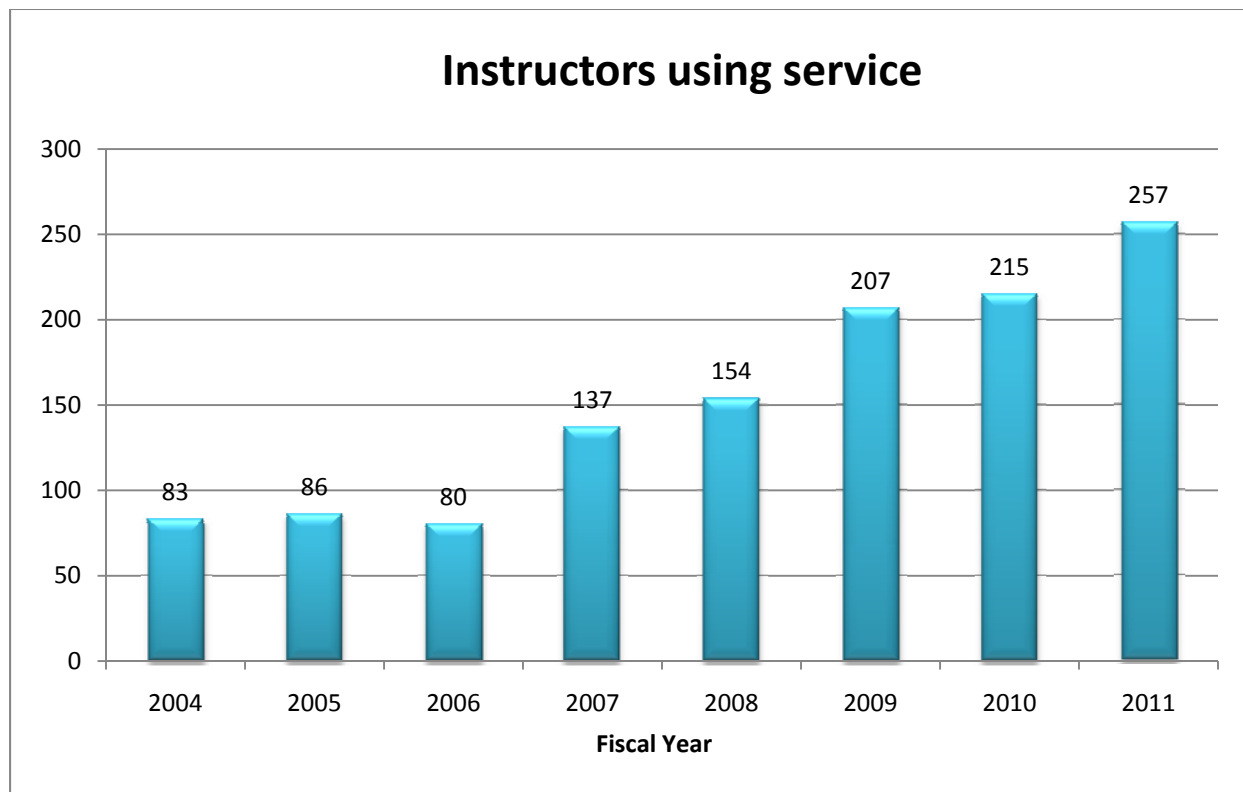
Open Lab Trends

1. Chart reflecting activity from various service points for open lab since 2004. Data collection on library desktops started 6/2008. Open lab usage has decreased by 13% since FY 2010. However, the library was closed during Christmas and Spring breaks (OpenLabAnnualOverviewData.xls).

Open lab uses since 2004
*LamaRef data not available until 6/2008

	2004	2005	2006	2007	2008	2009	2010	2011
■ LamaRef	0	0	0	0	3082	122149	176701	158260
■ Laptops	1909	3891	8065	8446	12318	17743	15699	8675
■ Lama 101	17098	0	18572	14599	13303	10826	0	0
■ Cybernesia	40551	0	44702	39674	34154	26290	0	0