

Kapi'olani Community College
ACADEMIC SUPPORT SERVICES
PROGRAM REVIEW PROCEDURES AND MEASURES
12/15/10

Executive Summary

Kapi'olani Community College provides a wide range of academic support services, delivered by a number of different units: Kahikoluamea, Business Education, Student Services, the Library, the Center for Excellence in Learning, Teaching, and Technology (CELTT). Demand for these services is healthy, so much so that the ability of the units to meet the existing demands is being impacted. This challenge is especially true in the area of testing. With the increasing number of online courses and the need to verify students' identity for assessment, the testing center is experiencing severe limitations on its ability to process test takers in a timely manner. In an attempt to meet the technology needs of users, the Library invested in thin-clients, additional electronic resources, and professional development for staff. These measures have mitigated the pressures to some degree, but at the end of this semester, students were still experiencing two-hour wait times to take tests. Additional physical space for testing has been identified and will be utilized in the Spring 2011 semester.

While not the sole purview of the Library, tutoring is an area that warrants much closer attention. In particular, tracking students who use the service and assessing the effectiveness of tutoring support remains a particular challenge. Only the Information technology program in the Business Education department has consistently analyzed results, which indicate that students who seek tutoring support are more successful than those who do not. For the first time, data on students who had been tutored in courses other than Business have been obtained. The results are mixed. More systematic data collection and analysis are warranted.

General technology support for the campus, given the level of funding and staffing, is highly productive and efficient based on output, client demand, and client satisfaction. A wide array of technology and telecommunications assets are managed by CELTT. This enables the department to develop and deploy innovations across many sectors of campus, with staff who are cross-trained to maintain a high level of support with a small workforce.

The campus' goal of increasing distance learning courses has been supported with Title III funds, allowing CELTT to develop and conduct professional development programs for distance learning faculty.

2010 Annual Report of Academic Support Services Program Data

COLLEGE : Kapi'olani Community College		Quantitative Measure 2008	Quantitative Measure 2009	Quantitative Measure 2010
Library Data	(Overall)	Healthy	Healthy	Healthy
Library Demand	(Health)	Healthy	Healthy	Healthy
Student FTE		4282	4615	5035
Number of Faculty FTE (not including Lecturers)		241	251.6	252
Library Efficiency	(Health)	Healthy	Healthy	Healthy
Student and faculty FTE per FTE Librarian		646.14	695.22	755
Student and faculty FTE per FTE staff		646.14	695.22	755
Hours of service per week		54.5	55	55
Number of presentation sessions		223	285	327
Number of students attending presentation sessions per student FTE		0.67	0.78	0.86
Number of reference and informational questions per student and faculty FTE		1.22	1.18	1.09
Fall semester gate count per student and faculty FTE		29.64	31.84	38.23
Net volumes added per student and faculty FTE		0.095	0.15	0.045
Library budget allocated by college per college budget		0.02	0.03	0.02
Circulation per student and faculty FTE		5.76	7.17	6.24
Number of intra system items borrowed		550	538	883
Library effectiveness	(Health)	Healthy	Healthy	Healthy
Number of online books and articles retrieved per student and faculty FTE		31.14	66.05	29.25
Common Student Learning Outcome: The student will evaluate information and its sources critically		n/a	n/a	See below
Mean, median and mode of call numbers H,Q,R, and T		see below	see below	See below
Satisfaction Measurements using common survey questions		see below	see below	See below
Tutoring Data	(Overall Health)	Cautionary	Cautionary	Cautionary
Tutoring Demand	(Health)	Cautionary	Cautionary	Cautionary
Campus Enrollment FTE		4282	4615	5035
Hours of operation per week		106	133	37
Tutoring Efficiency	(Health)	Cautionary	Cautionary	Cautionary
Number and description of staff		n/a	35	34
Tutor paid hours		1742	4430	3,526
Number of students tutored		544	n/a	n/a
Tutor contact hours		n/a	n/a	n/a
Tutor Contact hours per tutor paid hours		n/a	n/a	n/a
Tutoring budget per college Budget		0.15%	0.12%	0.11%
Tutoring Effectiveness	(Health)	Unknown	Unknown	Cautionary
Number Tutored Students who passed their courses		n/a	n/a	see report
Rate at which Tutored Students pass their courses		n/a	n/a	see report
Number Non Tutored Students who passed their classes		n/a	n/a	see report
Rate at which Non Tutored Students pass their classes		n/a	n/a	see report
Persistence rate Tutored Students		n/a	n/a	see report
Persistence rate Non Tutored Students		n/a	n/a	see report

Testing DATA	(Overall Health)	Cautionary	Cautionary	Cautionary
Testing Data Demand	(Health)	Healthy	Healthy	Healthy
Campus Enrollment FTE		4282	4615	5035
Testing Efficiency	(Health)	Cautionary	Cautionary	Cautionary
Hours of operation per week		46	47	47
Number of staff (attach description)		1	2	2
Student help hours per week		140	111	149
Number of placement tests administered per year		4672	4869	5937
Number of distance Learning tests administered per year		na	7663	12881
Local campus tests proctored per year		na	8602	6237
Testing seats per student FTE		0.0112	0.0073	0.0067
Testing budget per college budget tests		0.002	0.003	0.002
Testing Effectiveness	(Health)	Healthy	Cautionary	Cautionary
Satisfaction measurements using common survey questions		see below	see below	
Media Services/Graphic Artist Support/Printing Services/Instructional Support	(Overall Health)	Cautionary	Cautionary	Cautionary
Media...Demand	(Health)	Healthy	Healthy	Healthy
Campus Enrollment FTE		4282	4615	5035
Number of faculty		241	251.6	252
Number of staff (attach description)		150	99	148
Media... Efficiency	(Health)	Cautionary	Cautionary	Cautionary
Hours of operation per week		55	46.5	46.5
Number of staff (attach description)		2	3	8
Student worker hours per week		10	15	25
Number of work orders completed per year		n/a	n/a	621
Number of copies generated per year		1,945,094	2,000,000	649,558
Number of copies per FTE students per year		454.2	467.1	126.5
Hours spent on production of ITV or Cable or Videoconference programming per year		200	370	246
Media budget per college budget			3%	3%
Classrooms equipped per total classrooms		100%	100%	100%
Media... Effectiveness	(Health)	Cautionary	Cautionary	Cautionary
CCSSE survey frequency		n/a	n/a	n/a
CCSSE survey satisfaction		n/a	n/a	n/a

Computer Services/IT Support	(Overall Health)	Cautionary	Cautionary	Cautionary
Computer Services/IT Support demand	(Health)	Healthy	Healthy	Healthy
Campus enrollment FTE		4282	4615	5035
Number of faculty		241	251.6	252
Number of staff		150	99	148
Computer Services/IT Support Efficiency	(Health)	Healthy	Cautionary	Cautionary
Hours of operation or access per week		55	45	47.5
Number of staff (attach description)		11	9	11
Student worker hours per week		77	105	105
Help desk counts per week		74.1	51.8	36.5
Number of faculty and staff computers		500	500	500
Number of student computers per FTE		257	257	971
Number work orders for repair and upgrade per computer		n/a	n/a	n/a
Computer services Budget per college budget		n/a	n/a	n/a
Average processing time for work orders		2.54	4.8 days	5.4
Percent of wireless coverage		98%	98%	98%
Average number of logins per computer per week		n/a	n/a	
Computer Services/IT Support Effectiveness	(Health)	Cautionary	Cautionary	Healthy
CCSSE satisfaction		2.02	Not done	2.38
CCSSE Frequency		?	Not done	2.01