



University of Hawaii Community Colleges Academic Support Annual Report of Program Data (ARPD)

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Review Year:	College:	Program:
2017	Kapiolani Community College	Technology Resources

College: Kapiolani Community College
Program: Technology Resources

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Part I: Program Quantitative Indicators

Overall Program Health: **Unhealthy**

Student and Faculty Information		Program Year		
		14-15	15-16	16-17
1	Annual Unduplicated Student Headcount	10,448	9,963	9,359
2	Annual FTE Faculty	262	262	260
2a	Annual FTE Staff	211	211	198
3	Annual FTE Student	4,415	4,296	4,009

Demand Indicators		Program Year			Demand Health Call
		14-15	15-16	16-17	
4	Number of online courses per year per total number of courses (live and online)	17%	0%	0%	Unhealthy
5	Number of student, faculty and staff computers per IT desktop support staff	1,020	995	1,010	
6	Number of service requests per FTE faculty and staff	4.9	5.9	6.9	
7	Duplicated number of faculty and staff attendees at technology workshops for faculty per faculty and staff FTE	0.3	0.4	0.3	
8	Duplicated number of student attendees at student technology workshops for students per student FTE	0	0	0	

Efficiency Indicators		Program Year			Efficiency Health Call

		13-14	14-15	15-16	Unhealthy
9	Number of central FTE IT staff per FTE faculty and staff	0.01	0.02	.02	
10	Total central IT spending divided by total institutional budget (excludes external funds)		0.04	.04	

Effectiveness Indicators		Program Year			Effectiveness Health Call
		14-15	15-16	16-17	
Common Survey questions					
11-1	I am satisfied with the customer service of the Help Desk/computer services staff	100%	93%	95%	Cautionary
11-2	I am satisfied with the response time of the Help Desk/computer services staff	100%	80%	83%	
11-3	The computers on campus meet my needs	0%	0%	0%	
11-4	I am satisfied with the quality of work of the instructional design faculty and staff	0%	96%	97%	
11-5	I am satisfied with the quality of technology training	0%	93%	95%	
Community College Survey of Student Engagement (CCSSE)		Survey Year			
		2012	2014	2016	
12	4.j. Used the Internet or instant messaging to work on an assignment				
	Mean	3.10	3.16	3.26	
	Very Often	40.0%	46.1%	49.0%	
	Often	35.4%	29.4%	31.0%	
	Sometimes	19.5%	19.3%	17.1%	
	Never	5.0%	5.3%	2.9%	
13	9.g. Using computers in academic work				
	Mean	3.14	3.3	3.21	
	Very Much	44.8%	50.5%	47.5%	
	Quite a Bit	31.3%	32.4%	29.7%	
	Some	17.5%	13.3%	18.8%	
	Very Little	6.40%	3.7%	4.0%	
14	12.g. Using computing and information technology				
	Mean	2.76	2.89	2.82	
	Very Much	27.3%	32.3%	28.5%	
	Quite a Bit	33.3%	34.3%	36.1%	
	Some	27.7%	23.5%	24.6%	
	Very Little	11.6%	9.8%	10.9%	
15	13.1.h. Frequency of computer lab use				
	Mean	2.01	1.95	1.77	
	Often	27.8%	25.9%	18.2%	
	Sometimes	29.1%	28.7%	27.0%	
	Rarely/Never	27.4%	30.2%	36.6%	
	Don't Know or N/A	15.7%	15.1%	18.2%	
16	13.2.h. Satisfaction with computer lab				
	Mean	2.38	2.36	2.37	
	Very	33.4%	32%	30.1%	
	Somewhat	31.2%	34%	28.2%	

	Not At All	6.1%	5.9%	6.2%
	N/A	29.2%	28.1%	35.5%
17	13.3.h. Importance of computer lab			
	Mean	2.43	2.4	2.35
	Very	57.7%	56.6%	51.7%
	Somewhat	27.8%	27.2%	31.5%
	Not At All	14.5%	16.3%	16.8%

Last Updated: January 9, 2018

Glossary

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