Appendix IIIC-A

Technology Support Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Evidence</th>
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<tbody>
<tr>
<td><strong>Information Technology Group (ITG)</strong></td>
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<td>The ITG is comprised of the following units:</td>
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<td>College Computing Labs (CCL), Help Desk,</td>
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<td>Test Center, Network Services, Web Manager,</td>
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<tr>
<td>Server Administration, and Computer Information Security.</td>
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</table>

- CCL manages five Windows-based computer classrooms, three Mac computer classrooms, one open computer lab, and the Test Center computers. The open computer lab is available to any registered student daily, throughout the day and evening, and on Saturday mornings. The Mac labs are available to students to use between regularly scheduled classes that require Mac applications. Additional computer labs have recently been created for specific departments, such as Math. Leeward CC Wai‘anae maintains a computer lab and provides laptop computers. These computers are updated and maintained by the CCL with the assistance of a computer specialist at the Wai‘anae campus.

- The Help Desk receives trouble calls for any hardware/software or networking problems that are encountered by faculty, staff, or students. Assistance is provided by the appropriate area in a timely manner. Other services include University of Hawaii portal password account reset, wireless setup, OS device assistance, hardware repair for campus-owned equipment, and so forth.

- The Test Center provides proctoring services for COMPASS placement testing, online computer-based exams, and paper-based exams. Also, the Test Center administers and proctors make-up exams for on-campus courses and out-of-state, non-UH Distance Learning courses.

- Network Services personnel maintain campus-wide wireless and wired networking services. They also provide assistance with troubleshooting of network issues.

- The Web Manager maintains and manages the campus web site and web servers.

- Server Administration provides Microsoft Exchange mail services and data storage for various departments on campus. There is a wide range of servers managed locally, and the server administrator
is responsible for ensuring all servers are updated regularly and maintained for optimal use.

- Computer Information Security provides regular updates on security measures and maintenance tips for both Macintosh and PC platforms.

### Educational Media Center (EMC)

The EMC provides technological support to faculty to address the diverse needs of our 21st century student population. This is founded in researched-based, effective and quality instructional design principles that are associated with the development of technological resources and distance education.

The EMC is organized into the following main divisions that are designed to meet the needs of student learning, instructional practice, and institutional systemic efforts across the digital and technological spectrum:

- Distance Education, Educational Technology, and Instructional Design
- Video production
- Instructional Technology Services (Intec)
- Educational Copy Center

The academic services provided by the EMC unit include a range of professional development opportunities: “best practice” distance and technology-based instructional design, material technology resources support/maintenance/repair, instructional and curricular materials development for distance and institutionally-based instruction, and digital copying services. These services ensure that our faculty and staff are well informed and supported professionals using a wide range of media and technology in campus-based and distance education settings.

### Library

The Library provides a variety of online research databases and subscribed online resources for its students and faculty. Some of these databases are purchased by the entire UH System and each campus shares in the cost of the database. Other databases are purchased at the campus level, for which the college pays. Decisions on which online databases and resources will be provided at the campus level are made as a collective decision by the college’s librarians and are based on faculty input and request. Databases are accessible through any computer connected to the college’s local area network. Students and faculty can also access all online resources through a computer with

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Internet access using their UH username and password. The Library keeps usage statistics on each online database and resource. These usage statistics are used to determine if an online database or resources is meeting the needs of the students and faculty and whether or not the Library should continue to offer a particular online database or resource. Below is a list of online databases and resources offered by the Library:

**Online Research Databases**
- EBSCOhost Research Databases
- ScienceDirect
- Hawaii Newspaper Index
- ProQuest Newspapers
- Hawaii Pacific Journal Index
- Credo Reference
- ebrary
- NetLibrary

**Subscribed Online Resources**
- Chronicle of Higher Education
- CQ Researcher
- Dictionary of Literary Biography
- Encyclopedia Britannica Online Academic
- Facts on File
- Webster’s New International Dictionary Unabridged

The Library's online information literacy courses teach basic research skills to students in English 22 and English 100 classes. Students first read through online lessons and perform practice exercises, and then take an exam on the Laulima System. Exam scores are reported to course instructors. Records of student success on exams are kept to determine effectiveness of the Information Literacy Skills Program.

The Library offers several programs that offer training to faculty and students on how to utilize library resources. Librarians conduct nearly a hundred instructional sessions per semester for individual classes at the request of instructors, and occasionally conduct open sessions as part of an ongoing campus workshop series. The Library offers an “Open House” to all faculty and students, during which Librarians give presentations on how to use library resources and are available to answer questions. The Library has a “Book-a-Librarian” program, which allows individual students and faculty to schedule a thirty-minute appointment to have all their questions answered about the library’s services and technology. Reference assistance is provided with an emphasis on teaching students how to perform research. The Library also publishes a range of handouts and web pages that provide guidance on research techniques, using specific databases, and subject-specific research.
At the time of this writing, the Learning Resource Center had 20 desktop computers, 2 of which are wheelchair accessible work stations, and 10 laptop computers (9 Dell and 1 Mac) available to students. The Center also provided a laser printer, copier, and 2 scanners. The LRC equipment was available primarily to students though faculty and staff may also use equipment. The LRC is in the process of becoming part of the Learning Commons, so that some information included here may change drastically.

- The Learning Resource Center (LRC) offers Success Connection workshops, some of which teach technologically-related skills. In the fall 2009, *How to Use Excel*, *Using Word to Succeed in School*, *Doing Research on the Internet*, *How to Use PowerPoint and Buying* and *Maintaining Your Computer* were among the computer-related workshops presented.

- The LRC collects faculty evaluations to ensure that it is meeting teaching needs. The LRC offers class tours of their facility as well as classroom visits, during which time employees present information about the facility. During these tours and visits, students become aware of the technological equipment and other services available to them here.