1. Summary of the Original Problem

According to the Leeward Community College Self-Study Report the team found competent and dedicated individuals assisting students, faculty, and staff in the Information and Learning Resource units (Academic Support). There was however, concern over the perceived lack of strategic planning agendas and formalized policies for the acquisition, maintenance, and accessibility to ensure consistent and sound support. It was recommended that: 1) an evaluation of the adequacy and effectiveness of services be undertaken. 2) formalized planning procedures in the areas of technology and information/learning resources be established.

2. Present Status of the Problem

Currently, each academic support unit utilizes different measures to evaluate their services. Some units examine number of contacts versus others that may evaluate quality of service. A coordinated evaluative measure linked to each unit's objectives and goals is needed to measure effectiveness and adequacy.

Recently, Campus Server Services, College Computing Labs, Computer Repair, Networking, and Campus Computing have been organized into the Information Technology unit. Though this positions the campus to make greater strides in this area it is still necessary to establish formal policies and procedures to ensure adequate, accessible, and effective technology and learning resources.

3. Proposal of a Solution

A subcommittee formed by the academic support units has been tasked with creating a survey to undertake a formal study to evaluate adequacy and effectiveness of provided services. This subcommittee will coordinate their efforts with the overall campus initiative to examine assessment and the institutional researcher to ensure valid and reliable data. The College will also establish policies and procedures that institutionalize the long-term planning for technology and information/learning resources. As part of this process, the College will institute the Technology and Information Resources Committee with representation from across the campus to develop goals and recommendations regarding technology and learning resources for the campus.

Review of Proposal by the Campus Committee

See the steps for review listed below, (5)
4. Plan to Shift from Planning to Implementation

a. Review of the findings and recommendations of this committee will be presented to the Faculty Senate and Campus Council in Fall 2003.
b. The draft for the Strategic Plan for Information/Learning Resources will be posted on the campus website.
c. Forums will be held in Spring 2004 to address campus concerns.
d. If approved by the Faculty Senate, Campus Council, Provost and Dean of Instruction will approve it.
e. The Dean of Instruction will implement the recommended polices and procedures.