

# ANNUAL

REPORT OF PROGRAM DATA

# 2023

A photograph of a campus landscape featuring a winding paved path, green grass, and modern buildings in the background. The image is overlaid with a semi-transparent purple filter and a white geometric design consisting of several intersecting lines forming a diamond shape.

UNIVERSITY *of* HAWAI'I

# HAWAI'I

COMMUNITY COLLEGE

**July 1, 2022 through June 30, 2023**

**Instructional Technology Support Office  
(ITSO)**

## 1. Program or Unit Mission

---

ITSO supports the mission and goals of the college by providing faculty with instructional design support to increase creativity and the effective use of instructional technology. We are committed to assisting faculty in the design and development of instructional materials for distance education courses.

## 2. Program Student Learning Outcomes or Unit/Service Outcomes

---

### Unit Outcome (UO) Assessed:

The online faculty, department chairs and administration will have clear and current information about distance education. (UO2)

### Assessment Results:

This UO is assessed using an anonymous, web-based survey to all administrators, department chairs, faculty teaching online classes, and any other faculty/staff members who have worked with ITSO to identify their awareness and satisfaction of the distance education related information communicated from the unit.

In April 2023, ITSO sent out the ITSO Services Survey to a total of 141 people including all Administrators and Department/Division Chairs, and faculty/staff who utilized ITSO services in 2022-23. Over the two-week survey period, 11 responses were received for a response rate of 7.8%. Respondents included zero administrators, one division/department chair, four instructional faculty members, six lecturers, and one non-instructional faculty member. Of the 11 respondents:

- 7 (63.6%) indicated they called/emailed ITSO for information
- 7 (63.6%) read monthly newsletters and announcements sent via email by ITSO.
- 3 (27.3%) accessed the ITSO Dev resource site to retrieve information.

The access rate for the ITSO Dev resource site to retrieve information is lower than the other two metrics, but as a resource site it does not usually “push” information out. It is a repository where information is stored and made available for users to access. The unit relies on the newsletters, which are sent via email to faculty, lecturer, and staff listservs as the main form of communication and information sharing. The unit usually publishes monthly newsletters during the academic year, but during this reporting year the lead faculty member was on sabbatical leave and newsletters were only published at the beginning of the fall and spring semesters.

Despite the low survey response rate, analytics from the newsletter distribution platform indicate a widespread readership:

- Fall 2022 Newsletter, 891 views
- Spring 2023 Newsletter, 412 views

The survey also included an open-ended question asking how ITSO could improve in communicating information regarding distance education with the Hawai'i CC community. It received the following responses:

- “Thank you so much!”
- “For me, email works.”
- “No suggestions at this time.”
- “Mahalo for all you do to assist our campus!”
- “Make newsletters clearer”
- “Sending updates in the system via email.”

#### **Action Plan:**

Based on the limited data available, the assessment results are generally positive, although the last two comments show some dissatisfaction. We have not been contacted with many questions about the content in the newsletters so we are unsure what aspect of the newsletters are unclear. We are also unsure what “updates” are being referred to in the last comment, but the unit will continue to do its best to communicate all updates it receives from the UH System to the campus.

The unit also recognizes that the response rate of the survey continues to be low, and has been trending down over time. We have tried looking at the survey and timing to increase the response rate, but with little success. Beginning in spring 2024 the unit will begin providing feedback links in newsletters and on the ITSO Dev resource site in an attempt to collect more feedback.

### **3. Analysis of the Program/Unit**

---

#### **Demand:**

The unit assesses the demand for its services by looking participation in our programs and services.

- **One-on-one consultation contacts**

<b>Contact</b>	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
One-on-one consultation contacts	122	90	22
Unduplicated faculty/staff contacts	55	49	17
Total contact hours	114.38	76.33	21.5

The decrease in all three metrics related to one-on-one consultations from 2020-2021 to 2021-2022 was expected since there was a surge in 2020-2021 due to the effects of the COVID-19 pandemic when there was a large number of instructors new to distance education that needed to plan for and teach their courses via remote delivery. The sharp decrease in 2022-23 is likely due to the lead faculty member was on sabbatical leave during this year.

- **The ITSO Badging Program**

<b>Participant Data</b>	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
Total participants (requested or had access to the badging site; does not include participants no longer with the College or who completed Level 2 in previous years)	141	118	121
Active participants (earned at least one badge)	52	26	19
Total badges earned	441	190	123
Participants earned the Online Teaching - Level 1 badge	29	14	6
Participants earned the Online Teaching - Level 2 badge	17	7	6

The Badging Program was launched in December 2019 to replace the Online Course Development Program (OCDP) that ended with the 2019-20 cohort. The Program was designed to be accessible on a larger scale than the OCDP which was capped to 12 participants per year. The Badging Program is delivered asynchronously online, is available on-demand, and is designed in free standing modules so that it could be made available to all campus employees. Department chairs can also recommend potential future lecturers, thereby allowing them access to the training. The Program launched in December 2019 with 17 modules and the first two certification levels.

The program saw heavy usage beginning in spring 2020 due to the pandemic. Usage decreased slightly but remained heavy in 2020-21 and 2022-2023. Based on [fall 2022 data](#) from the Institutional Research, Analysis and Planning Office, Hawai'i CC employed 159 faculty and lecturers. With 121 participants signed up to participate in the badging program, this equates to approximately 76% of instructors. While this number is not completely accurate (a few participants are APTs, and a few are potential future lecturers not yet hired), this is still a high rate of participation for a professional development program.

- **Workshops**

	<b>2020-2021</b>	<b>2021-2022</b>	<b>2022-2023</b>
Workshops offered	17	5	0
Total number of participants	158	112	0

This is one area in which there has been a steady decrease in offerings over time due to declining participation, although the five workshops held in 2021-2022 were well attended. Workshops were not offered in 2022-2023 when the lead faculty member (the main workshop presenter) was on sabbatical leave during.

## Efficiency

The unit assesses the efficiency of its services through a question in the annual ITSO Services Survey. The survey was administered over two weeks in April 2023 to 141 people including all Administrators and Department/Division Chairs, and faculty/staff who utilized ITSO services. The table below presents the number and percentage of respondents who answered Strongly agree/Agree to the statement, "I am satisfied with the response time to requests for assistance."

	2020-2021	2021-2022	2022-2023
I am satisfied with the response time to requests for assistance	22/26 (84.6%)	14/17 (82.4%)	7/9 (77.8%)

Although the 2022-23 survey garnered just 11 responses (7.8% response rate), and showed a slight decline in positive responses, the data continues to support ITSO's efficiency in responding to the needs of the College.

ITSO staff strives to respond to all email and phone inquiries within 1-2 business days, and to schedule consultation and support meetings within one week of a request. For the Badging Program, we communicate that work will be evaluated and returned within three business days of submission.

## Effectiveness

Client satisfaction and effectiveness are also assessed using Likert scale questions in the ITSO Services Survey described above in the Efficiency section. The table below presents the number and percentage of "Strongly agree" or "Agree" responses to the following statements and does not include "N/A" responses.

	2020-2021	2021-2022	2022-2023
Workshops have helped me become more comfortable using instructional technology.	14/17 (82.4%)	11/15 (78.8%)	5/7 (71.4%)
Working with ITSO, I have been able to improve my course.	20/22 (90.9%)	14/17 (82.4%)	7/9 (77.8%)
Working with ITSO, I have become more comfortable with using Laulima.	19/22 (86.4%)	13/17 (76.5%)	8/9 (88.9%)
Working with ITSO, I have become more comfortable with teaching online.	17/21 (81.0%)	15/17 (88.2%)	7/8 (87.5%)
ITSO staff has been helpful in answering my distance education questions/concerns.	22/24 (91.7%)	14/17 (82.4%)	7/8 (87.5%)
ITSO staff has been helpful in answering questions/concerns about Laulima.	22/24 (91.7%)	13/16 (81.2%)	7/9 (77.8%)
I am satisfied with the level of support and services ITSO provides.	22/24 (91.7%)	15/17 (88.2%)	8/9 (88.9%)

Although these data points are based on a small sample size, it is generally indicative of the unit's sustained effectiveness in providing support and training to the campus.

### Significant Factor: Sabbatical leave

The unit is staffed with one faculty member and one APT staff member. Thus, the one-year sabbatical leave taken by the faculty member (August 2022-July 2023) had a major impact on the unit. Sabbatical leaves for non-instructional faculty are often not handled in the same way as instructional faculty. Instead of hiring one person to “backfill” for the faculty, most duties were assigned to one of three people: an instructional faculty member who was reassigned for three credits (~25% FTE), to the VCAA, and to the APT staff member. Also, some duties (e.g., workshops, UH/UHCC collaborative projects) were left unassigned.

## 4. Action Plan

---

### Previous Action Plan

Action	Outcome/Benchmark	Timeline	Progress
Redesign ITSO website and update ITSO Dev Laulima site	Current and accurate information provided	ITSO Website redesign: AY 21 ITSO Dev site review & update: AY 22	ITSO Website redesign is ongoing. Professional Licensure information has been posted and updated.  ITSO Dev Laulima site review is complete and critical updates have been made. The planned overhaul was put on indefinite hold due to the upcoming LMS change.
Continue development of the Badging Program	New badging modules	3-4 new badging modules in AY 22	Edpuzzle and Padlet modules were released in AY22.
Continue to explore strategies to improve survey response rate.	Increase response rate; better respond to faculty needs	January-March 2022	Attempts have been unsuccessful as the response rate has further declined.
Collaborate with other UHCCs to provide webinars	New webinars and fewer canceled events due to lack of registration	1-2 collaborative webinars/trainings offered in AY 22	Complete. Tech Boost (one day online conference) and EdPuzzle webinar were held in AY22.

### New Action Plan

Improving distance education related communication and professional development leads to a more informed campus, which contributes to higher quality distance education courses being offered to our students.

Action	Impact	Outcome/Benchmark	Timeline
Add feedback links in newsletters and on the ITSO Dev resource site	Create a new data stream to add to feedback received through our annual survey	Increase feedback rate; better respond to faculty needs	Spring 2024
Continue to collaborate with other UHCCs to provide professional development opportunities	Provide new offerings and fewer canceled events due to lack of registration	1-2 collaborative professional development opportunities	Fall 2023-Spring 2024
Continued development of the Badging Program	New badging modules	New badging track for synchronous online teaching	Spring 2024

## 5. Resource Implications

**Special Resource Requests not included in operating "B" budget \***

---

☒ I am NOT requesting additional resources for my program/unit.