

To: Technical and Academic Support Staffing Committee

Fr: Chuck Carletta

Re: Meeting follow-up 10/15/03

Our committee met today and discussed our Mission and Vision based on Dorothy's notes from the overall Strategic Planning Meeting. Most of our discussion focused on our Team Goals, the first item on the list.

We identified the following initial goals for our committee and we noted that this would be a good place to start:

1) Our first goal is to collect information from current campus leaders in the areas of technology and academic support so that we can clearly identify what has been done so far to identify staffing needs and support levels.

We want to find out what the specific positions are that these leaders are requesting, what justifications they have offered, how these new positions will affect learning outcomes, etc.

Committee members will contact the following individuals to get their input on these questions and then circulate the findings to the entire committee prior to our next meeting. At the meeting we will discuss these results and use them to develop an initial list of positions desired and initial justifications for them.

- Chris will contact Steve George from Computing Services
- Dorothy will provide input from the Library
- Deanna will contact Mike Albert for Media Services
- Chuck will contact Debbie Winkler and Jon Lightfoot for input from TLC and Business Lab

At our next meeting we plan to use this list of positions as a basis for developing a short set of questions about each position. These questions will then be taken to MCC faculty members for input on how the position would help them improve their educational work and learner outcomes. We will ask for specifics on how a given position will enable a specific outcome. (for example, someone might be hoping to offer a distance ed class but cannot do it because of lack of technical support but could do it with additional support)

2) Our second goal will be to collect specific information from the MCC faculty by doing short interviews or using email. We believe that the faculty has already indicated broad support for increasing staff in the areas of technology development and academic support last year during the development of the initial strategic plan. Our goal will be to elaborate on this and to make it more concrete and specific. We will look for examples and concrete ways in which the added support positions will directly impact our educational offerings, quality, outcomes and content.

3) Our third goal will be to identify how others have been able to measure changes in educational outcomes resulting from the introduction of technology and increased educational support services. Specifically, we plan to contact the Lei Aloha team at Manoa and to review how they have been able to do this. Chuck is currently working on this project and will be able to help on this goal.

4) Our fourth goal will be to collect specific information from the MCC technical and academic support staff by doing short interviews or using email. This information will focus on specific tasks that are not being done at present or that have been discontinued as a result of reduced staffing. We will also attempt to identify specific outcomes that could be forthcoming if staffing levels were increased for the specific positions identified above.

In addition to these four initial goals we also discussed the wide range of types of support that we should be looking into. Our initial list includes:

- 1) technical support for computer hardware/software (classrooms, labs, faculty offices)
- 2) tutoring students in the use of computers and computer applications (Business Lab, TLC)
- 3) tutoring students in substantive areas such as on-line databases, English, Math (TLC, Library)
- 4) technical support for faculty computers and software
- 5) tutoring, training, mentoring for faculty in using technology in instruction (Lei Aloha mentoring model, support given by Media Center for TV classes, support provided by Library staff for database searching, etc.)
- 6) Research support for faculty (library)
- 7) Technical Training Committee (occasional seminars focused on specific topics such as WebCT, PowerPoint, video editing, etc.)
- 8) Videotaping of courses to make available to students who could not attend.
- 9) Recruitment videos for various programs.
- 10) Assistance and training with computer graphics (assist faculty with graphics to be used in course content or promotion of programs).
- 11) campus web master (support for campus web page and individuals with web pages)

We noted that this last long list shows that our mission may involve consideration of technical and educational support that goes well beyond the positions being discussed in the first goal.

Our next meeting will be Nov 5 Wed at 3:30 in Dorothy's office.

Mahalo,

Chuck