MEMORANDUM

TO: Erika Lacro
   Vice President for Community Colleges

FROM: Leanne Riseley, Interim Dean of Academic Services
       Wayne Sunahara, Dean of Academic Support

SUBJECT: ACADEMIC SUPPORT SERVICES WORK GROUP REPORT

Below are summaries from the various department workgroups that fall under the ARPD Academic Support Units which are comprised of the following departments: Testing, Library, Tutoring, and Technology Services.

Testing Centers
Upon reviewing feedback from the various campus testing centers, below are some findings:

- Consistent provision of services across all of CC campuses should be further discussed especially with the increase in online classes. Many of the Oahu campuses meet to align services on O‘ahu, however a healthy discussion with all of the campuses may lend to better understanding and expectations of faculty at all campuses.
- Individuals have mentioned utilizing a common scheduler platform across the entire system may be helpful.
- There are no faculty directly assigned to Testing, therefore 11-month to 9-month faculty conversion is not applicable to the Testing Centers.

Libraries
UHCC Libraries Work Group submitted a collective response:

- We do not advise eliminating or consolidating positions as this would reduce the ability of each library to provide quality services to support student learning and success on each campus and it could also jeopardize the library’s ability to meet accreditation standards.
- UH libraries are already collaborating to provide better services for students across the UHCC system. Examples include Shared Library Management System [Alma/Primo], Shared Collections [Intra-System Loans], and Shared Electronic Resources [Consortial purchases].
- There is currently a UH Library Council - A committee of directors from each UH system library who meet six times a year to plan and coordinate shared activities such as resource sharing and services, policy development, and annual data collection and reporting.
Tutoring
Staffing for Tutoring Centers across the campuses range from 1 to 4 positions with different classification of staffing from 11-month faculty to a part-time clerical staff. Tutoring services and placement in the organizational structure vary greatly from campus to campus. Additionally, many of the tutoring services are geared toward specific student and campus needs.

Technology Services
Staffing for Technology Services across the campuses vary greatly. There are no standard services nor common structure from campus to campus.

One recommendation is to create a CC cross campus technology group to discuss UHCC technology needs and concerns
- On certain campuses due to the size of the staff, campus technology services have struggled to develop adequate expertise in areas such as network design and management, cybersecurity systems and incident response, and virtualized application/desktop services. In other words, some campuses may benefit if the more technical and specialized IT functions were centralized and delivered by the UHCC support group. Centralizing and sharing infrastructure such as for Virtual Desktop Infrastructure (VDI) might provide economies of scale versus each campus designing and implementing their own solutions.
- Consolidation of processing and storage services specifically for virtual desktops and machines for students.
- Adoption and standardization of technologies used throughout the system.
- Implementation of an updated Learning Management System.

UHCC Instructional Designers support varies across the campuses. The group meets regularly to discussed system-wide solutions and collaboration.

Summary
Some of the departments/services have had cross campus working groups prior to the pandemic. However, with online learning becoming more of the norm than it has been in the past, so too is the need for departments to be aligned in providing comparable services from campus to campus. The sub-groups should and will continue to convene and plan accordingly to meet the changing needs of the students and campuses moving forward.