Name of the Program: **Computer Services**

Program as used in this prioritization process can be a specialization, section, division, field of study, center, degree program, etc. The unit head, in collaboration with others as appropriate, must determine the level of analysis required.

How long has the program existed: **Since July, 1998**

Department/School/College: **Outreach College**

The department would fall under which of the following Vice Chancellor’s offices?

- [x] Academic Affairs
- _____ Research and Graduate Education
- _____ Student Services
- _____ Administration, Finance, and Operations

How does the program fit into the larger administrative unit? (Describe in two or three sentences.)

Computer Services exists to provide technological tools, services and solutions for the Outreach College. This support is especially critical to the College because we have unique needs and challenges.

Briefly describe the program (no more than half a page):

1. Design, implement and maintain OC multi-user database systems on different platforms that support the college's needs.
2. Design, implement and maintain websites that support the college's needs.
3. Provides research support, prepares and devises statistical and financial reports for the Online Registration System, SCT Banner, Fiscal and other computer services projects.
4. Setup and maintain Network.
5. Setup and maintain PC Workstations, Mac Workstations, and Computer Labs (PNM Lab and NICE WiFi Lab)
7. Work on planning, evaluating and making recommendations for acquisitions of new hardware and software components and systems for the college's needs.
8. Collaborate, Test and advise ITS regarding Accessibility Issues surrounding UHM Online services and other ADA issues regarding technology.
A. Support Unit of Outreach College: Computer Services

B. Categorization of Unit: Category 1 Essential

C. Main Goals and Objectives of Unit:

Computer Services Unit exists to provide technological services for the College. It develops, maintains and improves computer and electronic networks to meet the College’s educational, administrative and fiscal needs. These include the establishment and maintenance of hardware systems; purchase, installation, upgrading and replacement of software programs; and the development (creation) of software programs, such as databases and online registration systems, necessary to meet the particular needs of the College.

D. Review and Analysis of Unit using Guide Questions for Review Process

D1. Services include:

1. Design, implement and maintain OC multi-user database systems on different platforms that support the college's needs.
   - Collaborate with Outreach College administrators, faculty, staff and other departments to review, engineer, and re-engineer procedures, processes and services.
   - Assists and works with other IT professionals to create and maintain the online registration systems of the college.
   - Provides programming support in efforts to provide education courses and other distance education programs on the internet and provide technical support to address problems and concerns.
   - Develops background information on the design, implementation and operation of the college's administrative systems.

2. Design, implement and maintain websites that support the college's needs.
   - Develops site architecture for new websites and pages, and programming code for assigned web projects.
   - Develops strategies for automating college course and student support information contained in existing college databases and ways to keep information on the website updated and accurate.

3. Provides research support, prepares and devises statistical and financial reports for the Online Registration System, SCT Banner, Fiscal and other computer services projects.

4. Setup and maintain Network.
   - Firewall setup and maintenance.
   - Assists and works with other IT professionals to secure our network.
   - Collaborate with networking specialists in developing a network infrastructure that will support an increasing number of users, data, videos and voice traffic.
   - Applies network engineering expertise to plan and manage Outreach College network. Monitors network performance. Consults with campus network, engineers to plan network upgrades. Evaluates network equipment and makes purchase recommendations.
   - Create, Manage and cooperate with ITS to operate Wireless Network.
Create and Manages eMail, ListServes and Department eMail accounts.
Troubleshoots and fixes network and telecommunication problems.

5. Setup and maintain PC Workstations, Mac Workstations, and Computer Labs (PNM Lab and NICE WiFi Lab)

- Provides complex technical end-user hardware, software and network support; evaluates user needs to develop technical requirements; evaluates hardware and software for program applicability.
- Work to resolve exceptional problems arising from software & hardware performance, & conflicts in policies & procedures arising from integrating Outreach College's information systems w/other data sources.
- Installs software and hardware.
- Troubleshoots software and hardware problems.
- Schedules the computer lab calendar.
- Corresponds and meets with instructors regarding setting up workshops.
- Backup important data.


- Responsible for backup and disaster recovery plan for Outreach College information systems.
- Troubleshoot, update and backup

7. Work on planning, evaluating and making recommendations for acquisitions of new hardware and software components and systems for the college's needs.

8. Collaborate, Test and advise ITS regarding Accessibility Issues surrounding UHM Online services and other ADA issues regarding technology.

- Report to ITS wherever there is an accessibility issue so that they can try to be more compliant with ADA guidelines.
- Send feedback to ITS on the following areas where a Screen Reader or Navigation may be difficult or not work at all for student who has visual disabilities.

D2. How many, and what type of staff are employed? What are the basic responsibilities of each position? Which individuals are cross-trained and in what areas?

There are 4 IT Specialists in the Unit and they are cross-trained in database development, web development, servers and workstations maintenance.

**Job Responsibilities:**

1. Computer Programmer / Coordinator
   - Administrative Overseer
   - Database Development
   - Web Development
   - Servers
   - Workstation Support

2. Web Programmer
   - Web Development
3. Network and System Administrator
   - Network
   - Servers
   - Email
   - Workstation Support
   - NICE WiFi Lab

4. Banner Programmer
   - Banner Reporting
   - Database development
   - Network
   - Servers
   - Workstation Support
   - M3 Lab

D3. Are these services elsewhere available at the University? In the surrounding community?

While computer supports are also available at ITS, most of the services we provide, except for routine maintenance services, are custom built for the programs offered by the college and it would be very difficult, if not impossible, to do without an intimate knowledge of the workings of those programs. Therefore, we believe that the services should be continued as it improves all faculty and staff productivity who rely on our custom built database systems, reports, websites, and online registration applications.

D4. What is the funding source(s)? At what level?

Outreach College is primarily a self-support, special-funded unit. All personnel within Computer Services are retained on special funds.

D5. How is the program’s success reviewed? By whom? How often?

Responsibility for oversight and thus, evaluation of Computer Services rests with the Interim Associate Dean. Problems such as server malfunction, database corruption and security issues are immediately discussed as they occur and the staff works together to find solutions. Additionally, bi-monthly unit head meetings provide an opportunity for discussion of general technology issues such as disposal of outdated hardware. Currently, we are faced with a repeated back-up problem. A temporary fix was instituted within hours of the malfunction but steps need to be taken to avoid future occurrences.

E. Outcome of Unit Review: Target for Growth and Investment

By exploring new technologies, we can implement them to meet the College’s needs in order to improve productivity, resulting in better efficiencies.