

**EVALUATION OF THE LANGUAGE LEARNING CENTER
AT THE UNIVERSITY OF HAWAI'I AT MĀNOA**

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INTRODUCTION

The following evaluation of the Language Learning Center (LLC) at the University of Hawai'i at Mānoa was requested by its Director, Dr. David Hipple. He felt that it was time for a new external review, considering that (1) thirteen years had elapsed since the last one¹ and (2) many changes had taken place in the interim period that needed documenting.

This report is the result of:

1. a series of interviews I conducted between May 7 and June 4, 2008, while I was on campus for a series of workshops. I met with several different constituencies that are connected in different ways with the LLC.² Speaking to members of those different constituencies allowed me to have both a broad and comprehensive view of the LLC as well as multiple perspectives.
For a full list of interviewees, see Appendix I.
2. an on-line survey of faculty in the college asking them to respond to a series of questions about the LLC, designed to gauge their level of satisfaction about different aspects of the Center.
For the list of questions and answers, see Appendix II.

Notes:

In this evaluation, I place some focus on the facilities and functions of the LLC, which are well documented on the LLC's own website (<http://mcl.lll.hawaii.edu/llc/>). Even more important, in my view, are the interview data I obtained and the responses to the Faculty survey, which cast light on the way the LLC is run and viewed by the different constituencies. Dr. Hipple provided a detailed background of the history of the LLC and helped me set up the interviews. Mr. Stephen Tschudi provided me with the results of the faculty survey (the questionnaires having been designed by Dr. Hipple, Mr. Tschudi and myself).

¹The last external review, commissioned by Dean Cornelia Moore, was conducted in 1995 by Jackie Tanner of Georgetown University, when the unit existed as the Language Telecommunications Resource and Learning Center (LTRLC).

² - those who work full-time within LLC;
- those who work part-time at the NFLRC and part-time at the LLC;
- those that are served in one way or the other by the LLC (chairs of departments in the College, and directors of Title VI-funded centers);
- the director of the NFLRC and two deans.

THE LANGUAGE LEARNING CENTER: A HISTORY

The LLC, in its present structure since 2002, is the result of a merger between two previously existing centers: (1) the Language Telecommunications, Resource and Learning Center (LTRLC), originally established in 1956 as the university's "language laboratories," and (2) the Second Language Teaching and Curriculum Center (SLTCC), founded in 1989 with a rotating directorship and a small budget to focus on teacher training and the development of pedagogical materials.

David Hiple was employed as the first permanent director of the SLTCC in 1992. When the long-time director of the LTRLC left UH in 1995, the then Dean of the College of Languages, Linguistics, and Literature (LLL), Dr. Cornelia Moore, commissioned an external evaluation of that center by Jackie Tanner, Director of Language Learning Technology at Georgetown University. Among the 1995 report recommendations were that:

- the LTRLC move from just an audio facility to one that "should offer full media services to teachers as well as instructional and technical workshops";
- the staff job descriptions be rewritten to take those new, multiple goals into account;
- a one-year temporary director be named until a permanent Director can be hired.

In line with these recommendations, Dean Moore named a temporary LTRLC director in 1996 for one year. The following year, David Hiple was appointed as LTRLC director and simultaneously continued in his capacity as SLTCC director.

Tanner's recommendations were subsequently implemented, mostly under the directorship of David Hiple who became the permanent director in 2001. Under Hiple's directorship, the LTRLC and SLTCC were merged in 2002 and became the LLC. The Language Learning Center is now a thriving unit that, thanks to a gradual and successful reorganization, has come a long way and now provides an unprecedented level of service. The fact that the LLC directorship is now a tenured position is an illustration of the high academic regard in which that role is viewed - and justifiably so.

In 2002 David Hiple secured university approval for LLC to operate an "enterprise account," allowing the center to sell products and services, collect and hold revenues, and make purchases. Given that the LLC receives no technology budget from the university, it is largely with enterprise account revenues that the center has been able to buy hardware and convert and upgrade facilities. In recent years, four antiquated audio-lingual cassette laboratories from the LTRLC era have been decommissioned and dismantled, and a suite of new multimedia computer laboratories and media rooms has been installed, including a faculty development lab. This is a significant accomplishment that has enhanced the LLC's reputation on campus and in the profession and facilitated the integration of innovative language pedagogy with technology.

David Hiple also serves as the Associate Director of the College of LLL's National Foreign Language Resource Center. Over time, as the focus of the NFLRC has inevitably come to include more and more technology-enhanced projects, the missions of the LLC and NFLRC have converged, even though the former has a campus focus and the latter has a national focus. In this regard the staffs of the two centers have blended, so that they can perhaps best be regarded as two partially overlapping sets, with each staff member having some unique functions and sharing some common functions.

As a federally funded center, the NFLRC grant represents over \$3,700,000 in external funds awarded to the College of LLL in roughly the last ten years. During the same period, the LLC received approximately \$1,185,000 in related grants and contracts from such sources as the US Department of Education, the National Security Education Program, and the American Council on the Teaching of Foreign Languages. The revenues and the activities carried out in the funded projects have brought significant tangible and intangible resources to LLC and the teaching and learning community in the College of LLL.

THE FUNCTIONS OF THE LLC

The Language Learning Center exists to support language instruction in the College of LLL. This support is provided inside and outside the classroom to faculty and students, and takes the two forms of infrastructure and service. Additionally, on occasion, the LLC makes its facilities available on a paid basis to outside units, providing a revenue stream for technology maintenance and upgrades. On a typical day, the center might serve:

- a student who drops in during open hours in the PC lab to work on a paper for her French class, then goes next door to listen to a French language broadcast and record her personal reaction using the Web Audio Utility;
- a teacher who receives hands-on consultation in the Faculty Development Lab from LLC staff helping her to create a multimedia listening guide for an Indonesian-language movie, then goes next door for a faculty development presentation from the LLC about how to structure a distance-learning curriculum;
- the director of a local community-based educational foundation who is paying a fee to use the Mac Lab to give a two-hour workshop to a small group of clients about using the web to make business connections between Hawai'i and Korea.

Services such as those described above are made possible by the formidable array of infrastructure and media facilities the LLC has carefully assembled over the years, summarized in table form below.

INFRASTRUCTURE

<i>Servers</i>	<ul style="list-style-type: none"> • three web servers supporting a variety of web applications • domain controller server maintaining the integrity of user accounts within the LLC's local area network (LAN) and serving files restricted to local access by students and faculty for class-related use • several development servers used by faculty and staff for internal web application development
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INFRASTRUCTURE (cont'd)

<p><i>Network, Firewall, and Local Wi-Fi</i></p>	<ul style="list-style-type: none"> • local area network (LAN) that serves lab facilities on the first floor of Moore Hall, protected by a hardware firewall, mediating connections to the campus backbone • wireless network coverage in targeted areas of Moore Hall, the language building
<p><i>Computer Labs</i></p>	<ul style="list-style-type: none"> • PC Lab (Moore Hall 153A) with 22 workstations and one presenter station, all running Windows XP, with an LCD projector and a large screen, a scanner with multilingual optical character recognition software, and printing services • Mac Lab (Moore Hall 153B) offers 19 workstations and one presenter station, all running Mac OS X 10.4, with an LCD projector and a large screen, a scanner, and printing services • Digital Language Lab (Moore Hall 153) with 12 workstations in carrels, all running Windows XP, with high quality headsets with microphones for audio recording and listening • Faculty Development Lab (Moore Hall 155B) with 12 PC workstations and two workstations, with peripherals and software especially designed to support faculty development projects involving language-related multimedia
<p><i>Software</i></p>	<ul style="list-style-type: none"> • a wide array of software useful to LLC clients maintained and upgraded on a regular basis • in computer labs and presentation rooms, a range of duly licensed commercial and open-source software to support word processing, the creation of presentations, and work with graphics and sound • in Faculty Development Lab, additional software for video editing and website creation • in-house customized courseware to support language instruction: <ul style="list-style-type: none"> ○ course management system BRIX, meeting the needs of language educators developing and delivering web-based or hybrid language courses ○ Web Audio Utility (WAU), providing a web-based means for teachers and students to listen to and record sound, organized into conversational threads, from any computer at any time, in or out of class

MEDIA FACILITIES

<p><i>Professional Audio and Video Recording, Postproduction, and Replication</i></p>	<ul style="list-style-type: none"> • audio recording studio and video mixing studio of professional caliber, with upgraded digital postproduction capabilities and small-scale high-speed replication equipment • full array of traditional magnetic tape-based technologies, enabling full analog-to-digital conversion in-house
<p><i>Satellite Dish, Integrated with Campus Cable Network</i></p>	<ul style="list-style-type: none"> • satellite dish mounted on the roof of Moore Hall, enabling satellite uplink and downlink services • full-motion video sending and receiving on campus cable network, enabling Moore Hall 155B to serve as interactive television-based distance learning classroom in the State of Hawai'i DLUS Network, as necessary
<p><i>Presentation Rooms</i></p>	<ul style="list-style-type: none"> • multipurpose media-enabled rooms available for presentations by faculty to their classes or other groups, allowing presentation of a variety of media on a range of equipment including the ELMO visual presenter, computer displays, DVD players accommodating DVDs from any region, and video tape players for every format • additional DVD and video players available for drop-in viewing by students and faculty
<p><i>Tape-based Class Lab</i></p>	<ul style="list-style-type: none"> • one class lab with 30 individual specialized cassette tape-based carrels, enabling the playing of a master track and the recording of the student track; each carrel can be controlled from the teacher's master station

The infrastructure and media facilities summarized above enable the LLC staff to provide a high level of service to the center's constituency. These services are described below.

SERVICES

Open Labs and Lab Reservations

The student clientele of the LLC makes heavy use of the PC and Mac labs, which are open to students on a walk-in basis any time between 8 AM and 6 PM, as long as there is no scheduled class lab. Each lab is staffed continuously by monitors who are student workers. Faculty who require a workstation for each student during a particular class session may schedule a class lab in the PC or Mac Lab. The Faculty Development Lab may also be reserved for specialized presentations, but generally not for classes. The useful and user-friendly web-based reservation system is administered by LLC staff.

Equipment Lending

The LLC maintains a pool of audio and video equipment, including cassette recorders, video cameras (both digital and analog) and tripods, laptop computers, portable LCD projectors, and high-quality portable digital sound recorders, for lending to language faculty. The LLC also coordinates the lending of computer carts from the Center for Instructional Support for use in Moore Hall. Equipment for lending is available on a first-come first-served basis; loans are administered by the LLC Coordinator.

BRIX Course Development and Delivery, WAU Services

The LLC's Specialist in Technology for Language Education provides consultation for faculty wishing to develop web-based or hybrid language courses for delivery via BRIX, the in-house CMS. Any instructor of a language class can request a class space in the Web Audio Utility (WAU), where teachers and students can listen to and record language audio. The LLC offers workshops on the use of WAU on a regular basis, and this web-based utility has almost completely supplanted the use of cassette tapes in language classes. LLC staff support the hosting of dozens of courses on BRIX and WAU in every semester.

Web-based Survey Software

The open source web-based survey software Limesurvey is hosted and supported for faculty wishing to develop surveys for educational or research purposes.

Media Hosting and Licensed Audio Duplication

The LLC maintains numerous agreements with textbook publishers to locally host and/or redistribute audio or multimedia materials designed to accompany specific language course curricula. Of these materials, the locally hosted material is available only in the Language Labs. Audio licensed for redistribution is post-produced by LLC staff if necessary, reproduced on CD-ROM, and distributed to students via the language faculty.

Professional Development Services

Each semester, the LLC schedules approximately 20 workshops and presentations for faculty and graduate teaching assistants on topics ranging from the use of specific technologies such as digital audio recorders to the integration of principles of second language acquisition into classroom activities. Presenters are drawn from faculty in the College as well as distinguished visitors.

LLC Newsletter

The LLC Newsletter, published once every semester, provides the latest news in the College of LLL, informs the faculty of local and national professional development opportunities (conferences, symposia, workshops, presentations), and delivers helpful resources and tips.

Event Hosting

The LLC supports the hosting in the College of LLL of national and international scholarly conferences and other events, providing IT infrastructure and technical support. The provision of the service has helped LLL acquire a reputation for hosting highly successful conferences such as the Second Language Research Forum (SLRF) 2008, the Second International Conference on Task-Based Teaching (TBLT) 2007, and the Computer Assisted Language Instruction Consortium (CALICO) 2006.

THE EVALUATION: A SUMMARY

What came out of these many interviews and the survey is an overwhelmingly positive picture of the LLC, in many different areas. The areas of success that were most prominently highlighted throughout were:

- the ways the LLC transformed itself from an old-fashioned facility equipped with mostly reel-to-reel cassettes to a state-of-the-art digital center with the newest equipment and facilities (which I was able to see for myself);
- the way it fulfills its obligation and mission toward all the people it is meant to serve, ranging from its day-to-day operations as they respond to the faculty's daily needs to the many professional development workshops they organize on a regular basis;
- the way it has expanded its role, helping the many outreach efforts of the University and in the development of on-line learning;
- the way it is perceived within the University as a whole;
- the key role of its director, David Hipple, whose drive and vision have played a huge role in shaping the LLC and bringing it national and international renown.

A few minor reservations or rather suggestions were expressed (see the last paragraph), but the overall picture of that of a Center that is extremely well-run and well respected by the people who work in it, those whose needs it directly serves and those that are connected to it in one form or another, enhancing UH's reputation as an educational center of excellence.

THE EVALUATION: A MORE DETAILED VIEW

The view from within: the staff

Note: I interviewed (1) the LLC office staff (Dan Tom, Nancy Arakawa, Peter Kobayashi and Margaret Hattori), who respond to the direct needs of the Faculty in terms of materials and room reservations; (2) the technical staff (John Standal³, Clayton Chee, Tim Oshiro and Robert Wong), providing support services and facilitating research and development projects; and (3) Stephen Tschudi, Specialist in Technology for Language Education.

Views from the staff

Most of the staff members have worked at the LLC (except for Margaret Hattori, who is the LLC secretary, and John Standal) for a very long time, some for over 30 years. They were slightly apprehensive at first about these interviews, but relaxed when told that this review was meant to mostly document the changes that had taken place in the last 15 years.

They all reported an enormous change as the LLC moved from an all-analog facility to a state-of-the-art digital facility. And from all indications, as their roles changed over time, they have all adapted very willingly and successfully to those changes. They all expressed a high level of satisfaction in their roles, attributing the success of the Center to the efforts of Dr. David Hipple, who was able to gradually give them a greater level of autonomy as they each took greater initiative.

³ I mention John Standal several times in this report. Mr. Standal died suddenly in June, 2008, but the legacy of his many contributions survives.

They feel the Center is well run and is efficient, that their respective roles are very well defined and they all agree that they form an excellent team, each member complementing and supporting the other. They expressed great satisfaction with their tasks. Even though they are often at the front end of requests with the public, they don't find the workload excessive (apart from occasional crunch times). They feel proud in the way the day-to-day operations are conducted and the way they are able to have the LLC run smoothly and efficiently. And they feel greatly supported in their task by the Director who understands the importance of their role and their mission.

Views about the staff

The results of the Faculty Survey (see Appendix 2) constantly highlighted how *“friendly, helpful, kind, supportive and knowledgeable”* all the staff are. They emphasize their professionalism and (in terms of Standal and Tschudi in particular) their relevant experience and their research-oriented professional leadership.

Some quotes:

“The LLC staff are the best people I know on campus and I cannot ask for more help than they provide. Thank you very much for your support!!”

“Staff: helpful. Hard working, considerate, willing to drop everything to help out.”

“John Standal in particular has always gone out of his way to be of help during the past year. Nothing but good things to say about him.”

“Without help from John S. with the DVD material, I would not be able to teach my class.”

My own views about the staff

I would like to add that I was personally struck by the high level of professionalism indeed shown by all the staff and I was particularly struck by the judiciousness of two appointments that were made by David Hiple:

- The hiring of John Standal (whose premature death has been a great blow to the LLC), the Information Technology Specialist, who was a key figure in the LLC for the last six years (from 2002-2008) and who not only provided excellent technical expertise but also developed, through his deep commitment to the profession, a highly valuable tool, the Web Audio Utility (WAU), which has brought a lot of justified attention to the LLC. The position of Information Technology Specialist is a key one for the good functioning of the LLC, and I am happy that David Hiple was able to find a solid replacement for Mr. Standal in the person of Mr. Richard Medina. It is absolutely crucial that this position be secured for the long term.
- The reassigning of Stephen Tschudi to a full-time position at the LLC. He belongs to that very rare - and yet so precious - breed of people who are able to combine technical and pedagogical expertise, a huge asset for any Language Center. His major role in the construction of the BRIX, the University of Hawai'i's Web-based course management system for languages, his expertise in distance education (a growing field both outside and inside UH) and the key role he plays in the LLL Faculty development workshops, make him an exceptionally valuable member of the LLC. He has helped push the “walls” of the LLC outward as it moves from being purely a service unit for classroom teaching and learning to a place where faculty can now innovate and use all the many resources available (the Internet, multimedia, etc.).

2. The view of the LLL Faculty

- View from the Department Chairs

The consensus is that the facilities are excellent and the level of services and professionalism by the staff is very high. They emphasize their constant willingness to make themselves available and be of assistance even at the last minute and also very much appreciate the fact that they don't just respond to the needs and demands of the Faculty but are very pro-active in organizing events and workshops.

They see the LLC as an extremely useful place ("*the only place where MA candidates can take on-line exams*", a place that can help deliver 500 placement exams (in Spanish) and provide hands-on training for Faculty. Faculty value the workshops tremendously and single out Stephen Tschudi whom they see as an invaluable and tremendous resource (they mentioned the value of BRIX to create syllabi and course evaluation) and all expressed the desire to see him more at LLC, which has since happened due to his reassignment.

- View from the Faculty

An on-line survey was sent to 306 people, most of them adjunct faculty and graduate teaching assistants. A total of 108 people responded, with 96 of them completing the entire survey – a response rate of about 35%. If we consider our invitation list of 306 to be the total population served, then with a response rate of 35% we can be, very roughly, 85% certain that the survey accurately represents the views of the entire population. Response to the survey among professors and instructors was high, which can be attributed to the importance the LLC holds in their professional lives. Out of the 96 people who responded, 43.75% were Professors, 22.92% were Instructors, 13.54% were Teaching Assistants, 11.46% were Lecturers, 6.25% were "other," and 2.08% failed to categorize themselves.

It turned out to be a very useful instrument in gauging, in an anonymous manner, the pluses and minuses of the LLC.

Respondents were asked to rate their agreement with numbers 1 through 6 of the following ten statements, and were given the opportunity to make additional statements. They were also asked to complete statements 7 through 10 independently.

1. The LLC staff always makes an effort to be of assistance to me.
2. LLC workshops and faculty development opportunities have been helpful to me.
3. The LLC Website is useful and easy to use, e.g., for lab reservations, equipment check out, etc.
4. The LLC has kept abreast of advances in technology relevant to supporting my teaching and professional activities.
5. My ability to carry out my professional duties would be affected if LLC staff/resources were not available.
6. The integration of language and technology is important to the profession and to me personally.
7. The LLC facilities/services I and my students find most useful are...
8. The LLC equipment that I make the most use of includes...
9. The best features of the LLC are...
10. I would use the LLC resources more if...

Note: A full recording of the questions and answers is to be found in Appendix 2.
I will just quote from a few of the respondents who summarized the numerous assets of the LLC.

One of them wrote: *“I have attended other universities and I feel UHM's LLC is the best that I have encountered. When language teachers are qualified to teach in their field, are truly talented at language teaching, and are knowledgeable of what the LLC has to offer, only superior second language teaching results. I hope the LLC is sufficiently funded to carry out its duties and I hope too that the LLC is always striving to stay on top of technology, thinks creatively about how to teach language most effectively, and is receptive of ideas from language faculty.”*

Another wrote: *“For many instructional and research needs in my area, there is no equivalent or overlapping resource on the UHM campus.”*

And another: *“We use them constantly and some aspects of our programs would be crippled without them.”*

View from the Directors of Title VI-Funded Centers

The directors of Title VI-funded centers on campus view the LLC as a “huge asset” to them and emphasize the LLC as a unit that addresses all language needs, no matter in which department. They single out the great support it provides to business in particular. They prize not only the technical expertise of the LLC but its work in software development and in developing models for on-line pedagogy. They cite in particular the innovative nature of the LLC’s course management system, BRIX, and the recent On-Line Cafés for Heritage Learners projects, work done in the area of assessment, and outreach workshops, and the curricular materials and on-line assessment work being developed. They are very interested in these topics, considering the work done under LLC’s leadership difficult but necessary, and eminently sensible *“considering the nature of the student body at UH”*.

They see David Hiple as *“the driver who keeps the focus”* and cite the LLC as a critical element of their success in grant writing, with Dr. Hiple providing essential advice.

View from Deans O’Mealy and Shultz and NFLRC Director Schmidt

All agree that the LLC has a well-established and well respected university-wide profile (although it could have an even greater one), and that it is held in very high regard.

All agree that the LLC has moved very successfully from an old-fashioned language lab with carrels and reel-to-reel audio tapes to a first-class digital lab, equipped with state-of-the-art computer labs.

They all emphasize the high level of services the Center provides students as well as the high quality support it delivers to the Faculty, not just in terms of basic service but in terms of the development support they offer the Faculty.

They all agree that the LLC has become a point of excellence, both at the national and international levels and that it is setting standards in the field. They see its mission as very well-defined, emphasize the very active role it plays on campus (*“they deliver”*) and see one of their biggest assets as *“keeping in touch with the latest developments and new products.”* But they feel that sometimes not enough credit is

given to the LLC, and fear it is perceived merely as a service or resource entity and not as the source of leadership and of highly competent assistance they recognize it to be.

They are very aware of the “*enormous impact*” the LLC has on the way languages are taught at UH, and how versed it is both in theory and practice. “*They enhance our program: they are professionals who can answer questions. They raise the level of instruction*”. “*They set standards*”.

The high quality of the LLC is also very instrumental in helping the NFLRC very successfully secure large grants, since facilities and support are an essential component of the grant proposals. The fact that David Hiple, the Director of the LLC is also Associate Director of the NFLRC is a big plus.

They also highlight the excellent contacts the LLC has established with other centers, which they think is very important and mention its ability to make essential links across campus.

Finally, they all emphasize the huge role played by David Hiple, both in terms of his success at fund-raising (to fund new equipment or new labs), but also in terms of innovation and his vision.

SOME SUGGESTIONS FOR IMPROVEMENT

As useful and highly regarded the LLC is, there is always room for improvement. The suggestions below were made by interested parties (whether Faculty or Deans) but, of course, require more funding...

Facilities: the faculty love the computer labs and love the idea of having a free and open computer lab where language students can come at any time. They would like to see more of them or having them accommodate a larger number of seats. But more than anything else, they expressed the hope that all the language classrooms would someday be equipped with multimedia equipment, projection systems, etc. And even though they don't use the Faculty Development Lab as much as they could, they would also like to see the opening hours of the Development Lab expanded. Some report that the same Lab is underutilized but admit that they would rather work in their offices...

Note: Subsequent to the interviews in which the faculty expressed the above opinions, during summer 2008, through a collaborative effort of the College of LLL and the Center for Instructional Support, the instructional classrooms in Moore Hall were upgraded with overhead LCD projectors, audio speakers, multi-region DVD players, PCs running Windows Vista, VCRs, and video and data ports. During the upgrade process, the LLC provided on-site coordination and guidance as planning, purchasing, and installations proceeded, and supported faculty users as they learned to use the new equipment in Fall 2008.

Workshops: almost all faculty find them useful and appreciate the opportunity to attend them but many say they do not have time to attend or that they often conflict with class times. So perhaps, different hours could be envisioned.

Direction of the LLC: as innovative as the Center is, some people feel that innovation at UH is not very highly supported and that the Center is therefore somewhat underfunded and sometimes understaffed.

A suggestion was made that - in order to raise its profile - the LLC could try and create bigger alliances (with the Student Success Center at the Chancellor's office for instance) and create more connections with ICS. Along the same lines, a suggestion

was made to have the LLC Advisory Board be drawn from a larger group within the University community.

CONCLUSION

It is clear that the LLC has come a long way in the last 15 years, rejuvenating its facilities, bringing in a great deal of expertise and know-how, providing the all essential support to its Faculty on a daily basis and beyond, and garnering much respect from inside and outside UH Mānoa.

The suggestions above should in no way be misconstrued as shortcomings of the LLC and it is clear that most of these suggestions - in order to be implemented - require a lot of extra funding. They should be seen a tribute to the LLC and its Director, in the sense that everyone involved keeps dreaming about an always better future.

APPENDIX 1: LIST OF INTERVIEWEES (dates and names)

I met with the following people (in chronological order) who represent different constituencies.

- May 7: Joseph O'Mealy, Dean, College of, Linguistics, and Literature
- May 8: LLC staff
John Standal, Clayton Chee, Tim Oshiro, Robert Wong
- May 8: Dick Schmidt, NFLRC Director & Professor of Second Language Studies
- May 8: LLC staff
Dan Tom, Nancy Arakawa, Margaret Hattori
- May 13: Stephen Tschudi, Specialist in Technology for Language Education
- May 21: LLL department chairs
Prof. Robert Ball – Chair, Languages & Literatures of Europe and the Americas
Prof. Joel Cohn - Chair, East Languages & Literatures (C, J, K)
Prof. John Mayer – Chair, Indo-Pacific Languages & Literatures
(Prof. Richard Day, Chair, Second Language Studies, was out of town)
- May 22: The Title VI Area Studies / International Business center directors
Prof. Bob Huey, Director; Dr. Gay Satsuma, Associate Director; National Resource Center, East Asia
Prof. David Hanlon, Director, National Resource Center, Pacific Islands
Mr. Paul Rausch, Associate Director, National Resource Center, Southeast Asia
Prof. Shirley Daniel, Director, Center for International Business Education & Research
- June 3: Jim Yoshioka, Coordinator, NFLRC
- June 4: Prof. Edward Shultz, Dean, School of Pacific & Asian Studies

APPENDIX 2: RESULT OF ON-LINE FACULTY SURVEY

Results for Language Learning Center User Survey as of 7/21/2008	
No of records in this query: 96	
Total records in survey: 96 an additional 12 people partially filled out surveys; their results are not included.	

Field Summary:		
The LLC staff always makes an effort to be of assistance to me.		
Answer	Count	Percentage
No answer	2	2.08%
Not at all (1)	0	0.00%
Somewhat not important (2)	0	0.00%
Neutral (3)	4	4.17%
Somewhat important (4)	30	31.25%
Very important (5)	60	62.50%
Additional comments:		
Answer	Count	Percentage
Answer	23	23.96%
No answer	73	76.04%

Comment content:
<ul style="list-style-type: none"> • These guys are top-notch professionals. • Staff and admin have always been very helpful. • All of you are really on the ball and willing to help however you can! • Yes, very helpful. Occasionally difficult to find but always ready to take action. • I walk in all the time and always get immediate help. • Some are clearly more knowledgeable than others, would be nice if level of knowledge was the same for all. • Overall the entire crew has always been very helpful with any problem. • I greatly appreciate their services. They made my teaching easier and have enhanced the quality of delivering the data and the instruction. • Been there and was helped really well • They are always helpful and kind. (Dan, John Standal, Clayton) • There are workshops and staff available to answer questions and provide support, • I haven't had much reason to use most of the services, but Dan Tom and Nancy Arakawa have been very helpful every time I've had to deal with them. • John Standal in particular has always gone out of his way to be of help during the past year. Nothing but good things to say about him. • Once I get a hold of them, they are very helpful but emailing the main email for the LLC - I don't get replies. Is there an email address that is checked

- always by a staff?
- Dan-san, Nancy-san, and everyone else I meet at the Center have been extremely helpful. They are some of the hardest working and most considerate people on campus. I thank them very much for everything they do for us.
 - I very much appreciate the staff's help. Some are more friendly than others...just a personality difference, I guess
 - They are always welcoming and very helpful.
 - I appreciate the fact that even when I rush in at the last minute with a question or problem, the staff is willing to drop whatever they are doing, come to my classroom, and help me out with the tech equipment.
 - Daniel is very prompt in handling requests.
 - Whenever I had a question or assistance to develop my teaching materials or my research project, they helped me kindly.
 - I always got a prompt email confirming my registration to seminars. I also asked a couple of questions by email, which were promptly answered. Mahalo!
 - They are always helpful and available
 - Nancy, John Standal, and Dan have been particularly helpful to me. Without help from John S. with the DVD material, I would not be able to teach my class.

Field Summary:

LLC workshops and faculty development opportunities have been helpful to me.

Answer	Count	Percentage
No answer	11	11.46%
Not at all (1)	1	1.04%
Somewhat not important (2)	1	1.04%
Neutral (3)	17	17.71%
Somewhat important (4)	39	40.62%
Very important (5)	27	28.12%

Additional comments (for example, which workshops have been particularly helpful, or not helpful?):

Answer	Count	Percentage
Answer	37	38.54%
No answer	59	61.46%

Comment content:

- I would like to attend the workshops, as they always sound useful, but I never find the time to do it.
- It seems to vary by workshop, but generally they are helpful. The Laulima workshop was not so helpful this time, but other workshops given by the same facilitator have been very helpful and informative, so it may have been because Laulima is just too new and too big.
- Technology-based workshops have been quite helpful; pedagogical ones,

not so much--I've studied for 4 years in the SLS department here.

- Powerpoint WEbCt Excel
- Have not used them.
- I have not participated, but appreciate the fact that the opportunity is there.
- As most workshops are tailored towards language teaching, literature faculty have limited opportunities to participate. Would be great to have more workshops that are useful to literature faculty. After all, it's part of our college!
- The only problem is that sometimes I cannot attend because I am on so many committees. But they are wonderful about repeating sessions on different days and during different semesters.
- I just wish I have more time to take part in most of your exciting and instructional workshops.
- Limesurvey and H2 [digital sound recorder] were very helpful, personally.
- I have not attended a workshop
- Advanced power point workshop audacity
- The reason I chose "neutral" is that I am not taking advantage of what LLC provides: I am a Graduate Assistant, and I do not have much extra time to attend anything else than the classes I need to take to get my degree.
- I haven't had opportunity to participate in in the workshops as they are usually at times I'm available.
- Haven't had time to attend any of the workshops.
- I found the WAU workshop helpful and would like to see other technologies such as making basic web pages and media.
- Always very organized!
- The only reason I haven't checked "strongly agree" is that occasionally I've attended a so-called "advanced" workshop where people showed up having NO experience at all, so the presenter had to start from ground zero -- to the obvious disadvantage of those of us who were somewhere knowledgeable; I suggest that someone put teeth into the "advanced" part of workshops announced.
- Excel
- WAU and Powerpoint were particularly helpful. I would love a more advanced Excel workshop, including more complicated formulas than just adding points (i.e. percentages, averages, etc.).
- All workshops have been helpful. However, there were more workshops listed that I would have liked to attend, but was unable to do so because of time conflict with my classes.
- I am a little confused between the LLC workshops and SLTCC. If Laulima workshop was under LLC, that was extremely helpful to start building up my future course.
- The workshops, to me, seem to be geared to for rookies. I would like to see a bit more on the advanced level.
- It is very helpful for me how to use the software or multimedia for class.
- I thought they were all useful. I was especially happy to go to the one about how to make a website, which gave us step by step instructions in class and on paper. Very helpful!
- Have not attended any workshops
- WAU, Audacity, CamStudio, limesurvey, BRIX are great stuff

- Most of them are useful, although I haven't been able to take as many as I would have liked because several times they have coincided with my teaching schedule
- Most of the workshops coincide with my class time so I was unable to attend.
- I never participated in the workshop this semester, but I think the opportunities would be helpful for many people. I would like to attend someday.
- I would love to learn how to edit. However, as my computer is a Mac (iMovie, iDVD) and Faculty Development lab uses PCs, I am not sure what to do...
- I participated in a WAU workshop. Hope to be able to attend more...
- The NFLRC should more actively seek for expertise among LLL faculty.
- I learned a lot from every workshops (including workshops by NFLRC) I attended.
- I love to participate LLC's workshops, but I have not had a chance to take any in past two semesters due to time conflict. Please offer workshops after 2:30 pm or later?
- I should attend but I don't
- PowerPoint workshops have been very helpful

Field Summary:

The LLC Website is useful and easy to use, e.g., for lab reservations, equipment check out, etc.

Answer	Count	Percentage
No answer	6	6.25%
Not at all (1)	0	0.00%
Somewhat not important (2)	2	2.08%
Neutral (3)	13	13.54%
Somewhat important (4)	35	36.46%
Very important (5)	40	41.67%

Additional comments (for example, which aspects of the Web site are particularly helpful, or in need of revision?):

Answer	Count	Percentage
Answer	17	17.71%
No answer	79	82.29%

Comment content:

- Very flexible and knowledgeable staff. Good both on new developments and older legacy stuff.
- Dan does great getting back to people quickly and keeping track of many different requests.
- The information is quite up-to-date whenever I use it, which is much appreciated. To reserve labs for special needs, we can quickly check for availability and lock in our reservations.
- I wish that the Khmer font will work better with Mac; or may be we need to check with the KhmerOS Unicode developer for Mac.
- I've usually only checked out equipment in person through Dan.
- I'm not a teaching GA, so I've never had to reserve a room or equipment.

- I would use the website more if I could remember the web address more easily.
- I haven't had the opportunity to check out equipments -- is there a list available to see what types of equipment are available for faculty to use?
- And when the website isn't my first choice, Dan Tom has been truly helpful at every turn in helping me to schedule what was needed.
- I find the immediate automated confirmation email very reassuring when I make reservation. The photos of the equipments are also very helpful.
- I wish LLC website was linked to department websites. Also, if there's any instruction on how to get to resource files (e.g., documents related to the workshops), that would be great.
- the pC check out cart directions and reservation page need to be more straightforward and the interface should be more user friendly. for example, which room to check out can be confusing, and more so since the descriptions are on another page.
- Staffs are always helpful, but they need more equipments...
- I always got prompt emails confirming my reservations. Thanks!
- Very convenient to reserve and see reservations. Excellent system.
- if instructors can request reservation through web and wait for approval.
- PC cart is too heavy to handle, and some of projectors used to have problems such as dark color,, etc. I strongly recommend to remodel the whole building having individual projector and PC in each class room.

Field Summary:

The LLC has kept abreast of advances in technology relevant to supporting my teaching and professional activities.

Answer	Count	Percentage
No answer	5	5.21%
Not at all (1)	1	1.04%
Somewhat not important (2)	3	3.12%
Neutral (3)	12	12.50%
Somewhat important (4)	37	38.54%
Very important (5)	38	39.58%

Additional comments:

Answer	Count	Percentage
Answer	17	17.71%
No answer	79	82.29%

Comment content:

- I don't really know enough about the LLC capabilities to answer this question. Mostly for me the LLC provides very good support for holding classes and public presentations, but I don't use other services that much.
- Yes, though overall more oriented towards student and instructor level needs than faculty research interests. Most of what is provided is not particularly useful to me. It might be useful to survey faculty on their technology interests/needs, if they are intended to be a target audience for

services.

- I appreciate that equipment is maintained very well. There is almost never anything that is not functioning when I use their services. This is a wonderful credit to them.
- I must admit that I am not very knowledgeable of what advances LLC has been making.
- At least that's my impression - I haven't had much reason to use anything other than AV carts or checking out video cameras.
- I really love the Web Audio Utility (WAU).
- The multi-region DVD players, computers, speakers, etc. They all work great for my teaching needs.
- WAU is very good, and keeps getting better -- thank you John Standal. I did respond earlier to one point: I wish that in the faculty development lab, where students can go to record WAU assignments, there was some much clearer/easier sign-posting to find the WAU site. I'm glad that one of the phonetics labs is being converted this summer to a more modern use.
- I find some equipment outdated. I also would appreciate if the equipments are dusted occasionally.
- The fac dev lab is very well stocked with software and magazines. The staff there (Clayton) is also very knowledgble. Of course, the software is a bit out of date on some machines and new software should always be sought out and purchased.
- I also enjoyed learning about Limesurvey.
- I'm not really familiar enough with this issue to make an answer.
- If LLC specialists offers me the following workshops, I would definitely attend them provided that there is no schedule conflict. 1. Computer 101--very, very basic course for faculty who are technologically-challenged like myself. 2. Teaching your class using PP slides 3. Video editing 101--I desperately need instructions on this for my class.
- At other universities there is much more support for faculty. Here there is virtually no tech support available. NFLRC staff tends to repeat what they know (BRIX, WAU) and there is rarely something new.
- most of time, and staff are nice.
- I think we need LLC's open house, and show us new technology and briefly explain how to use them.
- I wish there was a more informal way of showcasing what the center can do and letting faculty know.

Field Summary:

My ability to carry out my professional duties would be affected if LLC staff/resources were not available.

Answer	Count	Percentage
No answer	1	1.04%
Not at all (1)	0	0.00%
Somewhat not important (2)	4	4.17%
Neutral (3)	9	9.38%
Somewhat important (4)	29	30.21%

Very important (5)	53	55.21%
Additional comments:		
Answer	Count	Percentage
Answer	20	20.83%
No answer	76	79.17%
Comment content:		
<ul style="list-style-type: none"> • For many instructional and research needs in my area, there is no equivalent or overlapping resource on the UHM campus. • Whenever I have needed anything from the LLC, I have gotten it immediately. I wouldn't know where to go if they weren't here. • I'm a program administrator, so my duties are not so directly affected, but instructors in our program would be horrendously affected without LLC staff and resources. We'd be far behind technologically without the support of LLC. • We need technical support • My students and I have all found the LLC personnel to be very helpful with technological issues like WAU, etc. I could be hard-pressed to answer many of those questions on my own! • I use PowerPoint in all of my classes and if projection systems were not available, I would need to change my basic method of instruction. • Not having them would be a serious detriment to the needs of our program. We use them constantly and some aspects of our programs would be crippled without them. • I strongly depend on LLC staff/resources! • Not my professional duties, as I can improvise with the materials I have. However, my research projects would have been negatively affected if staff and resources were not available. • Whenever I need technical help for my classes, the staff has helped me more than I could ask for. My classes have been successful thanks to the LLC staff. • While I do not depend 100% on the availability of LLC labs, workshops, etc, I do make every effort to use them intelligently each semester -- both for myself and for my students. I would certainly hate to do without. I have also recommended that for the French program, our TAs be required to learn/use some of the resources offered by LLC. • I would not have been able to do some of the things I wanted to do with my students if it weren't for the support from the LLC staff. • We really need support staff like Daniel and others. • It is useful to have staff available to assist in using new programs. Resources (i.e. computers, workshops) are invaluable to instructors and students alike. • In the PC lab my students would have no one to ask for help, and in the fac dev lab, I would have no one to help me put finishing touches on my materials. • The equipment, such as PC carts and other technology, is essential. The professional development workshops are very enriching. • Definitely. LLC definitely help me in a lot of different ways. 		

- Would LLC staff consider offering small workshops during summer? The reason is that most of my afternoons are taken by meetings and late afternoon classes during regular semester. Please help me! If a small class is difficult due to a lack of budget, I do not mind paying a small fee for the workshop staff.
- always true, especially for language instructors.
- staff are also very helpful.

Field Summary:

The integration of language and technology is important to the profession and to me personally.

Answer	Count	Percentage
No answer	0	0.00%
Not at all (1)	0	0.00%
Somewhat not important (2)	0	0.00%
Neutral (3)	4	4.17%
Somewhat important (4)	17	17.71%
Very important (5)	75	78.12%

Additional comments:

Answer	Count	Percentage
Answer	16	16.67%
No answer	80	83.33%

Comment content:

- It's impossible to have a quality instructional and research program without dedicated tech staff and resources. Incidentally, once this sort of thing is lost it usually can't be replaced.
- While I believe, strongly, that teaching "only the language" can be done well without technology, I also believe that the use of technology in daily lives of our students makes it important to integrate technology into our language teaching.
- It would be good to make literature a stronger component in this. After all, language is fundamental to literature/culture and vice versa.
- The Center does an excellent job of blending theory and practice in a way that is extremely useful to the general public and also in session that help those who are more current to deepen and broaden their knowledge and abilities.
- With their help, we at UHM can deliver online courses in Khmer language.
- Of course, especially in the digital age!
- The Center does an excellent job of blending theory and practice in a way that is extremely useful to the general public and also in session that help those who are more current to deepen and broaden their knowledge and abilities.
- This is a critical juncture where we are learning how to incorporate technology in an effective way.
- Essential: we have to keep up with all the technological innovations, and

- LTC is one of the best ways to do so, for those of us in Moore Hall.
- Technology in language instruction makes a world of difference.
 - I believe that it's true to all languages that technology is indispensable.
 - in this technocratic world, we cannot ignore technology in classroom!
 - Absolutely.
 - and because of this the university must wake up and fund a position providing tech support to faculty!
 - LLC is the #1 help to make my teaching more vivid and attractive to students.
 - Yes. All classrooms should have computers. I would like to see labs not used regularly as classrooms until everyone can have access to the labs when they want.

Field Summary:

The LLC facilities/services I and my students find most useful are...

Answer	Count	Percentage
Answer	83	86.46%
No answer	13	13.54%

Answer content:

- faculty development lab and web-based instructional delivery resources, their small recording studio...
- Faculty language lab Moore 155A (being able to use both spaces for class and public presentations)
- computer labs
- the computer labs, faculty development lab, and regular introduction of new software and applications and how they can support language teaching and learning.
- Since I haven't taught straight language courses in a number of years, I can't really answer. The tape/CD recorders I used for the dialects portion of my linguistics courses were invaluable.
- The PC lab.
- the Faculty lab; the middle room in Moore 153 (for recordings and techie needs for our language courses); even the PC and Mac labs have been extremely important to my courses.
- WAU, Digital lab, computer lab
- computer cart and projector
- recording facilities for video recording.
- Digital Lab, Video Viewing Room, Mac Lab, PC Lab, cam corder/tri-pods and PC Powerpoint cart
- the ability to 1)hold class in computer lab 2)give online placement exams
- lab reservations and digital recordings.
- Moore 155A Checkout LCD projectors Tech support for conferences/meetings Computer labs
- Right now, mainly BRIX
- Projection systems in classrooms 2) Availability of computer class labs with both PC and MAC. 3) Personal assistance from LLC. 4) Department lectures in 155A
- Multimedia room. projector, computer facilities, wireless.

- recording facilities, lab reservations & upkeep
- av rooms
- The computer labs are essential for our faculty and our students. We use them for class-based teaching and learning as well as assessment.
- computer lab
- Our class really like to use Room 155B with all available equipment in there.
- Wed Audio Utility
- the computer labs
- language lab.
- Language lab equipment and facilities as well as computers
- recording studio 155A & B PC lab
- computer labs and rooms
- Nancy and Tanny helped me prepared the listening CD for students' tests, which was of great help.
- The recordable programs in the language labs and the video-viewing center.
- Providing MP3 for the lab section of the language course
- the computer labs
 - Availability of video cameras - computer labs for my students
- LimeSurvey, server space for web applications, technical advice from John
- Moore 155A, The PC Lab and the audio and computer equipment
- computer labs and tv/vcr/dvd in classrooms
- computer/lab rooms (for class) and the recording room (for material development)
- WAU, audio booths for listening to audio recordings.
- The audio visual teaching aid such as internet resources, PPT, video, etc.
 - all-day availability of PC and Mac labs (b) WAU
- computer lab
- computer labs
- Usually immediate help is available whenever I have a problem with operation of the equipment.
- CD players, TV/DVD/VCR carts, computer labs, computer cart, elmo machine
- The PC lab and WAU
- borrowing CD players and tape recorders access to the computer labs ability to occasionally use MH 155A and class labs making student copies of test tapes making teacher copies of audio material
- I personally like the faculty development lab. Such room is necessary for teaching staff and graduate students, since Moore hall labs are often occupied by LLL courses.
- computer labs
- MAC lab, and fac dev lab
- PC Lab Moore 155A VHS/DVD copying workshops
- The PC lab
- the software and facilities for dvd/video, the lab facilities with many computers for students' hands-on practice in learning
- faculty development lab; computer lab
- WAU PC Carts Digital computer lab and PC lab
- n/a - haven't made use of any services except computer lab (occassionally)

- WAU
- PC Cart, PC/Mac Lab, WAU, and Lime Survey
- the softwares that they installed on the computers in the PC lab, like TAP, etc.
- n/a
- the computer lab, audio lab for taking exams, and the teacher development lab
- Mac Labs for listening practice.
- borrowing of equipment, use of computer labs
- computers, DVDs and Cds copying, tape recorders, in-class technology
- WAU audio and recording facilities
- for using a computer room. For myself to be able to learn things related to teaching and technology.
- The computer labs.
- computer, audio equipments
- I can not give you good answers, since I didn't use the LLC facilities for my classes this semester. Sorry.
 - digitalizing VHS 2. Making DVD material available on the server so that students can watch dramas, news, etc. to do homework 3. recording/video taping
- Everything, especially the use of equipments.
- computer lab
- the computer labs which allow my students to make presentations
- workshops, but as I said, we need more diversity. The labs are, of course, very useful too.
- Moore 155A
- a computer cart equipped with a projector
- WAU
- computer/multimedia labs and digital recording
- to use class labs in computer rooms.
- Computer lab.
- Computer rooms, workshops.
- The internet.
- media equipment that can be used in classrooms media rooms
- easy reservation

Field Summary:

The LLC equipment that I make the most use of includes...

Answer	Count	Percentage
Answer	82	85.42%
No answer	14	14.58%

Answer content:

- computer lab, copying facilities, hardware check-out, videocamera loan...
- LCDs
- computer labs
- the faculty development lab, computer labs.
- CD/tape recoders

- The PC lab.
- PC and Mac labs for classes and for students to do independent work.
- WAU, Digital lab, computer lab
- computer cart and projector
- video camera, DVD player, video lab
- computer labs computer cart for classroom
- computers in labs (especially PC labs) and digital recording facilities.
- Not much these days; mostly human resources probably (i.e., occasional help with technological issues by the staff)
- Portable computer/projector
- Projection for PPT and computer class labs
- Same as above.
- audio lab, computer lab
- We especially use the computer labs.
- recording
- LCD projector, Elmo, and computer with internet access.
- Computers equipped with headphones for recording
- H2 digital recorder, LCD Projector, Camcorder, etc.
- computers and computer carts
- lab computers.
- computer and dvd players
- computers
- LCD projector
- 155A, Room 259
- CD player
- Computer, VCR, ELMO.
- handheld MP3 recorder
- AV cart, elmo, rooms with tv and dvd to play language films
- Video Cameras - AV carts
- The computer labs on the first floor
- CD player, projector
- vcr
- audio booths for listening to audio recordings.
- Internet connection, PPT, video, and CD player in a classroom.
- WAU, then the PC lab
- projector
- PC cart, video camera
- PC cart, video editing device (as my personal computer does not has), recording room, video camera...and more.
- same as above
- computers
- Elmo projector video VCR equipment DVD equipment CD players
- Projector, video, tape recorder, PC cart I wish projector can be checked out for a week when people need to go to conferences.
- computers, including expensive software and accessories
- PC carts, but i wish they were MAC carts
- computers Elmo DVD VHS
- PC carts and LCD projectors

- dvd/video editing facilities
- computers; video & computer carts
- WAU PC Carts Digital computer lab and PC lab
- Loaning of recording devices (digital cameras and voice recorders) would be the most useful, but I have managed to find equipment elsewhere when needed. From what I hear, however, this is a very valuable component for other students.
- WAU, projectors, labs
- PC Cart
- video camera
- PC lab and Faculty development lab.
- PC carts
- the computers at the computer lab,
- Macs.
- video cameras
- all
- computer cart, DVD player
- Computer labs and dv camera
- duplicating machine (tapes), audio equipments
- small tape recorder 2. CD copier
- Projector, PC cart
- PC cart
- audio recording studio
- PC cart
- a computer cart equipped with a projector
- Digital Media Lab
- computer labs, international channel and digital recording facilities,
- PC cart
- class presentation equipments.
- Projector cart.
- PC cart, PC projector.
- Computers
- vcr/dvd projectors vcr/dvd viewing equipment in LLC office
- PC cart and projector

Field Summary:

The best features of the LLC are...

Answer	Count	Percentage
Answer	71	73.96%
No answer	25	26.04%

Answer content:

- friendly, helpful and knowledgeable staff, good hours, staff who've accumulated relevant experience (not temporary student help), senior research-oriented professional leadership
- The easy schedule preview and reservation options on the web
- computer labs
- the computer labs, faculty development lab, and regular introduction of new

software and applications and how they can support language teaching and learning.

- Friendly and helpful staff -- ready to meet the most last-minute needs
- The PC lab.
- All of the above, but the Faculty lab is really impressive!
- WAU, Digital lab, computer lab
- helpful staff
- friendly and helpful staff
- the staff!
- technical support from computer experts, recording services, various workshops helping faculty to implement a variety of technology in language teaching, the convenience of using multimedia labs for teaching
- Very knowledgeable and action-oriented staff
- High degree of professionalism. I do not use the facilities or events of LLC much at the moment, but appreciate the work they have been doing.
- Personal, prompt, and friendly service from the staff, especially Dan, Nancy and John
- Same as above.
- staff
- This will vary from person to person. Those of us who use the Web-Audio-Utility (WAU) for example, may use it very frequently, but we also depend on the computer labs for specific meetings, exams, etc.
- its people
- its website, staff, resources, including tutorials/demos
- availability and assistance
- the availability to classes and the helpful, competent staff
- lab resources-- helpful tech support, availability of relatively new hardware, software, web-based language teaching/learning tools, etc.
- Everything
- Facilities and equipments
- People are nice and helpful.
- Fantastic, up-to-date technology and helpful staff.
- Availability of audi-visual equipment
- staff
- Dan and Nancy
- Its staff and their helpful, open attitudes.
- The faculty development lounge & Dan's office (always willing to help and very friendly!)
- the wonderful faculty and staff running it
- daniel tom!!!
- WAU, support staff.
- Dan-san and Nancy-san.
- Staff!
- Assistance, workshop (extremely useful to keep myself up-dated with technology, which is very useful for my teaching and research)
- facilities and equipment backed up with training and workshops
- The staff
- professional and accommodating staff

- Very prompt reply from the equipment manager (daniel, I think)
- friendly staff, good hours
- computer labs Moore 155A
- kind and supportive assistance by the staff
- faculty development lab; reservation for class use of computer labs
- the equipment, facilities, and personnel that help us in teaching and learning
- kind staff and good equipment
- location
- I like the fact that LLC took the initiative to find technology or software that's useful to language professional and provide trainings to faculty and staff, so that we feel we can catch the wave of the development in the field.
- I don't know much about LLC.
- the staff, reservations through the web, the computer labs.
- Variety of available equipment.
- convenience
- available when we need them
- I like the online reservation system; it's very convenient.
- can sign up for any time
- staff who are willing to assist me even though I come in for help last minute most of the times. Thanks!
- See answer above.
- Dan was so prompt to respond to my reservations and whatever questions I may have.
- helpful staff and professional development activities
- staff
- the capability of the LLC staff to offer professional services with so little financial support from the university
- no comments
- WAU & technology workshops
- (same answer as above)
- helpful staffs and coordinators
- Personnel
- The computer labs.
- helpful, expert staff!
- kind staffs

Field Summary:

I would use the LLC resources more if...

Answer	Count	Percentage
Answer	66	68.75%
No answer	30	31.25%

Answer content:

- they included videoconferencing capabilities, or simply had more space and hours
- I had more time to investigate what things they offer that I could use more in my own teaching. But I am so busy trying to teach and do research that I do not have time left for this other professional development side

- every classroom has computers
- I were teaching more regularly, rather than primarily focusing my energies on program administration.
- I were teaching more courses that would need AV or computer facilities.
- we have more PC labs for classroom use.
- I had more time to do so (partly as a result of hours they are available, but also due to my own disorganized schedule).
- the computer lab tech support supports more multimedia authoring/editing softwares
- no response
- there was a movie recording studio with green screen.
- there are more available PCs and time slot for labs use, and more workshops on new applications of language teaching.
- NA
- N/A
- I had more time.
- had more time
- While space is always a problem, it would be great if there were another lab available as a class-lab. For example, the study abroad offices could go in a more centrally located building to give us more class-lab space. The class labs fill up quickly.
- We need more rooms like 155B.
- There are more consoles for 20+ students. My class sizes are usually bigger.
- I wish I can use a (small size) classroom with computers, accessible internet service in classroom for an intensive language training course, just like Moore 155b.
- reserving lab resources were not so competetive.
- I had more time
- I could have more time in class with the students
- they were open longer throughout the day and over the weekend
- NA
- I were a teaching GA. ;)
- I were able to show satellite TV to my students on a big screen (big enough for everyone to see & hear) ie. to show television/movies in the language I teac
- I knew what else are available. this is my fault for not really looking into the facilities and what they offer.
- I had more time in my class period
- I already use the LLC a lot and enjoy using this valuable facility and its services.
- they are not fed up with my needs. The LLC staff are the best people I know on campus and I cannot ask for more help than they provide. Thank you very much for your support!!
- there are not enough equipments sometimes
- some of the equipments were newer
- I use LLC facilities very frequently. I experienced some problems with video camera (twice--in both cases, pictures were shaken) and PC cart (once--no

sound). Some cases, it's just impossible to retake the pictures again or in case of PC cart, I missed the single chance to conduct a questionnaire. They are very rare occasions, but it happened somehow when it was crucial to use those equipments. I hope that some tests of equipments will be conducted periodically.

- ...the 155 room (not the faculty development room, the other one, can't remember if it's 155A or B) was available more often. Sometimes I want to show students something online and find the computer carts unwieldy (if I'm teaching in Moore) or unavailable (if I'm teaching in a building other than Moore). I'd love to be able to reserve that 155 room periodically, maybe once at month, but in recent semesters it seems that there are a number of classes regularly scheduled there so it is unavailable the entire semester during those time slots.
- there is no time conflict
- I had more time for supplementary activities in class
- I were at Moore Hall more often.
- If they were available more often. I have found that teachers check out PC carts and such for the entire semester and this makes it a race to check things out. It is impossible to get rooms sometimes as teachers have the room checked out for a particular course every week.
- more rooms like Moore 155A were available
- they had more advanced/upgraded equipments.
- there are more seats and space in the computer labs and the individualized rooms for the editing work with dvds/videos 2)the opening hours would expanded to the time such as 7:30 pm, which feel more available for users after class.
- longer hours or easier access to faculty development lab; faster and larger bed scanner for fac. lab; more macs at fac. lab;
- publicized better in my department 2) needed resources to get my work done (see comment above)
- There was technology available in Moore classrooms
- there were someone there who would actually help faculty with research projects and teaching projects.
- You are awesome. I can't think of what else I would need. Maybe more computers in the faculty development lab. Often my students or workshop participants don't have enough chair and computers to work with.
- I know what's available.
- I had more time in my curriculum to implement more technology
- I needed their resources.
- I required students to gather data for coursework
- I have more time
- I would be curious to learn more about producing high-quality video using the broadcast setup, if instruction were available. It would also be nice to have a good quality "prosumer" dv camera available for loan that could be used on location (such as a Sony PD-170 or similar).
- I write my syllabus technology oriented.
- there is more recording facility available --such as a more spacious recording room with a news studio like decoration. Also, more state-of-art DVD camera will be nice, too.

- any workshop time would be available to me
- can't think of anything
- it would offer more diverse services.
- more classrooms can be equipped with computers
- no comments
- the mac in mac lab is as convenient as the pc lab for foreign language displaying/decoding, etc.
- I know how to create some videos for my classes. I just don't have time to figure out myself. Please offer basic video workshop for teaching language in the fall.
- I have more skills and time to use these resources.
- More resources were available.
- I had more time.
- they were easily available and I knew exactly what we had at Moore Hall.

Field Summary:

Please choose the category that best defines you:

Answer	Count	Percentage
No answer	2	2.08%
Professor (P)	42	43.75%
Instructor (I)	22	22.92%
Lecturer (L)	11	11.46%
Teaching Assistant (T)	13	13.54%
Other (O)	6	6.25%

Field Summary:

Feel free to give us any additional comments in the box below:

Answer	Count	Percentage
Answer	25	26.04%
No answer	71	73.96%

Answer content:

- Language program administrator.
- It would be great if we have have all the classrooms in Moore Hall equipped with Multimedia equipments (PCs, LCD projection, etc.)
- These surveys are simple and effective ways to seek various peoples' feedback in a non-threatening way, esp. because they are anonymous. Great idea!
- Please consider making a studio for video recording, so that we can produce quality video clips for students to use as authentic input.
- The LLC is a valuable resource with great staff. As with any unit along these lines, there are diverse needs to be met and limited resources, so you have to pick your target audiences. I have absolutely no negatives to say about the LLC, but I also don't particularly feel like it is a key resource for my work-
-with the exception of the human power technological support that it very willingly provides.
- I really appreciate the service that is provided by the staff.

- keep up the excellent work and support for UHM faculty and staff!
- I work with a large teaching staff that includes many of these other categories and we all use the Center for a variety of needs.
- Many thanks to John Standal, Silpa, Dan and others for their great support and services.
- Thank you for this opportunity to say something about the language lab
- I have attended other universities and I feel UHM's LLC is the best that I have encountered. When language teachers are qualified to teach in their field, are truly talented at language teaching, and are knowledgeable of what the LLC has to offer, only superior second language teaching results. I hope the LLC is sufficiently funded to carry out its duties and I hope too that the LLC is always striving to stay on top of technology, thinks creatively about how to teach language most effectively, and is receptive of ideas from language faculty. Please learn about communicative language teaching techniques and promote it. Communicative language teaching is the latest advancement in language teaching and is the measure by which language learners and teachers are measured in other parts of the world, particularly Europe where language teaching is one of the most valued (and therefore one of the highest paying) occupations.
- Thank you for the great service!
- thank you, LLC!
- Thank you very much for your help and professional work!!
- The time conflict and availability of the room when needed made me use LLC service less frequent than I would have liked.
- I was so relieved when I first learned that LLC was there in Moore Hall to support me with the necessary equipment and facilities. I'm so thankful!!
- I am a research GA
- The Language Center is an extremely useful resource and the people are very helpful. Keep up the good work!
- Keep informing opportunities you are providing. I appreciated it.
- I am very much interested in the use of media in my classes. A workshop that teaches a media-related skill will be very helpful. Also, being able to watch some educational TV programs in Moore Hall will be great as well as a roomier more 'fit' recording room (my class created a News Program in Japanese and we always had a hard time decorating that little room inside the LLC office on the second floor to look like a news studio set...)
- Keep up the good work!
- Thanks for your effort!
- no comments
- This survey should be conducted at least once each school year.
- Thanks for all the help.