

University of Hawaii Maui College

Lahaina Education Center

Annual Program Review – Academic Year 2009 - 2010

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Introduction

The Lahaina Education Center has been operational since 2009 and offers a variety of educational options for residents of Maui's west side. In addition to offering classes via HITs and live delivery, the Center also serves as a computer/study center and test proctoring site. Not only is it utilized by students attending classes in Lahaina, but also by main campus attendees who live in West Maui. The Lahaina Ed Center offers continuing education classes for the community and serves as a central location for occasional community-based meetings.

Maui Community College Mission:

Maui Community College is a learning-centered institution that provides affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

Maui Community College Vision:

We envision a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments. The College mission, goals, and actions will be guided by the Native Hawaiian reverence for the ahupua`a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

Mission and Vision of the Lahaina Education Center:

Maui Community College Lahaina Education Center, known as "UHMC - Lahaina," is the outreach center for Maui College in West Maui. UHMC Lahaina provides affordable, high quality credit and non-credit education to the diverse West Maui community. These opportunities for higher education have historically been unavailable to a majority of the population due to full employment or the transportation challenges that isolate West Maui from the rest of the island.

UHMC Lahaina will strive to meet current and emerging education and training needs for West Maui through innovative, high-quality programs. The Center will be guided by the Native Hawaiian reverence for the ahupua`a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

Expected Student Outcomes:

The Lahaina Ed Center students are often attending a combination of Lahaina and main campus classes. Therefore the Student Outcomes refer not only to their s to their Lahaina classes. Expected outcomes:

1. Enrollment – The Lahaina Ed Center should endeavor to meet their allotted capacity for all classes. This includes all delivery methods – HITS, live classes, internet-based and cable TV.

2. Retention - Lahaina Ed Center students will meet or achieve campus set goals of % of students earning a C or better average
3. Persistence - Lahaina Ed Center students will meet or achieve campus set goals of % of students who successfully persist from Fall to Spring
4. Academic Goals – At least 75% of Lahaina Ed Center students will declare their academic goal or major by the end of their second semester

Part 1. Quantitative Indicators for Program Review

Demand

Note: Many Lahaina Ed Center students attend classes both at the Lahaina Ed Center and the main Kahului campus. For the purpose of this assessment, only the classes attended at the Lahaina Ed Center are tracked.

Fall 2009	Spring 2010
ABIT – 1	ABIT – 0
Accounting – 2	Accounting – 0
Admin of Justice -2	Admin of Justice - 0
Automotive Technology – 1	Automotive Technology - 2
Business Careers - 6	Business Careers – 8
Business Tech - 2	Business Tech - 1
Early Admit - 9	Early Admit - 1
Energy - 2	Energy - 1
Food Service - 0	Food Service - 1
Hospitality and Tourism - 0	Hospitality and Tourism - 3
Human Services - 8	Human Services - 4
Liberal Arts - 41	Liberal Arts - 43
Sustainable Construction - 0	Sustainable Construction - 1
Unclassified - 7	Unclassified -7

Student semester hours for program majors:

Fall 2009	Spring 2010	<i>Fall 2008</i>	<i>Spring 2009</i>
Semester Hours - 255	Semester Hours - 282	<i>Semester Hours - 235</i>	<i>Semester Hours - 237</i>
FTE – N/A	FTE – N/A	<i>FTE – N/A</i>	<i>FTE – N/A</i>

Note: a large percentage of Lahaina Ed Center students take classes on the main campus as well, so the FTE computation would not be valid data.

1. Student semester hours for non-program majors in all program classes – 24 (avg)
2. Student semester hours for all program classes – 244 (avg)
3. Student semester hours for all program classes – see chart above

4. FTE program enrollment (see chart above)
5. Number of classes taught/received:

Fall 2009		Spring 2009	
Live Lecture	2	Live Lecture	3
SkyBridge	12	SkyBridge	13
Cable	2	Cable	3
Internet	statistics not tracked	Internet	statistics not tracked
Non-Credit	1	Non-Credit	2

6. Determination of program's health based on demand - **Healthy**

Efficiency

Note: More than 70% of class attendance is via Maui Community College's HITS "SkyBridge" program, which is a closed circuit television system that is broadcast system-wide, and already figured in to efficiency statistics for the individual programs. Therefore attendance as defined in this section, is in relation to only the live courses taught at the Lahaina Ed Center.

7. Average class size – **13**
(previous AY – 12%)
8. Class fill rate – **79%**
(previous AY – 80%)
9. FTE of BOR appointed program faculty – **1.0**
(previous AY – 1.0)
10. Student/faculty ration – not applicable
11. Number of Majors per FTE faculty – not applicable
12. Program Budget Allocation
 - a. Staffing: <**\$100,000**
 - b. Supplies: \$ **2,000**
13. Cost per student semester hour – not applicable
- 14. Number of classes that enroll less than ten students – 1 (trial offering of OCN 101)**
- 15. Determination of program's health based on Efficiency – **Healthy****

Effectiveness

16. Persistence of majors from fall to spring – **93%**
17. Number of degrees and certificates earned – In only its 4th year of operation, the Lahaina Education Center had eight students earn a certificate, based on a combination of course work in Lahaina and the main campus.
18. Number of students transferred to four year institution – data not available
19. – 28. Not applicable, as the Lahaina Ed Center has no Perkins funded programs.
29. Determination of program's health based on effectiveness – **Healthy**

Part II. Analysis of the Program

As previously noted, the 2008 – 2009 Academic Year was the fourth full AY for the Lahaina Education Center. Therefore the Center's personality, function and ultimate contribution to MCC continued to evolve during these semesters. Through various tools – focus meetings, surveying the student population, informal polling of community members and analysis of usage data – a picture began to emerge. Each education center is unique from the others, and the newest is no exception. Although the Lahaina Ed Center is MauiCC's second largest center (second only to Molokai), it's only 25 miles away from the main campus. This geography makes it somewhat easier to travel between the two campuses than it is for traveling to the other locations.

The primary effect is that, since students can travel back and forth fairly easily, there is less pressure on the Lahaina Ed Center to offer all courses necessary to acquire a specific degree. The Center instead can focus on continually offering basic courses that might make the difference between a student taking the first step towards a college education or not.

Nevertheless, the travel is still costly and time consuming, thus creating the second effect: Lahaina students who live in West Maui and attend classes at the Kahului campus often utilize the LahEC for learning center type functions – computer usage, test proctoring or as a study center.

A third, and rather unanticipated effect concerns MauiCC staff and faculty who are West Maui residents. Several of the instructors, lecturers and counselors who live in Lahaina and commute to the Kahului campus have begun to set a occasional "Lahaina Office Hours" to meet with the students who live on this side of the island, or to teach a class at the Lahaina Education Center. This adds an important dimension to LahEC's contribution to the students' likelihood of success.

And finally, the geography of West Maui itself contributes to the function of the Ed Center regarding the demand for specific classes. For example, the Marine Options Program is very popular, and is becoming an academic focus point.

At the three year mark it appears that the Lahaina Education Center serves West Maui in four main areas:

Academic class delivery –

Via SkyBridge, Live Lecture and Cable classes, students come to the LahEC to attend classes. During the past academic year, there was an average of 16 classes available entirely via the LahEC for students.

The Lahaina Education Center is also a receive site for University Center Bachelor and Master degree programs. Two West Maui residents are enrolled in the Neighbor Island MBA program and view their classes via the Lahaina Ed Center.

The LahEC offers various non-credit courses via VITEC, the continuing education department of Maui Community College.

Academic support –

Equipped with a state-of-the-art computer lab and other technology, the LahEC is heavily utilized not only by students who attend classes at the Lahaina Ed Center, but also by West Maui residents who attend classes on the Kahului campus. For Fall 2008 and Spring 2009, there were approximately **700** instances of students using the Lahaina Ed Center computer lab.

Student Services support –

Applicants, Lahainaluna High students, current MauiCC students and interested community members regularly utilize the Lahaina Education Center for their application and registration needs. For the 2008-2009 Academic Year, the student services traffic for the LahEC was approximately:

- Applications received and processed via Banner database: **40**
- Compass Placement Tests administered: **120**
- FAFSA application and other admissions assistance: **75**
- (including regular visits by main campus admissions advisor)
- Academic advising (including visits by main campus academics advisor) **32**
- Test proctoring for SkyBridge courses **75**
- Test proctoring for Cable or Internet-delivered courses: **28**

Additionally, the staff offers continual ongoing one-to-one support for individual students regarding issues as diverse as familiarization with Laulima (classroom web interface) or serving as a ‘connecting piece’ between SkyBridge instructors and distance learning students.

Community support –

When a classroom is not in use, the Lahaina Ed Center is able to rent meeting and classroom space to various West Maui organizations. This rental fee in turns contributes to the LahEC’s goal of self-sustainability. Additionally, the Center’s lecture classroom is sometimes made available for meetings that will benefit the community at large. This is always done within the guidelines of the state rules and regulations.

During the previous Program Review, a number of emerging strengths were noted, and to briefly recap them:

1. State of the art technology

2. Strong Advisory Committee
3. Relationship with Lahainaluna High School
4. Inter-relational aspect of Continuing Education programs and Academic pathways
5. Greater emphasis on faculty presence
6. Strong support from Kahului campus
7. Positive aspect of “new” center

Additionally, a number of challenges or potential challenges were also noted:

1. Low persistence indicators
2. Proximity to main campus might dilute Kahului enrollment rather than add
3. Location – very convenient but on a side street not generally traveled
4. Staffing – 1 and .75 staffing
5. OCET – attendance low for the non-credit courses
6. Loss of Rural Development Project funding
7. Negative aspect of “new” center – getting the word out

Program Strengths

During the 2008-2009 Academic Year, effort was directed towards these areas with the intention of increasing the strong points and lessening the challenges. Utilizing year’s action plan, which was based on three areas – recruitment, aligning the Center with the needs of the community and self-sustainability-- served as a guideline for the following steps and subsequent results:

- ***Community Outreach:***

Although the ongoing visits to local businesses and organizations continued, the greatest results, surprisingly, were achieved through the Coordinator’s continued assimilation into the West Maui community. This was accomplished via memberships with SHRM, Lahaina Restoration Society, Lahaina Arts and more. These affiliations have increased the “reach” of the Ed Center, both for communication and, ultimately, for increasing registration. The Lahaina News and Lahainaluna Parent Newsletter continue to be excellent resources, as well.

Utilizing available technology and various databases, the Ed Center developed an emailing list of all MauiCC students with a West Maui zip code. This list can be sorted by majors, # of credits and a variety of other ways. Announcements, the schedule of classes, and other information can now be sent instantly to all appropriate students/prospective students. Additionally, the Lahaina Ed Center web page has been updated, and the information is kept current, as well as the MauiCC – Lahaina Education Center Facebook page.

The relationship between the Lahaina Ed Center and Lahainaluna High School continues to be a key factor in the success of the LahEC. During the 2008-2009 Academic Year, the Ed Center coordinator joined the HiPass team (comprised of faculty from MCC, Maui high schools and Maui intermediate schools), collaborated with LHS Parent Community Network Center facilitator to disseminate information, hosted 6 group Placement Testing meetings and developed a working relationship with five counselors. Additionally, the Coordinator taught IS 105C (Job Interviewing Process) to a group of LHS early admits.

As previously noted, the Lahaina Ed Center has partnered with various organizations to hold community meetings, when space is available. This has positively impacted the community's knowledge of where the Ed Center is located.

- ***Recruitment, Retention, Persistence:***

Although most of the above mentioned outreach actions are geared to recruiting students, focus was also aimed at insuring the success of students, once registered. For example, the LahEC student outcome benchmarks are for at least 75% of the students to pass the semester with a C or better, and for at least 75% of the students to continue from Fall to Spring, within the UH system. Both of these goals were met, at 82% and 76%, respectively. It is interesting to note that the close proximity to the main campus was previously considered to be a possible weak point, but has turned out to be a strength. *Note: as enrollment begins to climb due to limited job opportunities, it appears that a more formalized strategy for retention and persistence may be necessary. This has been incorporated into the current year's action plan.*

- ***Sustainability:***

For the first two years of its existence, the Lahaina Education Center was mostly funded by a grant from the Rural Development Project. Not only did this grant make the reconstruction and purchase of fixtures and equipment possible, but also funded the most of the operating costs once opened. The 2008 – 2009 Academic Year was the first year without RDP funding. In order to help defray expenses, the Lahaina Ed Center has used rental income to supplement the cost of operation. During the summer of 2008, the Ed Center had tremendous success in this strategy, receiving \$5,000 in rental income. This, in turn, helped supplement the staffing budget, to allow for greater hours of operation. The idea of sustainability will be further addressed in the Action Plan.

Program Challenges

- Although the Lahaina Advisory Committee continues to have several enthusiastic members actively support the Ed Center, the majority of the members have been unable to attend meetings due to scheduling conflicts and other concerns. This group was essential to the development of the Center and their continued guidance is needed. Currently, the Ed Center staff is surveying the committee members to determine solutions to this situation.

- Limited resources is also a challenge. The 1.75 person staff covers hours of operation, but with only a minimal overlap of hours. Additionally, as the equipment, fixtures and furniture age, there will be increased maintenance and replacement costs.
- As previously noted, the attendance for continuing education classes is lackluster. On one hand, this may be attributable to the success of the credit courses. Nevertheless, the LahEC wants to continue to offer OCET courses for the community at large. We've addressed this by cutting back on the number of classes attempted, and instead, focusing on a few classes for which there appears to be the greatest interest.

Determination of the Lahaina Education Center's program's health: **Healthy.**

This relatively new addition to Maui Community College is developing as its own entity in a strong and focused manner.

IV. Action Plan

The following steps are being implemented:

1. Continue efforts towards increased enrollment
2. Develop new strategies for retention:
 - Meet with each student at least once per semester to evaluate progress, answer questions or offer support
 - Develop a list of suggested ways a distance ed instructor can utilize the outreach staff in supporting their students and communicate this to all concerned

3. Develop new strategies for persistence:
 - Informally track students' progress within their chosen program to better assist them
 - Based on needs of Lahaina students in connection with system resources, help develop a two-year SkyBridge course offerings plan.
 - Using available database information, check to see that students from the previous semester have enrolled for the upcoming term. Contact those who have not, and offer assistance.
4. Actively pursue room rental opportunities, particularly during the summer months.
5. Add the concept of teachers-as-prospective students to the current LHS collaborative strategy.
6. Foster development of programs which have generated the greatest interest, such as Nursing, Marine Options, Human Services and Sustainable Construction Technology. Offer class that feed into these programs wherever possible, but also offer student support for those who must attend on the main campus.
7. Continue these items from the previous year's Action List which have netted positive results:
 - Use of Lahaina News and PCNC newsletter
 - Comparison of LahEC's demographics to the community, to insure all segments are served
 - Continue to survey current students, track and analyze data to insure that the Ed Center is aligned with their needs.
 - Track all promotional efforts to determine which net the most results
 - Continue to develop an email database for West Maui residents and businesses
 - Pursue grant opportunities where appropriate

Part IV. Resource Implication

Physical –

The Lahaina Ed Center has kept the cost of operational processes such as tree trimming and cleaning of the Center stable during this current academic year, but electricity rates continue to rise. Limiting the use of air conditioning has shown only a marginal effect on electricity costs.

Human—

As previously noted, the current staffing of the Lahaina Ed Center is slim. Bringing the APT up to full-time would help, as would the addition of a student assistant. The staff is currently researching ways to fund this.

Financial—

As noted earlier in this document, the Lahaina Ed Center will be entering a period of replacement costs, over the next few semesters.

All of these areas appear to be manageable, as long as foresight and planning are in place.

-End-

1. Student Support #1 - The Lahaina Ed Center shall continue to offer computer lab, placement testing and other proctoring services to Maui College students who live in West Maui, regardless of whether they are taking classes in Lahaina or in Kahului
2. Student Support #2 - The Lahaina Ed Center shall offer no less than one financial aid workshop per academic year
3. Recruitment – The Lahaina Ed Center shall make meet with Lahainaluna High School counselors and other administrators at the minimum of once per semester

**Addendum to Lahaina Education Center Program Review
Student Survey Spring 2009**

Help us help you!

Please take a moment to give us your thoughts (use the back if necessary):

1. What "works" about the Lahaina Ed Center?

Everything, I would have to take the bus to MCC from lahaina, this place saves me time and is very convenient.

Don't need to drive to Kahului

Live in lahaina makes it easier to attend school, No need drive to Kah., The employees are great and very helpful in all aspects

No need drive to Kah. Thank you for this option

Resident in lah. Extremely convenient

Close to home, easy to attend

Have great resources

Beautiful, nice and clean facility, spacious classrooms, like computer set up

Comfortable rooms, computer access, bathrooms, homey snacks

Good classrooms, very friendly staff, air conditioning, Love the pretzels

Marty is really great at service. She's friendly, quick, and always willing to help. She's helped me with huge problems and made it her Kuleana to get it done.

Printing at no cost

Live in lahaina easier to attend

Skybridge is great, Staff is wonderful

Have a computer lab and can use printer, snacks and water offered, Perfect location

Convenient in lahaina, Looks forward to continuing studies here

Friendly staff, Convenient

Computer lab, compass placement

Convenient, Close to home

Everything

2. What would you like to see changed or improved?

More hrs. Open, Open on Sat.

More classes

Open on Fri. to study, extend hrs. More classes, More Human svc. Classes' sky bridge

More classes, Science and lab

More classes, Friday open so that test could be taken online

Nothing

More classes, taught in lahaina

It's all good

Center in great condition and has friendly staff

Nothing

Nothing

More marine science classes

More classes math 111 or math112 and GG101L, need counselor here, center has been working fine

Times when classrooms aren't being used sign could be posted so students could use them for study hall

Having computers in classrooms

Computers in classrooms like other sites

Nothing, everything is great, Staff is helpful

Happy with everything

Have a copy machine for students to use

(check all that apply)

___ I use the Lahaina Ed Center for: (# of responses)

___ Attending live class(10)

___ Attending SkyBridge class (10)

___ Using the computer lab (16)

___ I attend classes here, in Lahaina (10)

___ I do not attend classes in Lahaina, only in Kahului (3)

___ I attend classes at both the Lahaina and Kahului campuses (11)

___ Taking my proctored tests (4)

___ Seeking advice re: academic advising, counseling, financial aid or other (7)

___ Getting away to study (10)

___ Other: _____

Writing papers

Online class

Any last comments?

Are doing a great job, Are very positive and helpful

They are always willing to help,

Thank you Ladies

Coming over here for three semesters made my life a lot easier than driving back and forth

I feel so welcome here