UHMC THE LEARNING CENTER
2009-2010

I. ACADEMIC SUPPORT SYSTEMWIDE MEASURES

Tutoring Data

A. Demand

1. Campus Enrollment (FTE): 2421 (fall 2009) and 2351 (spring 2010)

2. Hours of operation per week: 52 hours/7 days a week

   Monday & Thursday  10:00 a.m.-7:00 p.m.
   Tuesday & Thursday  8:00 a.m.-4:00 p.m.
   Friday              12:00-5:00 p.m.
   Saturday            10:00 a.m.-5:00 p.m.
   Sunday              12:00-6:00 p.m.

   Each semester TLC coordinates its hours of operation with the KaLama Computer Center and the UHMC Library.

B. Efficiency

3. The Learning Center Staff:

   Debbie Hasegawa Winkler, Academic Support, APT (Band B), 30 years, B.Ed., TLC Assistant Director and Testing Coordinator

   Melissa Yoshioka, Instructional and Student Support, APT (Band A), 4½ years, M.Ed, coordinates TLC tutorial and study skills services and assists in the coordination of testing services

   Nancy Chambers, APT (Band A) part-time casual (13 hrs/wk), 3 years, M.Ed, provides professional tutoring and assists in the coordination of TLC tutorial, study skills, and testing services

   Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 14 years, MSW, provides professional tutoring on Saturdays

   Peer Tutors, (11) English, math, accounting, biology, economics, history, Japanese, microbiology, physics, Spanish, study skills and other content areas
4. Tutor paid hours: 2225 hours (general and Perkins funds)

5. Number of students tutored (unduplicated): 449 (fall 2009) and 549 (spring 2010)

6. Tutor contact hours: 1984

7. Usage—tutor contact hours/tutor paid hours: 89%

8. Tutoring budget: $24,030 (general and Perkins funds)

C. Outcomes

9. Student Learning Outcomes Measurement

a. Students will pass their tutored course at the same rate as or higher than non-tutored students:

Of the 449 students tutored in fall 2009, 84.2% passed their classes with a “C or better” compared to 73.6% of the UHMC general campus population. Of the 549 students tutored in spring 2010, 83.4% passed their classes with a “C or better,” compared to 70.5% of the UHMC general campus population.

b. Students will reenroll (persistence) at the same rate as or higher than non-tutored students:

Of the 449 students tutored in fall 2009, 80% reenrolled in spring 2010 compared to 74.3% of the UHMC general campus population. Of the 549 students tutored in spring 2010, 70% reenrolled in fall 2010 compared to 63.3% of the UHMC general campus population.
Testing Data

A. Demand

1. Campus Enrollment (FTE): 2421 (fall 2009) and 2351 (spring 2010)

B. Efficiency

2. Hours of operation per week: 52 hours/7 days a week

   Monday & Thursday       10:00 a.m.-7:00 p.m.
   Tuesday & Thursday      8:00 a.m.-4:00 p.m.
   Friday                  12:00-5:00 p.m.
   Saturday                10:00 a.m.-5:00 p.m.
   Sunday                  12:00-6:00 p.m.

   Each semester TLC coordinates its hours of operation with the KaLama Computer Center and the UHMC Library.

3. The Learning Center Staff:

   Debbie Hasegawa Winkler, Academic Support, APT (Band B), 30 years, B.Ed., TLC Assistant Director and Testing Coordinator
   Melissa Yoshioka, Instructional and Student Support, APT (Band A), 4 ½ years, M.Ed, coordinates TLC tutorial and study skills services and assists in the coordination of testing services
   Nancy Chambers, APT (Band A) part-time casual (13hrs/wk), 3 years, M.Ed, provides professional tutoring and assists in the coordination of TLC tutorial, study skills, and testing services
   Jackie Perry, APT (Band A) part-time casual (7 hrs/wk), 14 years, MSW, provides professional tutoring on Saturdays

4. Student help hours per week: 60 hrs/wk (receptionists/test monitors)

5. Number of placement tests administered per year:
   8843 COMPASS subtests in reading, writing, and math; 4 UHWO statistics tests; 6 placement tests for other colleges

6. Number of Distance Learning tests administered per year: 1,683
7. Number of local campus tests proctored per year: 2,021

8. Testing seats per student (number of testing desks in the testing center divided by #1): 32/2421=.013 (fall 2009) and 32/2351=.014 (spring 2010)

9. Testing Budget/College Budget (include personnel, equipment, and supplies): $42,300

B. Outcomes

10. Satisfaction Measurements:

The Learning Center Evaluation – Fall 2009 – Spring 2010

<table>
<thead>
<tr>
<th></th>
<th>5 Excellent</th>
<th>4 Very Good</th>
<th>3 Good</th>
<th>2 Fair</th>
<th>1 Poor</th>
<th>0 N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Learning Center provided an appropriate environment in which to study.</td>
<td>65%</td>
<td>19%</td>
<td>10%</td>
<td>3%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>2. The Learning Center's hours of operation were convenient for me.</td>
<td>54%</td>
<td>21%</td>
<td>15%</td>
<td>7%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>3. The computer equipment in The Learning Center was useful.</td>
<td>69%</td>
<td>19%</td>
<td>7%</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>4. The staff was helpful.</td>
<td>69%</td>
<td>20%</td>
<td>10%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>5. COMPASS placement testing services were satisfactory.</td>
<td>53%</td>
<td>21%</td>
<td>8%</td>
<td>1%</td>
<td>0%</td>
<td>17%</td>
</tr>
<tr>
<td>6. Distance Learning and make-up testing services were satisfactory.</td>
<td>36%</td>
<td>20%</td>
<td>5%</td>
<td>1%</td>
<td>0%</td>
<td>38%</td>
</tr>
<tr>
<td>7. The Online Writing Lab was a useful resource.</td>
<td>39%</td>
<td>12%</td>
<td>7%</td>
<td>1%</td>
<td>0%</td>
<td>41%</td>
</tr>
<tr>
<td>8. Overall, I am satisfied with my experience in The Learning Center.</td>
<td>65%</td>
<td>23%</td>
<td>8%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>9. I would use TLC again.</td>
<td>84%</td>
<td>13%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>
TLC has reached all of its goals for the 2009-10 academic year:

- Prepare an MCC Academic Senate resolution for TLC’s Director position
- Request Technical Fee funds to purchase new computers for TLC’s testing room
- Train new COMPASS proctors at each remote site
- Implement COMPASS retesting fee project for students who would like to retest before the two-month wait period
- Continue to seek funding to support additional student assistants and tutors
- Continue to seek funding for SMARTHINKING
- Collect data each semester to evaluate The Learning Center’s effectiveness
- Acquire a copier for student usage
- Continue to solicit TLC evaluations diligently