



2011

UNIVERSITY OF HAWAI'I MAUI COLLEGE

UNIVERSITY CENTER

COMPREHENSIVE PROGRAM REVIEW

2011-2016



2012

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Background

The University of Hawai'i Center (UH Center) at UH Maui College is a Board of Regents instituted program (RP 5.215) that facilitates intercampus cooperation and serves as a receive site and community point-of-contact for bachelors and graduate degrees (see Center website at: uctrmaui.hawaii.edu).

Locally, the UH Center is the institutional unit responsible for facilitating cooperation and partnering with external bachelor's and graduate programs. In addition to needs assessment and planning responsibilities, the UH Center provides a broad range of support services (e.g. local point-of-contact for pre-admissions advising; classroom scheduling; publicity and recruitment; library, proctoring, Web and videoconferencing services).

The Center does not confer credits or degrees, but provides support services for the delivery of accredited bachelor's and graduate programs to Maui County sites. After program commitments are obtained, the UH Center provides local support services to sustain students in these programs. The conceptual flow of students through the UH Center is illustrated in Figure 1.

Mission

The mission of the UH Center is to provide Maui County residents access to a selection of bachelor's and graduate degrees.

Vision

The UH Center vision is to enrich the lives of Maui County residents by offering local access to bachelor's and graduate degrees that increase the educational capital of the state. It is the aim of the Center to increase the number of students participating in and completing degree programs, particularly Native Hawaiians, low-income students, and those from underserved regions (see [UH System Strategic Plan Goal 1](#) and [UH System Strategic Outcomes and Performance Measures 2008-2015](#)).

We strive for program offerings that:

- are comparable to residential, on-campus programs in cost and are accessible county-wide
- are comparable in quality to UH on-campus programs
- use innovative delivery methods and a curricular design geared toward meeting the needs of non-traditional students
- build inter-institutional partnerships comparable to University Centers across the nation

Fig. 1 UH Centers Pathways Flowchart.

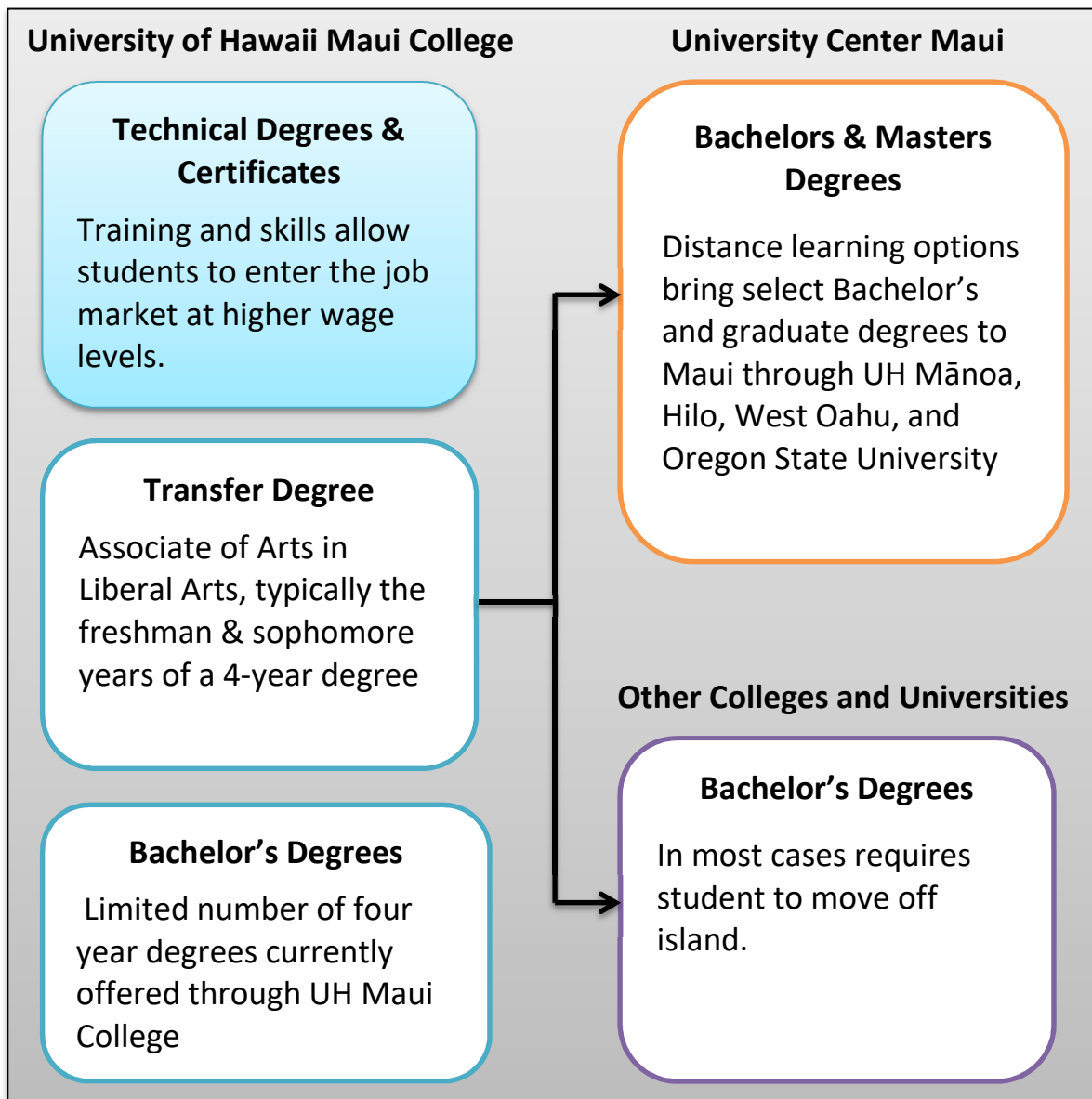


Table 1: UH Center Faculty and Staff

Name	Title	UH Center Service	Qualification
T Karen Hanada	Director, M05, 1.0 FTE	19 years	BA, MBA, 31 years UH Service
Melissa Mauliola	Secretary, 1.0 FTE	3 years	4 years UH Service
Vacant-Interim Casual Hires	APT Academic Support 1.0 FTE		
Vacant	Learning Community Coordinator 1.0 FTE		
Eri Nomura	Counselor, 1.0 FTE	2 years	BA, Fine Arts; MS College Counseling
Theresa Tamanaha	Molokai APT 0.25 FTE	3 years	AA, BA
Learning Center Proctor	Hourly, 0.25 FTE	Casual Hires	AA minimum, Bachelor's preferred

- **Administration, Faculty and Staff** has remained steady with 3 core staff. Karen Hanada remains at Director Position, while the Secretary position previously held by Liane Koga was replaced by Melissa Mauliola in 2014. The APT position previously held by Nancy Ooki has been upheld by two part-time casual hires since 2015.

The 1.0 FTE position formerly residing in the Library is being redistributed as part of a mini-reorganization that should be completed beginning of 2016 academic year. A new position, Learning Community Coordinator, will be created and a Full-time APT will be hired.



Program Learning Outcomes

UH Center PLOs were developed with the objective of having prospective students possess knowledge and awareness to contact the UH Center for:

- information on what bachelor's and graduate level distance learning programs are available at each particular location,
- assistance with applying for a program and registering for classes
- advising services
- assistance with needs for library, testing, and other support services

In addition, for the distance learning students who are already admitted into a program and enrolled in courses, the following PLOs measure student access to programs locally unavailable through home campus UHMC, student enrollment, student retention, and student graduation:

- the number of high-demand degrees offered through the Center,
- the number of classified, unduplicated student headcount
- the number of graduates per academic year

UH Center goals, objectives, and PLOs for the 2015-2016 annual review periods are listed below. Discussions regarding descriptive and definitional challenges, assessment objectives, and metrics are ongoing in regular staff meetings and collaboration group meetings. UH Center staff and our collaboration group representatives continue to re-evaluate the relevance of PLOs and metrics. PLOs, action strategies, and metrics are adjusted when evaluation and assessment discussions indicate changes are beneficial.



2014 Speaker

Program Learning Outcomes – UH Center Graduates

1. Average number of graduates per year will *grow* in relation to *number of* program offerings and partner programs capacity.

The number of degree programs offered through the University Center has increased from 35 programs in 2011 to 48 programs in 2016, an increase of 2 percent. (see fig. 2)

The 5-year Averages for the time period 2006-11 and 2011-2016 went from an average Of 73.8 graduates to 94 graduates, a 28 percent increase. (see fig. 3)

Fig 2: UH Center Degree Offerings Fall 2011 & Fall 2016

REV 9/24/11 Distance Education Degrees and Certificates Available on Maui	Weblinks	UH Campus	Cohort or Open	Spring Sem'12	Fall Sem'12
BUSINESS				Application Due	Application Due
BA, Business Admin, Accounting (ACC)	http://vee.stoahu.hawaii.edu/accounting	West O'ahu	Open	12/1/11	8/1/12
BA, Business Admin, General Business Admin (GBUS)	http://vee.stoahu.hawaii.edu/genbusad	West O'ahu	Open	12/1/11	8/1/12
BA, Business Admin, Marketing (MKT)	http://vee.stoahu.hawaii.edu/marketing	West O'ahu	Open	12/1/11	8/1/12
MBA, Master of Business Admin	http://shidler.hawaii.edu/Default.aspx?tabid=282	Manoa	Cohort	Fall Only	5/1/2012
MHRM, Master of Human Resource Management	http://shidler.hawaii.edu/Default.aspx?tabid=290	Manoa	Cohort	Fall Only	6/1/2012
Graduate Certificate in Professional Accounting	http://shidler.hawaii.edu/Default.aspx?tabid=837	Manoa	Cohort	Fall Only	4/16/12
EDUCATION					
BA, Social Sciences, Early Childhood Education (ECED)	http://vee.stoahu.hawaii.edu/early_childhood2	West O'ahu	Open	12/1/11	8/1/12
BEd, Elementary Education	http://www.coe.hawaii.edu/ite/bed-elementary	Manoa	Cohort	12/1/11	3/1/2012
MA, Indigenous Language and Culture Education	http://www.olelo.hawaii.edu/khuok/ma_hoonaaaoa.php	Hilo	Cohort	Fall Only	2/1/2012
MA, Music Education	http://www.hawaii.edu/uhmmusic/degrees/MA_MusEd_Online.htm	Manoa	Open	N/A	1/15/2012
MEd, Curriculum Studies, Middle Level Emphasis	http://www.coe.hawaii.edu/cs/mled	Manoa	Cohort	Fall Only	3/1/2012
MEd, Educational Technology	http://www.coe.hawaii.edu/etec/med/online	Manoa	Cohort	N/A	2/1/2012
MEd, Special Education	http://www.coe.hawaii.edu/sped/med	Manoa	Cohort	10/1/11	3/1/2012
Kahuawaloa Indigenous Teacher Education	http://www.olelo.hawaii.edu/kwo/index.php	Hilo	Cohort	Fall Only	2/1/12
Post-Bacc Certificate in Secondary Education (PBCSE)	http://www.coe.hawaii.edu/ite/pbcse	Manoa	Cohort	9/1/11	3/1/12
Post-Bacc Certificate in Special Education (PBCSE)	http://www.coe.hawaii.edu/sped/postbacc	Manoa	Cohort	9/1/11	3/1/2012
HOSPITALITY INDUSTRY					
Certificate, Travel Industry Mgmt, Hotel & Resort Mgmt (TIM)	http://www.tim.hawaii.edu/default.aspx	Manoa	Open	10/1/11	5/1/12
INFORMATION AND COMPUTER SCIENCES					
MLISC, Master of Library & Information Science	http://www.ics.hawaii.edu/academics/graduate-programs/mlisc-in-lis	Manoa	Open	11/1/11	4/1/12
MS, Information & Computer Sciences	http://www.ics.hawaii.edu/academics/graduate-programs/m-s-in-ics	Manoa	Open	9/1/11	2/1/12
Grad Cert, Telecommunication & Info Resource Mgmt (TIRM)	http://departments/stuz/tirm/tirm.htm	Manoa	Cohort	10/1/11	1-May
MEDICAL and HEALTH CARE					
RN to BSN, Nursing	http://www.uhh.hawaii.edu/academics/dll/	Hilo	Cohort	Fall Only	1/15/2012
MS, Nursing	http://www.nursing.hawaii.edu/ms-in-nursing.html	Manoa	Cohort	Fall Only	4/1/2012
MS, Rehabilitation Counseling	http://www.coe.hawaii.edu/krs/masters/rehab	Manoa	Cohort	Fall Only	3/1/12
Certificate, Health Care Admin	http://vee.stoahu.hawaii.edu/certhealthadmin	West O'ahu	Open	12/1/10	8/1/12
PUBLIC ADMINISTRATION					
BA, Public Admin, Disaster Prep & Emergency Mgmt(DPEM)	http://vee.stoahu.hawaii.edu/disasterprep	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, General Public Admin (PUBG)	http://vee.stoahu.hawaii.edu/genpubadmin	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, Health Care Admin (HCAD)	http://vee.stoahu.hawaii.edu/healthcare	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, Justice Admin (JAD)	http://vee.stoahu.hawaii.edu/justadmin	West O'ahu	Open	12/1/11	8/1/12
Certificate, Disaster Preparedness & Emergency Mgmt (CDPEM)	http://vee.stoahu.hawaii.edu/certdisasterprep	West O'ahu	Open	12/1/11	8/1/12
SOCIAL RELATIONS / HUMAN SERVICES					
BA, Interdisciplinary Studies, Human Relations in Orgs (BAIS)	http://hawaii.edu/is/	Manoa	Open	10/1/11	5/1/2012
BA, Psychology (subject to space availability)	http://www.uhh.hawaii.edu/academics/dll/	Hilo	Open	12/1/11	7/1/12
BA, Social Sciences, Applied Track (BASS)	http://vee.stoahu.hawaii.edu/appliedtrack	West O'ahu	Open	12/1/11	8/1/12
BA, Social Sciences, Political Science (POLS)	http://vee.stoahu.hawaii.edu/polscience	West O'ahu	Open	12/1/11	8/1/12
MSW, Master in Social Work	http://www.hawaii.edu/sswork/de/	Manoa	Cohort	Fall Only	12/15/2011
Certificate, Substance Abuse and Addictions Studies (CSAAS)	http://vee.stoahu.hawaii.edu/certsababuse	West O'ahu	Open	12/1/11	8/1/12

UNIVERSITY CENTER MAUI

Distance Learning with Local Support

Degrees and Certificates Available via Distance Education on Maui

Business and Hospitality http://go.hawaii.edu/Fb		Interdisciplinary http://go.hawaii.edu/81	
BA, Business Administration, General	West Oahu	BA, Interdisciplinary Studies, Human Relations in Organizations	Manoa
BA, Business Administration, Accounting	Hilo	Certificate Peace Studies	Manoa
BA, Business Administration, Marketing	West Oahu		
BA, Business Administration, Hospitality and Tourism	West Oahu		
MBA, Business Administration	Manoa		
MBA, Healthcare Management	Manoa		
MHRM, Master of Human Resource Mgmt	Manoa		
Certificate Risk Management and Insurance	West Oahu		
Certificate Travel Industry Management, Hotel and Resort	Manoa		
Education http://go.hawaii.edu/8F		Medical and Healthcare http://go.hawaii.edu/SF	
BA, Social Sciences, Early Childhood Education	West Oahu	RN to BSN, Nursing	Hilo or Manoa
BEd, Elementary Education	Manoa	MS, Kinesiology and Rehabilitation Science	Manoa
BEd, Early Childhood/Special Education	Manoa	MS, Nursing	Manoa
MA, Music Education	Manoa	DNP, Nursing	Hilo or Manoa
MEd, Education	Hilo	PhD, Nursing	Manoa
MEd, Early Childhood Education	Manoa	Certificate Health Care Administration	West Oahu
MEd, Curriculum Studies, Middle and Secondary Level	Manoa	Certificate Veterinary Assisting	Windward
MEd, Learning Design and Technology	Manoa		
MEd, Special Education	Manoa		
MEd, Teaching	Manoa		
Post Bacc Certificate Secondary Education	Manoa		
Post Bacc Certificate Special Education	Manoa		
Kahuawaiola Indigenous Teacher Education	Hilo		
Graduate Certificate Online Learning and Teaching	Manoa		
Information and Computer Science http://go.hawaii.edu/gF		Public Administration http://go.hawaii.edu/Fc	
MLISc Master of Library and Information Science	Manoa	BA, Disaster Preparedness & Emergency Mgmt	West Oahu
MS Computer Science	Manoa	BA, Healthcare Administration	West Oahu
Graduate Cert. Telecommunication and Info Resource Mgmt	Manoa	BA, Justice Administration	West Oahu
		BA, Public Administration, General	West Oahu
		Certificate in Disaster Preparedness & Emergency Mgmt	West Oahu
		Science Link to OSU Ag Science	
		BS, Agricultural Science	OSU
		Social and Human Services http://go.hawaii.edu/EK	
		BA, Social Sciences	West Oahu
		BA, Social Sciences, Political Science	West Oahu
		BA, Social Sciences, Psychology	West Oahu
		BA, Psychology	Manoa
		MSW, Master in Social Work	Manoa
		Cert. Disability and Diversity Studies	Manoa
		Cert. Substance Abuse and Addiction Studies	West Oahu

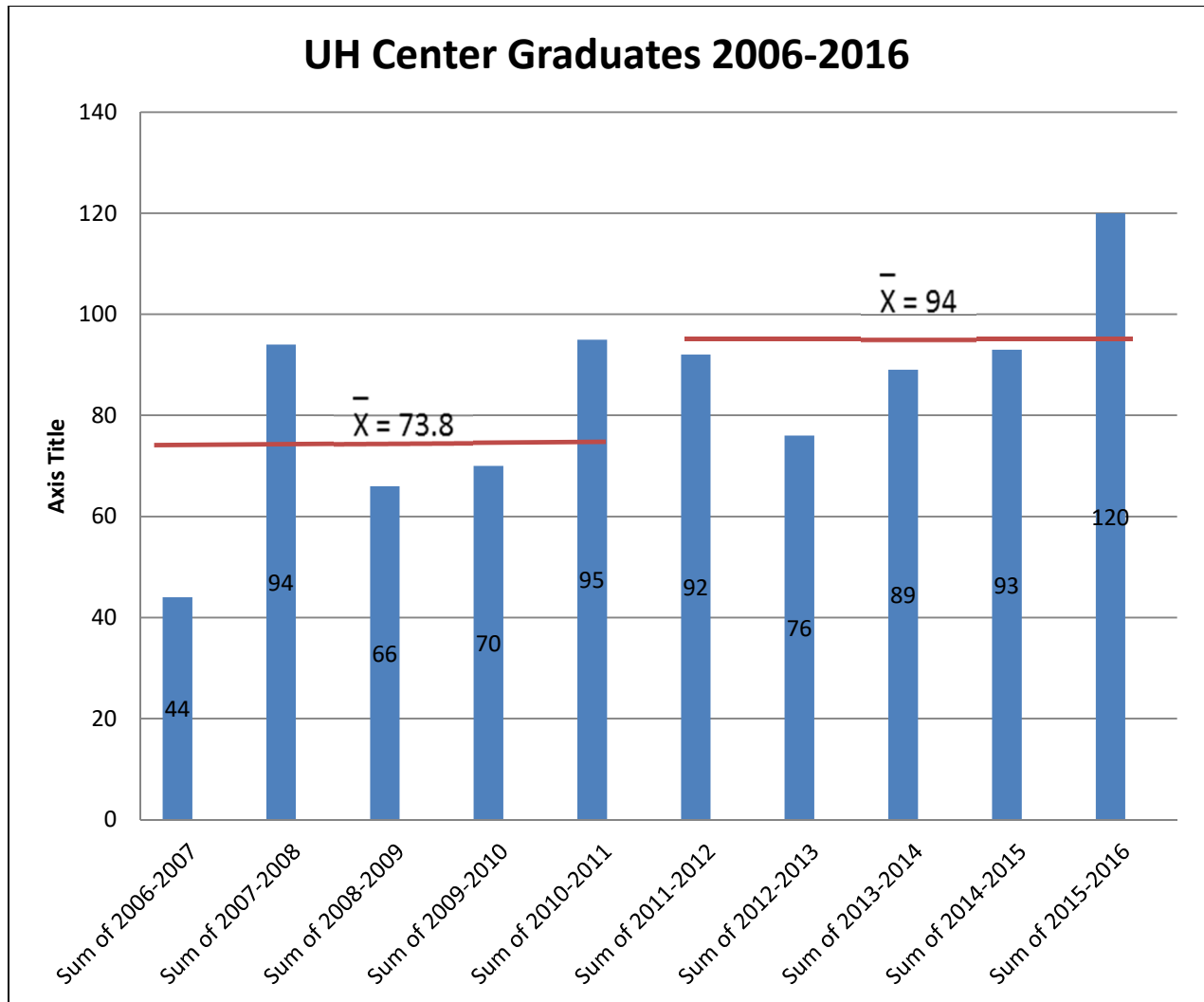
(REV 6/3/2016)

For more information Contact us by phone or email

<http://uctrmaui.hawaii.edu/>

(808) 984-3525

Fig. 3: UH Center Graduates 2006 - 2016



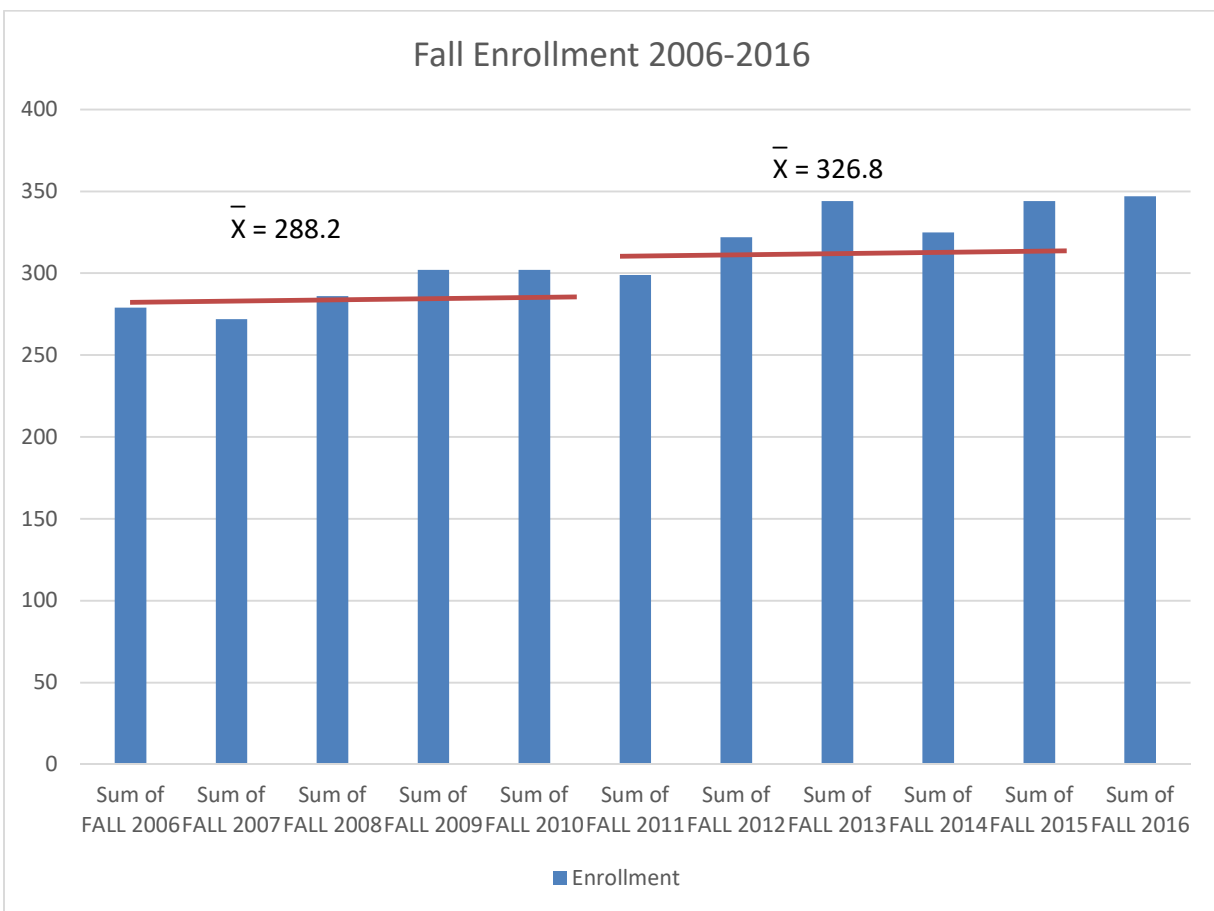
2015 West Oahu

Program Learning Outcomes – UH Center Unduplicated Headcounts

2. UH Center unduplicated headcount enrollment will stabilize.

Enrollment in UH Center Distance Major Programs has steadily increased over the last 10 years. The 5-year Average for 2011-2016 was 326.8 students enrolled in the Fall, which represents a 13.4% increase over the previous 5-year period, 2006-2010, 288.2 students per Fall semester. Enrollment continues to rise with an enrollment count of 347 in Fall 2016 which is a slight increase from the Fall 2015 enrollment of 344.

Fig. 4: UH Center Enrollment (5th Week Unduplicated Headcount)

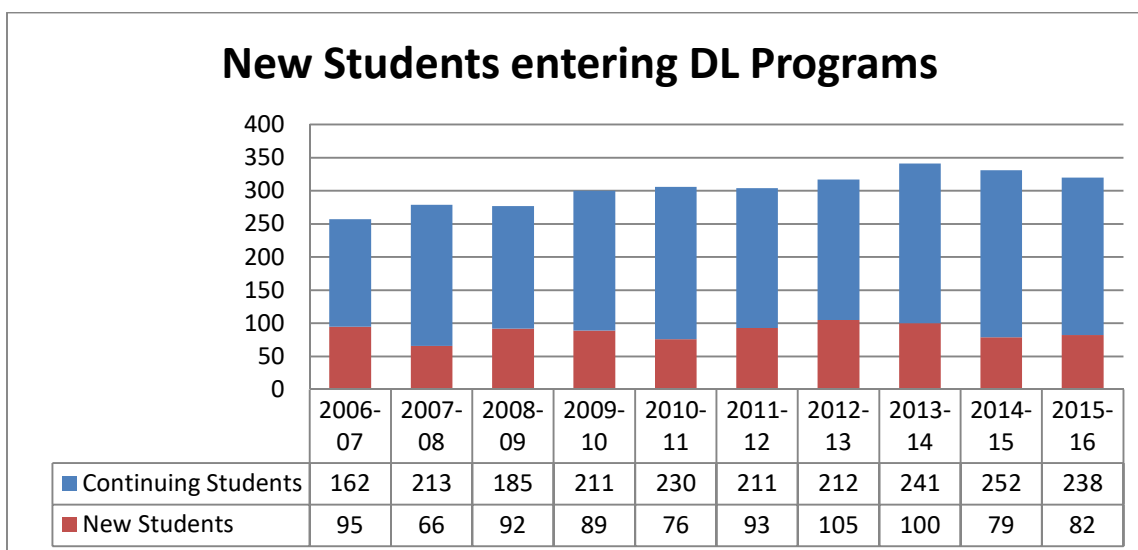


Program Learning Outcomes – UH Center Transfer Students

3. Number of students transferring into UH Center brokered programs will increase.

UH Center has been unable to determine of new transfer students in a given year. However, we can calculate how many new students are entering our program each year by calculating the number of continuing students each year (average enrollment Fall/Spring minus graduates), and then looking at the next year's enrollment and calculating the difference.

Fig. 5: Number of new students entering UH Center programs per year based on average enrollment for Fall/Spring



The 5-year Average for 2011-16 was 92 new students per year compared to 5-year average 2006-11 at 84 students per year, an increase of 9.5%.

- Number of UHMC transfer credentials awarded (ie., AA/AS/AAS) will increase.
- Retention of pre-major students will increase.
 - Comment: Efforts were made with partner campuses. However, we were unable to gather information on the amount of retention of pre-major students enrolling into distance learning programs.

Program Learning Outcomes – Public Inquiries

4. Number of public inquiries for program information will increase.

a. Recruitment Activities – Our APT staff has continued work on pre-admissions marketing and advising activities, table 2 below is a summary of the activities completed during this review period.

Table 2 – Recruitment events attended by UH Center Staff

Event Type	2011-12	2012-13	2013-14	2014-15	2015-16
Campus Orientation	10	10	5	6	2
Campus Table	8	8	8	18	5
Class Visits					
Degree Prep Workshop	8	9	10	10	13
DL Student Orientation	2	2	3	2	1
Hotel Tables	2				
Learning Center				7	2
Library Table	3	7	3	3	13
Organization visit					8
Other Campus Event	5	9	7		
Other Public Events	5	4	6	5	15
Outreach Center		4	3	2	
Shopping Center Table	11	7	16	7	6
Transfer Fair	2	2	3	0	
Total	56	62	64	60	65

We continue to evaluate the effectiveness of these events and have been proactive in seeking out new venues and organizations to help promote and give exposure to the many distance learning degrees offered.

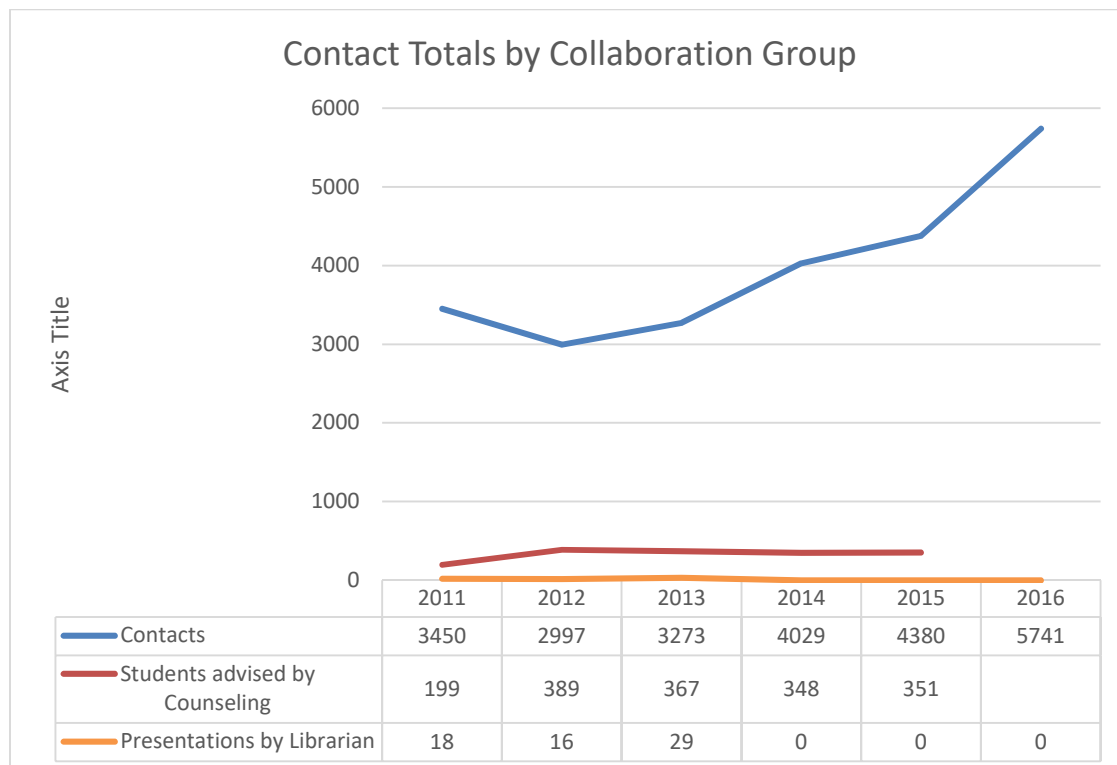
This year a marketing plan was developed to target specific groups to specific degree programs and focus on college application deadlines. An example was the Education Degree Prep Workshop given by our UH Mānoa representative prior to September 1 application deadlines. Also we have been contacting island business clubs such as Rotary to promote business degrees.

b. Potential Student Contact Reports - The UH Center Collaboration Group of partner campus representatives continued to document potential student services with our Student Contacts Report.

Figure 6 summarizes the total student contacts by year tabulated from data submitted by UH Mānoa, West Oahu, Hilo, and UH Center staff. Contacts include those made at recruiting events, telephone or email inquiries, and in person counseling appointments. One student could have multiple contact points with Center staff prior to deciding on enrollment.

In years prior to 2015 the Librarian and Counseling Department kept data on the number of students who attended presentations and/or were potential distance learning degree applicants. Our Librarian retired in 2014 and no data was collected.

Fig. 6: Contact Reports

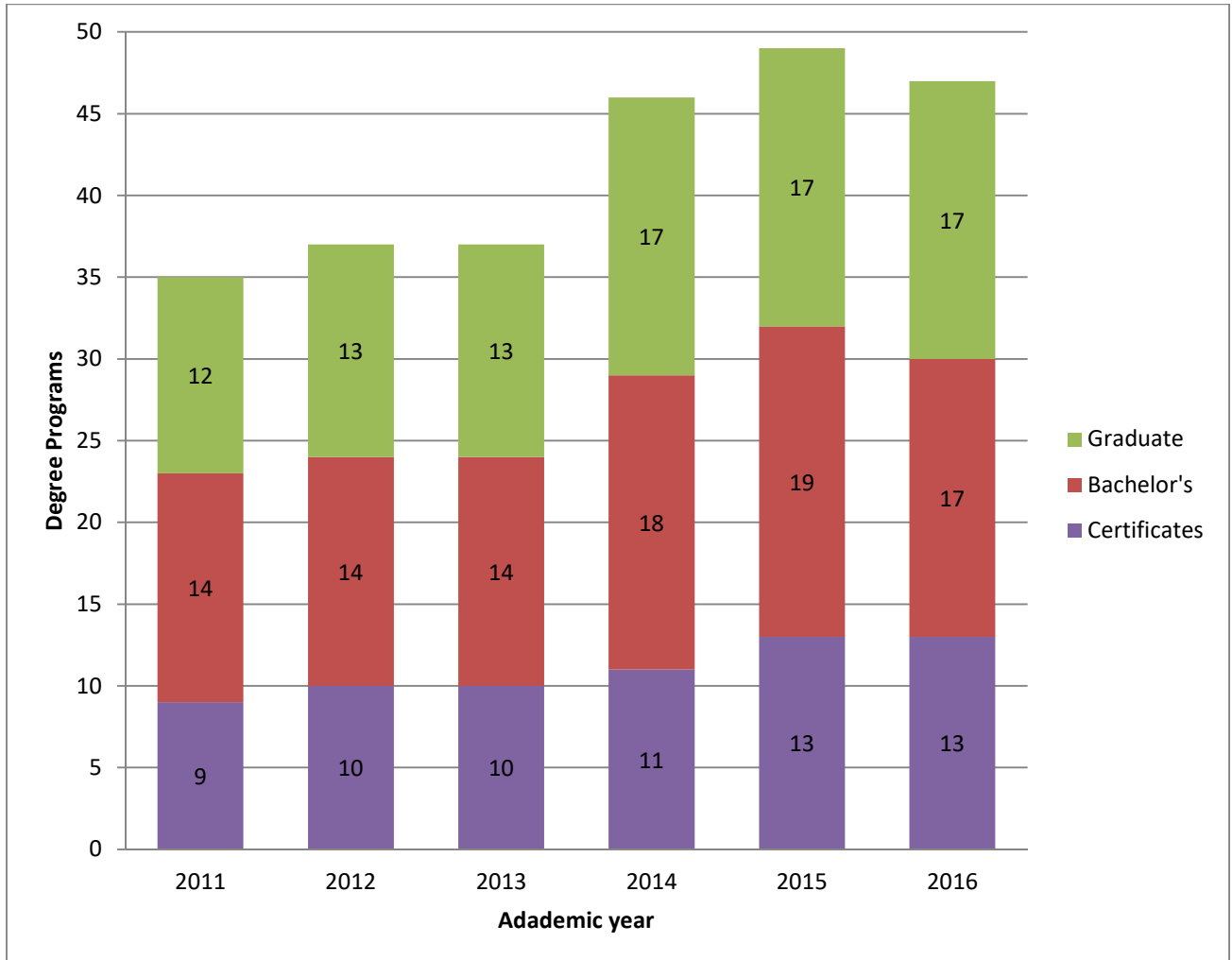


Program Learning Outcomes – Degree Offerings

5. Number of degree programs offered on a multi-year and on a yearly schedule will stabilize.

Degree Program offerings have steadily increased from 35 to 49 during 5-year period.

Figure 7: UH Center Degree Offerings 2011-2015



- Survey results will indicate an increase in the number of prospective students who are able to contact UH Center, understand how to obtain advising, apply for admission, register for classes, know whom to contact for library, testing and other support services.
 - Comment: We will evaluate the practicality of administering a survey since this requires a lot of coordination with partner campuses which is difficult to achieve.

Program Learning Outcomes – Graduate Student Satisfaction

6. Graduate Student satisfaction measured by student surveys will show improvement.

a. **Response Rate** - Student surveys over the years have changed and evolved. A major challenge was getting students to respond. In the previous 5-year review, a total of 100 responses were tallied, this represented an average of 20 responses per year. That number has doubled in recent years with the use of the UH Center Web page and Survey Monkey.

Table 3: Survey Response Rate

Survey Responses	2007-2011	2011-12	2012-13	2013-14	2014-15	2015-16
Number of Respondents	100	12	no data	8	42	47
Number of Graduates	369	92	76	89	93	120
Response Rate %	27	13	no data	9	45	39

b. **Student Satisfaction** – The results from previous year’s survey are difficult to analyze due to the margin of error inherent in small sample size. In 2011-12 the question was asked on Quality of Degree program which cannot be compared to satisfaction with support services. In 2015-16, we tried to delineate between different types of support services.

The University Center was created to *“provide support services for the delivery of accredited bachelor’s and graduate programs to Maui County”*. As such, our survey has been designed to measure our performance in delivery of student support.

Overall, student satisfaction has generally been positive. From 2007-2011, 49.4% of students surveyed were very satisfied with Support Services. In 2012-2013, 100% of students surveyed were satisfied or very satisfied with Support Services. In 2013-2014, 50% of students were very satisfied with Support Services. In 2014-2015, Support Services were favorably viewed as 89% of students surveyed were satisfied or very satisfied. A consistent survey with adequate sample size will allow us to measure our progress in this area. Continuing to use University Center Web Page and Survey Monkey should help us achieve this goal.

In 2015-2016 the survey questioned students on their satisfaction with classrooms, equipment, technical support, counseling, academic advising, library and proctoring services. 77.8% of students surveyed were satisfied or very satisfied with the classrooms. Over 60% of students surveyed were satisfied or very satisfied with the equipment and technical support in the classrooms. Over 40% of students surveyed were satisfied or very satisfied with the counseling and proctoring services

provided. Lastly, over 55% of students surveyed were satisfied or very satisfied with the library and academic advising services that were provided.

Improvements in 2016-17 will be implemented with the hire of new Learning Community Coordinator who will bring in student networking opportunities. Bringing Distance Learning students together will be beneficial to the students themselves in their coursework, as well as help to identify new areas of needed community-building support.

Table 4: Graduate Survey Results on Student Satisfaction, 2007-2015

How satisfied were you with Support Services?								
	2007-11	%	2012-13	%	2013-14	%	2014-15	%
Very Satisfied	39	49.4	2	25	4	50.0	19	45.9
Satisfied	28	35.4	6	75	3	37.5	18	43.2
Dissatisfied	1	1.3	0	0	0	0.0	3	8.1
Very Dissatisfied	1	1.3	0	0	0	0.0	1	2.7
Other	10	12.7	0	0	1	12.5	0	0.0
# Responses	79		8		8		42	

Table 5: Graduate Survey Results on Student Satisfaction, 2015-16

Were you satisfied with the services you received from the University Center or UH Maui college?					
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Did Not Use	# Responses
Classrooms	16	19	1	9	45
%	35.6%	42.2%	2.2%	20.0%	
Equipment in Classrooms	13	18	3	11	45
%	28.9%	40.0%	6.7%	24.4%	
Technical Support in classrooms	17	13	3	12	45
%	37.8%	28.9%	6.7%	26.7%	
Counseling Services	11	7	3	24	45
%	24.4%	15.6%	6.7%	53.3%	
Academic Advising Services	15	11	3	16	45
%	33.3%	24.4%	6.7%	35.6%	
Library Services	13	13	3	16	45
%	28.9%	28.9%	6.7%	35.6%	
Proctoring Services	9	9	0	27	45
%	20.0%	20.0%	0.0%	60.0%	
n= 45 Total Students					

Program Learning Outcomes – Student Demographics

7. Student Demographics – Advancement of underserved populations such as neighbor island, Native Hawaiian, and low income populations.

a. **Molokaʻi and Lānaʻi** - Maui students make up the vast majority of Maui County students in Distance Learning Programs. In 2011, Maui students made up 92.9% of total Maui County students in Distance Learning. No Lānaʻi students were enrolled in any programs in 2011.

From 2012-2016, Maui students has made up at least 89% of total Maui County students in Distance Learning programs. Molokaʻi enrollment has made up around 6-9% of total Maui County students in Distance Learning programs. Lānaʻi enrollment has made up 1-4% of total Maui County students in Distance Learning programs.

Fig. 8: Enrollment by Island in Distance Learning Programs (Fall 5th Week)

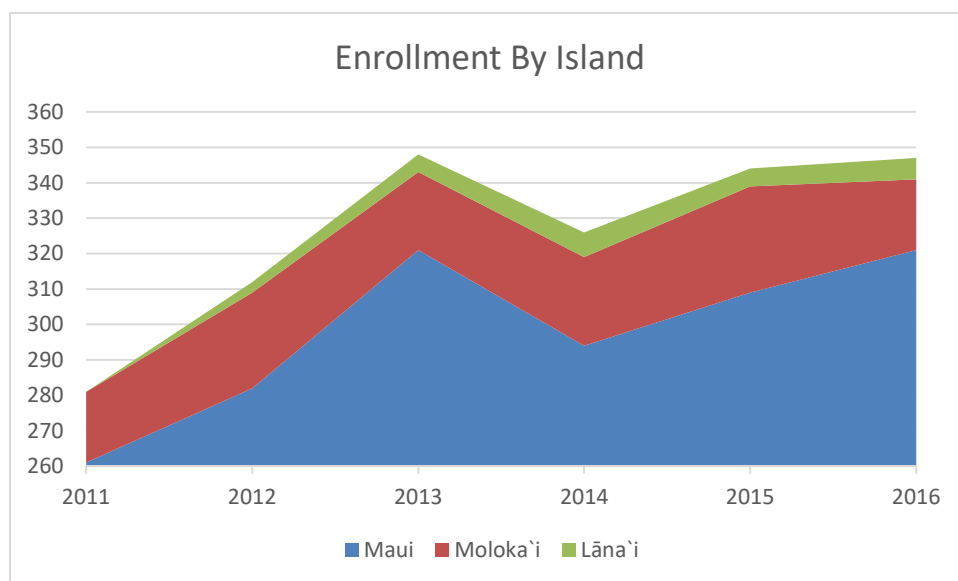


Table 6: Distance Learning Students by Island

Students by Island	2011	2012	2013	2014	2015	2016
Maui	261	282	321	294	309	321
Molokaʻi	20	27	22	25	30	20
Lānaʻi	0	3	5	7	5	6
Maui County Totals	281	312	348	326	344	347

b. Native Hawaiian enrollment – One hundred twelve students in Maui County Distance Learning Programs are of Native Hawaiian descent. Maui has a majority of Native Hawaiian enrollment with 28% of those enrolled in Distance Learning programs, followed by Molokaʻi (4%) and Lānaʻi (0.2%). A large percentage, 70.5% of Native Hawaiians are enrolled in UH West Oahu programs.

Table 7: Native Hawaiian Distance Learning Students by Island, Fall 2016

Native Hawaiian Enrollment Fall 2016	Maui	Molokaʻi	Lānaʻi	All Islands
UH Mānoa	21	6	1	28
UH West Oahu	71	8	0	79
UH Hilo	0	0	0	0
WCC Veterinary Tech	5	0	0	5
Total Native Hawaiian Enrollment	97	14	1	112
Percentage Of Fall 2016 Enrollments	28%	4%	0.2%	32.2%

c. Number of Pell Grant Recipients

- **Comment:** Data unavailable to us.

Program Learning Outcomes – Occupational Demand

8. Increase total UH Graduate output in workforce shortage areas. (from UH strategic initiatives, Teaching, Computing, Social Work, Hospitality).

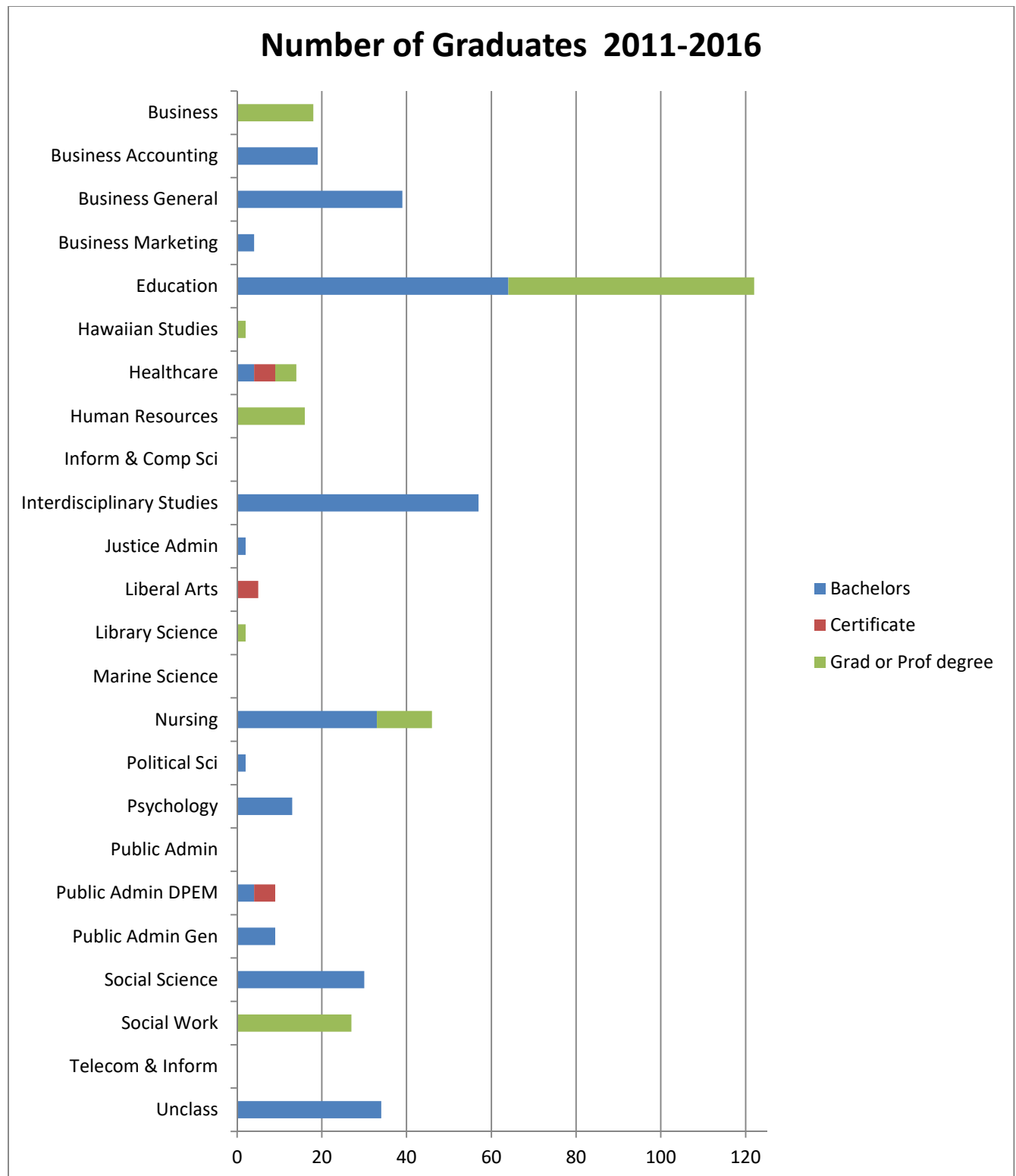
The highest number of average annual openings for the 1st Quarter of 2017 at the doctoral and professional degree level is in clinical, counseling and school psychology. For the master's degree level, the highest number of openings for the 1st Quarter of 2017 will be in educational counseling. Lastly, at the bachelor's degree level, there will be a considerable amount of openings for registered nurses, accountants and elementary school teachers.

The majority of graduates in our Distance Learning programs from 2011-2016 have been in education. The third and fourth largest number of graduates from University Center Maui from 2011-2016 have been in Nursing and General Business. University Center has provided graduates for the high demand fields in Nursing, Education and Business (Accounting).

Table 8: Short term Occupational Forecast for Hawaii by Education Level (Projected to 1st Quarter 2017). Source: www.hiwi.org

Occupation Title	Avg. Annual Openings			Avg. Annual Growth	Rel. Work Exper.	On-the-Job Training	Avg. Annual Wage
	Growth	Replace-ment	Total				
Doctoral or Professional Degree							
Clinical, Counseling, & School Psychologists	30	20	50	2.4%	None	Int/Res	\$82,610
Lawyers	20	30	50	0.8%	None	None	\$104,180
Master's Degree							
Educational, Guidance, Sch & Voc Counselors	10	30	40	1.1%	None	None	\$52,910
Elem & Sec School Education Administrators	10	30	40	0.9%	5+ yrs.	None	\$89,970
Bachelor's Degree							
General and Operations Managers	180	260	430	1.6%	5+ yrs.	None	\$101,630
Registered Nurses	120	240	360	1.1%	None	None	\$90,130
Accountants and Auditors	80	140	220	1.6%	None	None	\$59,630
Elementary School Teachers, ex Spec Educ	50	150	200	0.8%	None	Int/Res	\$56,500
Associate's Degree							
Preschool Teachers, ex Spec Educ	20	50	70	1.2%	None	None	\$35,760
Postsecondary Non-Degree Award							
Nursing Assistants	60	110	170	1.2%	None	None	\$30,780
Heavy and Tractor-Trailer Truck Drivers	70	60	130	1.8%	None	Short OJT	\$44,770
Automotive Service Technicians & Mechanics	40	80	130	1.4%	None	Short OJT	\$42,830
Some College, No-Degree							
Teacher Assistants	60	160	220	0.9%	None	None	\$27,830
Bookkeeping, Accounting, & Auditing Clerks	20	80	100	0.2%	None	Mod OJT	\$38,840

Fig. 9: UH Center Graduates by Degree and Program Area



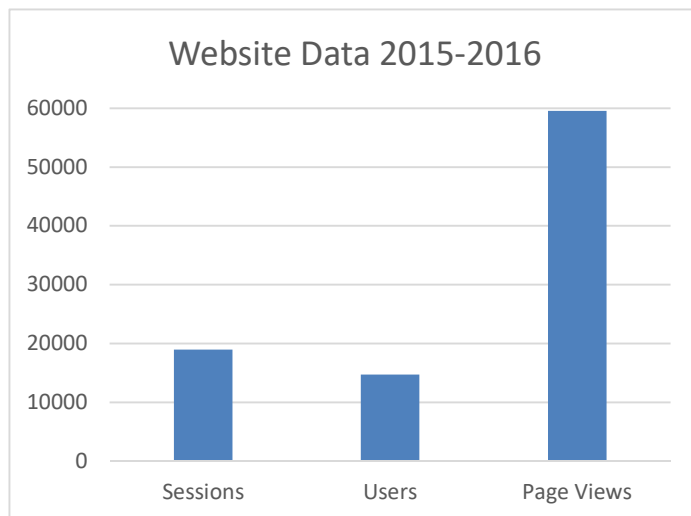
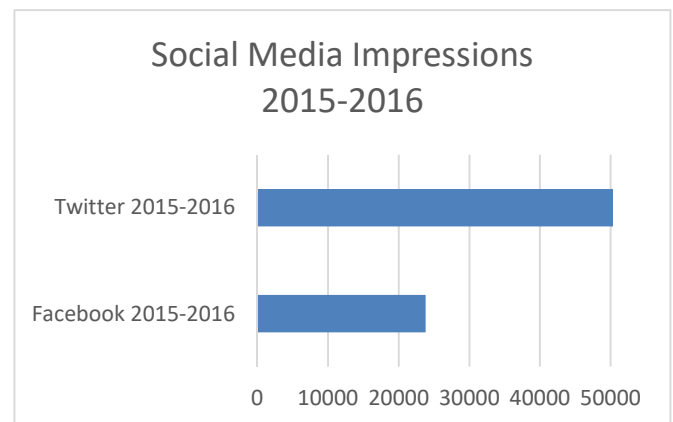
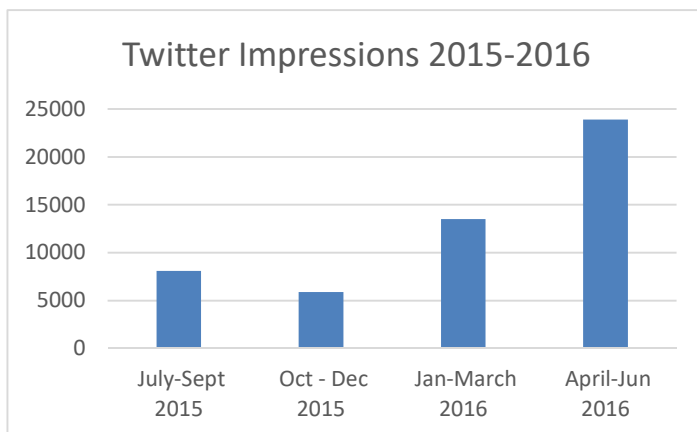
Program Learning Outcomes – Internet Presence

9. Internet Presence (Social Media), Web Page Development and Branding

University Center Maui has continued to increase its presence in Social Media from 2015-2016. From April-June 2016, Twitter Impressions grew to 23,900 which was a 77% increase from the previous 3-month period January-March 2016.

Twitter has grown to be a significant social media platform for University Center Maui. Twitter Impressions were more than double the amount Facebook Impressions for University Center Maui with a difference of 115.9%.

Our website also receives a significant amount of traffic. The website for University Center Maui received 59,566 views during 18,949 sessions by 14,733 users from 2015-2016. The average website visit was 2 minutes and 25 seconds where an average of 3.14 pages were visited per session.



Pages/Session	3.14
Avg. Session Duration	2min 25sec
Bounce Rate	41.36%
New Sessions	76.96%

Conclusion

UH Center has made steady progress toward supporting Maui County resident's higher education needs at the baccalaureate and graduate levels. Going into the future we aim to improve the "sense of community" for our distance learning students.

Fig. 13: UH Center Graduate List

UNIVERSITY OF HAWAII CENTER MAUI

Graduation Candidates – Masters and Bachelor Degrees, Certificates

Hilo

Bachelor of Arts

Psychology

Candye C.L. Ogino *

Bachelor of Science

Nursing

Mary Emmons *
Angelina Gallegos *
Jennifer Grace Murray *
Megan Spahr

Mānoa

Masters

Business Administration

Lingie Chiu
Angela E. S. Cook *
Michael Gurat *
Kanoa Haake *
Paula MacCutcheon *
Todd Watkins
Charles Yeaman *

Education

Curriculum Studies
Erin Nakano

Learning Design & Technology

Janet Leach *
Brittany C. Neizman *

Human Resource Management

Stephanie H. Hedani * **
Lori "Lei" Ishikawa *
Leilani Kepler *
Mary Leyva *
Sarah Martinez *
Beverly M. Queja *
Jamie Reynolds *
Tezrah Rivera *
Joshua Romero *
Dane Sadang *

Amie Stokes *

Eman Torkstani *

Kinesiology & Rehabilitation Science

Edmund Pedro *
Shauna Pilaloa Kaauamo
Tanner *

Nursing

Tanya Y. Takatani-Apo

Social Work

Helen A. Barrow *
Andrea Birmingham *
Courtney Cabebe *
Chase DeCoite *
Laura Ezzy *
Jandee Ferguson *
Jon Inciong *
Jo-Lynn Kahoonahano *
Jenna Kamikawa *
Joseph Solomon Martelles, Jr.
Michele Navarro Ishiki
Joel Tapler *
Monique Yamashita *

Post-Baccalaureate Certificate

Secondary Education

Shane H. Albritton
Musashi A. De la Cruz
Dean Krump
Tara Lindsey *

Special Education

Lisa Donovan *
Renee M. Ostermiller *

Bachelor of Arts

Interdisciplinary Studies

Marlene Booth
Annie Collopy *
Ruby DeCastro
Kanani Fredrick
Shira Galeai
Kaori-Lei Ka'imipono
Hanohano
Dawn Nalani Hoewa'a
Kimi Leilani Kusumoto

Raysha

Kamakanakamaehukupā'amaikalani

Mamala

Jaye Napua Nakasone

Abigail Perrin

Deborah Smith

Bachelor of Education

Elementary Education

Michelle Lomboy Balala *
Donette Kuipolani Balicanta
Tatiana Camit *
Codie W. Chong
Kaylie L. Chong *
Heather J. Grossman *
Mary Jane Hanchett *
Faye Maon *
Tiffany Matsui *
Melissa K. Murray *
Wileen H.K. Ortega
Rowan Kauladæ Puaa
Lindsey Texeira
Summer Dawn Suarez Torres **

Bachelor of Science

Nursing

Rochel Arquero
Anna Bagayan *
Erinn Baysa *
Althea Bongolan * **
Richelle Bulusan * **
Rachel Chrisela Red Cabel *
Emerson Constantino *
Elizabeth Cunningham *
Sarah Donovan
Eloy Espino *
Briana Ann Franco *
Shiela Maureen Galapon *
Jacqueline Salvador Ganiban *
Ximena Guerrero
Francine Johansen *
Anne Lapp *
Sarah Naidl *
Aristina Ora-a * **
Mahea Recopuerto *
Tracy Rymsha *

Certificate - Peace Studies

Marlene Booth

UNIVERSITY OF HAWAII CENTER MAUI

Graduation Candidates – Masters and Bachelor Degrees, Certificates

West O'ahu

Bachelor of Arts

Business Administration

Leah Omura * **
Rebecca A. Chisum *
Emalia Kaulawena Fisher *
Kelsey Giuseppina Frost *
Jessica M. Gonsalves
Brent Hedani * **
Kelsey M. Nakao
Andrea Chiemi Talon

Accounting

Brennen Kilohana Borges
Mary Jane Bayle Eusebio
Sherie Yukie Hozaki

Management

Cheyne De La Garza *

Marketing

Britni Tyne Manos

Public Administration

Kelsey Christopher Chin *
Mahinamalamalama Poepoe
Kristen Jean Silva *

Disaster Preparedness & Emergency Management

Heatherlyn Gray *

Health Care Administration

Mari Chantel Velasco Lazo * **
Criselda Ramirez Parana
Roxanne Yadao Yasana *

Justice Administration

Tanja Kaea *

Social Sciences - Applied Track

Leon W. Grant *
Traci LMM Kala
Jaymie Kanani Moniz
Breana Maile Pakele *
Cy Yoshizu * **

Early Childhood Education

Amber Dawn Petroelje

Political Science

Tresa L. Dayen *

Psychology

Natasha Saclua * **

Certificate

Disaster Prep & Emergency Management
Tanja Kaea *

* Graduating with Honors, Cumulative Grade Point Average of 3.50 or higher

** Member of Phi Theta Kappa. Phi Theta Kappa is a national academic honor society for two year degree granting colleges. Members must attain a Grade Point Average of 3.5 or higher to join





2011

UNIVERSITY OF HAWAI'I MAUI COLLEGE

UNIVERSITY CENTER

COMPREHENSIVE PROGRAM REVIEW

2011-2016



2012

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Background

The University of Hawai'i Center (UH Center) at UH Maui College is a Board of Regents instituted program (RP 5.215) that facilitates intercampus cooperation and serves as a receive site and community point-of-contact for bachelors and graduate degrees (see Center website at: uctrmaui.hawaii.edu).

Locally, the UH Center is the institutional unit responsible for facilitating cooperation and partnering with external bachelor's and graduate programs. In addition to needs assessment and planning responsibilities, the UH Center provides a broad range of support services (e.g. local point-of-contact for pre-admissions advising; classroom scheduling; publicity and recruitment; library, proctoring, Web and videoconferencing services).

The Center does not confer credits or degrees, but provides support services for the delivery of accredited bachelor's and graduate programs to Maui County sites. After program commitments are obtained, the UH Center provides local support services to sustain students in these programs. The conceptual flow of students through the UH Center is illustrated in Figure 1.

Mission

The mission of the UH Center is to provide Maui County residents access to a selection of bachelor's and graduate degrees.

Vision

The UH Center vision is to enrich the lives of Maui County residents by offering local access to bachelor's and graduate degrees that increase the educational capital of the state. It is the aim of the Center to increase the number of students participating in and completing degree programs, particularly Native Hawaiians, low-income students, and those from underserved regions (see [UH System Strategic Plan Goal 1](#) and [UH System Strategic Outcomes and Performance Measures 2008-2015](#)).

We strive for program offerings that:

- are comparable to residential, on-campus programs in cost and are accessible county-wide
- are comparable in quality to UH on-campus programs
- use innovative delivery methods and a curricular design geared toward meeting the needs of non-traditional students
- build inter-institutional partnerships comparable to University Centers across the nation

Fig. 1 UH Centers Pathways Flowchart.

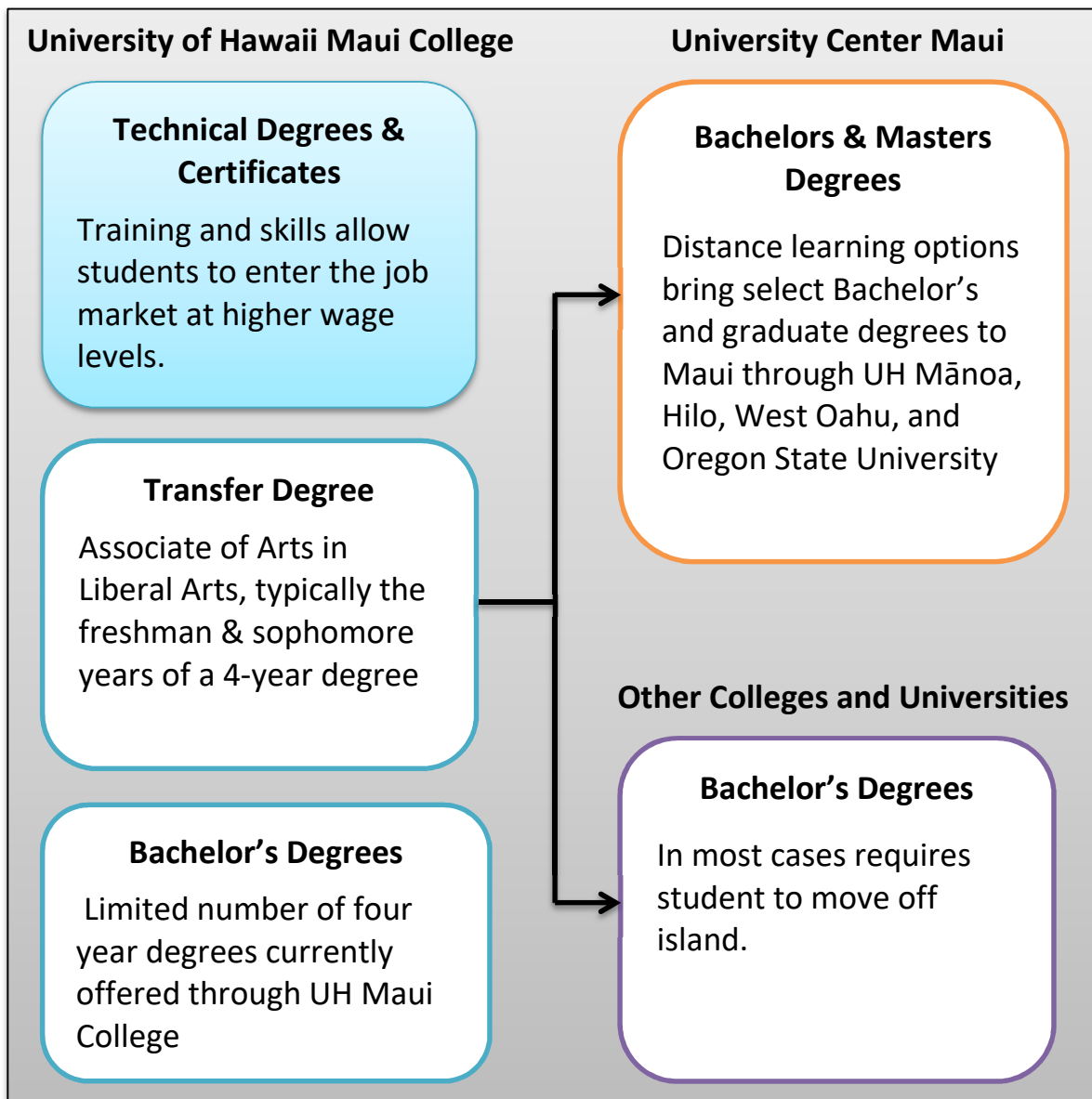


Table 1: UH Center Faculty and Staff

Name	Title	UH Center Service	Qualification
T Karen Hanada	Director, M05, 1.0 FTE	19 years	BA, MBA, 31 years UH Service
Melissa Mauliola	Secretary, 1.0 FTE	3 years	4 years UH Service
Vacant-Interim Casual Hires	APT Academic Support 1.0 FTE		
Vacant	Learning Community Coordinator 1.0 FTE		
Eri Nomura	Counselor, 1.0 FTE	2 years	BA, Fine Arts; MS College Counseling
Theresa Tamanaha	Molokai APT 0.25 FTE	3 years	AA, BA
Learning Center Proctor	Hourly, 0.25 FTE	Casual Hires	AA minimum, Bachelor's preferred

- **Administration, Faculty and Staff** has remained steady with 3 core staff. Karen Hanada remains at Director Position, while the Secretary position previously held by Liane Koga was replaced by Melissa Mauliola in 2014. The APT position previously held by Nancy Ooki has been upheld by two part-time casual hires since 2015.

The 1.0 FTE position formerly residing in the Library is being redistributed as part of a mini-reorganization that should be completed beginning of 2016 academic year. A new position, Learning Community Coordinator, will be created and a Full-time APT will be hired.



Program Learning Outcomes

UH Center PLOs were developed with the objective of having prospective students possess knowledge and awareness to contact the UH Center for:

- information on what bachelor's and graduate level distance learning programs are available at each particular location,
- assistance with applying for a program and registering for classes
- advising services
- assistance with needs for library, testing, and other support services

In addition, for the distance learning students who are already admitted into a program and enrolled in courses, the following PLOs measure student access to programs locally unavailable through home campus UHMC, student enrollment, student retention, and student graduation:

- the number of high-demand degrees offered through the Center,
- the number of classified, unduplicated student headcount
- the number of graduates per academic year

UH Center goals, objectives, and PLOs for the 2015-2016 annual review periods are listed below. Discussions regarding descriptive and definitional challenges, assessment objectives, and metrics are ongoing in regular staff meetings and collaboration group meetings. UH Center staff and our collaboration group representatives continue to re-evaluate the relevance of PLOs and metrics. PLOs, action strategies, and metrics are adjusted when evaluation and assessment discussions indicate changes are beneficial.



2014 Speaker

Program Learning Outcomes – UH Center Graduates

1. Average number of graduates per year will *grow* in relation to *number of program offerings* and *partner programs capacity*.

The number of degree programs offered through the University Center has increased from 35 programs in 2011 to 48 programs in 2016, an increase of 2 percent. (see fig. 2)

The 5-year Averages for the time period 2006-11 and 2011-2016 went from an average Of 73.8 graduates to 94 graduates, a 28 percent increase. (see fig. 3)

Fig 2: UH Center Degree Offerings Fall 2011 & Fall 2016

REV 9/24/11 Distance Education Degrees and Certificates Available on Maui	Weblinks	UH Campus	Cohort or Open	Spring Sem'12	Fall Sem'12
BUSINESS				Application Due	Application Due
BA, Business Admin, Accounting (ACC)	http://vee.stoahu.hawaii.edu/accounting	West O'ahu	Open	12/1/11	8/1/12
BA, Business Admin, General Business Admin (GBUS)	http://vee.stoahu.hawaii.edu/genbusad	West O'ahu	Open	12/1/11	8/1/12
BA, Business Admin, Marketing (MKT)	http://vee.stoahu.hawaii.edu/marketing	West O'ahu	Open	12/1/11	8/1/12
MBA, Master of Business Admin	http://shidler.hawaii.edu/Default.aspx?tabid=282	Manoa	Cohort	Fall Only	5/1/2012
MHRM, Master of Human Resource Management	http://shidler.hawaii.edu/Default.aspx?tabid=290	Manoa	Cohort	Fall Only	6/1/2012
Graduate Certificate in Professional Accounting	http://shidler.hawaii.edu/Default.aspx?tabid=837	Manoa	Cohort	Fall Only	4/16/12
EDUCATION					
BA, Social Sciences, Early Childhood Education (ECED)	http://vee.stoahu.hawaii.edu/early_childhood2	West O'ahu	Open	12/1/11	8/1/12
BEd, Elementary Education	http://www.coe.hawaii.edu/ite/bed-elementary	Manoa	Cohort	12/1/11	3/1/2012
MA, Indigenous Language and Culture Education	http://www.olelo.hawaii.edu/khuok/ma_hoonaaaoa.php	Hilo	Cohort	Fall Only	2/1/2012
MA, Music Education	http://www.hawaii.edu/uhmmusic/degrees/MA_MusEd_Online.htm	Manoa	Open	N/A	1/15/2012
MEd, Curriculum Studies, Middle Level Emphasis	http://www.coe.hawaii.edu/cs/mled	Manoa	Cohort	Fall Only	3/1/2012
MEd, Educational Technology	http://www.coe.hawaii.edu/etec/med/online	Manoa	Cohort	N/A	2/1/2012
MEd, Special Education	http://www.coe.hawaii.edu/sped/med	Manoa	Cohort	10/1/11	3/1/2012
Kahuawaloa Indigenous Teacher Education	http://www.olelo.hawaii.edu/kwo/index.php	Hilo	Cohort	Fall Only	2/1/12
Post-Bacc Certificate in Secondary Education (PBCSE)	http://www.coe.hawaii.edu/ite/pbcse	Manoa	Cohort	9/1/11	3/1/12
Post-Bacc Certificate in Special Education (PBCSE)	http://www.coe.hawaii.edu/sped/postbacc	Manoa	Cohort	9/1/11	3/1/2012
HOSPITALITY INDUSTRY					
Certificate, Travel Industry Mgmt, Hotel & Resort Mgmt (TIM)	http://www.tim.hawaii.edu/default.aspx	Manoa	Open	10/1/11	5/1/12
INFORMATION AND COMPUTER SCIENCES					
MLISC, Master of Library & Information Science	http://www.ics.hawaii.edu/academics/graduate-programs/mlisc-in-lis	Manoa	Open	11/1/11	4/1/12
MS, Information & Computer Sciences	http://www.ics.hawaii.edu/academics/graduate-programs/m-s-in-ics	Manoa	Open	9/1/11	2/1/12
Grad Cert, Telecommunication & Info Resource Mgmt (TIRM)	http://departments/stuz/tirm/tirm.htm	Manoa	Cohort	10/1/11	1-May
MEDICAL and HEALTH CARE					
RN to BSN, Nursing	http://www.uhh.hawaii.edu/academics/dll/	Hilo	Cohort	Fall Only	1/15/2012
MS, Nursing	http://www.nursing.hawaii.edu/ms-in-nursing.html	Manoa	Cohort	Fall Only	4/1/2012
MS, Rehabilitation Counseling	http://www.coe.hawaii.edu/krs/masters/rehab	Manoa	Cohort	Fall Only	3/1/12
Certificate, Health Care Admin	http://vee.stoahu.hawaii.edu/certhealthadmin	West O'ahu	Open	12/1/10	8/1/12
PUBLIC ADMINISTRATION					
BA, Public Admin, Disaster Prep & Emergency Mgmt(DPEM)	http://vee.stoahu.hawaii.edu/disasterprep	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, General Public Admin (PUBG)	http://vee.stoahu.hawaii.edu/genpubadmin	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, Health Care Admin (HCAD)	http://vee.stoahu.hawaii.edu/healthcare	West O'ahu	Open	12/1/11	8/1/12
BA, Public Admin, Justice Admin (JAD)	http://vee.stoahu.hawaii.edu/justadmin	West O'ahu	Open	12/1/11	8/1/12
Certificate, Disaster Preparedness & Emergency Mgmt (CDPEM)	http://vee.stoahu.hawaii.edu/certdisasterprep	West O'ahu	Open	12/1/11	8/1/12
SOCIAL RELATIONS / HUMAN SERVICES					
BA, Interdisciplinary Studies, Human Relations in Orgs (BAIS)	http://hawaii.edu/is/	Manoa	Open	10/1/11	5/1/2012
BA, Psychology (subject to space availability)	http://www.uhh.hawaii.edu/academics/dll/	Hilo	Open	12/1/11	7/1/12
BA, Social Sciences, Applied Track (BASS)	http://vee.stoahu.hawaii.edu/appliedtrack	West O'ahu	Open	12/1/11	8/1/12
BA, Social Sciences, Political Science (POLS)	http://vee.stoahu.hawaii.edu/polscience	West O'ahu	Open	12/1/11	8/1/12
MSW, Master in Social Work	http://www.hawaii.edu/sswork/de/	Manoa	Cohort	Fall Only	12/15/2011
Certificate, Substance Abuse and Addictions Studies (CSAAS)	http://vee.stoahu.hawaii.edu/certsababuse	West O'ahu	Open	12/1/11	8/1/12

UNIVERSITY CENTER MAUI

Distance Learning with Local Support

Degrees and Certificates Available via Distance Education on Maui

Business and Hospitality http://go.hawaii.edu/Fb		Interdisciplinary http://go.hawaii.edu/81	
BA, Business Administration, General	West Oahu	BA, Interdisciplinary Studies, Human Relations in Organizations	Manoa
BA, Business Administration, Accounting	Hilo	Certificate Peace Studies	Manoa
BA, Business Administration, Marketing	West Oahu		
BA, Business Administration, Hospitality and Tourism	West Oahu		
MBA, Business Administration	Manoa		
MBA, Healthcare Management	Manoa		
MHRM, Master of Human Resource Mgmt	Manoa		
Certificate Risk Management and Insurance	West Oahu		
Certificate Travel Industry Management, Hotel and Resort	Manoa		
Education http://go.hawaii.edu/8F		Medical and Healthcare http://go.hawaii.edu/SF	
BA, Social Sciences, Early Childhood Education	West Oahu	RN to BSN, Nursing	Hilo or Manoa
BEd, Elementary Education	Manoa	MS, Kinesiology and Rehabilitation Science	Manoa
BEd, Early Childhood/Special Education	Manoa	MS, Nursing	Manoa
MA, Music Education	Manoa	DNP, Nursing	Hilo or Manoa
MEd, Education	Hilo	PhD, Nursing	Manoa
MEd, Early Childhood Education	Manoa	Certificate Health Care Administration	West Oahu
MEd, Curriculum Studies, Middle and Secondary Level	Manoa	Certificate Veterinary Assisting	Windward
MEd, Learning Design and Technology	Manoa		
MEd, Special Education	Manoa		
MEd, Teaching	Manoa		
Post Bacc Certificate Secondary Education	Manoa		
Post Bacc Certificate Special Education	Manoa		
Kahuawaiola Indigenous Teacher Education	Hilo		
Graduate Certificate Online Learning and Teaching	Manoa		
Information and Computer Science http://go.hawaii.edu/gF		Public Administration http://go.hawaii.edu/Fc	
MLISc Master of Library and Information Science	Manoa	BA, Disaster Preparedness & Emergency Mgmt	West Oahu
MS Computer Science	Manoa	BA, Healthcare Administration	West Oahu
Graduate Cert. Telecommunication and Info Resource Mgmt	Manoa	BA, Justice Administration	West Oahu
		BA, Public Administration, General	West Oahu
		Certificate in Disaster Preparedness & Emergency Mgmt	West Oahu
		Science Link to OSU Ag Science	
		BS, Agricultural Science	OSU
		Social and Human Services http://go.hawaii.edu/EK	
		BA, Social Sciences	West Oahu
		BA, Social Sciences, Political Science	West Oahu
		BA, Social Sciences, Psychology	West Oahu
		BA, Psychology	Manoa
		MSW, Master in Social Work	Manoa
		Cert. Disability and Diversity Studies	Manoa
		Cert. Substance Abuse and Addiction Studies	West Oahu

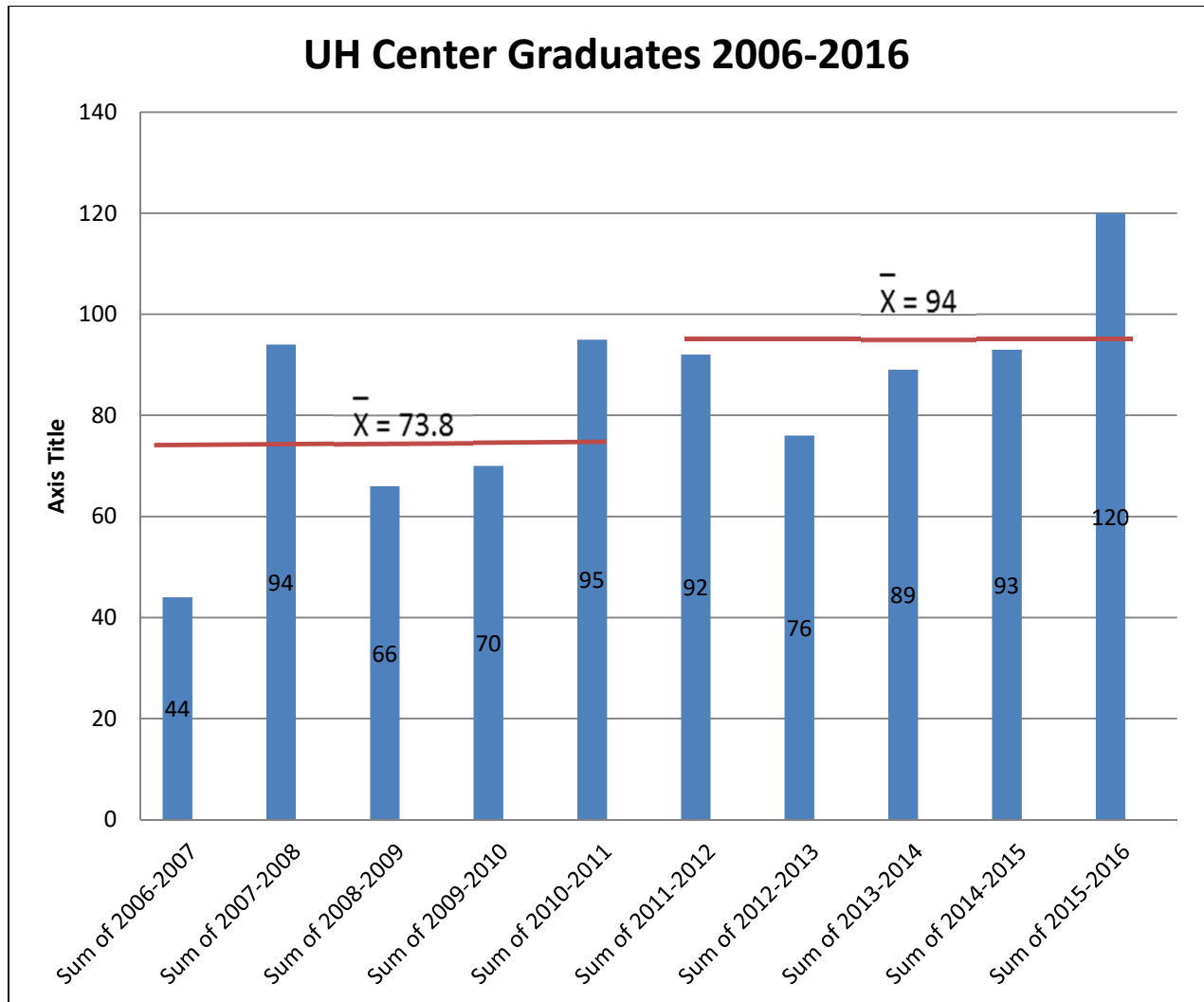
(REV 6/3/2016)

For more information Contact us by phone or email

<http://uctrmaui.hawaii.edu/>

(808) 984-3525

Fig. 3: UH Center Graduates 2006 - 2016



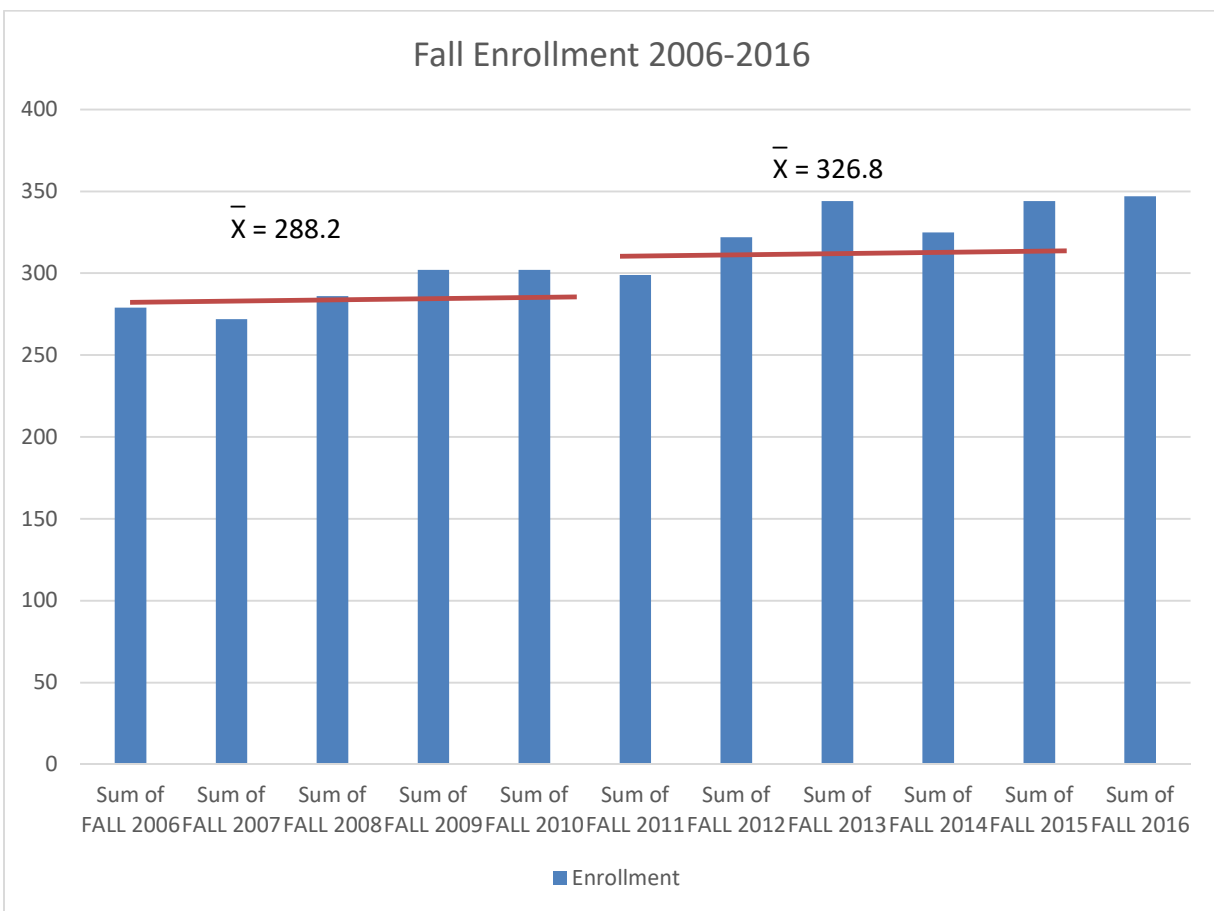
2015 West Oahu

Program Learning Outcomes – UH Center Unduplicated Headcounts

2. UH Center unduplicated headcount enrollment will stabilize.

Enrollment in UH Center Distance Major Programs has steadily increased over the last 10 years. The 5-year Average for 2011-2016 was 326.8 students enrolled in the Fall, which represents a 13.4% increase over the previous 5-year period, 2006-2010, 288.2 students per Fall semester. Enrollment continues to rise with an enrollment count of 347 in Fall 2016 which is a slight increase from the Fall 2015 enrollment of 344.

Fig. 4: UH Center Enrollment (5th Week Unduplicated Headcount)

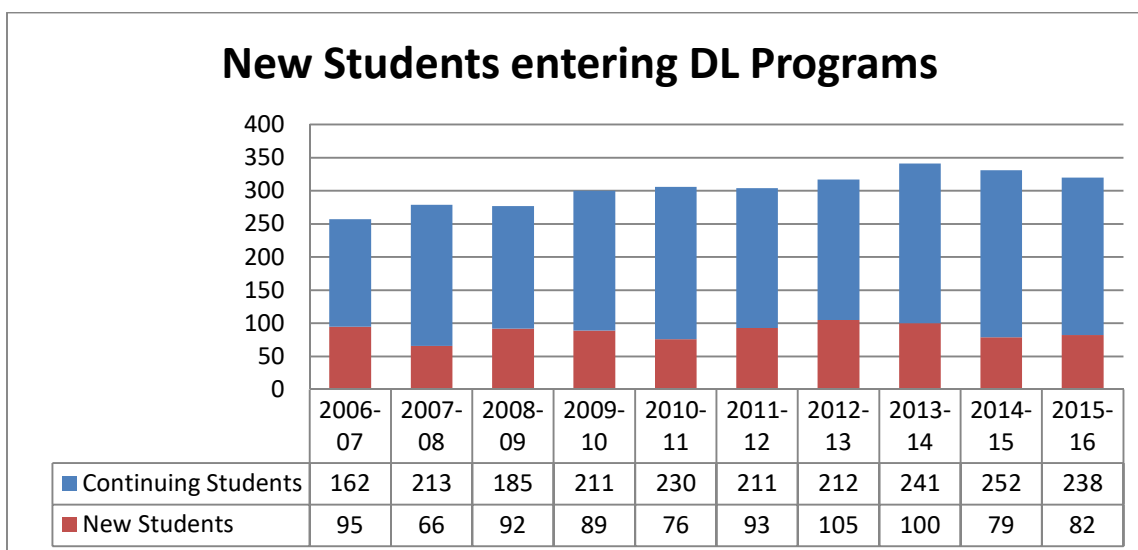


Program Learning Outcomes – UH Center Transfer Students

3. Number of students transferring into UH Center brokered programs will increase.

UH Center has been unable to determine of new transfer students in a given year. However, we can calculate how many new students are entering our program each year by calculating the number of continuing students each year (average enrollment Fall/Spring minus graduates), and then looking at the next year's enrollment and calculating the difference.

Fig. 5: Number of new students entering UH Center programs per year based on average enrollment for Fall/Spring



The 5-year Average for 2011-16 was 92 new students per year compared to 5-year average 2006-11 at 84 students per year, an increase of 9.5%.

- Number of UHMC transfer credentials awarded (ie., AA/AS/AAS) will increase.
- Retention of pre-major students will increase.
 - Comment: Efforts were made with partner campuses. However, we were unable to gather information on the amount of retention of pre-major students enrolling into distance learning programs.

Program Learning Outcomes – Public Inquiries

4. Number of public inquiries for program information will increase.

a. Recruitment Activities – Our APT staff has continued work on pre-admissions marketing and advising activities, table 2 below is a summary of the activities completed during this review period.

Table 2 – Recruitment events attended by UH Center Staff

Event Type	2011-12	2012-13	2013-14	2014-15	2015-16
Campus Orientation	10	10	5	6	2
Campus Table	8	8	8	18	5
Class Visits					
Degree Prep Workshop	8	9	10	10	13
DL Student Orientation	2	2	3	2	1
Hotel Tables	2				
Learning Center				7	2
Library Table	3	7	3	3	13
Organization visit					8
Other Campus Event	5	9	7		
Other Public Events	5	4	6	5	15
Outreach Center		4	3	2	
Shopping Center Table	11	7	16	7	6
Transfer Fair	2	2	3	0	
Total	56	62	64	60	65

We continue to evaluate the effectiveness of these events and have been proactive in seeking out new venues and organizations to help promote and give exposure to the many distance learning degrees offered.

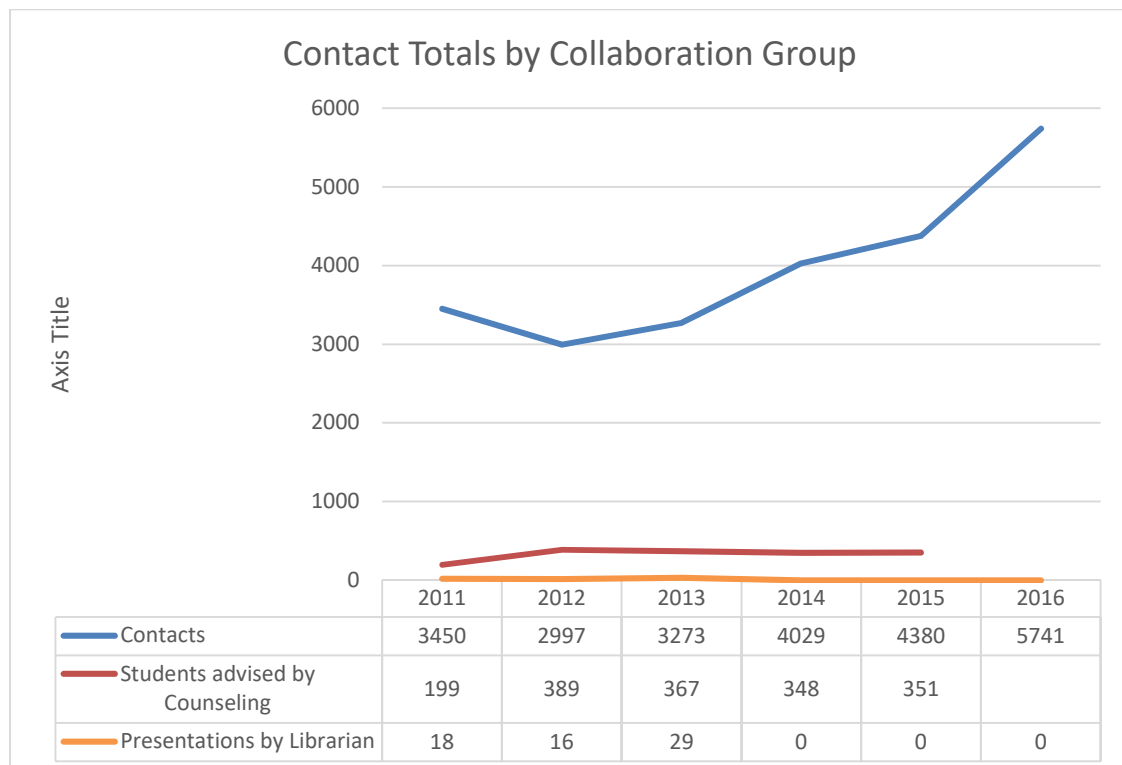
This year a marketing plan was developed to target specific groups to specific degree programs and focus on college application deadlines. An example was the Education Degree Prep Workshop given by our UH Mānoa representative prior to September 1 application deadlines. Also we have been contacting island business clubs such as Rotary to promote business degrees.

b. Potential Student Contact Reports - The UH Center Collaboration Group of partner campus representatives continued to document potential student services with our Student Contacts Report.

Figure 6 summarizes the total student contacts by year tabulated from data submitted by UH Mānoa, West Oahu, Hilo, and UH Center staff. Contacts include those made at recruiting events, telephone or email inquiries, and in person counseling appointments. One student could have multiple contact points with Center staff prior to deciding on enrollment.

In years prior to 2015 the Librarian and Counseling Department kept data on the number of students who attended presentations and/or were potential distance learning degree applicants. Our Librarian retired in 2014 and no data was collected.

Fig. 6: Contact Reports

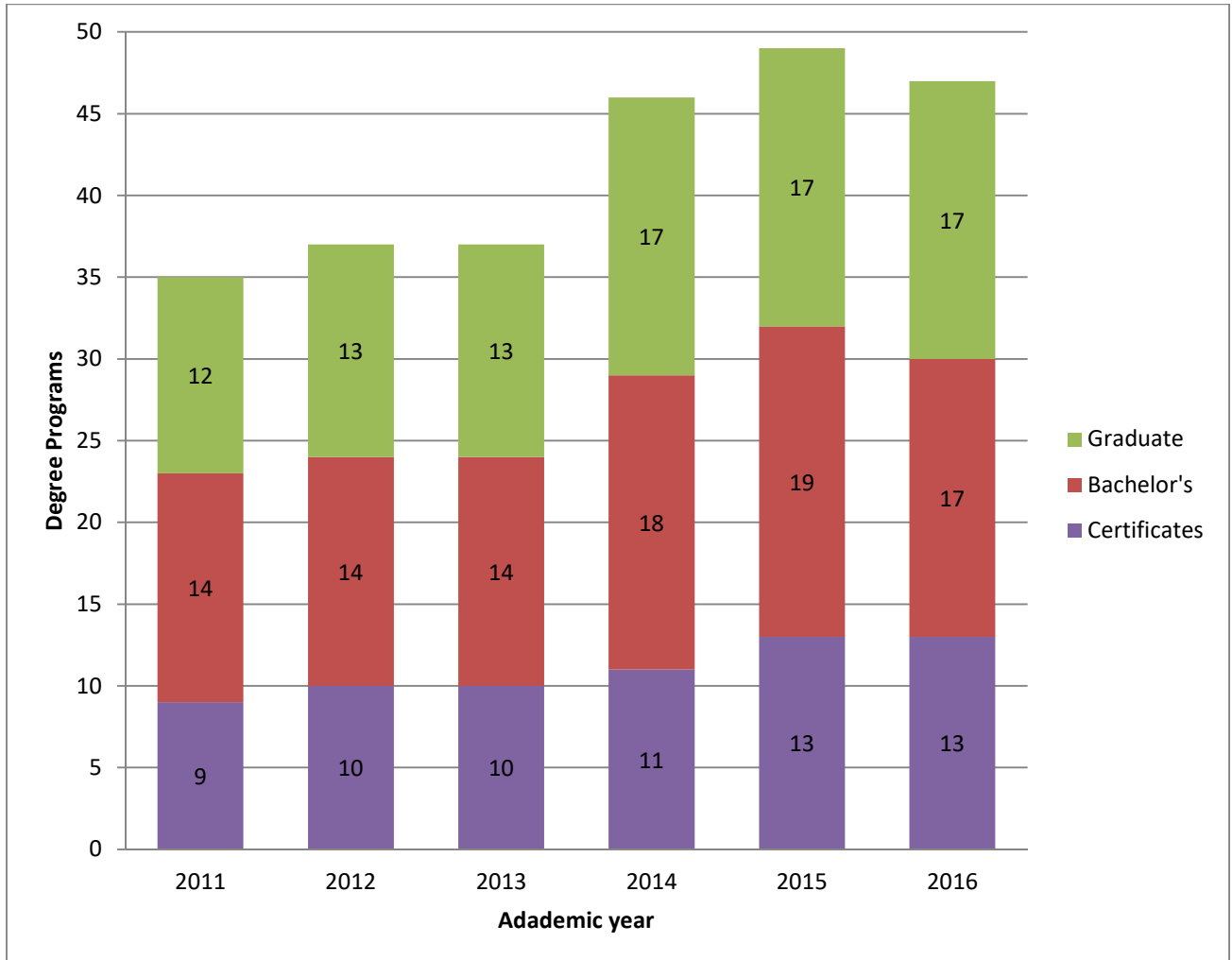


Program Learning Outcomes – Degree Offerings

5. Number of degree programs offered on a multi-year and on a yearly schedule will stabilize.

Degree Program offerings have steadily increased from 35 to 49 during 5-year period.

Figure 7: UH Center Degree Offerings 2011-2015



- Survey results will indicate an increase in the number of prospective students who are able to contact UH Center, understand how to obtain advising, apply for admission, register for classes, know whom to contact for library, testing and other support services.
 - Comment: We will evaluate the practicality of administering a survey since this requires a lot of coordination with partner campuses which is difficult to achieve.

Program Learning Outcomes – Graduate Student Satisfaction

6. Graduate Student satisfaction measured by student surveys will show improvement.

a. **Response Rate** - Student surveys over the years have changed and evolved. A major challenge was getting students to respond. In the previous 5-year review, a total of 100 responses were tallied, this represented an average of 20 responses per year. That number has doubled in recent years with the use of the UH Center Web page and Survey Monkey.

Table 3: Survey Response Rate

Survey Responses	2007-2011	2011-12	2012-13	2013-14	2014-15	2015-16
Number of Respondents	100	12	no data	8	42	47
Number of Graduates	369	92	76	89	93	120
Response Rate %	27	13	no data	9	45	39

b. **Student Satisfaction** – The results from previous year’s survey are difficult to analyze due to the margin of error inherent in small sample size. In 2011-12 the question was asked on Quality of Degree program which cannot be compared to satisfaction with support services. In 2015-16, we tried to delineate between different types of support services.

The University Center was created to “provide support services for the delivery of accredited bachelor’s and graduate programs to Maui County”. As such, our survey has been designed to measure our performance in delivery of student support.

Overall, student satisfaction has generally been positive. From 2007-2011, 49.4% of students surveyed were very satisfied with Support Services. In 2012-2013, 100% of students surveyed were satisfied or very satisfied with Support Services. In 2013-2014, 50% of students were very satisfied with Support Services. In 2014-2015, Support Services were favorably viewed as 89% of students surveyed were satisfied or very satisfied. A consistent survey with adequate sample size will allow us to measure our progress in this area. Continuing to use University Center Web Page and Survey Monkey should help us achieve this goal.

In 2015-2016 the survey questioned students on their satisfaction with classrooms, equipment, technical support, counseling, academic advising, library and proctoring services. 77.8% of students surveyed were satisfied or very satisfied with the classrooms. Over 60% of students surveyed were satisfied or very satisfied with the equipment and technical support in the classrooms. Over 40% of students surveyed were satisfied or very satisfied with the counseling and proctoring services

provided. Lastly, over 55% of students surveyed were satisfied or very satisfied with the library and academic advising services that were provided.

Improvements in 2016-17 will be implemented with the hire of new Learning Community Coordinator who will bring in student networking opportunities. Bringing Distance Learning students together will be beneficial to the students themselves in their coursework, as well as help to identify new areas of needed community-building support.

Table 4: Graduate Survey Results on Student Satisfaction, 2007-2015

How satisfied were you with Support Services?								
	2007-11	%	2012-13	%	2013-14	%	2014-15	%
Very Satisfied	39	49.4	2	25	4	50.0	19	45.9
Satisfied	28	35.4	6	75	3	37.5	18	43.2
Dissatisfied	1	1.3	0	0	0	0.0	3	8.1
Very Dissatisfied	1	1.3	0	0	0	0.0	1	2.7
Other	10	12.7	0	0	1	12.5	0	0.0
# Responses	79		8		8		42	

Table 5: Graduate Survey Results on Student Satisfaction, 2015-16

Were you satisfied with the services you received from the University Center or UH Maui college?					
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Did Not Use	# Responses
Classrooms	16	19	1	9	45
%	35.6%	42.2%	2.2%	20.0%	
Equipment in Classrooms	13	18	3	11	45
%	28.9%	40.0%	6.7%	24.4%	
Technical Support in classrooms	17	13	3	12	45
%	37.8%	28.9%	6.7%	26.7%	
Counseling Services	11	7	3	24	45
%	24.4%	15.6%	6.7%	53.3%	
Academic Advising Services	15	11	3	16	45
%	33.3%	24.4%	6.7%	35.6%	
Library Services	13	13	3	16	45
%	28.9%	28.9%	6.7%	35.6%	
Proctoring Services	9	9	0	27	45
%	20.0%	20.0%	0.0%	60.0%	
n= 45 Total Students					

Program Learning Outcomes – Student Demographics

7. Student Demographics – Advancement of underserved populations such as neighbor island, Native Hawaiian, and low income populations.

a. **Molokaʻi and Lānaʻi** - Maui students make up the vast majority of Maui County students in Distance Learning Programs. In 2011, Maui students made up 92.9% of total Maui County students in Distance Learning. No Lānaʻi students were enrolled in any programs in 2011.

From 2012-2016, Maui students has made up at least 89% of total Maui County students in Distance Learning programs. Molokaʻi enrollment has made up around 6-9% of total Maui County students in Distance Learning programs. Lānaʻi enrollment has made up 1-4% of total Maui County students in Distance Learning programs.

Fig. 8: Enrollment by Island in Distance Learning Programs (Fall 5th Week)

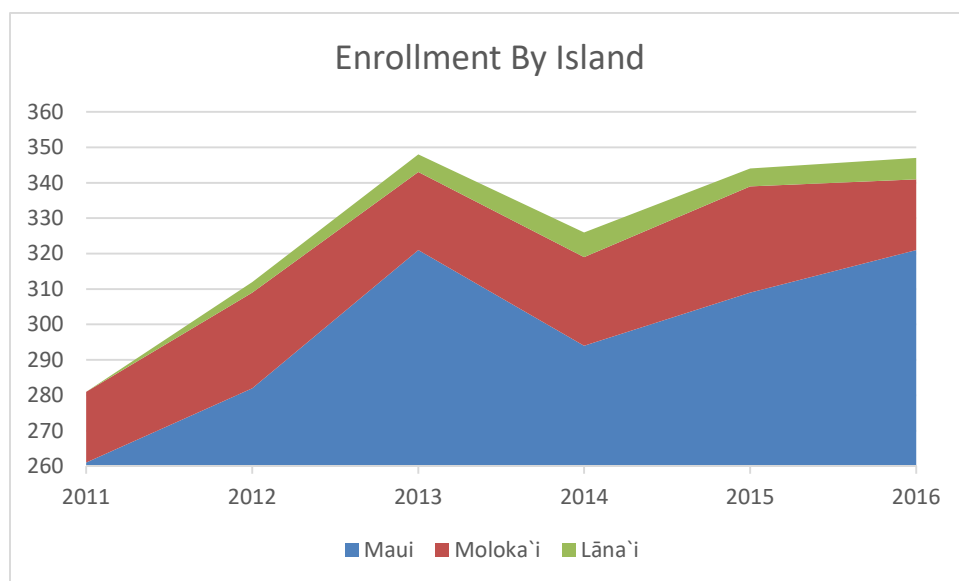


Table 6: Distance Learning Students by Island

Students by Island	2011	2012	2013	2014	2015	2016
Maui	261	282	321	294	309	321
Molokaʻi	20	27	22	25	30	20
Lānaʻi	0	3	5	7	5	6
Maui County Totals	281	312	348	326	344	347

b. Native Hawaiian enrollment – One hundred twelve students in Maui County Distance Learning Programs are of Native Hawaiian descent. Maui has a majority of Native Hawaiian enrollment with 28% of those enrolled in Distance Learning programs, followed by Molokaʻi (4%) and Lānaʻi (0.2%). A large percentage, 70.5% of Native Hawaiians are enrolled in UH West Oahu programs.

Table 7: Native Hawaiian Distance Learning Students by Island, Fall 2016

Native Hawaiian Enrollment Fall 2016	Maui	Molokaʻi	Lānaʻi	All Islands
UH Mānoa	21	6	1	28
UH West Oahu	71	8	0	79
UH Hilo	0	0	0	0
WCC Veterinary Tech	5	0	0	5
Total Native Hawaiian Enrollment	97	14	1	112
Percentage Of Fall 2016 Enrollments	28%	4%	0.2%	32.2%

c. Number of Pell Grant Recipients

- **Comment:** Data unavailable to us.

Program Learning Outcomes – Occupational Demand

8. Increase total UH Graduate output in workforce shortage areas. (from UH strategic initiatives, Teaching, Computing, Social Work, Hospitality).

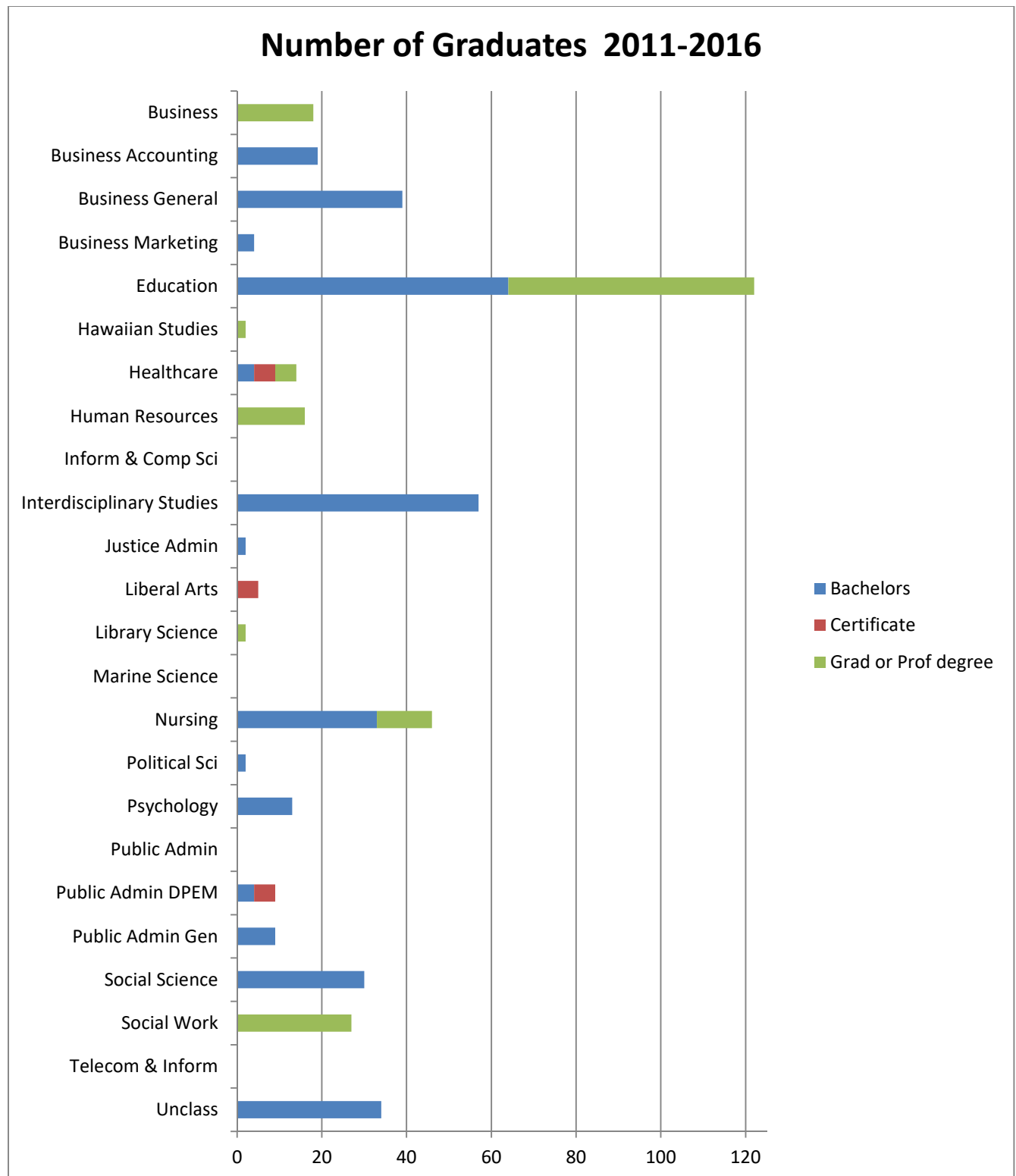
The highest number of average annual openings for the 1st Quarter of 2017 at the doctoral and professional degree level is in clinical, counseling and school psychology. For the master's degree level, the highest number of openings for the 1st Quarter of 2017 will be in educational counseling. Lastly, at the bachelor's degree level, there will be a considerable amount of openings for registered nurses, accountants and elementary school teachers.

The majority of graduates in our Distance Learning programs from 2011-2016 have been in education. The third and fourth largest number of graduates from University Center Maui from 2011-2016 have been in Nursing and General Business. University Center has provided graduates for the high demand fields in Nursing, Education and Business (Accounting).

Table 8: Short term Occupational Forecast for Hawaii by Education Level (Projected to 1st Quarter 2017). Source: www.hiwi.org

Occupation Title	Avg. Annual Openings			Avg. Annual Growth	Rel. Work Exper.	On-the-Job Training	Avg. Annual Wage
	Growth	Replace-ment	Total				
Doctoral or Professional Degree							
Clinical, Counseling, & School Psychologists	30	20	50	2.4%	None	Int/Res	\$82,610
Lawyers	20	30	50	0.8%	None	None	\$104,180
Master's Degree							
Educational, Guidance, Sch & Voc Counselors	10	30	40	1.1%	None	None	\$52,910
Elem & Sec School Education Administrators	10	30	40	0.9%	5+ yrs.	None	\$89,970
Bachelor's Degree							
General and Operations Managers	180	260	430	1.6%	5+ yrs.	None	\$101,630
Registered Nurses	120	240	360	1.1%	None	None	\$90,130
Accountants and Auditors	80	140	220	1.6%	None	None	\$59,630
Elementary School Teachers, ex Spec Educ	50	150	200	0.8%	None	Int/Res	\$56,500
Associate's Degree							
Preschool Teachers, ex Spec Educ	20	50	70	1.2%	None	None	\$35,760
Postsecondary Non-Degree Award							
Nursing Assistants	60	110	170	1.2%	None	None	\$30,780
Heavy and Tractor-Trailer Truck Drivers	70	60	130	1.8%	None	Short OJT	\$44,770
Automotive Service Technicians & Mechanics	40	80	130	1.4%	None	Short OJT	\$42,830
Some College, No-Degree							
Teacher Assistants	60	160	220	0.9%	None	None	\$27,830
Bookkeeping, Accounting, & Auditing Clerks	20	80	100	0.2%	None	Mod OJT	\$38,840

Fig. 9: UH Center Graduates by Degree and Program Area



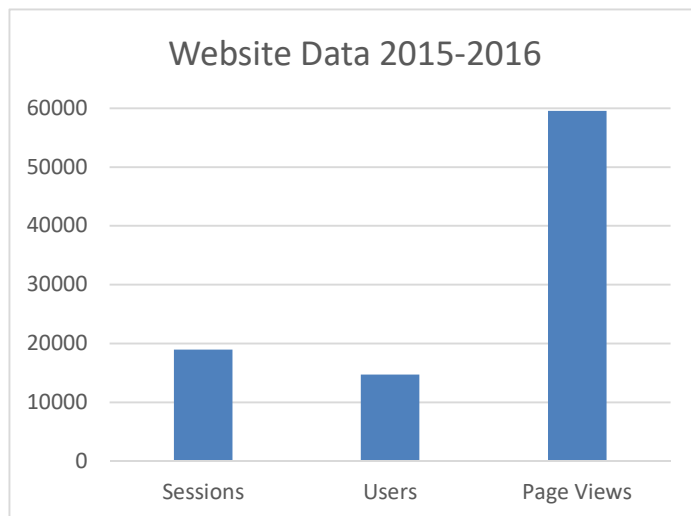
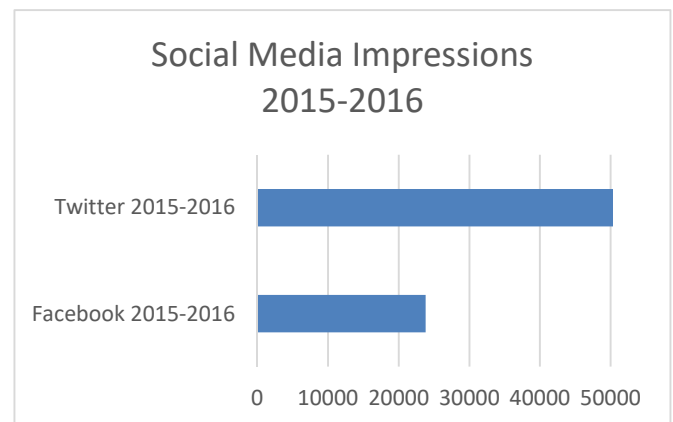
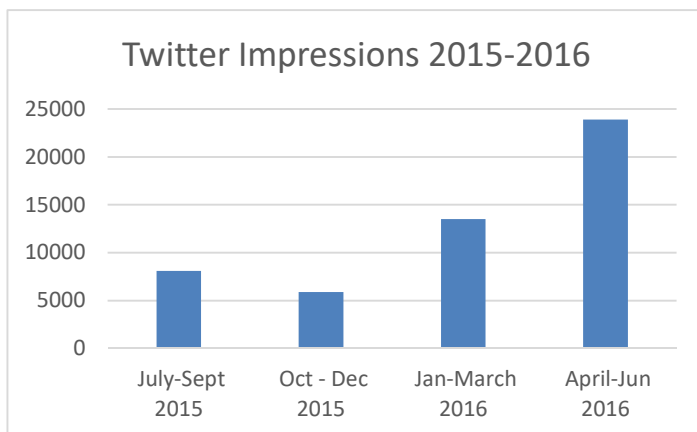
Program Learning Outcomes – Internet Presence

9. Internet Presence (Social Media), Web Page Development and Branding

University Center Maui has continued to increase its presence in Social Media from 2015-2016. From April-June 2016, Twitter Impressions grew to 23,900 which was a 77% increase from the previous 3-month period January-March 2016.

Twitter has grown to be a significant social media platform for University Center Maui. Twitter Impressions were more than double the amount Facebook Impressions for University Center Maui with a difference of 115.9%.

Our website also receives a significant amount of traffic. The website for University Center Maui received 59,566 views during 18,949 sessions by 14,733 users from 2015-2016. The average website visit was 2 minutes and 25 seconds where an average of 3.14 pages were visited per session.



Pages/Session	3.14
Avg. Session Duration	2min 25sec
Bounce Rate	41.36%
New Sessions	76.96%

Conclusion

UH Center has made steady progress toward supporting Maui County resident's higher education needs at the baccalaureate and graduate levels. Going into the future we aim to improve the "sense of community" for our distance learning students.

Fig. 13: UH Center Graduate List

UNIVERSITY OF HAWAII CENTER MAUI

Graduation Candidates – Masters and Bachelor Degrees, Certificates

Hilo

Bachelor of Arts

Psychology

Candye C.L. Ogino *

Bachelor of Science

Nursing

Mary Emmons *
Angelina Gallegos *
Jennifer Grace Murray *
Megan Spahr

Mānoa

Masters

Business Administration

Lingie Chiu
Angela E. S. Cook *
Michael Gurat *
Kanoa Haake *
Paula MacCutcheon *
Todd Watkins
Charles Yeaman *

Education

Curriculum Studies
Erin Nakano

Learning Design & Technology

Janet Leach *
Brittany C. Neizman *

Human Resource Management

Stephanie H. Hedani * **
Lori "Lei" Ishikawa *
Leilani Kepler *
Mary Leyva *
Sarah Martinez *
Beverly M. Queja *
Jamie Reynolds *
Tezrah Rivera *
Joshua Romero *
Dane Sadang *

Amie Stokes *

Eman Torkstani *

Kinesiology & Rehabilitation Science

Edmund Pedro *
Shauna Pilaloa Kaauamo
Tanner *

Nursing

Tanya Y. Takatani-Apo

Social Work

Helen A. Barrow *
Andrea Birmingham *
Courtney Cabebe *
Chase DeCoite *
Laura Ezzy *
Jandee Ferguson *
Jon Inciong *
Jo-Lynn Kahoonahano *
Jenna Kamikawa *
Joseph Solomon Martelles, Jr.
Michele Navarro Ishiki
Joel Tapler *
Monique Yamashita *

Post-Baccalaureate Certificate

Secondary Education

Shane H. Albritton
Musashi A. De la Cruz
Dean Krump
Tara Lindsey *

Special Education

Lisa Donovan *
Renee M. Ostermiller *

Bachelor of Arts

Interdisciplinary Studies

Marlene Booth
Annie Collopy *
Ruby DeCastro
Kanani Fredrick
Shira Galeai
Kaori-Lei Ka'imipono
Hanohano
Dawn Nalani Hoewa'a
Kimi Leilani Kusumoto

Raysha

Kamakanakamaehukupā'amaikalani

Mamala

Jaye Napua Nakasone

Abigail Perrin

Deborah Smith

Bachelor of Education

Elementary Education

Michelle Lomboy Balala *
Donette Kuipolani Balicanta
Tatiana Camit *
Codie W. Chong
Kaylie L. Chong *
Heather J. Grossman *
Mary Jane Hanchett *
Faye Maon *
Tiffany Matsui *
Melissa K. Murray *
Wileen H.K. Ortega
Rowan Kauladæ Puaa
Lindsey Texeira
Summer Dawn Suarez Torres **

Bachelor of Science

Nursing

Rochel Arquero
Anna Bagayan *
Erinn Baysa *
Althea Bongolan * **
Richelle Bulusan * **
Rachel Chrisela Red Cabel *
Emerson Constantino *
Elizabeth Cunningham *
Sarah Donovan
Eloy Espino *
Briana Ann Franco *
Shiela Maureen Galapon *
Jacqueline Salvador Ganiban *
Ximena Guerrero
Francine Johansen *
Anne Lapp *
Sarah Naidl *
Aristina Ora-a * **
Mahea Recopuerto *
Tracy Rymsha *

Certificate - Peace Studies

Marlene Booth

UNIVERSITY OF HAWAII CENTER MAUI

Graduation Candidates – Masters and Bachelor Degrees, Certificates

West O'ahu

Bachelor of Arts

Business Administration

Leah Omura * **
Rebecca A. Chisum *
Emalia Kaulawena Fisher *
Kelsey Giuseppina Frost *
Jessica M. Gonsalves
Brent Hedani * **
Kelsey M. Nakao
Andrea Chiemi Talon

Accounting

Brennen Kilohana Borges
Mary Jane Bayle Eusebio
Sherie Yukie Hozaki

Management

Cheyne De La Garza *

Marketing

Britni Tyne Manos

Public Administration

Kelsey Christopher Chin *
Mahinamalamalama Poepoe
Kristen Jean Silva *

Disaster Preparedness & Emergency Management

Heatherlyn Gray *

Health Care Administration

Mari Chantel Velasco Lazo * **
Criselda Ramirez Parana
Roxanne Yadao Yasana *

Justice Administration

Tanja Kaea *

Social Sciences - Applied Track

Leon W. Grant *
Traci LMM Kala
Jaymie Kanani Moniz
Breana Maile Pakele *
Cy Yoshizu * **

Early Childhood Education

Amber Dawn Petroelje

Political Science

Tresa L. Dayen *

Psychology

Natasha Saclua * **

Certificate

Disaster Prep & Emergency Management
Tanja Kaea *

* Graduating with Honors, Cumulative Grade Point Average of 3.50 or higher

** Member of Phi Theta Kappa. Phi Theta Kappa is a national academic honor society for two year degree granting colleges. Members must attain a Grade Point Average of 3.5 or higher to join

