

AY17/18 PROGRAM REVIEW REPORT

UNIVERSITY OF HAWAII MAUI COLLEGE

Jonathon McKee
Vice Chancellor of Academic Affairs

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Assistant Dean of Instruction

Faculty members from the following programs and areas

- Business Technology
- Construction Technology
- Culinary Arts
- Hospitality and Tourism
- Human Services
- College Wide Academic and Student Learning Outcome Assessment Committee

Faculty Members of the following Program Community Advisory Committees:

- Business Technology
- Construction Technology
- Culinary Arts
- Hospitality and Tourism
- Human Services

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JUNE 1, 2018

UH Maui College Organization/Institutional Context

UH Maui College (UHMC) is part of the University of Hawai'i (UH) system and serves the educational needs of residents of the three islands that comprise Maui County: Moloka'i, Lāna'i, and Maui. UHMC is unique as the only college granting both bachelor's and associate's degrees in the ten-campus University of Hawai'i (UH) system, which includes seven community colleges and three universities.

The institution was first founded as Maui Vocational School in 1931 and converted to Maui Technical School in 1951. The institution was incorporated into a newly legislated statewide community college system (UHCC) and placed under the jurisdiction of the University of Hawai'i in 1965. Two years later, the institution became Maui Community College and was authorized to confer both associate in arts (AA) and associate in science (AS/AAS) degrees. By fall 1967, Maui Community College had begun offering the Associate in Arts, Liberal Arts degree program.

In 2001, the college began its transition to a four-year degree-granting institution and in August 2009, college accreditation was transferred to WSCUC, formerly WASC Senior (ACSCU). In 2010, the college changed its name to University of Hawai'i Maui College (UHMC) and joined the WSCUC, formerly WASC Senior (ACSCU) accreditation pilot. In July 2014, UHMC was reaccredited by WSCUC for eight years.

UHMC currently grants three Bachelor of Applied Science (BAS) degrees, eleven Associate in Applied Science (AAS) degrees, six Associate in Science (AS) degrees, and two Associate in Arts (AA) degree programs. In addition, UHMC partners with other campuses to increase offerings that meet the needs of its community. Toward this end, University Center Maui brokers baccalaureate, post-baccalaureate, and graduate degree programs in partnership with University of Hawai'i Mānoa, University of Hawai'i Hilo, and University of Hawai'i West O'ahu.

Through its varied degree and certificate options, UHMC addresses the needs of a diverse student population of approximately 3,000 students in a three-island community with its main campus located in Kahului, Maui. UHMC outreach education centers are located on Maui in Hāna and Lahaina, and on the neighbor islands of Moloka'i and Lāna'i.

Annual Program Review and Updates

During academic year (ay) 2017-2018, UHMC Career and Technical Education (CTE) and the Liberal Arts programs submitted a total of 22 instructional and three developmental program reviews for ay 2016-2017. Each CTE review included a special emphasis on an overall assessment of their outcomes at both the course and program levels. As a result of this program review process, during the 2016-17 academic year, programs continue to make progress mapping their courses to the Program Learning Outcomes (PLOs) of their program, and each program continues to seek validation and support of their PLOs from their respective advisory committees. Additionally, programs continue mapping college-wide student learning outcomes into their course and program analysis. For academic year 2016-17, special emphasis was placed on Oral Communication.

Health call indicators continued to be monitored during the 2016-17 period. Seven programs were classified as healthy (six more than academic year 2015-16), Fifteen were ranked as cautionary (seven less than academic year 2015-16), and no program received an overall unhealthy rating (no change from academic year 2015-16). For academic year 2016-17, the college met all six of the Perkins indicators. This is an improvement over 2015-16 when the college met five of the six indicators; but fell short for 2P1 (Completion) for the second straight year. Department Chairs, Program Coordinators, Counselors, and Career Link have been challenged to continue to improve on this performance during the 2017-8 academic year.

Following approval by the Board of Regents, a new Associate in Science degree in Creative Media was initiated ay 2016-17. This program integrates the elements of audio, video, still images, animation, text, and data for the delivery of interactive content and is a project-based program designed to deepen understanding of a highly technical and constantly evolving field.

During January 31-February 2, 2017 UH Maui underwent a special accreditation visit from WASC Senior College and University Commission as part of its 2014-2022 accreditation cycle. The visiting team was impressed with UH Maui's progress and provided six commendations. The team also issued three recommendations to be addressed and requested a progress report to be submitted by March 1, 2019. The progress report should include updates of the College's Enrollment Plan, program review and assessment since last Accreditation visit, and assessment of the College's student success initiatives.

On May 12, 2017 UH Maui College submitted a Substantive Change request to the WASC Senior College and University Commission for an online Associate of Arts (AA) degree as required should more than 50% of a program be available to students via distance education. The proposal was approved for ay 2017-18.

During ay 2016-17 the Applied Business and Information Technology (ABIT) and Sustainable Science Management Bachelors of Applied Science (BAS) degree programs were approved as established by the Board of Regents.

Comprehensive Program Reviews

Comprehensive program review involves an in-depth assessment of general education, program and course level learning outcomes, as well as a review of the demand, efficiency and effectiveness of each program. These reviews involve input from program faculty, faculty colleagues from other disciplines, advisory committee members and students. During ay 2017-18, the following programs completed a comprehensive program review of the previous five years:

- Business Technology
- Construction Technology
- Culinary Arts
- Hospitality and Tourism
- Human Services

The following is a report of some of the highlights from the comprehensive review of each of these programs.

Business Technology

The Business Technology career ladder is competency based and focuses on the skills, knowledge, and attitudes needed to prepare for office positions in government or industry. The curriculum includes specialties, as well as general offerings, to broaden students' background and to enhance employment and promotion possibilities.

Business Technology AAS & CO	14-15	15-16	16-17
Majors	136	107	71
Budget Allocation	\$210,415	\$192,133	\$190,019
Degrees and Certificates Awarded	14	16	12

Strengths

The program has successfully established a new advisory committee and remapped the curriculum toward successfully reengaging the community and students. Most noteworthy is the programs new service learning/capstone course that places students with a variety of agencies within the community. Toward this end, students have helped organizations improve marketing materials, websites, create personnel manuals and establish strategic plans. These experiences help students successfully transition to employment upon completing the program.

Issues and Concerns

The program currently has a 71 to one faculty to student ratio. Fortunately, the program has dedicated and effective lecturers. However, it is risky asking the one faculty member to coordinate program activities including managing the Business Computer Lab, facilitate the community advisory committee, manage and update curriculum to be in line with technological changes, manage lecturer teaching schedules, address student concerns, and teach a full load of classes. If enrollments, and degree and certificate attainment, improve the program should be given consideration for a second full-time faculty member to help manage this workload.

Construction Technology

The Construction Technology program prepares students in general building construction and maintenance of large or small structures. The program allows students to explore different trades prior to selecting a specialization.

Construction Technology AAS & CO	14-15	15-16	16-17
Majors	73	62	62
Budget Allocation	\$156,594	\$154,357	\$169,031
Degrees and Certificates Awarded	3	14	26

Strengths

This program has dedicated and effective program coordinator who has single handedly established a new program advisory committee, remapped program curriculum, provided students with hands-on cooperative work opportunities and completely changed the trajectory of the program. Through these efforts the program has seen a dramatic increase in the number of students completing degrees and certificates. Moreover, the program now has a strong partnership with the UHMC Apprenticeship program and Carpenters Union. It is noteworthy that through this partnership the Program and Carpenters Union built a new storage building for the UHMC Automotive Technology program.

Issues and Concerns

The program currently has a 62 to one faculty to student ratio. As is the case with Business Technology, it is risky asking the one faculty member to coordinate program activities including maintaining a shop and shop materials. A second full-time faculty position would build upon and help sustain the positive improvements being made by this program.

Culinary Arts

The Maui Culinary Academy is a comprehensive educational program established to prepare students for success in the hospitality industry in Hawaii and beyond. The program is accredited by the American Culinary Federation.

Culinary Arts AAS * CO	14-15	15-16	16-17
Majors	146	116	97

Budget Allocation	\$947,945	\$877,597	\$712,738
Degrees and Certificates Awarded	44	49	62

Strengths

Program faculty and lecturers use Live Text to collect real-time assessment data within the lab or classroom setting. This has allowed faculty to evaluate student learning in the classroom and make changes to enhance that learning much faster than in the past. Students receive real time feedback and are given rubrics demonstrating expectations of learning so they can focus on what they need to do to learn. Moreover, the program advisory committee has access to reports from this data to discuss ways to improve program quality. The program commitment to continuous improvement has resulted in an increase in the number of degrees and certificates awarded despite a drop in enrollment.

Issues and Concerns

In FY 2015 the program ran a deficit of \$278,000. In FY 2016, the college employed much greater oversight over this complex program with a balanced mixture of educational and commercial expectations. Thus, the financial performance of the operation has improved significantly and the annual deficit in FY 2018 has decreased to \$120,000 and the target for FY 2019 is \$100,000. This is in part due to an improved management contract with Sodexo that is beginning to stabilize the Culinary Arts program while allowing Culinary Arts program faculty to focus on food production as related to the curriculum.

Hospitality and Tourism

The Hospitality & Tourism Program at UH Maui College prepares students for leadership positions in the hospitality industry. Graduates are successfully employed in resorts and hotels all over the world. The program is accredited by the Accreditation Commission for Programs in Hospitality.

Hospitality and Tourism AAS & CO	14-15	15-16	16-17
Majors	90	74	62
Budget Allocation	\$147,680	\$150,259	\$165,101
Degrees and Certificates Awarded	10	7	11

Strengths

The Hospitality and Tourism (HOST) program makes learning the top value and design principle in every course, plan, initiative, and assessment/evaluation as evidenced in the HOST Program Strategic Learning Plan. The program mission is publicly viewable and generally supports the College's mission. The program provides students with unique opportunities for student engagement through their on-site projects, industry networking opportunities, internships, and industry events. The integration of Hawai'ian values within the program learning outcomes is a unique point of differentiation for UHMC's HOST program.

Issues and Concerns

The program mission statement is more closely aligned with UHMC's mission statement prior to its revision in 2013. The HOST Program learning outcomes are not readily written in measurable terms and are currently being re-evaluated by the HOST faculty and advisory committee. There are no separate program learning outcomes for the Certificate of Completion (CO), Certificate of Achievement, and Associate in Applied Science. Finally, the 15-credit CO does not provide students with the breadth of operational classes to qualify for entry level positions in Rooms and Food & Beverage operations. The Host program has developed a plan of action to address these issues and concerns.

Human Services

The Human Services program prepares students to work with people of all ages in social service occupations including Aging & Healthcare, Substance Abuse & Mental Health, and Child & Family Service settings.

Human Services AS & CO	14-15	15-16	16-17
Majors	112	89	85
Budget Allocation	\$101,195	\$100,141	\$136,482
Degrees and Certificates Awarded	16	24	16

Strengths

The program is closely linked to workforce needs through a Community Advisory Committee comprised of 20 members from 17 non-profit and governmental agencies. A central focus of the program has been related to emerging workforce needs to inform curriculum updates/additions, and beginning a training program of practicum placement site supervisors to clarify their role and responsibility to student learning. Through this partnership:

- a Special Topics course - HSER 290V - Intro to Trauma Informed Care was added as a result of these interactions; and,
- the program also developed a Prior Learning Assessment for HSER 194 – Practicum in Community Service.

Program capstone practicum courses continue to provide students with an important opportunity to apply the attitudes, skills and knowledge they have learned in program courses in a demanding work environment under professional supervision.

Issues and Concerns

Program courses had a fill-rate of 70.5% - lower than years past due to Department of Labor grant allowing the program to offer several subsidized classes for unique certificate related courses. This led to additional courses that left some regularly scheduled classes with lower numbers of students. This trend will end June 30, 2018, when the grant is over and low enrolled subsidized classes will no longer be counted toward the fill rate.

Conclusion

UH Maui College will continue to refine its program review and assessment process, with a special emphasis on methods to increase student learning and adding value to the student experience, so students are well prepared to enter the workforce, transfer into baccalaureate degree programs, and become productive citizens of the community. Moreover, the College will continue to work with program coordinators to link resource requirements to evidence emerging from the Program Review process. Finally, the College's policy, planning and budget considerations, as well as best practices, are grounded in and emerge from the program review process.

Appendix A: Comprehensive Program Review Schedule

Program	Degrees (CA and higher)	AY Last Review Submitted*	AY Next Review Submission*
Accounting	AAS	2015	2019
Auto Body Repair and Painting	AAS	2015	2019
Automotive Technology	AAS	2015	2019
Business Careers	AAS	2015	2019
Natural Science	AS	2015	2019
Fashion Technology	AAS	2015	2019
Sustainable Science Management	BAS	2016	2020
Administration of Justice	AAS	2016	2020
Creative Media	AS	NA	2020
Dental Hygiene	AS	2016	2020
Hawaiian Studies	AA	2016	2020
Liberal Arts	AA	2016	2020
Agricultural and Natural Resources	AAS	2017	2021
Applied Business and Information Technology	BAS	2017	2021
Electronic and Computer Engineering Technology	AS	2017	2021
Early Childhood Education	AS	2017	2021
Engineering Technology	BAS	2017	2021
Nursing	AS	2017	2021
Business Technology	AAS	2018	2022
Culinary Arts	AAS	2018	2022
Hospitality and Tourism	AAS	2018	2022
Human Services	AS	2018	2022
Construction Technology	AAS	2018	2022

* Comprehensive program review covers five previous years to submission year.

Comprehensive program review does not cover the year the report was submitted. The year comprehensive review is submitted will be reviewed in subsequent comprehensive review.

Appendix B: UHMC Academic Programs Approved by the Board of Regents (as of December 2017)

College/Department/Division and Degree Program	Approved Degrees	Future Plans by College/Department/Division and Degree for next six years: Indicate program action and planned year (for new degrees, indicate APT year)
<u>Gen and Pre-Professional Ed</u> Humanities Department Hawaiian Studies Liberal Arts Natural Science	AA AA AS	<ul style="list-style-type: none"> None in this area
<u>Career and Technical Education</u> Allied Health Department Dental Hygiene Nursing Business and Hospitality Department Accounting Applied Business and Information Technology Business Administration (formerly Business Careers) Business Technology Culinary Arts Hospitality and Tourism Career and Technical Education/Vocational Technology Department AutoBody Repair and Maintenance Automotive Technology Construction Technology Fashion Technology Science, Engineering, Technology and Math Department Agriculture and Natural Resources Creative Media Electronic and computer Engineering Technology Engineering Technology Sustainable Science Management Social Science Department Administration of Justice Early Childhood Education Human Services Career and Technical Education, Other Interdisciplinary Studies	AS AS,CA AAS,CA BAS AAS, CA AAS, CA AAS, CA AAS, CA AAS, CA AAS, CA AAS, CA AAS, CA AAS, CA AS AS, CA BAS BAS AAS, CA AS, CA AS, CA ATS	<ul style="list-style-type: none"> Exploring statewide distance delivery of UHMC Bachelor of Applied Science (BAS) in Applied Business and Information Technology (ABIT), Sustainable Science Management (SSM), and Engineer Technology (ENGT): UH Hilo and UHWO are partnering with UHMC to deliver the ENGT program to meet workforce needs on those islands. Maui College recently participated in a symposium of Health Care providers; one of the outcomes of these community meetings was the offering of a nurse aid program to meet the void of certified nurse aids in Maui County. With the management change of Maui Memorial Hospital – Kaiser will require that all their Registered Nurses have baccalaureate degrees, the college will need to determine how to get our AS RN graduates to the baccalaureate level. Through outreach to all our Maui County high schools every single principal has expressed the need for certified teachers. Collectively there are about 50 teacher vacancies at Maui County high schools. Maui College’s University Center has brokered an education degree through Manoa’s College of Education for more than 20 years. However, teacher vacancies continue at disturbing levels in Maui County. Maui College will continue to work with Manoa’s College of Education but we will need to also look at alternatives to meet this void that has existed for many years. Currently considering stopping out the Autobody Repair and Maintenance program due to low enrollment and graduation rates.