

UHMC Lahaina Education Center

Annual Program Review 2013

I. Quantitative Indicators

Figure 1 Demand, Efficiency, Effectiveness Data

Demand Indicators	AY 10-11	AY 11-12	AY 12-13	AY 13-14
Unduplicated Student				
Fall	79	84	92	82
Spring	86	92	87	64
Total # of Live Classes				
Fall	3	3	3	2
Spring	4	4	4	2
Total # of computer lab usages				
Fall	522	489	638	537
Spring	419	515	396	506
Total # of Compass Placement Tests administered				
Fall	46	101	87	58
Spring	72	86	49	45
Total # Tests (non-HITS or Live) Proctored				
Fall	36	82	87	94
Spring	31	76	54	54
Total % of student meetings with Academic Advisor (% of students who had a mtg onsite)				
Fall	8%	0%	8%	6%
Spring	7%	9%	9%	9%

Efficiency Indicators	AY 10-11	AY 11-12	AY 12-13	AY 13-14
Average # of students per HITS class				
Fall	3.86	3.74	4.07	3.43
Spring	3.15	3.93	3.74	3.0
Fill Rate for Live Classes				
Fall	86%	75%	90%	75%
Spring	84%	62%	61%	66%

Effectiveness Indicators	AY 10-11	AY 11-12	AY 12-13	AY 13-14
Completed w/C or better				
Fall	77%	71%	74%	72%
Spring	72%	74%		57%
Persisted to next semester				
Fall	72%	72%	70%	77%
Spring	78%	77%	72%	68%
Rental income received Academic Year	\$150	\$995	\$1470	\$1020

The UHMC Lahaina Education Center is a 2800 sq. ft. facility comprised of a lecture classroom, conference room, 12 station computer lab, reception/office area and an 800 sq ft HITS-dedicated classroom with state-of-the-art electronic technology. The Center receives approximately 15 HITS (closed circuit TV system) courses per semester. It has been in existence for six years.

Lahaina Education Center Mission Statement:

The Lahaina Ed Center is a vital component of Maui College that empowers residents of West Maui to achieve their dreams through degree programs, workforce development and lifelong -learning. Mana'olana (hope) is the pono value which illuminates our mission.

II. Outcome and Goal Achievement

A. Program Learning Outcome

In 2011, the four UHMC Outreach Coordinators chose a common Program Learning Outcome, which continues through this review period:

Outreach Centers will strive to duplicate the quality educational experience provided at the main UH Maui College campus so the students in our communities will receive the instruction and support they need to be successful in college and beyond.

The Lahaina Education Center has approached this PLO by addressing five areas:

1. Academic success of Lahaina Ed Center students
2. Student Services
3. Testing/proctoring services
4. Relevance to the West Maui community
5. Alignment with Maui College and the UH System

B. Analysis of Outcome and Goal Achievement

2013 Goal	Outcome
1. Getting to know the LahEC student – by a. tracking and interpreting data correctly, b. learning what they need from us and if they're getting it, c. tracking attendance and responding to drop offs quickly.	a. attended STAR training (J. Pezzoli) to learn to better access stats, and analyzing (partially achieved) b. student survey results: academic and FA advising, some need for weekend hours, more live classes. Kudos for computer lab/study time, able to have exams proctored, and demeanor of staff. c. For Sp14, piloted attendance tracking program for HITS students during 1 st 4 weeks, and intervention when attendance dropped. Will expand to full semester tracking Fall14 (achieved)
2. Planning ahead – a. utilize the Lahaina Foundation as a resource, b. anticipating long term upkeep of the physical plant, c. develop long-term academic plan for students – this includes counseling, academic path, live class strategy, specific program needs and more.	a. developing Lahaina Ed Center Scholarship plans via UH Foundation, b. working with O&M for quarterly AC contract, plans for re-painting in 2016. c. Outreach Ctrs and ECED have developed ongoing course plan, also ENG dept. Limited advising contact. (partially achieved)
3. Align with West Maui – a. better serve the student who lives on the west side but attends the main campus, b. continue room rentals when it doesn't interfere with students.	a. Two emails per semester to ALL West Maui UHMC students (not just those attending LahEC) has increased utilization of Center for testing/studying/project work. b. Began hosting monthly MPD mtg, to better acquaint MPD with LahEC, focusing on summer for room rental, as less likely to interfere with students.
4. Align with UH Maui system – a. professional development for staff that will benefit students and community, b. active involvement with DL improvement efforts, c. participation in accreditation process.	a. both Coord. and Asst Coord. attended HSI event b. Coordinator active participant in UHMC ad hoc DL committee, which designed training prog for faculty teaching DL c. attended 2 Accred. Meetings, helped proof docs, attended DL accred mtg in person.

We have made considerable headway on each of these goals, however several are also still in progress. One issue that makes tracking and knowing our students difficult is the ever-changing aspect. A student may attend classes in Lahaina one semester, but then need to attend on the main campus the following one. The converse is also true: Many West Maui UHMC students do not attend in Lahaina, but have their tests proctored at our site. Additionally, of the 300 plus West Maui students who are registered at UHMC, many have no interaction with us at all.

These three categories of Lahaina students: 1. Those who attend classes with us, 2. Those who only use the Lahaina Ed Center for proctoring, computer lab or other services and 3. Those who do not use the Center at all – makes it even challenging to determine “who are the Lahaina Ed Center students?”

On the other hand, regarding one specific category of students – those who attend the HITS/Skybridge courses – we are in the unique position to be acquainted with many aspects of their experience. We observe them in class, hear how they respond both formally and informally, have monitored their attendance, are aware of their grades and most interestingly – are able to actually observe how their instructors teach. There are approximately 30 two-way closed circuit HITS courses broadcast per academic year, and we are therefore able to see the degree to which various instructors are able to “reach” the offsite student.

For this reason, the Lahaina Ed Center Coordinator began working with other UHMC DL advocates – from other outreach sites, Media Center, faculty and more – to develop and strengthen an overall plan for quality distance education delivery to our students. An ad hoc committee was formed and began to tackle DL issues such as instructor training and mentoring, proctoring security, determining student technological readiness and more. Distance Learning is a huge factor in today’s college development, and our initial efforts were recognized by the WASC accreditation team.

A particular difficulty in developing a relationship with our students that spans their educational time spent, is the lack of centralized student academic support for the outreach student. We receive one visit per semester, and can only capture between 5 – 8 students who happen to be available on that day. This is not sufficient academic advising. We are working with the counseling department to find a solution to this challenge.

C. Program Plans and Goals

The 2014-15 goals for the UHMC Lahaina Ed Center are as follows:

1. Working with other UHMC Outreach sites (particularly Lanai and Hana) to
 - a. Develop updated template for Program Review to be used for next review
 - b. Schedule regular meetings via videoconferencing
 - c. Develop and submit proposal for shared academic advising
 - d. Explore other areas where the sites can utilize a team approach
2. Improve profile in West Maui
 - a. Develop specific Lahaina Ed Center scholarship, in conjunction with UH Foundation
 - b. Resume site visits to local businesses (goal: 25 per semester)
 - c. Establish improved communication with Lahainaluna High School
 - d. Seek out partnerships, such as with Lahaina Rotary or various organizations
 - e. Return to three formal meetings with Advisory Committee per year
3. Continue to define the “Lahaina Ed Center student”
 - a. Survey all UHMC students who are West Maui residents regarding educational needs and how LahEC can assist
 - b. Identify core programs that might have long-term interest in the community and develop live classes to accommodate them (example: oceanography)
 - c. Work with UHMC administration to solve program of no “Lahaina” CRN option for internet or cable-based courses
 - d. Identify and develop longer term student assist options, in order to help properly staff the Lahaina Education Center.

III. Budgetary Consideration and Impact

Lahaina Education Center Budget Requests for 2015-2016 Academic Year

Need	Explanation	Benefit	Estimated Cost
Student Assistant	Historically, the Center could only use a student assistant when one is available via FAFSA Federal Work Study, as there was no Student Helper budgeted for the LahEC. To properly operate the Center, the MINIMAL staffing needed is F/T Coord, F/T Assistant, and 12 hours student helper. We did receive \$1500 in the 2014-2015 budget, and that is appreciated.	<p>1.Coordinator is faculty and this would enable her to teach 1 class per semester</p> <p>2. Coordinator or assistant can do community outreach for the purpose of developing/increasing enrollment</p> <p>3. In the longer term, this might enable us to open on Saturdays, as there is a demand for this from West side students.</p>	<p>\$1500.....</p> <p>.....</p> <p><u>\$3000</u>.....</p> <p>.....</p> <p>\$4500 (total)</p> <p>Note: the \$1500 for Fall 2015, is in addition to the currently budgeted \$1500</p>
*Academic Advisor	The UHMC campus has excellent Advisors, and they are diligent about visiting the outreach centers once per semester. However, this is not nearly enough. For the past five years, both the outreach centers and the counseling department have been requesting an outreach advisor to service Lahaina, Hana and Lanai. This is one area where we are seriously lacking in servicing the distance student.	Giving West Maui students access to regular advising would help them develop concrete plan, offer help when their goals change, and contribute to a higher graduation rate and post-education success. Currently, many have never met with an Advisor, per recent survey.	<p>\$23500 (1/2 new advisor)</p> <hr/> <p>8000 (benefit cost)</p> <hr/> <p>\$31500 (total cost to Lahaina, although \$31500 will also need to be absorbed elsewhere, by the other Centers)</p>
Grant Writer	Would like to find opportunity for several smaller departments to hui their resources for a part-time grant writer.	The Outreach Coordinators for the 3 smaller Ed Centers have limited grant writing experience. If we could have part-time access to an experienced grant writer, it could double our operating funds, thereby increasing the opportunities for Outreach	TBA

		Students in areas as diverse as tutoring, expanded programs, CTE courses and more.	
Increase APT to FT	In addition to F/T Coordinator, the Center has .75 APT. Currently +.25 is paid via overload.	The system pays benefit costs for regular G-funded employees, but does not pay benefit costs. Increasing this position to 1.0 would release UHMC for cost of benefits for the .25 part	\$9880 (minus current benefit cost of same amount)

IV. Engaged Community

Regarding an Outreach Site, the term “community” is taken quite literally. There is a mutual educational sustainability between an outreach center and the residents/commerce surrounding it and that relationship must be maintained.

Lahaina Education Center Advisory Committee is an integral part of the our community. However, during this past academic year, the Center has relied on the relationships on an individual basis more than the larger group setting. For example, our advisory committee member who is a former teacher at LHS helped us sponsor a small reception for the LHS counselors. The advisory committee member who is a Rotarian has assisted us in how to begin fundraising. And the advisory committee member who represents the hotel industry has helped facilitate continuing ed job skill training. One goal for the upcoming academic year is to bring the group together again, more frequently.

In recent years, we have experienced difficulty in developing an ongoing relationship with Lahainaluna High School, and this crucial area is one in which we are still seeking improvement.

Although we contribute to our fiscal sustainability by renting meeting space when it doesn’t interfere with student experience, we also offer complimentary monthly meeting space to the West Maui Taxpayers Association (a community group) and the Maui Police Department’s Lahaina division. WMTA’s open community meetings has introduced many residents to the Center, and the MPD meetings have contributed to increased security for the Center.