

University of Hawaii Maui College – Hana Education Center
Annual Instructional Program Review, AY 2015-2016
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Introduction

The UHMC Hana Education Center is a satellite campus of University of Hawaii Maui College (UHMC) and offers distance Ed Classes for the residents of East Maui since 1987, population approximately 1,300 (2010 census). It is conveniently located in the heart of town and occupies two classrooms in the Hana Community Center aka the Old Hana School building. Classes are produced via the University of Hawaii HITS (two way closed circuit TV) system, cable television, the internet, and “live” onsite. By utilizing the technologically advanced HITS system, students are able to participate in courses taught throughout the UH system, including those leading to advanced degrees.

1. Quantitative Indicators - Table 1 – Summative Data

Demand Indicators	AY 10-11	AY 11-12	AY 12-13	AY13-14	AY14-15	AY15-16
<i>Unduplicated Student Enrollment</i>						
<i>Fall</i>	38	38	30	21	23	26
<i>Spring</i>	33	28	12	25	7	20
<i>Full-time equivalent (FTE) Enrollment</i>						
<i>Fall</i>	15.25	13.5	10.5	6.2	4.5	4
<i>Spring</i>	14.25	7.5	3.75	8.5	1.5	3
<i>Student Semester Hours (SSH)</i>						
<i>Fall</i>	183	162	126	74	54	
<i>Spring</i>	228	90	45	102	18	
<i>Total Number of Classes Taught – Live</i>						
<i>Fall</i>	2	1	1	2	3	
<i>Spring</i>	3	1	0	3	0	1
<i>Total Number of Classes Taught – Distance</i>						
<i>Fall</i>	14	14	11	10	12	5
<i>Spring</i>	12	11	7	12	4	6
<i>Percent Native Hawaiian Students</i>						
<i>Fall</i>	87%	87%	47%	57%	60%	85%
<i>Spring</i>	93%	75%	58%	56%	57%	85%

Efficiency Indicators	AY10-11	AY11-12	AY12-13	AY13-14	AY14-15	AY15-16
<i>Average Class Size – Distance classes</i>						
<i>Fall</i>	2.7	2.7	3.5	2.3	1.9	
<i>Spring</i>	2.7	2.5	2.8	3.9	1.7	

<i>Faculty Student Ratio</i>						
<i>Fall</i>	2:12	1:19	1:12	1:8	2:15	1:15
<i>Spring</i>	3:19	1:16	0:0	2:11	0:0	2:10

Effectiveness Indicators	AY10-11	AY11-12	AY12-13	AY13-14	AY14-15	AY15-16
<i>Successful Completion (C or Higher)</i>						
<i>Fall</i>	38	34	22	19	14	12
<i>Spring</i>	24	16	7	21	5	10
<i>Persistence (Fall to Spring)</i>	15	24	16*	15*	5*	12*
<i>Undup Associated Degrees Awarded</i>	1	2	3	4	0	1
<i>Undup Certificates Awarded</i>	1	2	1	1	0	0
<i>Undup Master Degrees Awarded</i>	0	0	1	1	0	0

**included in this total is the number of students who transferred to UHWO, UHM, UHH and KCC*

II. Analysis

- a. Which PLO is being assessed? How is it being assessed (which course(s) is being used to assess the PLO)?

The UH Maui College Outreach sites at Hana, Lahaina, and on Molokai and Lanai have agreed on the following common Program Learning Outcome (PLO):

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.

The PLO will be assessed through a set of program goals listed aligned with the UHMC Strategic Plan in Table 2 (below)

Table 2 – Formative Student Learning Outcomes and Program Goals

Student Learning Outcomes (SLO) and/or Program Goals	Examples of Achievement Indicators within each SLO	Mapping SLO to Activity, Course, Project, or other Initiative	Assessment Tool and Methods of Utilization	Analyzing Results	Plan and Implementation
<p><u>Program Goal:</u> Achieve a shared institutional culture that makes student learning and success the responsibility of all</p> <p><u>SLO (1):</u> Increase awareness of UHMC services to Hana Ed Students</p>	<p>>Efficient processing of UH application</p> <p>>Serve as liaison and advisor between students and Student Services departments such as Financial Aid, EOC, Health Center</p> <p>>Serve as liaison between student and Academic Advising, offer basic interim advising</p>	<p>>Process application upon receipt and assist student with UH Portal setup</p> <p>>Maintain rapport with departments, expedite forms to complete application process</p> <p>>Schedule appointments and provide room for academic counseling</p>	<p>>UHMC Applications</p> <p>>Record date and time on all documents</p> <p>>Track number of students served by Academic Advisor</p>	<p>> Achieve goal of processing applications upon receipt</p> <p>>Prefer LIVE classes to DE via HITS</p> <p>Rated Ed Center- as excellent</p> <p>Rate staff- very helpful</p>	<p>>Continue to process UHMC applications promptly</p> <p>>Increase visit by Academic Advisor to HEC to 2 per semester, more face-to-face meetings are needed</p>

<p><u>SLO(2):</u> Application and Registration process to be seamless</p>	<p>>Maintain open communication between student and UHMC</p> <p>></p> <p>>Assist with payment transactions</p>	<p>>Schedule minimum 1 Academic Advisor visit to Hana Ed Center for current students and community</p> <p>Monitor purge list to insure FA students are not dropped</p> <p>>Assist with tuition payment as needed</p>	<p>>Collect data from Banner SFRSLST, immediately prior to purge and immediately after purge</p>	<p>>Students met with Academic Advisor onsite; and others who meet intermittently via phone and email contacts</p>	<p>>Continue to serve as liaison for HEC students and UHMC student services</p>
<p><u>Program Goals:</u> Provide Testing and Proctoring Services</p> <p><u>SLO:</u> Placement in ENG & MATH sections and able to complete exams and quizzes in a proctored environment</p>	<p>>Administer compass placement tests for incoming students from Hana High School and community</p> <p>>Test Proctoring site for UHMC classes and UH system</p>	<p>>Encourage early placement testing for new students</p> <p>>Offer study aids and resources</p> <p>>Offer test proctoring for all UHMC HEC and UH students to include DL, Internet and Cable classes originating at other campuses</p>	<p>>Track placement testing by the semester and AY</p> <p>>Collect and track test proctoring by semester</p>	<p>>Ongoing communication with Hana High School counselor</p> <p>>Post and advertise placement testing hours at HEC</p> <p>>Rapport with DL instructors-to inform the testing options at HEC</p>	<p>>Continue partnerships with Hana High School HS student placement tests</p> <p>>Continue to post placement testing schedule on community bulletin boards</p> <p>>Keep rapport and build relationships with DL and LIVE instructors</p>
<p><u>Program Goal:</u> To increase the number of certificates and degrees awarded</p> <p><u>SLO:</u> Build personal confidence, intellectual growth and work force capacity</p>	<p>>A ladder approach to certificates within each major ensures that students can earn a certificate and build upon it towards a degree</p> <p>>Provide tutoring opportunities</p>	<p>>Advocate for classes that will provide short term certificate opportunities</p> <p>>Added academic advising opportunities and avenues</p>	<p>>Track graduation applications with assistance of Academic Advisor</p>	<p>>In 2015-2016 there were 1 total certificates and degrees awarded to HEC students, HEC have doubled their goal of 2 per AY</p>	<p>>Certificates and degrees will be maintained at equal to or greater than 2 per AY</p> <p>>Request (1) Academic Advisor position for HEC</p>
<p><u>Program Goal:</u> Support county and state (and local) economy, workforce development and improved access to lifetime education for all by building partnerships with in the UH system and with public and private educational, government, business (and non-profit) institutions</p> <p><u>SLO:</u> Strengthen the socio-economic status of East Maui resident through education, degree programs, OCET and also employment opportunities</p>	<p>>Build and sustain partnerships that will benefit students, provide training opportunities for employees and community in general by creating and maintaining rapport with UH systems, businesses, churches, clubs, etc.</p> <p>>Socio-Economically status of community shall improve through education and degree programs available for community</p>	<p>>HEC is a member of the Hana Community Partners. This is an organization loosely comprised of East Maui non-profits, businesses and individuals, dedicated to improving circumstances in Hana</p>	<p>>Track 'drop-in' visits per semester</p> <p>>Track employer educational needs, and how UHMC-HEC can help to enhance employment opportunities</p>	<p>>Contacted HR Director at Travaasa Hotel (largest employer in Hana), "What can UHMC do for their company to enhance employees skill levels</p>	<p>>It is difficult with only (1) FT Coordinator, to leave the HEC and visit businesses:</p> <p>>Request additional PT or FT assistant</p> <p>>Continue to reach out to community sectors via post signs,telephone, email, and fax</p>

<p><u>Program Goal:</u> To be actively involved in UHMC Kahului, UH System</p> <p><u>SLO:</u> Benefactor of updated UHMC HEC services</p>	<p>>Insure that the HEC is aware of current vision, trends and programs of UH Maui Kahului</p> <p>>Insure that the HEC contributes to UHMC at large</p> <p>>Insure that the HEC is connected with UH system in appropriate ways to keep system updated</p>	<p>>Participate in Department Chairs meetings, Academic Senate, Convocations, etc.</p> <p>>Serve on committees when invited</p> <p>>Participate in ITV, UH/EC and other system-wide groups. Familiarity with rules & regulations</p>	<p>>Track meeting attendance</p> <p>></p>	<p>>Staff attends Prof Dev sessions for internal procedures, program review skills, mission and vision planning and more</p>	<p>>HEC is actively involved with UHMC through various scheduled meetings</p> <p>>HEC to continue to be involved necessary to incorporate update information at the Ed Center to insure students receive equal educational experience</p>
<p><u>Program Goal:</u> To increase the number of High School graduates applying to UHMC</p> <p><u>SLO:</u> Increase awareness of program options in Hana for High School</p>	<p>>Continue to work with Hana High School students, parents, teachers through various projects, programs and partnerships</p> <p>>Nurture contact between HEC & Hana High School counselors and administration on UHMC programs</p>	<p>>Remain in contact with HS counselor and UHMC RS counselor</p> <p>>Provide Hana High School Students more face to face opportunities to complete application and other required documents</p>	<p>Spring Applications</p> <p>>Method: Continue tracking the number of Hana graduates applying to UHMC</p> <p>>Track High School graduates applying to other colleges</p>	<p>>Gear Up, Mu'o A'e and Ho'okui (dual credit) Program for eligible High School Juniors & Seniors Fall 2015: 6 Spring 2016: 10</p>	<p>>Target: Maintain (2) graduates at equal or greater than (2) per semester</p> <p>>Result: We have maintained (2+) graduates since 2010, moving toward increase by 2016</p> <p>>Continue to provide encouragement, motivation and positive affirmation necessary to raise student self-esteem before we are able to meet our goal to increase the number of High School graduates enrolled at UHMC and HEC</p>
<p><u>Program Goal:</u> Maintain upper division classes</p> <p><u>SLO:</u> Understanding program options and transfer opportunities and requirements</p>	<p>> UHMC-HEC students with associate degrees continue either on the Bachelors at UHMC or choose to transfer within the UH system or other Bachelor degree institutions</p>	<p>>Coordinate academic advising for UHMC students with respective institutions</p>	<p>>Track HEC students who enroll at respective UH institutions</p>	<p>>No upper division classes were offered</p>	<p>>The number of Hana students enrolled in upper division programming will be equal to or greater than 1 per semester</p> <p>There will be increased awareness of upper division</p>

					programming and transfer options by the end of Spring 2016
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- b. Describe the assessment tools or methods used to analyze the outcome. See **Table 2** above
- c. Describe summative evidence (attach rubric) See **Table 1** above
- d. Discuss result of assessment evidence See **Table 2** above
- e. What have you discovered about student learning?

In 2015-2016 the HEC program focused on the following goal: To achieve a shared institutional culture that makes student learning and success the responsibility of all.

We have seen that when students have the understanding of UHMC student services due to the assistance that HEC provides, they become more confident and comfortable with HEC staff assistance, the admission process, the registration process and the class attendance. They are encouraged to participate and foster dialogue in both HITS and LIVE classes.

Also, the greatest contribution that Hana Ed Center can contribute to student success is to offer highly personalized service.

- f. Provide evidence that results of student learning have been discussed with Program Advisory Board.
- g. Provide the Face-to-Face assistance to initiate application, registration and enrollment.

The UH Maui College, Hana Outreach Program Advisory Committee has met once this year, time and day have been a challenge. The Advisory Committee has received a copy of last year's Comprehensive Program Review to review and to get their input and to specifically discuss student learning at the next scheduled meeting.

- h. Discuss the changes made in curriculum or pedagogy to improve student learning and the results of those changes.

No significant curricular changes have taken place since the last review.

- i. List your program strengths and weaknesses (in relation to Program Goals and SLOs).

Strengths:

- HEC have developed a strong lecturer base in HWST, ECON, SOC and MATH, to prepare for upcoming utilization of these programs. HEC have since been able to offer MATH classes.
- Participation in the OHA Scholarship AHA every year has helped staff assist students with FAFSA applications and scholarships.
- Class fill rates have remained in the high 60% percentile which illustrates the efficiency of meeting our students' interests and demands for specific courses.
- Small rural communities interact in a manner that is quite different from a more populated or mainstream area. The Ed Center interactions are unique as well. It is not uncommon for prospective students to visit the home of the Coordinator to discuss classes nor is it uncommon for the Coordinator to be approached outside of the Ed Center for registration or payment of

tuition. The key is to use flexibility in these situations, and to insure that the integrity of UHMC is maintained to the fullest.

- The HEC staff serves as a ‘go between’ regarding instructor/student, at the instructor’s request due to the nature of HITS, Cable and Internet courses (instructor not in same physical location as student). It is the key element in the success of distance learning in a rural community.
- HEC working relationship with the UHMC parent campus and other UH campuses are major strengths. Representatives from Academic Advising, Financial Aid, OEM, Computing Services, Liko A’e, Kuina, Kahikina O Kala, EOC, O&M and Media Center technicians make regular visits to HEC to assist in any way necessary for the benefit of our HEC students. HEC’s connection with representatives on other UH campuses help to assure smooth transfer transitions for students. All of these relationships greatly strengthen the Hana’s connection to the institution as a whole.
- Outreach services provided in AY 15-16:
 - Offered use of computer lab to Fall 2015: 515 student/residents and Spring 2016: 100 students/residents
 - Administered placement tests: Fall 2015: 15, Spring 2016: 14
 - Performed test proctoring: Fall 2015: 28, Spring 2016: 13
 - Scholarship AHA – is scheduled Nov. 28, 2016
 - Provided academic advising in Hana: Fall 2015: and Spring 2016: 1
 - Registration: Fall 2015: Spring 2016: 5
 - FAFSA assistance: Fall 2015: Spring 2016: 2
- 85% of UHMC HEC’s enrollment is of Hawaiian ancestry
- New Coordinator started in Jan. 2016.

Weaknesses:

- Hana High School has been identified as a Gear Up School. Eligible Juniors and Seniors are able to utilize Running Start.
 - The High School Administration implemented a new policy affecting Running Start students with college GPAs below 2.0 where they will be put on probation for one semester.
 - Many of our Running Start students do not have a college mindset regarding time management and study skills.
- HEC has been very successful in graduating a number of students over the past few years; however, we are seeing a low replacement rate of incoming new program seekers.
- We have lecturers to teach LIVE math and Eng. classes in Hana; however, finding a minimum of 10 people from a pool of less than 2,000 residents (estimated population) is not easy.
- Limited staffing for community outreach –Fall 2015 the HEC staffing consisted of 1 FT APT (for the first half of the semester) and a casual hire. Spring 2016 HEC welcomes a new APT who started in Jan. 2016
- There is a need for expanded onsite academic advising. An excellent main campus academic advisor tries to visits the HEC at least once a year and is highly rated by students. Nevertheless, there is a need for a more regular academic advising presence.

III. Action Plan

- a. Describe planned changes (pedagogy, curriculum) to improve learning.

HEC’s action plan is to focus on one Program Goal and its Student Learning Outcome (SLO) per academic year. In 2016-2017 our focus will be to continue our 2014-2015 initiative, to increase

student success by achieving a shared institutional culture that makes student learning and success the responsibility of all.

Some of the strategies we are working on include: 1) Insure that the educational experience for the Hana student, though different in delivery and texture, is equal to the educational experience of all UHMC students, 2) Continue our Project Ho'okui and create more partnership which enhances opportunities for early admit students, and to get staff, students and community involved together to work toward achieving success, 3) Continue process of providing upper level degree programs through UH HITS activity, 4) Investigate methods of offering study skill, computer literacy opportunities to students, 5) Add one LIVE class per each semester, 6) Continue to be of service to offer our students assistance with enrollment, registration, FA, FAFSA process with ALOHA.

- b. Describe how your assessment supports your current program goals and/or influence future planning.

This assessment provides many current strategies that appear to be effective in adding value to the students' overall educational experience. However, there are areas where improvements can be made. In our strategic planning efforts, we aligned our program goals with those of the main campus to ensure we are contributing to the overall demographic of UH Maui College.

IV. Resource Implications

- a. Provide detailed description, including itemized costs, or additional resources required to implement change.

Institutionalized Distance Education Support, (1.0 APT Instruction and Student Support (PBA) \$34,282):

For most of the year, the HEC has had 1.0 FTE who is responsible for providing on-site student support for all DE classes via HITS and Internet. This staff position also serves as liaison to the Computing Center, Media Center, Academic Advising, Instructor and student, Financial Aid and provides administration and processing of placement tests, proctors quizzes and exams as scheduled by instructor, maintains materials and equipment along with participates in UHMC meetings as scheduled. When students are enrolled in night classes, the work day is 8:30am – 9 pm. This situation is a priority and critically urgent for the program and staff well-being. This added 1.0 APT academic support position would be assigned clerical/media/computer functions. This position will assist students, staff and faculty at the HEC along with the HEC (APT) Coordinator. In addition, the presence of an APT position at night could provide a safer environment for students and lecturers due to a buddy system when locking up in the absence of security personnel.

Institutionalized Distance Education Support (1.0 Academic Counseling Support, approx. \$55,344)

There is a need for expanded onsite academic advising. This position will provide a range of counseling services including academic advising, college transfer support, career counseling, and referrals to much needed campus and community resources. An excellent main campus academic advisor is diligent in making certain she visit the Hana Ed Center a minimum of once a year, and these visits are highly rated by students. Hence, there is a need for a more regular academic advising presence.

Beginning in 2008-9, UHMC counseling department Program Reviews identified the need for an additional counselor position to service students at the Hana Ed Center. The review notes the importance of analyzing the needs and capabilities of students and the availability of internal and external resources.

This position will develop the needed presence of Student Affairs support services at the Hana Education Center.

DESCRIPTION

Mission and Vision for UH Maui College, Hana Education Center

Mission

To insure that UHMC Hana Education Center provide affordable, high quality credit and non-credit educational opportunities to a diverse community of lifelong learners.

Vision

Hana Ed Center to be a world-class college that meets current and emerging Maui County education and training needs through innovative, high quality programs offered in stimulating learning environments for the residents of East Maui.

Hana Education Center's mission, goals and actions will be guided by the Native Hawaiian reverence for the ahupua'a, a practice of sustaining and sharing diverse but finite resources for the benefit of all.

SLOs

- a. List program learning outcomes – see **Table 2** for a list of Program Goals and SLOs
- b. Program map (course alignment grid) N/A
- c. Assessment plan (grid showing plan for assessment focusing on different student learning outcomes(s) each year
- d.

Assessment Plan	Progress
Provide ongoing support HEC students; registration, FAFSA, FA, Academic Advising, increase number of certificates/degrees earned per AY, and maintain upper division classes	-Number of students received degrees/certificates increased from 2 to 4
Continue and increase partnership like the Ho'okui Program (grant funded, for Native Hawaiian High School juniors and seniors) to enhance opportunities for early admit students	-Currently working with HS counselor and Hana's Ho'okui representative to investigate methods of offering study skills and time management class/training/session to HS students with focus on adding value to the students overall educational experience
Continue to add a LIVE class each semester	-Offer one HWN/ HWST course per semester, in preparation for the 2-yr degree in HWST

Summary

HEC staff will continue to provide personalized service to insure a positive educational experience for all students.

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HEC staff will continue to work with our High School counselor and Running Start students to increase enrollment by decreasing the number of students on academic warning.

HEC remain very hopeful, that even with our current economic situation that the state and UH is facing, HEC will receive additional staffing to include a 1.0 APT and 1.0 Academic Advisor.