**Comprehensive Review – UHMC Lahaina Education Center 2015 – 2016**

1. **Quantitative Indicators**

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| **Demand Indicators**  | **AY****11-12** | **AY****12 - 13** | **AY****13 - 14** | **AY****14 - 15** | **AY****15-16** |
| Unduplicated Student Fall Spring  | 8492 | 9287 | 8264 | 8674 | 9879 |
| Total # of Live Classes Fall Spring  | 34 | 34 | 22 | 22 | 11 |
| Total # of computer lab usages Fall Spring  | 489515 | 438396 | 537506 | 550506 | 562640 |
| Total # of Compass Placement Tests administered Fall Spring  | 10186 | 8749 | 5845 | 6581 | 35 |
| Total # Tests (non-HITS or Live) Proctored Fall Spring  | 8276 | 8754 | 9454 | 89116 | 96122 |
| Total % of student meetings with Academic Advisor (% of students who had a mtg onsite) Fall Spring  | 0%9% | 8%9% | 6%9% | 7%6% | 5%6% |

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| **Efficiency Indicators**  | **AY****11-12** | **AY****12 - 13** | **AY****13 - 14** | **AY****14 - 15** | **AY****15-16** |
| Average # of students per HITS class Fall Spring  | 3.863.15 |  4.07 3.74  |  3.43 3.0  | 2.542.36 | 2.392.40 |
| Fill Rate for Live Classes Fall Spring  | 86%84% |  90% 61%  |  75% 66%  | 77%87% | 41%28% |

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| **Effectiveness Indicators**  | **AY****11-12** | **AY****12 - 13** | **AY****13 - 14** | **AY****14 - 15** | **AY****15-16** |
| Completed w/C or better Fall Spring  | 77%72% |  74%Not avail  |  72% 57%  | 78%84% | 84%84% |
| Persisted to next semester Fall Spring  | 72%78% |  70% 72%  |  77% 68%  | 69%78% | 70%78% |
| Rental income received Academic Year   | $150 |  $1470   |  $1020  |  $50 | $0 |

1. **Analysis of Program**

*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 ten years.*

*When it was first opened, the Center was a combination of HITS-delivered credit courses and a series of continuing education classes. The continuing ed classes came through the non-credit arm of UHMC, then known as VITEC. As the Center progressed, it became almost exclusively a credit-based facility, with an occasional specialty continuing ed class such as QuickBooks. Most offerings attracted less than five prospective non-credit students, so this concept was slowly phased out. Additionally, the existing credit students began to use the computer lab to a greater degree, increasing to 100 more instances of usage per semester, during the course of the past five years.*

**Challenges-**

As with any campus or program, there have been trials, with both errors and successes. One major challenge has been to staff effectively. The Lahaina Ed Center is staffed from 8:30AM until 9:00PM Monday through Thursday, and from 8:30AM until 4:30PM on Fridays. That’s a total of 58 hours, to be staffed by a Coordinator/Faculty and an Assistant Coordinator/APT. The problem that emerges with such tight scheduling is lack of overlapping of the Coordinator and Assistant. This inhibits the Coordinator’s ability to do literal “outreach” – visiting schools nd businesses, teaching, etc. When possible, we hire a student assistant, preferably one who is eligible for Federal Aid work study. In recent semesters, our student assistant budget was increased from $800 to $1500 per academic year, so we have been able to supplement a bit, when we find a work study student who is appropriate. $1500 for an academic year, incidentally, averages out to about five hours per week. This is discussed further under **III Action Plan**.

Another challenge has been to provide adequate academic advising for our students. Historically, a counselor from the main campus makes one trip to the Lahaina Ed Center per semester, and generally sees 6 -8 students during the visit. Student availability on that one day is limited, so this is not an ideal situation. Additionally, for every day that the counselor visits an outreach center, there are ten main campus students who are not being served by that counselor. We’ve tried a number of ideas – from the Coordinator serving as a ‘de facto’ counselor for simple advising, to the idea of requesting a half-time counselor to service the three smaller outreach centers. Although the half-time counselor suggestion was well-received by all, it may not be practical. Currently, we are looking at developing scheduled counseling sessions via Skype. However, our veteran counselor is retiring at the end of calendar year 2016, so this has been tabled for now. It will appear on our Action Plan, however.

Another challenge was the loss of our air conditioning unit in the Skybridge/HITS classroom. The outside temperature in Lahaina is generally in the high 80s. with minimal breeze, so this was a serious issue for our students. As noted earlier, the facility has been in operation for ten years, and the equipment is aging. Three units had to be replaced, which put this into the capital expense category, for which needed approvals are multi-level and progress slowly. Even with the quick response of our O&M department, it took nearly a year to replace the units. We handled it via the use of fans, opening the windows when possible, recommending quick breaks, etc. Thanks to the cooperation of O&M, and the Administration of both Academic Affairs and Admin Services, this problem has been solved.

**Changes**

The biggest change that has happened to the Lahaina Ed Center during the past five years was due to a confluence of two major developments – 1) the growth in the number of online courses available through the UH system for degree seekers and 2) a series of traffic issues on the only road that connects West Maui with the central part of the island, which is the location of the main campus. What should generally be a 35 – 40 minute trip can now routinely take twice as long. Additionally, there were at least eight times during the last semester covered by this document that the road was closed entirely. Short term, this necessitated some impromptu creativity when students OR faculty scheduled for the main campus were stranded on the west side, or vice-versa. Suddenly “live” Kahului classes were moved to video conferencing or even Face Time for a session!

But the biggest, and most lasting change has been in the way the Lahaina Ed Center has been utilized. Throughout the first few years of the Center, the computer lab was used almost exclusively by students who attended classes AT the Center. But this has changed so dramatically that as of Spring 2016, there were an equal number of UHMC students utilizing the Lahaina computer lab who only took classes at the main campus as there were students who took some or all of their classes at the Lahaina Ed Center. In other words, UHMC students who attend in Kahului but either live or work on the west side realized that the Center could save them as much as two hours travel time. A big jump in computer lab use began in 2011 (the beginning of this comprehensive review session) and has continued to grow. We anticipate an even greater jump in exam proctoring in the upcoming academic year.

What this development speaks to is the ever changing face of technology – often in ways not anticipated – and what that means to an outreach center that is only 21 miles from the main campus. This, too, appears in the Action List.

Another change is in the area of “live” classes. Our Lahaina Ed Center classroom only holds 16 students comfortably, so historically, our cap has been quite low. As we grow and become more fiscally responsible, our Center can no longer offer heavily underpopulated live courses, particularly when taught by a lecturer. This has changed our plans to offer Marine Option Program courses, and is now affecting the ongoing developmental math courses that have been offered each semester, for the past nine years. Registration for our math classes has gone from close to 70%, down to 40% and lower. In Fall 2015, when the fill rate was only 41% for each math class, we began combining Math 75 and Math 82 concurrently with the same instructor. We did the same in Spring 2016, when the numbers were even lower. This has helped somewhat, but if the registered number of students does not improve, we may have to re-think the option of offering developmental math. If that happens, the only live class offered will be one Interdisciplinary Studies course for early admits, taught by the Ed Center Coordinator, per academic year. This will not result in additional costs to the college, as teaching one class falls under the scope of the Coordinator’s job description.

**III Action Plan**

1. ***Program Learning Outcome***

Interpreting the concept of Learning Outcomes for a UH System Outreach Center is a bit of a conundrum, as there is no precedent. Therefore, 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

The PLO area chosen for the most recent review period is:

*“Relevance to the West Maui community”*

This was targeted in the following ways:

* + Reinstating “walkarounds” – hand delivering a schedule, Center flyer and business card to various small business in Lahaina
	+ Renewed efforts to network with the two West Maui high schools – Lahainaluna and Maui Preparatory Academy
	+ Revamping the UHMC Lahaina Advisory Committee – adding community members who have a finger on the pulse of educational and training needs on the west side, and who have a vested interest in the success of the Lahaina Ed Center
	+ Connect UHMC at large with West Maui, via community groups, meetings, visits, etc.
	+ Connect with main campus students and activities

Several highlights of these efforts:

* + The ongoing positive relationship between the Lahaina Ed Center and Maui Prep is being strengthened by UHMC efforts to offer a comprehensive “early admit” program to MPA students. We are included in that loop, and will be an active partner.
	+ A former Vice-Chancellor of Academic Affairs is a West Maui resident and has joined the Lahaina Ed Center Advisory Committee.
	+ Our UHMC Counselors have “closed the gap” between the main campus servicing the Lahainaluna High School students and the Lahaina Ed Center. Developing a relationship with LHS has been difficult and by holding their meetings with students AT the Ed Center, rather than at the High School has helped considerably.
	+ Several program coordinators have come to Rotary Club of Lahaina to explain a UHMC program or endeavor with which we are involved, such as Sustainable Science, M.O.P and the Food Innovation Center.
	+ The Lahaina Ed Center Coordinator has participated in two public events held at the main campus within the past three semesters, and has distributed brochures and schedules to attendees. This may also be partly responsible for the rise in computer lab utilization.
1. **Program Improvement**
* Two long term Academic Advisors are retiring (after other recent retirements), so when they are fully staffed, we will re-visit the idea of how to best serve the outreach student. We will monitor the new GPS (scheduling) system to determine how it affects the need of one-on-one scheduling. Goal is to have a plan to be implemented no later than Fall 2017.
* Develop a more updated system of data tracking. For example, break “C or better” data down by Skybridge vs, online delivery. Look at success rate by different factors – age, how many semesters attended, p/t or f/t, etc. The purpose is to not only better identify who the Lahaina student is, but which areas need more focus. To be instituted with the next review period.
* Develop a working relationship with the Veterans’ Center, to offer assistance to West Maui Veterans. Goal – by Fall 2017.
* Since the Lahaina Education Center already has a positive working relationship with Maui Prep, the goal is to offer assistance in processing the early admits. This would streamline the process and also assist Student Services, as our number of MPA students increase. It would include updated training for the Lahaina Coordinator by the Registrar and staff, and development of an ongoing plan, including routine communication. Initial steps have been made, and this may be partially instituted by Fall 2017.
* Broaden scope of offering Interdisciplinary Studies courses to Lahainaluna students, beginning Fall 2017. Currently this course is offered to students who are in the Boarders program, as well as ALC. Would like to open it to mainstream students who might be interested.

**IV Resource Implications:**

As previously noted, staffing continues to be an issue for the Lahaina Ed Center. For this next review period, we are looking to impact our own ability to staff in this way –

* + There is a sporadic need for room rentals in West Maui. In the past, the Lahaina Ed Center has generated revenue by room rentals (within the purview of UH policies). After meeting with the Assistant Dean of Instruction and Vice-Chancellor of Administrative Services, it appears that proactively renting classrooms for community use – when it does not interfere with students – might be the most practical way to increase our student assistant budget.
	+ An additional staffing issue that comes up periodically is that the Assistant Coordinator is paid .75 through G funds and .25 as overload. If this position could be converted to 1.0 G funds, the college would save paying fringe benefits on the .25. This is not a lot of money, but worth mentioning.
	+ As noted earlier, the Lahaina Ed Center is ten years old. Just as the A/C unit failed, other equipment may, as well. In fact, there are two older units that may only have a year or two left. Less expensive than the three that we had to replace, I would still estimate the replacement cost to be near $10,000. Again, this may not happen soon, but it will, eventually, and must be considered.
	+ Along with the aging issue, the Center will need repainting soon. We’re looking at 2018 or 2019, so this will be reflected on the next review.
	+ The cords for our overhead projectors are not in compliance with UH guidelines, so a replacement of these is currently in the works, via our IT Department.

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