

Academic Support Services Executive Summary



2019

ANNUAL REPORT OF PROGRAM DATA



UNIVERSITY *of* HAWAII®
MAUI COLLEGE

1. Academic Support Services – Executive Summary

Academic Support at Maui College includes Library, the Learning Center (Tutoring and Testing), and the Media and IT departments. Each of these departments provide a variety of services that support students in their academic success.

The Library is a vibrant place of connection and learning support for students at Maui College and aims to support a wide-range of student learning outcomes (SLOS), including information literacy, critical thinking, technology and media literacy (transliteracy), and creativity. The Library provides services related to library collections, assisting students in their coursework and enhance their learning, improving research skills, helping faculty and instructors develop curriculum, promoting community learning, and space.

Some highlights of the Library's work 2018-2019 are listed below:

- Despite decline in overall enrollment, library usage in terms of visits and website increased for FY19 (6% for foot traffic-- average of 550 visits per day --and an 11% increase for the website).
- Removed 21,500 damaged and unused monographs in FY19, yielding 5,000+ square feet of new space.
- The library joined ACRL's Project Outcome for Academic Libraries, a toolkit that helps with measuring outcomes.
- Number of students completing the self-guided library orientation and information literacy modules (My Library Packet) increased by 172%. 92% of students completing the modules in FY19 indicated that they had learned something about the library/library research and/or felt more comfortable using the library and its services.
- The library's events log indicates there were 43 events in the library for FY19. Events included: FYE/NSO parties, de-stress events (pet therapy dogs & harp music), art exhibitions, book club meetings, technology and financial literacy workshops (and other skills trainings sessions), Native Hawaiian research and resources presentations, escape rooms, game days, Constitution Day, free coffee and food events, and more.
- The library lead campus-wide OER and Textbook Cost \$0 initiatives.

The Learning Center is a vital student support center that provides the campus' services for testing, tutoring, and Early Alert, among other learning assistance support. The Learning Center (TLC) provides the UHMC campus community with a variety of services including placement testing, distance learning testing, makeup and disabilities testing, community and certification exam proctoring; face to face, in-class, and online tutorial assistance for courses; study management tutorial assistance; learning strategy and study skill face to face and online workshops and resources; computer assisted instruction for grammar, writing, reading and math advancement; a physical location where students can study and receive tutorial assistance; a computer lab, laptop rental program, and computer and Laulima tutorial assistance; outreach for the campus early alert progress survey; technology support for MySuccess including backend student and academic support coordination for all agreed upon progress surveys.

Some highlights of the 2018-2019 Learning Center work are listed below:

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- Distance learning and community and certification proctoring increased from the previous academic year. The largest growth was in community and certification proctoring which grew by 9% from the previous year.
- Combined TLC had 10,296 face to face transactions of various services in AY 2018-2019. 67% of those transactions were for testing.
- In AY 2018-2019, TLC added GRE and TOEFL exams as well as proctoring services for Maui residents pursuing online degrees from mainland institutions. Community and Certification proctoring grew the most from the previous year.
- Distance Learning (DL) grew very slightly from the previous year.
- The testing coordinator set up a system for the high schools to proctor the placement test so transportation is not a barrier for interested students.
- TLC tutoring services increased by 34% since AY 2016-2017 despite a 5% enrollment decrease over the same period.
- TLC offered academic supports and tutorial assistance at “time of need” through its coordination of the campus Early Alert program with MySuccess *early alert flag* outreach.
- Collaborated with UHMC’s FYE program through the Nā Kōko’o supports survey for first year (FY) faculty, getting into the classroom and connecting more students to appropriate campus resources as needed throughout the semester. Assumed responsibility for the FYE laptop rental program, and collaborated on the FYE Welcome and Campus Resource Week designed to promote UHMC services and resources.
- Developed online student supports through StartSmart, an online college success short course in Laulima, locally developed learning strategy videos and handouts; links to helpful, vetted outside resources; and access to auxiliary skills development programs like Grammar Fit and EdReady.

Some next steps and areas identified for further analysis and improvement for the Library and Learning Center are listed below:

- Revisit assessment process of reference services at the Library
- Understand needs for library instructional classroom space
- Lead campus-wide assessment of information literacy by the Library
- Increase partnerships among student support services such as Library, Ho’okahua lab, the Learning Center, and ‘Ike Lea Study Area, including in training efforts
- TLC to partner with faculty and counseling to offer structured and targeted learning assistance labs and structured study environments to enhance study time and reduce distractions for students taking courses that have historically high fail rates. Expand tutoring and learning support to upper division students in SSM, ABIT, and University Center programs as well as international student support enrolled in both credit and non-credit courses
- Identify and plan collaborative platform space (possibly through tutor.com) that includes camera, microphone and shared white board for DL tutoring for individuals and small study groups.
- TLC to Reassess tools and processes for Early Alert