Academic Support Services Executive Summary

2020
ANNUAL REVIEW OF PROGRAM DATA

UNIVERSITY *of* HAWAI'I®
MAUI COLLEGE

Academic Support Services – Executive Summary

Academic Support at Maui College includes Library, the Learning Center (Tutoring and Testing), and IT departments. Each of these departments provide a variety of services that

support students in their academic success including study space, equipment loans, tech support, tutoring, testing, research assistance, and much more.

During the 2019-2020 year, all campus services had to drastically shift in response to the pandemic and these three programs had to make unique adjustments to meet the change in student and faculty needs.

The Library

The Library is a vibrant physical and virtual place of connection and learning support for students and teaching support for faculty. The Library 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 enhancing their learning, improving research skills, helping faculty and instructors develop curriculum, promoting community learning, technology for skills building, and campus engagement through spaces and events.

The Learning Center

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.

IT

IT is a service-oriented department that supports daily operations of the college by providing high quality technical services. IT plans, obtains funding, acquires, installs, and supports the necessary technological tools and resources for education, training, and the use of technology for instructional, academic, and administrative support for the college on the Kahului campus and its Outreach centers in Hāna and Lahaina, and on Molokaʻi and Lānaʻi. IT is located in the Kaʻaʻike Building, the central hub for the college's telecommunications network, integrating a broad range of computing, multimedia, and telecommunication technologies. The department is subdivided into Computing Services and Media Services. Each of these units work in partnership to deliver the utmost in quality customer service, support, and assistance. The IT team is comprised of dedicated staff who make certain that campus technology runs smoothly and strive to improve technology resources on campus to support the overall mission of UH Maui College (UHMC).

Academic Support Services Collaboration

The recent collaboration of these three service programs has included reshifting of services, several shared projects, and a bi-monthly Academic Support Services meeting in attempts to strategically and collaboratively meet the needs of the campus. Starting spring 2020, these

three programs partnered to develop the Kokua Marketplace, a website featuring relevant academic support services and resources in a way that is more easily searchable than previously. Some highlights of all services provided by the Academic Support programs throughout 2019-2020 are sorted by service and are listed below.

First-Year Experience

- TLC and library assistants and staff helped with FYE events in AY 2019-20 including new student welcome and welcome week for both fall and spring semesters.
- TLC coordinates the FYE Nā Kōkoʻo supports survey that goes to FY faculty who use the survey to indicate the type and level of support services they are willing to extend to their students.
- TLC connected FYE students to course tutors and class workshops including the *TLC Overview*, *Growth Mindset*, *Improving Focus*, & *Avoiding Procrastination*.
- TLC collaborated with FY faculty to embed *Start Smart* in classes and 203 FY students completed the program. *Start Smart*, an online college success course for first year students in Organizing, Academic Skills, and Motivation.
- Librarians liaised with FYE faculty to help build the FYE library orientation and information literacy foundational skills modules (*My Library Packet)* into curricula.
- The Library hosted more than 450 new students for NSO in Fall 2019 with tours and games to encourage them to engage with library services, spaces and people.

Tech Support
- Library student peer mentors answered 534 technology-related questions (in the categories of General Computer & Internet Strategies; Print, Scan, Copy+; Classroom Management Systems (Laulima); and Project Creation).
- Library coordinated 672 equipment items were checked out from the circulation desk (ChromeBooks, Surface laptops, two different types of iPads, GoPros, and 3D cameras)

Research Support and Library Instruction
- Library simplified 100 and 200 course level Student Learning Objectives for Library Instruction to be sensitive to student experience as well as achievable
- Librarians agreed to conform classroom instruction student surveys
- Library reference services supported 1,214 students (and their instructors) in FY20
- Library created 17 new course and topic research guides in FY20 to meet student needs.
- Library provided live reference chat and online 24/7 DIY research help.
- 92% of students completing My Library Packet 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

Testing Services
- Testing sessions decreased by 36% since AY 2017-2018 due to the pandemic and safety and capacity protocols

- TLC's testing coordinator provided 164 Accuplacer remote proctoring sessions between March 9th – June 12th to accommodate prospective students enrolling in fall 2020 courses.
- TLC Testing coordinator and student assistants proctored and processed 4,760 test sessions and generated $25,623 in revenue which is a 1 percent increase over the previous year's revenue despite the pandemic's impact on testing.

Study space
- Library acquired slick productivity tools and technology (grant funded INK printer, KIC scanner, and ThinkHub)
- Library re-imagined spaces for students (lounge area, "Smart Room", and the new-in-FY20 Pop-Up Box for temporary services and events such as drop-in counseling and escape room games)
- Library added stress-reduction events and services (pet therapy dogs, literature and art exhibitions, live music, and free coffee and food services)
- TLC student survey results indicate hours, administration, and atmosphere of study areas are satisfactory. 88% of respondents indicated they were very satisfied with the study space; 96% of respondents indicated they were very satisfied with the computer lab area
- Library FY20 gate count data shows busiest days topping 600 visitors entering the building

Campus Partnerships
- TLC partnered with automotive to provide ASE testing to 30 automotive students, and the director secured funds to pay the TEAS test registration fee for students applying to the UHMC nursing program.
- Librarians quickly organized to develop copyright & fair use guides and training materials, updated the For Faculty webpages, and started a Word Press EduBlog for frequent updates to electronic resources and services.
- Librarians assisted faculty to find electronic versions of their classroom materials as well as solutions for the library's popular textbook loaning program, Course Reserves.
- TLC was awarded Perkins funds for AY 2020-21 to provide tutoring support for pre nursing courses including PHYL, MICRO, & BIOC.
- TLC partnered with UHMC's DL committee who created an Online Learning Readiness questionnaire to help students navigate online learning. TLC staff and library tech tutors reached out to low scoring students on the questionnaire and TLC director co facilitated an optional Online Learning Preparation course for students enrolled in online UHMC courses. 389 students completed at least one graded assignment in the course
- In summers 2019 and 2020, TLC, Kaiao, library, and counseling partnered to offer a professional development day for UHMC student employees.

System and Community Partnerships
- TLC testing partnered with Maui Fire Department, Kapiolani's EMS program, and Bayada Health Care.
- TLC's testing coordinator worked with other UHCC testing coordinators to develop a revised proctoring form.
- The TLC testing coordinator and director worked with UHCC system office and campus to launch EdReady.

- Librarians presented at system-wide meetings and events including the Hawai'i Library Association, UH Libraries Information Literacy Summit, Nā Hawai'i 'Imi Loa's (Native Hawaiian Librarian Association), to name a few.
- The Library hosted the 20th Annual Native Hawaiian Education Convention and the He Au Honua Indigenous Research Conference. Librarians taught sessions for large groups of middle and high school students visiting the campus.

Tutoring
- TLC tutoring hours decreased by 2% from the previous academic year. From AY 2017-18 to AY 2018-19, there was 7 % increase in tutoring hours despite declining enrollment.
- Online tutoring (tutor.com) increased by 32% from AY 2018-19. Fall 19 recorded peak usage since many instructors required the drop off essay review for papers.
- Top four departments utilizing tutoring in AY 2019-2020 Social Sciences, STEM, BUSN and English.
- Online tutoring high usage in AY 2019-2020: Drop off essay review, science, math, accounting, and economics.
- 85% of online tutoring (tutor.com) sessions happened between 7:00PM and 8:00AM when TLC was closed.
- TLC switched to online tutoring in March 2020, and in summer 2020 migrated our appointment system from MySuccess to UH STAR Balance Services which allows students to schedule appointments online.
- 78% of students who received tutoring from TLC tutors passed the course they received tutoring for with a C or higher. The previous year was 79%.
- 96% of respondents indicated tutoring helped them to understand assignments and course material better.
- 88% thought tutoring helped them to get a better grade.

Academic Support Videos, Modules and Workshops
- 203 FY students completed Start Smart in AY 2019-20, 393 FY students completed in AY 2018-19, and 250 FY students completed in AY 2017-18.
- 106 total attendees for 8 mindset and learning strategies workshops facilitated by TLC in AY 2019-20. Workshops were presented in TLC, library, and in classes by instructor invitation.
- Library continued to provide skills building workshops (financial literacy and career exploration are examples).
- The library provides over 50 course research guides and new help videos were added to its YouTube channel.
- TLC student assistants developed 6 new "Students Helping Students" videos. These videos and other resources are on TLC's website and you tube page. They are accessible anytime from anywhere and provide quick tips.
- 389 students completed at least one assignment on the Online Learning Readiness Preparation course. Summer 2020 was the first time UHMC offered the course
- In April 2020, TLC student assistants under the guidance of TLC's tutor & tech coordinator, facilitated several zoom workshops to help students adjust including *Getting Stuff Done*, *Staying Motivated*, *Destressing*, *Hacking Study Skills*, and *Managing Time*. In the summer 2020, they created edited videos of these workshops and located them with the other *Student Helping Student* videos.
- TLC student assistants created *how to* videos for using STAR Balance Services to make appointments and for accessing and using EdReady Math and English for placement.

Early Alert and Individualized Support
- TLC coordinated the campus wide Early Alert system
- TLC staff called 179 students who were referred by their instructor after classes shifted to online in March 2020. Through reaching out to students and responding to faculty referrals, we were able to connect 48 students with laptops.
- TLC staff assisted 31 students struggling with the online modality in one on one help sessions.
- TLC staff and student assistants called about 300 students receiving early alert flags each semester for the last three years. Our successful contact average is 26% and has remained consistent the last three years.

Next steps and areas identified for further analysis and improvement for Academic Support Services are listed below:

- Staffing
  - Transition library civil service position into APT. Settle library staffing issues - work to regain the part- time casual hire student engagement/events position.
- Campus Partnerships
  - Library to take a leadership role on campus for the assessment of information literacy SLO
  - Library to continue to align with campus strategic directions with an emphasis on Hawai'i Papa O Ke Ao
  - TLC, counseling, library, and IT to coordinate and communicate student and academic support services, events, and resources
  - TLC to continue to collaborate on campus initiatives like FYE, Distance Learning, Returning Adults, math & English completion.
  - All Academic Support services to make services more streamlined and accessible to students
- Services
  - TLC to continue the Nā Kōkoʻo student support survey but adapt and send to all faculty. Nā Kōkoʻo student support survey is a way for us to work in partnership with faculty to make sure students know what resources are available to them.
  - TLC to assess testing needs, including expand to L02 which to increase capacity in short and long term and meet the credentialing needs for community workforce
  - TLC to offer remote test preparation workshops and coaching sessions to help students pass their tests and courses.
  - TLC to continue course tutoring and to develop Drop Off Essay Review service.
- Study Spaces
  - Review use of student study spaces across campus such as ʻIke Leʻa, Ka Lama, Kupaʻa, Kaʻaʻike, Student Lounge, Library, and TLC
  - Revitalize outdoor study spaces, especially in response to the pandemic, including the Open Hale, SLIM garden, in front of mural of Kaʻaʻike, TLC hallway, in front of Ka Lama, in front of UH Maui Fit, and in front of Hales. Add proposed solar-powered and covered tables and expand outdoor Wifi Hotspots.