

# Business Technology



2020

ANNUAL REVIEW OF PROGRAM DATA



UNIVERSITY of HAWAII®  
**MAUI COLLEGE**

## 1. Program or Unit Description

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The Business Technology Program envisions an international state-of-the-art technological curriculum that meets current and emerging Maui County education and computer training needs through innovative, high quality programs offered in motivating learning environments. The Business Technology Program empowers students to achieve their highest potential as informed, accountable, and productive members of our island, national, and global societies. The Business Technology Program strives to promote and raise awareness of the diverse local and Native Hawaiian traditions that contribute to a positive business environment that make our community so unique.

The Business Technology Program student population are recent high school graduates and individuals seeking a change in career in an office setting utilizing their business acumen and technology skills.

There are two specializations Business Technology major can select, Information Processing and Medical Office Specialists. Students choosing the Information Processing path develop valuable business and technology skills to be able to work in any office environment. In addition to the technology skills Information Processing students develop, the Medical Office Specialist also learn medical skills that make them valuable medical office administrators.

## 2. Analysis of the Program/Unit

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### Demand Indicators

The Healthy Demand indicator shows that there is a high demand for graduates of the Business Technology program. In 2019 – 2020, there were new and replaced 1612 positions in the state and 341 in the county of Maui. Most of the Business Technology students were going to school part-time, 61% in the fall and 88% in the spring. The high percentage of part-time students reflects the high cost of living in Maui.

Recent graduates of the program have gotten jobs working in office settings in various capacities including:

- Administrative Assistants
- Medical Assistants
- Account Representatives
- Tax Clerks
- Office Administrators
- Human Resource Assistant
- Coordinators
- Housing Specialists

The graduates have gotten jobs in various industries and business such as:

- County of Maui
- Maui Medical Group
- Hale Makua
- Maui Economic Development Board
- Akimeka

Graduates of the Business Technology program are valuable contributors to their organizations. One graduate, Lalaine Pasion, has worked at a program, STEMworks on Maui, that “provides students and teachers resources, inspiration, and tools that empower them to improve their community and the world”. Her program has connected many high school students interested in STEM education with mentors throughout the state of Hawaii to encourage students to pursue a STEM careers.

Another graduate has utilized the skills she learned from the Business Technology Program to prepare her to become a corporate operations manager for a national high technology company with an office in Maui.

Although the Medical Office Specialists are not certified Medical Assistants (MAs), they are being hired as MAs at many medical facilities in the county. In the last two years there have been a few graduates hired at Maui Medical Group to be trained to be certified Medical Assistants.

## Efficiency Indicators

The majority of UHMC’s students are comprised of students from three islands, Maui, Lanai, and Molokai. There also are education centers in remote locations of Hana and Lahaina. To accommodate students living in all these locations, I have been scheduling most of the Business Technology courses online over the past three academic years.

When scheduling the classes, I did not consider the the number of seats offered for each online class. It should have been consistent for both in-class and online classes. Since the number of seats available for most required Business Technology in-class courses are limited to the number of computers available in the scheduled classroom, the number of available seats for the online sections should have been the same to equally compare the fill rates of all of the sections.

With the continual low overall enrollment at UHMC and students declaring Business Technology as their major, and the number of seats offered for each class has contributed to the cautionary efficiency of the program. The average class size has been consistent over the last three academic years, despite the shift of modality of class from in-class to online.

	2017 – 2018	2018 – 2019	2019 - 2020
Avg Class Size	12	11	11
Fill Rate	47%	37.7%	38.7%

## **Effectiveness Indicators**

The overall drop in enrollment at UHMC and low employment rate in the state and economy have affected the Business Technology Program. With the number of available jobs and high cost of living, students continue to work full-time.

Although the persistence from Fall to Spring improved 20%, students continue to the majority of the students continue to be going to school part-time, which takes longer for them graduate. Some will stop out and work part-time and come back to school after a few years. The continual decrease in enrollment and majors has also affected the degrees and certificates being awarded.

## **Perkins Core Indicators**

### **1P1**

The goal for the Technical Skills Attainment was almost met. Although the goal was not met, the 1% difference is encouraging since most of the courses are being offered online. Most of the students can succeed in either modality. To help those students not meeting the technical skills, faculty continually needs to help the students to succeed.

### **2P1**

The student persistence from fall to spring has continued to affect the completion of degrees and certificates. With the continued strong economy last school year, students could have stopped out of the program to work full-time.

### **5P1 and 5P2**

Nontraditional Participation was not met because there was no data on how many nontraditional students there were in the program. In addition to older adults, male students are also considered nontraditional Business Technology students.

### **3. Program Student Learning Outcomes or Unit/Service Outcomes**

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1. Prioritize and handle multiple tasks efficiently using current and emerging technologies such as word processing, spreadsheet, database, and presentation software
2. Organize and manage records and information using manual operations and data bases.
3. Demonstrate professionalism in work quality, appearance, attitude, behavior, and communication.
4. Demonstrate proficient use of spreadsheet software to perform business tasks using formulas, financial functions, charts, graphs, multi-sheet, and shared workbooks. (applies to Information Processing specialty)
5. Utilize knowledge of medical terminology, abbreviations, diagnostic testing, and drug categorization to function effectively as a nurse's aide, including processing physician orders effectively. (Only Medical Office Specialist)

To assess the student's successful completion of the Business Technology learning objectives, the capstone course, BUSN 292 – Integrated Office Procedures, continues to be the method of assessment used. Students are required to complete a service-learning project at a local non-profit organization.

The goal of the project is to help improve business processes at the organization using the skills they have learned at UHMC. To demonstrate their success, the students use their presentation skills and show what they have accomplished at their organization.

### **4. Action Plan**

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The COVID-19 pandemic has resulted in drastic downturn in the economy. In most instances, when there is a recession, enrollment at schools go up. Unfortunately, this downturn is unique. Workers laid-off or furloughed at local organizations have not enrolled at UHMC. They are optimistic that once tourists are able to return to Maui, their jobs will also return. Economists have said Hawaii will not return to a strong economy for a couple years relying solely on tourism.

There is and will be a need for Business Technology graduates, but the number of declared Business Technology majors continue to be low. There will be out of job employees needing to learn or improve their office skills. To help facilitate these new skills the Business Technology would like to continue to work on partnerships other programs and organizations.

Working with UHMC Extended Learning (ELWD) programs offers an opportunity to assist these out of work employees and recruit new students. The Business Technology Program would like to continue to create agreements with ELWD which will allow ELWD students to pursue a college degree.

For the current students, who did not meet the Perkins Indicators, faculty will continue to work with the students to help them be successful. Having already worked with some of these students, they will be able to meet the skills and completion of the degree and certificates.

## 5. Resource Implications

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With the majority of the courses available online, students are able to complete their degree requirements within two years. Working with the other Business Technology Programs at Hawaii Community College and Leeward Community College, the Business Technology Program will be offering courses across the three campuses and no additional resources will be needed.

☒ **I am NOT requesting additional resources for my program/unit.**