

Lahaina Education Center



2020

ANNUAL REVIEW OF PROGRAM DATA



UNIVERSITY of HAWAII®
MAUI COLLEGE

Program Review

1. Outreach Center Description

The Lahaina Education Center is an extension of the University of Hawaii Maui College (UHMC) that provides quality educational service supporting UHMC students and staff in West Maui. This outreach facility offers 2800 sq. feet of classrooms, student study, and conference space. This location reduces the lengthy 50-mile round-trip commute to the main Kahului campus from Lahaina for those seeking test proctoring, academic degrees, continuing education and workforce development training.

Lahaina Education Center outcomes:

- Provide a clean, safe, comfortable location where West Maui students and commuters can get test proctoring, online tutorial assistance and use study areas.
- Offer access to WIFI/Internet, IT computer resources and printing services for faculty and students for distance learning.
- Advance academic and non-credit partnerships and other support program staff to strategize learning assistance that help UHMC students and instructors reach their goals.
- Meet the academic needs of students, faculty, and the Maui community.

2. Analysis of Program

Discuss the program's strengths and areas to improve in terms of Demand, Efficiency, and Effectiveness based on an analysis of the program's Quantitative Indicators or comparable unit-developed measures or program-developed metrics. Include a discussion of relevant historical-trend data on key measures (i.e., last three years). Include external factors affecting the program or unit.

Demand- Primary reporting for in-house enrollment over the past 14 years is data historically gathered from scheduled face-to-face Lahaina classes, Hawaii Interactive Television System (HITS) and Skybridge cable courses. The center has received an average of 21 distance-learning students enrolled in cable courses per semester over the past 3 years. However, external factors of the COVID-19 Pandemic suspended classroom instruction mid-Spring and Fall 2020 of HITS and Skybridge (Maui cable) until further notice to reduce contact and possible infection between faculty, staff and students.

Efficiency- Our full-time staff of two develops, markets and promotes the facility, attends meetings, answers inquiries, proctors' exams, delivers student support, troubleshoots IT media, secures COVID-19 screening, and safely maintains the facility. We encourage UHMC students and guests to reserve appointments and comply with SOP's in temperature, social distancing and mask wear. We had a total of 546 recorded face-to-face transactions of various services in AY 2019-2020.

Effectiveness- In AY 2019-2020, 86% of students completed courses with C or better, increasing by 3% the previous year. However, in AY 2019-2020 our persistence rate of 69% fell 10%

compared to AY 2018-2019. This statistic may indicate that increased marketing awareness of student advising, counseling and tutoring services may be necessary to increase overall West Maui student enrollment.

3. Program Service Outcomes

Outreach Centers strive to extend the quality of educational experience provided at the main UH Maui College campus. This ensures that students in our outreach communities receive quality instruction and support for success in college, and beyond. The Lahaina Education Center has approached these issues by addressing the following service outcome areas:

Program Service Outcomes	Activity	Assessment
Provide a clean, safe, comfortable location where students can get test proctoring, online tutorial assistance, and use study areas	<ul style="list-style-type: none"> Improve facility environment and conditions for Covid-19 safety SOP's Implement temperature, screening and mask/shields for patrons Provide proctoring 	<ul style="list-style-type: none"> Student feedback survey Daily use and screening data Record of test proctoring Photo record of physical changes and efforts for safety
Provide access to WIFI/Internet, IT computer resources and printing services for faculty and students for distance learning	<ul style="list-style-type: none"> Refurbished Laptop and WIFI Hotspot loan program Network printers for student use Develop DL Media/ ZOOM areas in each room 	<ul style="list-style-type: none"> Capture WIFI use # Front Desk daily use data Record of ITS equipment loans Manage and track ZOOM and F2F instruction by Appt/ Resv systems
Advance academic and non-credit partnerships and other support program staff to strategize learning assistance that helps UHMC students and instructors	<ul style="list-style-type: none"> Investigate and develop Split-Tuition Agreement with credit and non-credit partners Meet with MP, LLHS- VP, CTE Counselor, FS Instructor to encourage HS pathways and workforce development courses Promote outreach resources at HS/college fairs 	<ul style="list-style-type: none"> Market classes for HS, workforce industry and community through counselors, program coordinators and business partners
Meet the academic needs of students, faculty, and the Maui community	<ul style="list-style-type: none"> Establish faculty instructional space Join West Maui Taxpayers Association Board of Dir. to help address education directions Speak at Lahaina Rotary meetings to promote and inform the public about outreach center offerings 	<ul style="list-style-type: none"> Community feedback survey Capture Needs Assessment

4. Action Plan

In order to stimulate use of the Lahaina Education Center we envision developing action plans into phases.

Action	Plan	Outcomes
<p>Phase 1:</p> <p>Access Infrastructure</p> <p>Implement COVID-19 sanitation standards for safety. Determine maximum number of users. Establish OSHA safety. Determine IT requirements.</p>	<ul style="list-style-type: none"> • Move fixtures to accommodate student study and cleaning • Determine # of students • Sort and determine essential materials • Improve visual information • Prepare # of safe study spaces • Review and comply with OSHA SOP's 	<ul style="list-style-type: none"> • Comply with administration, CDC, State, local, UH guidelines and regulators • Store or recycle unnecessary IT, products and supplies • Post current Safety Information • Establish Evacuation Map, Smoke Detectors, SDS Binder
<p>Phase 2:</p> <p>Conduct Needs Assessment</p> <p>We will ascertain best uses of the education center through outreach during the extent of the COVID-19 pandemic.</p>	<ul style="list-style-type: none"> • Meet with WM stakeholders, thought leaders, businesses and politicians • Meet with WM education partners • Schedule Lahaina Advisory Committee meeting • Conduct Media awareness and revamp UH Website 	<ul style="list-style-type: none"> • Partner with LLHS • Meet with Maui Prep • Partner with TLC Proctoring/Tutoring support • Partner with Academic Programs • Compile Surveys on best uses and partnerships • Evaluate Social Media (FB) data for effective communication
<p>Phase 3:</p> <p>Evaluate and implement recommendations, needs and shared goals.</p>	<ul style="list-style-type: none"> • Requested Academic programs (Agriculture and Construction Tech) to partner with Student Projects AY 2020-2021 for capital improvements. • Consider rental of facilities for community and business support • Develop support and platforms for Distance-Learning 	<ul style="list-style-type: none"> • Develop partnership with Credit and Non-Credit Programs • Develop Marketing for potential room rental • Prepare goals to synergize with the West Maui Community • Enhance Website presence • Determine Strategic Directions and Goals for Lahaina

5. Resource Implications

Resource	Benefit	Implication
<p>Historically, an 11-month faculty position coordinated the center for the past 14 years.</p> <p>Recently, a 9-month instructional faculty became the new Coordinator AY2020-2021, reducing the leadership position by 3-months.</p>	<p>Reduction of 3-month faculty salary will provide minimal campus savings.</p>	<p>In the 3-month interim, only one staff member will manage daily safety screening, incidents, operational hours, student support, security, exam proctoring, needed procurement, all business inquiries and regular maintenance on approved overtime.</p> <p>It is the Lahaina Education Center Coordinator's duty to develop operational plans, enrollment support and institute progress for quality education. A reduction of faculty time compromises leadership, instructional support, COVID-19 safety standards, experienced decision-making, and effective economic and academic planning at the start of the AY.</p>
<p>Replacement air conditioners were ordered to manage temperatures for student and staff comfort. Initial installation was scheduled April 2020 to mitigate the heat.</p>	<p>Cooler air quality will be a relief to staff and students to work and study in the perpetually hot outreach center. Lahaina is known for some of the hottest temperatures on Maui.</p>	<p>A postponement of installing the AC units reduces our already diminished ability to provide student comfort, outreach capability and potential revenue for public meetings.</p>
<p>HEPA Air Units and additional stand fans are needed to filter and move air. Overhead ceiling fans in each room are requested to circulate air.</p>	<p>Portable air filters and fans will improve environmental quality for students, which will also extend the life of air conditioning units.</p> <p>Using HEPA filters will trap pollutants, alleviate the spread of viruses and control breathing relief.</p>	<p>Lack of filters and just fans have potential to increase COVID-19 infection rates, inhalation of dust mites, mold spores, and pollen that cause problems for those with respiratory challenges.</p>

Administrative Student Support Staff is paid through G-funds as a 0.75 FTE position, receiving 0.25 overload payroll for the operating hours.	UH system will save by reducing costs of fringe benefits on 0.25 overload payroll.	UH system will continue to expend the cost of fringe benefits on 0.25 overload payroll.
Approval of budgeting and scheduling exterior building and interior room cleaning and painting.	Maintained and painted facilities reflect UHMC's high standards of care, and pride as a public asset, fully representing UH outreach centers.	Over the past 14 years the center shows signs of wear, neglect and aging. The facility is overdue for paint and the peeling, faded exterior/interior negatively impacts UH Maui College.
Upgrade existing older PC desktop computer units and laptops via UHMC ITS via Student Tech Fees.	Current computers based on ITS specifications provide recommendations on minimum computing needs for distance-learning students.	Computers have not been updated over 5 years. Student courses, software, and assignments and access are based on the ability of facility computers.

☐ I am NOT requesting additional resources for my unit.

APPENDIX

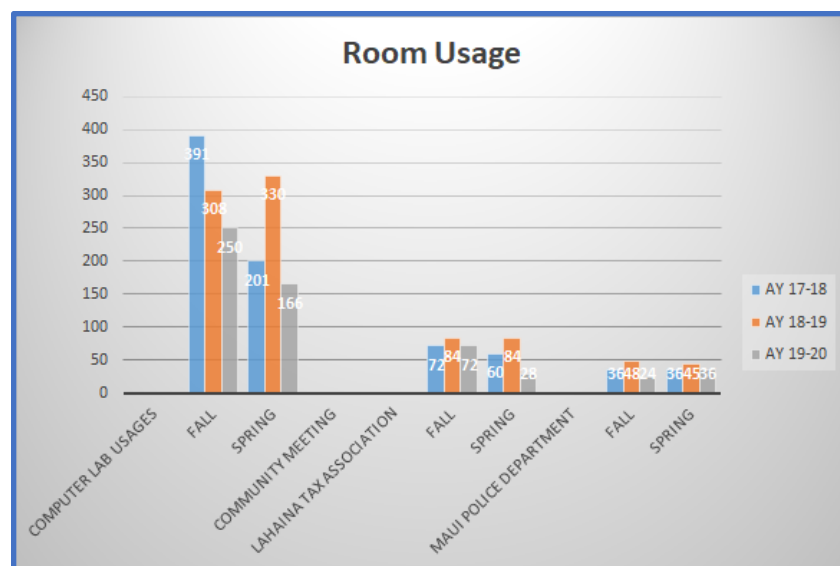
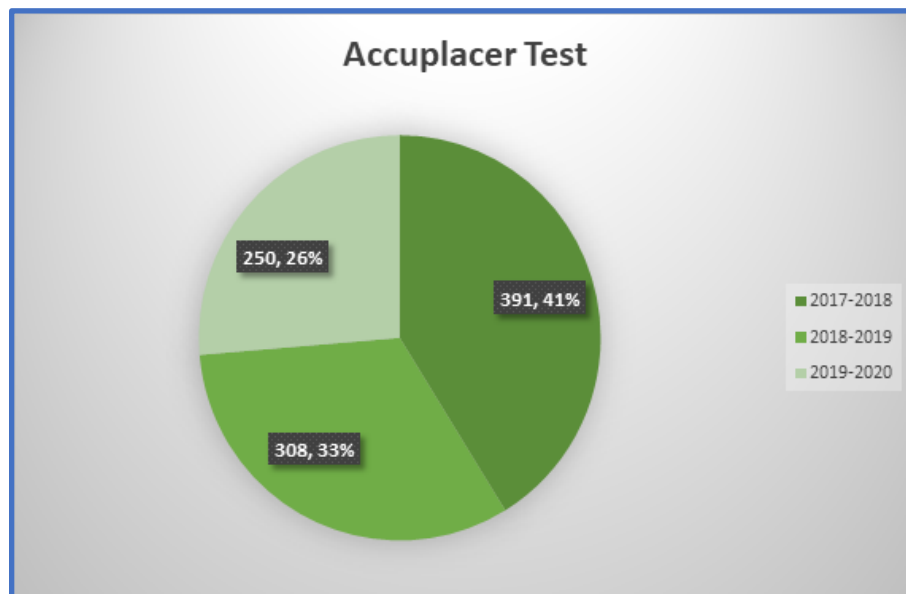
Quantitative Indicators*

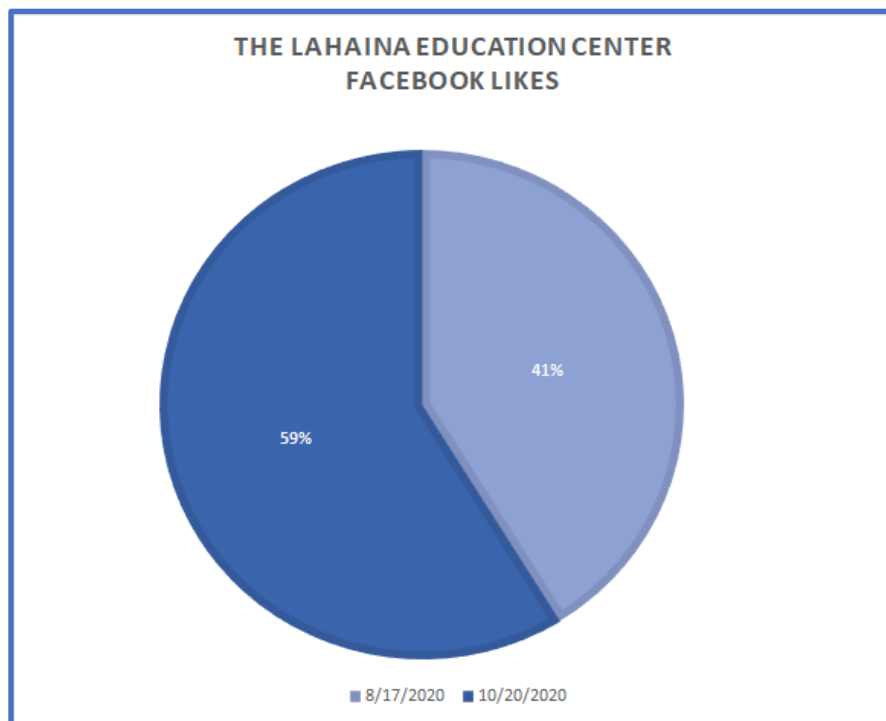
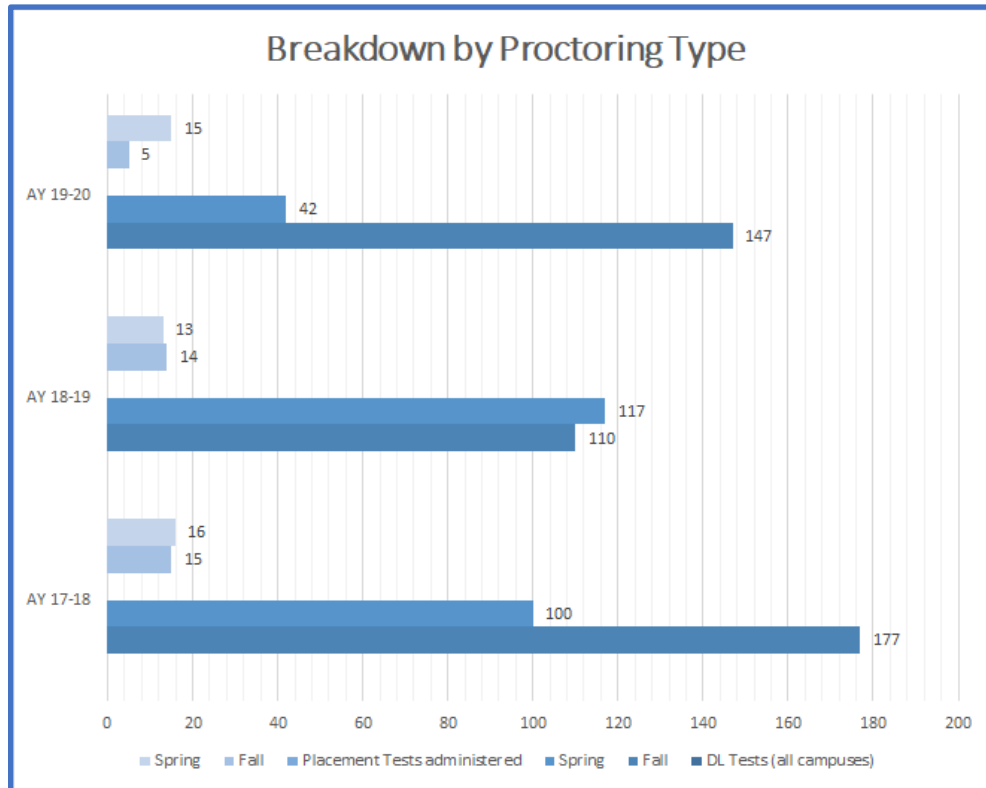
Demand Indicators*	AY 17-18	AY 18-19	AY 19-20	Notes
Unduplicated Student				Inconclusive
Fall HITS/Live	23	22	17	
Fall Cable/WWW			20	LHS/UHMC Zoom
Spring HITS/Live	28	28	14	
Spring Cable/WWW				
Total # of Live Classes				
Fall	1	1	0	
Spring	1	1	0	
Total # of computer lab usages				
Fall	391	308	250	
Spring	201	330	166	
Total # of Placement Tests administered*				
Fall	15	14	5	UHMC counselors review LHS students' transcripts placed in English or Math.
Spring	16	13	15	
Total # DL Tests (non-HITS or Live) Proctored				
Fall	177	110	147	
Spring	100	117	42	Spring 2020 Disrupted by COVID-19
Total % of Student meetings with Academic Advisor (% of students who had a mtg onsite)				
Fall			0	Inconclusive
Spring			0	
Efficiency Indicators	AY 17-18	AY 18-19	AY 19-20	Notes
Average # of students per HITS class				Outreach given 12 seats per class, depends on location (3 seats LAH), notice first come first serve
Fall	2	3.14	2.43	
Spring	3.43	3	2	
Fill Rate for Live Classes				Outreach given 12 per seats
Fall	50%	33%	0%	
Spring	50%	33%	0%	

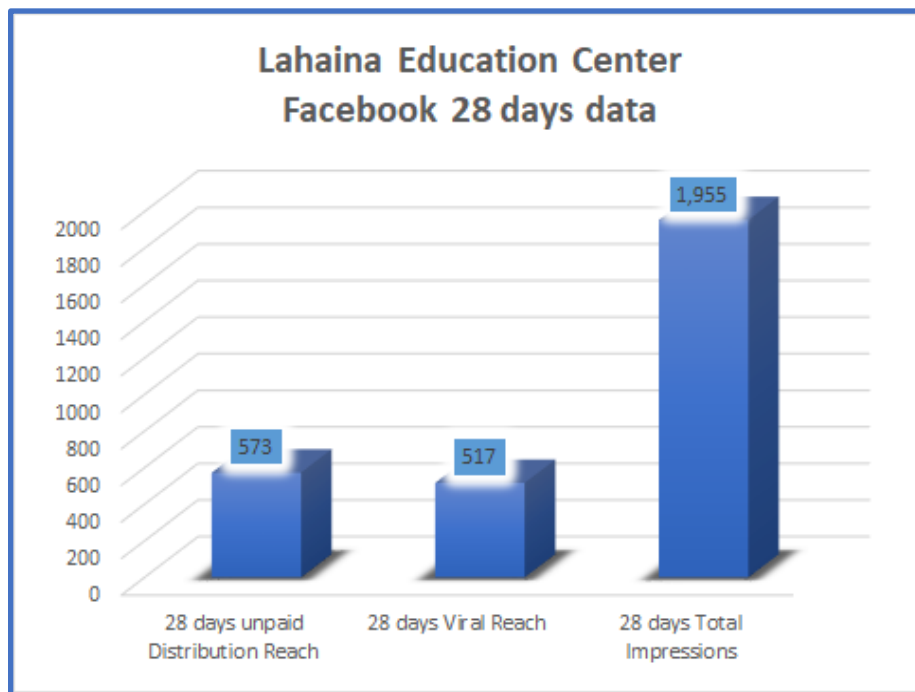
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Effectiveness Indicators	AY 17-18	AY 18-19	AY 19-20	Notes
Completed w/C or better				
Fall		82%	71%	
Spring	82%	83%	100%	
Persisted to next semester				
Fall		68%	53%	
Spring	61%	90%	84%	
Rental income received Academic Year	\$775	\$1,200	\$65	

*Note: 2019 & 2018 Lahaina Education Center Program Reviews were unavailable for data and reference.







2020 Fall Lahaina Education Center

Click: [Facility Improvements](#)

