

UNIVERSITY of HAWAI'I®  
**MAUI COLLEGE**



**AY 2019 - 2020**  
**ANNUAL PROGRAM REVIEW**  
***HĀNA EDUCATION CENTER***

**BY**  
**Fawn Helekahi-Burns, APT/Site Coordinator**

**The University of Hawai‘i Maui College (UHMC)** serves the educational needs of residents of the three islands comprising Maui County: Moloka‘i, Lāna‘i, and Maui.

**Mission:** The University of Hawai‘i Maui College inspires students to develop knowledge and skills in pursuit of academic, career, and personal goals in a supportive educational environment that emphasizes community engagement, lifelong learning, sustainable living, Native Hawaiian culture, and global understanding.

**Vision:** The University of Hawai‘i Maui College: We will prepare students to respond to emerging challenges in their lives, communities, and the world through compassion, leadership, problem-solving, and innovation

***Hāna Education Center (HEC)*** strives to serve the rural community of Hāna with educational experiences that fulfill the growing need of essential workers in the immediate community, Maui County and the state of Hawai‘i. Hāna Ed Center continues to provide high quality credit and non-credit education opportunities to a diverse cultural, social, and economic community of Hāna.

**University of Hawaii Maui College – Hāna Education Center**

Annual Program Review, AY 2019 - 2020

Compiled by Fawn Sherie Helekahi-Burns, APT/Program Coordinator

**Introduction:** Hāna, Maui, one of the most “isolated” communities in Hawai‘i, is the proud home of The UH Maui College - Hāna Education Center (HEC). HEC is a satellite campus of the University of Hawaii Maui College on East Maui since 1987, that offers Distance Education Classes for the residents of this rural community. With a population approximately 2,000, growth from 1,300 (2010 census), HEC is conveniently located in the heart of town and occupies two polycom rooms and 1 LIVE classroom and computer lab in the Hana Community Center aka the Old Hana School building. Classes are produced via the University of Hawaii HITS (two way closed circuit TV) system with different UH System college institutions, Maui College classes via ZOOM, cable television, the internet, and “LIVE” onsite. By utilizing the technologically advanced video web conferencing like ZOOM, google hangout etc., students are able to participate in more classes taught throughout the UH system, including those leading to advanced degrees like Masters and Doctorates.

**UHMC Hāna Education Center is providing these services for the Hāna Community:**

- ❖ Access to UH Maui College personnel to assist with Application, Registration and Enrollment
- ❖ Access to a UH Maui College Campus personnel to connect to main campus services (Counseling, Financial Aid, Learning Center, etc.)
- ❖ Access to higher education through a network of various technologies and modality
- ❖ Access to computer labs, internet access and student support services (tutoring, internship etc.)
- ❖ Support workforce development with various organizations (County of Maui, Fire Dept., Nursing w/Hui no Ke Ola Pono etc.)
- ❖ Provide a safe and conducive environment for learning (especially Masters/Doctorate student)
- ❖ Offer UH System test proctoring for enrolled students
- ❖ Offer assistance and equipment to virtual conferences via Google meets / ZOOM etc.
- ❖ Guidance and assist with placement test for English and math classes
- ❖ Provide Loan Equipment and hotspot for student home use

This AY19-20 Program Review highlights Hana Education Center (HEC) successes that positively affected the outcome of the FALL 2020 semester. The portrayal of specific focal points of FALL 2020 establishes HEC current accomplishments and confirms that the University of Hawaii Maui College’s presence and resources satisfy the educational needs of the growing economic, cultural, and social interest of the Hāna Community.

**IN FALL 2020 UHMC Semester - Hāna Education Center (HEC) successfully -**

- served to bridge the gap between the main UH Maui Campus and the East Maui residents for a better connection to the educational experiences and services that are offered to the Maui County residents (including Moloka‘i and Lana‘i).
- Whether current or prospective Students of Hana Ed Center, the use of the facility is to further the educational goals of individuals who are interested in the many facets of education that nourishes the mental, cultural and economic growth.

- contributes to the recent community need to fill the capacity of community essential workers through cohorts and collaboration with community, county and state organizations
- facilitate students to venture into gaining more insight into career skill building through various Maui College internship pathways with Career Link
- partnership with the Hana HS to continue, increase and maintain the success of the Early Admit enrollment and students
- provide the much needed college and career prep workshops to create a portfolio of necessary documents for college, scholarship and employment endeavors

UHMC Hāna Education Center (HEC) has never been more worthy of receiving support from the University of Hawaii and Maui College administrations. After an initial setback from the COVID slump of AY 19-20, HEC flourished with exceptional enrollment and a participation growth of 264% during Fall 2020. This semester's success is primarily due to the network of the various programs, services and organizations that collaborate with the main campus of UH Maui College and HEC. Another contributing factor is the growth of the coordinator of HEC. I'm skillfully capable of navigating and utilizing different services and programs of the Broad UH system and Maui College, which benefits the process and success of the people of the Hana Community. The breadth and availability of the services has contributed tremendously to the growth of the Fall 2020 enrollment at HEC. The first step on the road to college is the most crucial step, and HEC provides a host of essential services to continue the participation of the community of Hana.

## 1. Summative Data

Table 1: **Quantitative Indicators**

<b>Demand Indicators</b>	<b>AY 17-18</b>	<b>AY 18-19</b>	<b>AY 19-20</b>	<b>FALL 20</b>
<b>Unduplicated Student Enrollment</b>				
Fall	46	51	24	66
Spring	42	26	25	
<b>Student Semester Hours (SSH)</b>				
Fall		189	166	232
Spring		151	125	
<b>Full-time equivalent (FTE) Enrollment</b>				
Fall	3	5	5	17
Spring	2	5	3	
<b>Total Number of Classes Taught – On Site</b>				
Fall	4	3	2	3
Spring	5	2	0	

<b>Total Number of Classes Taught – Distance</b>	11	13	15	*
Fall	10	11	9	
Spring				
<b>Percent Native Hawaiian Students</b>				
Fall	78%	77%	71%	76%
Spring	79%	54%	60%	

<b>Efficiency Indicators</b>	<b>AY 17-18</b>	<b>AY 18-19</b>	<b>AY 19-20</b>	<b>FALL 20</b>
<b>Average Class Size – Distance classes</b>				
Fall		8.8	5	*
Spring	4.4	5	6	
<b>Faculty Student Ratio</b>				
Fall	2:46	1:51	1:24	1:66
Spring	2:42	1:26	2:25	

<b>Effectiveness Indicators</b>	<b>AY 17-18</b>	<b>AY 18-19</b>	<b>AY 19-20</b>	<b>FALL 20</b>
<b>Successful Completion (C or Higher)</b>				
Fall	*	32	75%	*
Spring		24	28%	
<b>Successful Completion (C or Higher)</b>	*			
<u>Native Hawaiians</u>				
Fall	*	23	38%	*
Spring		13	28%	
<b>Persistence (Fall to Spring)</b>	2	17	11	*
<b>Undup Associated Degrees Awarded</b>	2	2	0	*
<b>Undup Certificates Awarded</b>	0	0	0	*
<b>Undup Master Degrees Awarded</b>	1	1	1	*

<b>Early Admit Program Indicators</b>	<b>AY 18-19</b>	<b>AY 19-20</b>	<b>FALL 20</b>
<b>Enrollment</b>			
Fall	5	5	16
Spring	8	16	*

<b>Percent Native Hawaiian Students</b>			
Fall	*	60%	75%
Spring	*	63%	*

<b>Upper Division Enrollment</b>	<b>AY 18-19</b>	<b>AY 19-20</b>	<b>FALL 20</b>
<b>Baccalaureate - UH Manoa, UH West Oahu, UH Maui</b>	*	6	1
<b>Masters - UH HILO</b>	*	1	1
<b>Doctoral - UH HILO</b>	*	0	1

\* score is not yet available or unable to retrieve data

## II. Analysis

### **Program Learning Outcome:**

The UH Maui College (UHMC) outreach sites at Hana, Lahaina, and on Molokai and Lanai have agreed on the following common Program Learning Outcome (PLO):

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 UHMC Hāna Education Center (HEC) has set specific program goals that will be a focal point each Academic year. Hana Education Center will focus on these goals that is driven by 1) a need of the community and 2) Program goals of Hana Education Center

AY 17-18	Increase Early Admit enrollment / 2 LIVE Classes
AY 18 -19	High School Initiative: Maintain Early Admit enrollment / College/Career Readiness
AY 19-20	Increase Enrollment -2 LIVE Classes / Initiate education or training cohorts / Early Admit
AY 20-21	Maintain Early Admit with student support / College/Career Readiness

The PLO will be assessed through a set of program goals listed aligned with the UHMC Strategic Plan

Table 2: **Formative Program Goals**

Program Goals	Mapping Goals to Activity, Course, Project, or other Initiative	Assessment Mechanism and Approach of Utilization	Analyzing Results	Plan and Implementation
<b><u>Program Goal 1:</u></b> <b>Increase Enrollment -</b>	<p>1) Achieve a shared institutional culture that makes student learning and success the responsibility of all</p> <p>2) Provide a seamless progression thru the application, registration and enrollment process</p>	<p><b><u>Approach:</u></b></p> <p>1) Maintaining the connection with Depts of UHMC to better funnel services and information from Main Campus to HEC students and Hāna Community, organizations and institutions</p> <p>*Continue information flow of Hana Ed Center and Maui College events, deadlines and student services.</p> <p>2) Attend Training or updates of application, registration or enrollment information and necessary documents with Admission and Records office to assist student through the following&gt;&gt;</p> <p>*) Application on maui.hawaii.edu</p> <p>1) Health Requirements</p> <p>2) Getting Username and password</p>	<p>&gt;Analyze the HEC data of UHMC contacts with students in current classes, programs and workshop in Hana and the HEC contact #'s and facility uses</p> <p>AY 18-19 - 1299 AY 19-20 - 966 FALL 20 - 446</p> <p>&gt; # of students enrolled into AY</p> <p>AY 18-19 77 AY 19-20 49 Fall 2020 66</p> <p>&gt; # of UHMC Live classes, programs, and workshops provided in Hana Community</p> <p>FALL 20</p> <p>Live Classes - 3</p> <p>Workshop - 1</p> <p>Cohort - 1</p>	<p><b><u>Strategic Plan</u></b></p> <p>&gt;Continue updated information to the student population through various media</p> <p>&gt;Continue to process UHMC applications process promptly</p> <p>&gt;Continue to serve as liaison between HEC and UHMC student services by advocating for student service fairs or workshop at least 2x/yr</p> <p>&gt;Continue to provide assistance and information to navigate the MyUH services</p>

		<div>3)Academic Advising</div> <div>4)Financial Aid</div> <div>5)Placement Exam</div> <div>6)Using STAR</div> <div><b><u>Data Mechanism:</u></b></div> <div>Hana Enrollment</div> <div>HEC Facility Usage</div> <div>Sign in sheet</div> <div>UHMC classes, programs and workshops student sign in data</div>	<div>Internships - 1</div> <div>Non-Credit classes 1</div>	
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Program Goals	Mapping Goals to Activity, Course, Project, or other Initiative	Assessment Mechanism and Approach of Utilization	Analyzing Results	Plan and Implementation
<b><u>Program Goal 1:</u></b> <b>Increase Enrollment</b>  LIVE CLASS	1) Collaborate with UHMC departments, students and collaborative organization to encourage community need based cohorts or training/learning groups  2) Seek out opportunities to sustain grant based classes or cohorts to aid financial obligations of students	<b><u>Approach:</u></b>  Assess the Need of the community  Assess the organizations and the mission statements and visions to assist with cohorts  Assess the educational financial assistance capabilities of community and Maui College organization  <b><u>Data Mechanism:</u></b>  # of Courses Offered	Analysis of enrollment # of the following aspects  ># of Live Class 2019-2020 - 0 FALL 2020 - 3  ># of Cohorts 2019-2020 - FALL 2020 - 1  ># of grant based programs  2019-2020 - FALL 2020 - 4	<b><u>Strategic Plan</u></b>  Community Need and Interest  Organizations with funding for Training programs  Maui Colleges Grants  Highly skilled Volunteers from community for workshops and services
<b><u>Program Goal 1:</u></b> <b>Increase Enrollment</b>  High School Initiative: Early Admit and College/Career Planning	<b>Early Admit</b>  Sustain collaboration with HS Liaisons and grant base organizations to support Early Admit student's opportunity to College classes  Initiate communication to Early admit students by providing	<b><u>Approach:</u></b>  <b>Early Admit</b>  Track the Early Admit-  *Interest *Seamless app process *student support and success *grant organizational support and process	<b>Early Admit Program Outcomes:</b>  <b># of Enrollment</b>  AY 18-19    13 AY 19-20    22 Fall 20        16	<b><u>Strategic Plan</u></b>  Enrollment #'s are at a high  • Maintain Early Admit enrollment  • Improve Retention

	<p>informative meeting via zoom and in person with HS Liaisons</p> <p>Continue connection with HS Counselor to streamline application, registration and enrollment process</p> <p><b><u>Transitional Support</u></b></p> <p>Provide College/Career workshops to students to transition into college or a career.</p> <p>*Scholarship *FAFSA *College APPS *Resume</p>	<p>Track connection with HS Liaisons for-</p> <p>*organize informative meetings</p> <p>*Application, Registration and enrollment Process</p> <p>*Placement Tests</p> <p>*Student Support</p> <p><b><u>Data Mechanism:</u></b></p> <p>Early Admit Enrollment</p> <p>Data and #'s from Informative Mtgs.</p>	<p><b>Informative Meetings With Students</b></p> <table><tr><td>AY 18-19</td><td>4</td></tr><tr><td>AY 19-20</td><td>2</td></tr><tr><td>Fall 2020</td><td>2</td></tr></table>	AY 18-19	4	AY 19-20	2	Fall 2020	2	<p>*Student Success - tutors</p> <ul style="list-style-type: none"><li>● Improve Persistence</li></ul> <p>*Early Admit Informative Meeting at the HS</p> <p>*Maintain Seamless Application, Registration and enrollment process</p>
AY 18-19	4									
AY 19-20	2									
Fall 2020	2									

Program Goals	Mapping Goals to Activity, Course, Project, or other Initiative	Assessment Mechanism and Approach of Utilization	Analyzing Results	Plan and Implementation
<p><b><u>Program Goal 2:</u></b> Initiate education training workshops and cohorts</p> <p>&gt; To increase the number of certificates and degrees awarded</p>	<p>Assess community based need for additional Training</p> <p>Develop communication with external funding for certificate program or cohorts</p> <p>Work with Student success to funnel assistance and services to Hana Students</p> <p>Support state, county and local economy, workforce development and improved access to lifetime education for all by building partnerships within the UH system and with public and private educational, government, business (and nonprofit) institutions</p>	<p><b><u>Approach:</u></b></p> <p>Network with community organizations to survey the community base needs for additional training</p> <p>Initiate the necessary UHMC Depts. and programs. to fulfill training course</p> <p>Collaborate with community organizations for funding to support cohort or training</p> <p>.</p> <p><b><u>Data Mechanism:</u></b></p> <p># of Collaborative Project and programs</p> <p># of participants and enrollment</p>	<p><b><u>Hana Ag Roadshow -</u></b> UHMC Maui Food Innovation Center</p> <p><b><i>Taste testing Project -</i></b></p> <p>Collaboration between:</p> <p>* UHMC Food Innovation Center</p> <p>*Hana Business Council</p> <p>*Hana Farmers Union</p> <p>*County of Maui EOC,</p> <p>*Hana Ranch</p> <p>*UHM College of Tropical Ag</p> <p>*Small Business Association</p> <p>*Maui Economic Development</p> <p>*Hawaii Dept. of Health</p> <p>*Office of Extended Learning and</p>	<p><b><u>Strategic Plan:</u></b></p> <p>Update Community Need</p> <p>Network with Community Organizations for external funding</p> <p>Offer a minimum of one program every Academic Year</p>

			<p>Workforce development</p> <p><b>Taste testing Participants -</b></p> <p>AY 19-20    10</p> <p><b>Cohort CNA program offered with collaboration with Hui No Ke Ola Pono</b></p> <p>Student Enrollment</p> <p>Fall 20    11</p>	
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Program Goals	Mapping Goals to Activity, Course, Project, or other Initiative	Assessment Mechanism and Approach of Utilization	Analyzing Results	Plan and Implementation
<p><b><u>Program Goal 3:</u></b></p> <p><u>Provide non-credit courses and programs</u></p>	<p>Assess community based need and interest</p> <p>Explore external funding to support student financial obligations</p> <p>Access community's skilled agents for contributions</p>	<p><b><u>Approach:</u></b></p> <p>&gt;Maintain connection to community network of organizations to identify training needs in community</p> <p>&gt;Innovatively provide and plan educational training or courses</p> <p><b><u>Data Mechanism:</u></b></p> <p>Use information and data from Meetings of the community organizations of specific educational needs UHMC can provide.</p>	<p><b>Haw Language 1 offered</b></p> <p><b># of participants</b></p> <p>AY 20          18</p> <p><b>College/Career Workshop offered</b></p> <p><b># of participants</b></p> <p>AY 20          9</p>	<p><b><u>Strategic Plan:</u></b></p> <p>Provide at least one non-credit option per AY to contribute to HEC enrollment, community needs and interest</p>

Program Goals	Mapping Goals to Activity, Course, Project, or other Initiative	Assessment Mechanism and Approach of Utilization	Analyzing Results	Plan and Implementation
<p><b><u>Program Goal 4:</u></b></p> <p>Actively utilize UHMC's various Depts. and services for additional student professional skill development and experiences</p> <p>&gt;Internships</p>	<p>Encourage professional learning experiences for current UHMC students</p> <p>Collaborate and utilize various UHMC Dept. services to provide skill building opportunities through INTERNSHIPS</p> <p>Provide students insight of workforce ethics and procedures</p>	<p><b><u>Approach:</u></b></p> <p>Track the internship that's available thru Career Link</p> <p>Connect student applicant who meets requirements</p> <p>Assist students with necessary internship documents.</p> <p><b><u>Data Mechanism -</u></b></p> <p># Internships HEC connected students</p> <p># of Interns in Internships</p>	<p><b># of Internships HEC connected students</b></p> <p>AY 19-20      0 FALL 20      1</p> <p><b># of Interns in Internships</b></p> <p>AY 19-20      0 FALL 20      4</p>	<p><b><u>Strategic Plan:</u></b></p> <p>&gt;HEC actively involved with UHMC through various scheduled meetings</p> <p>&gt;HEC to continue to be involved necessary to incorporate updated information at the Ed Center to insure students receive equal educational experience</p>

Program Goals	Mapping Goals to Activity, Course, Project, or other Initiative	Assessment Mechanism and Approach of Utilization	Analyzing Results	Plan and Implementation
<p><b><u>Program Goal 5:</u></b></p> <p>Increase Professional Development PD and Training Opportunities</p> <p>&gt;STAR</p> <p>&gt;APPLICATION S PROCESS</p>	<p>Develop a need assessment of staff PD needs/desires</p> <p>Familiarize Faculty/Staff with UHMC Departments services to funnel services to Hana Community</p> <p>Focus Professional Development PD around annual program goals</p> <p>Assess effectiveness of PD trainings for prospective trainings</p>	<p><b><u>Approach:</u></b></p> <p>Needs Assessment to gauge training needs</p> <p>Track PD Opportunities available that fulfills Annual Program Goals</p> <p><b><u>Data Mechanism -</u></b></p> <p>Faculty/Staff needs assessment</p> <p>Evaluate feedback of effectiveness of PD Trainings</p> <p>Maintain PD information through networking from UHMC</p>	<p>Outcome of Needs Assessment of Faculty/Staff</p> <p>*Star Program for student data for student tracking and Program Review</p> <p>*Training of New Applications systems</p>	<p><b><u>Strategic Plan:</u></b></p> <p>Maintain PD opportunity for Faculty/Staff per semester or as needed</p> <p>Relate PD sessions to program review goals</p>

**Describe summative evidence:** See *Table 1* above

The summative evidence in Table 1 - Qualitative indicators, portrays AY 19-20 data increased as compared to Spring 19. Due to the sudden pandemic closure, HEC was faced with forced closure from the County of Maui Parks and Recs which negatively affected the ability of HEC to provide services for students and the Hana Community. The energy of HEC faculty/staff during the pandemic closure was to focus on the re-opening of HEC to students and community during the FALL 20. The fundamental access to HEC was the first step by applying for a “Rights of Entry”

from the County of Maui. With the diligent efforts of UH Maui College Chancellor Lui Hokoama and Dean Kahele Dukelow, the HEC received its temporary permit and the “Rights of Entry” which allowed students and the Hana Community to re-enter the premises of HEC between 8am-4pm. At this time the HEC Staff solidified collaborative efforts to prepare for LIVE programs, courses, and workshops for the FALL 2020 semester. The quantitative data for FALL 20 has exhibited a tremendous increase in enrollments in both general and Early Admit, LIVE classes offered, internships, cohort programs, non-credit classes, and free workshops for college/career planning. These successful items are contributed to the collaborative achievements of UHMC personnel (Chancellor/Dean), UHMC departments (Career Link, Office of Extended Learning & Workforce Developments) UHMC grants (funded FREE non-credit Hawaiian Language class), and collaborations with the various community organizations (Hui no ke ola Pono, Holani Hana, and Kamehameha School) and institutions (Hana High School) and generous and skillful Hana Community members (Linda Gravatt for College/Career Planning workshop). In conclusion, the qualitative data of AY 19-20 isn’t truly impressive, however, the working collaboration during AY 19-20 is a vital aspect that is displayed in FALL 20 marvelous quantitative evidence.

**Discuss results of assessment evidence: See *Table 2* above**

Hana Education Center’s soaring enrollment and participation numbers are evidence of our meeting HEC’s program goal which is to “*serve to bridge the gap between the main UH Maui Campus and the East Maui residents.*” By carrying out the essential functions of the Admissions Department and providing the services that help people navigate the various departments and services, more people successfully enroll on their first attempt. The HEC feature in the Hana Community offers a seamless transition through the application and enrollment process. The HEC facility and services are a beacon for Hana residents to explore the realm of Maui College or the UH System and dispose of the anxiety and awkwardness of the “start-up” process can be an intimidating environment. HEC is dedicated to maintaining the funnel of college services and opportunities from Maui College Campus to the East Maui Community.

Another reason for our high enrollment is rooted in the next goal of HEC “*Whether current or prospective students of Hana Ed Center, the use of the facility is to further the educational goals of individuals who are interested in the many facets of education that nourish the mental, cultural and economic growth.*” Currently there are both a “live” Hawaiian language class and a “live” college/career planning workshop series that is offered free for the community. The participants

aren't necessarily registered students of a credit class; however, they are utilizing the HEC facility for "mental, cultural and economic growth." The Hawaiian language class is a service that is funded by the Cares Act through Maui College. The college/career planning workshop is possible due to donated time from a recently retired high school counselor. The benefits are several-fold. There is an increase of 136% in the number of Early Admit students, and an increase in the number of first-time students of all ages. These classes are an avenue for prospective students. HEC is a vital hub of personal growth for the Hana community.

The continued *"partnership with the Hana High School, increases and maintains the success of the Early Admit enrollment and students."* The collaboration with the Hāna High School has seen a 137% growth in early admit enrollment. HEC provides the Hāna School student the dual-credit capability to transition into college-level learning. Dual-Credit prepares the Hana High School student for the mental competence that would normally be offered at the Main Maui College campus or large schools. Constant communication with the Hana High School registrar, Gena Sansone paved the way to regularly maintain the student's success rate. HEC appreciates Gena's industrious will to assist High School students with their college classes. HEC works as a liaison between the Hana Community and Maui College to provide college prep.

The *"much-needed college and career prep workshops to create a portfolio of necessary documents for a college scholarship and employment endeavors"* is hard to come by in Hana. Most college experiences start post-high school. With the tight budget and the paramount urgency, the college/career preparation workshops came to be. HEC identified the need and was approached by a resident who has decades of experience and a lot of aloha for high school seniors and juniors to get a head start. This eight-week college/career preparation workshop draws in a handful of seniors from Hana High School and students from other high schools that are on distance learning. Most high schools are in distance learning mode which makes it difficult for the seniors to get the college preparedness attention that is crucial at this point in their educational pathway. HEC paves a way for all those who want to explore and attend the college by preparing them through these specific workshops.

### **Adjustments to Improve Student Learning and Student Success:**

Growth is inevitable and crucial. In this isolated area of Hana, we rely heavily on each other to fulfill the community's myriad growing needs. HEC *"contributes to the recent community need to fill the capacity of community essential workers through cohorts and collaboration with community, county*

*and state organizations”* As a result of COVID-19, a group of Hana Community organizations has identified a need to service the most vulnerable individuals of the COVID epidemic, the Kupuna generation. In collaboration with the renowned non-profit organization, Hui No Ke Ola Pono, and local Hana Non-profit, Holani Hana, the Fall 2020 CNA cohort was born. Eleven students are being trained to subsidize the need for more caregivers for kupuna within our East Maui District. They are also receiving the skills to eventually fill permanent nursing positions in Hana or other parts of Maui County. The ability to train students to fulfill the medical needs in the immediate community is a statewide movement, and Hana Community is on the bandwagon. Another fruitful collaboration benefited the farmers and value-added entrepreneurs. Teaming up with UH Maui College Innovation kitchen instructor Gary Albitz, County of Maui EOC, and Hana Business Counsel, a Hāna non-profit, we introduce the new upcoming UHMC Innovation Kitchen pathway. The project invited community members to compete in a taste testing project of their homemade products that recipients were interested in marketing. There were 2 recipients awarded with a scholarship to the UHMC Innovation Kitchen program to learn the process of marketing their homemade products. HEC will be the nerve center to maintain the statewide goal to produce our own professionals and entrepreneurs for our own Community.

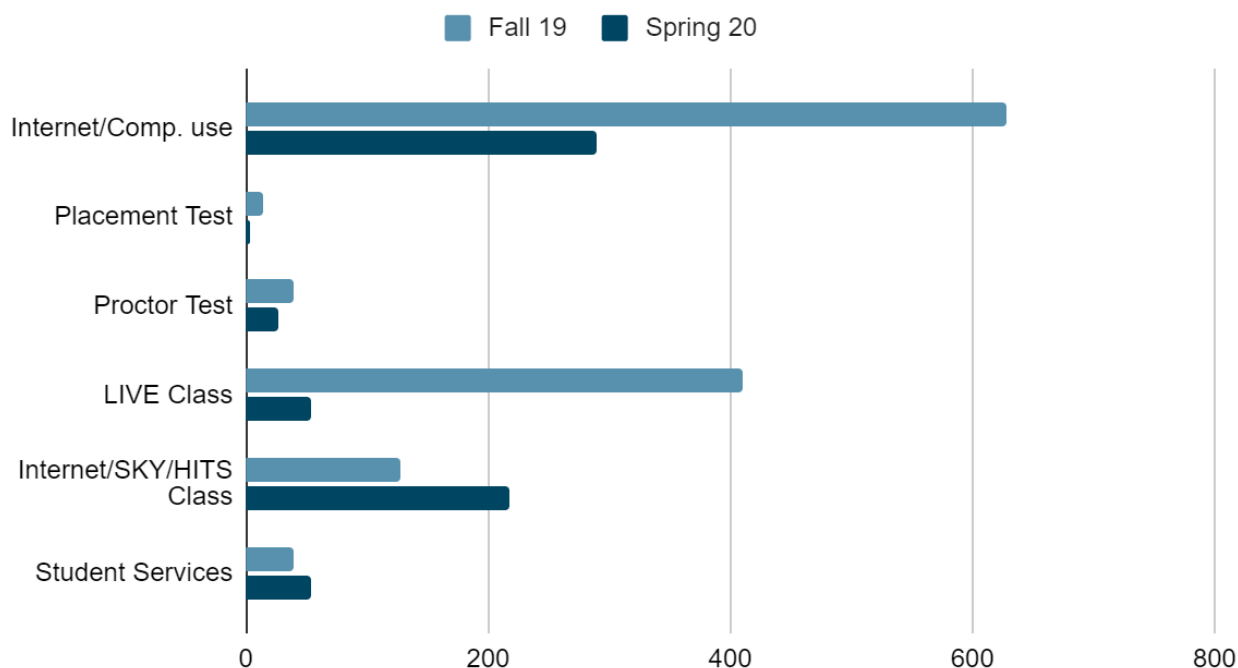
In order to create a band of community-grown professionals, it’s imperative to *“facilitate students’ career skill-building through mentorship and internship.”* A new service that HEC was able to connect students to is the office of CareerLink. Working with Juli Patao and Laurie Kimura has opened up internship opportunities for Hana Maui College students. These diligent ladies have assisted students through the necessary documentation within a short time frame. The internship connects our college students with community profit and non-profit organizations to promote skill-building experiences using technology. The key aspect of this internship is how students achieve a sense of community and how HEC is able to direct students' efforts back into the community. Hana Education Center and Maui College are assisting the residents of Maui to serve the region that they dwell in.

### **Services Provided at Hāna Education Center AY 19 - 20:**

This graph shows the drop in facility use especially LIVE classes during the pandemic shutdown of facilities and the increase in the internet classes.

Placement and proctored tests transitioned to virtual with the learning center and EdReady which students were able to do on their own. However, the student services increased and resulted in the increase of the enrollment for the fall 2020 semester.

## Points scored



### **% of Class Type provided in HEC AY 19-20:**

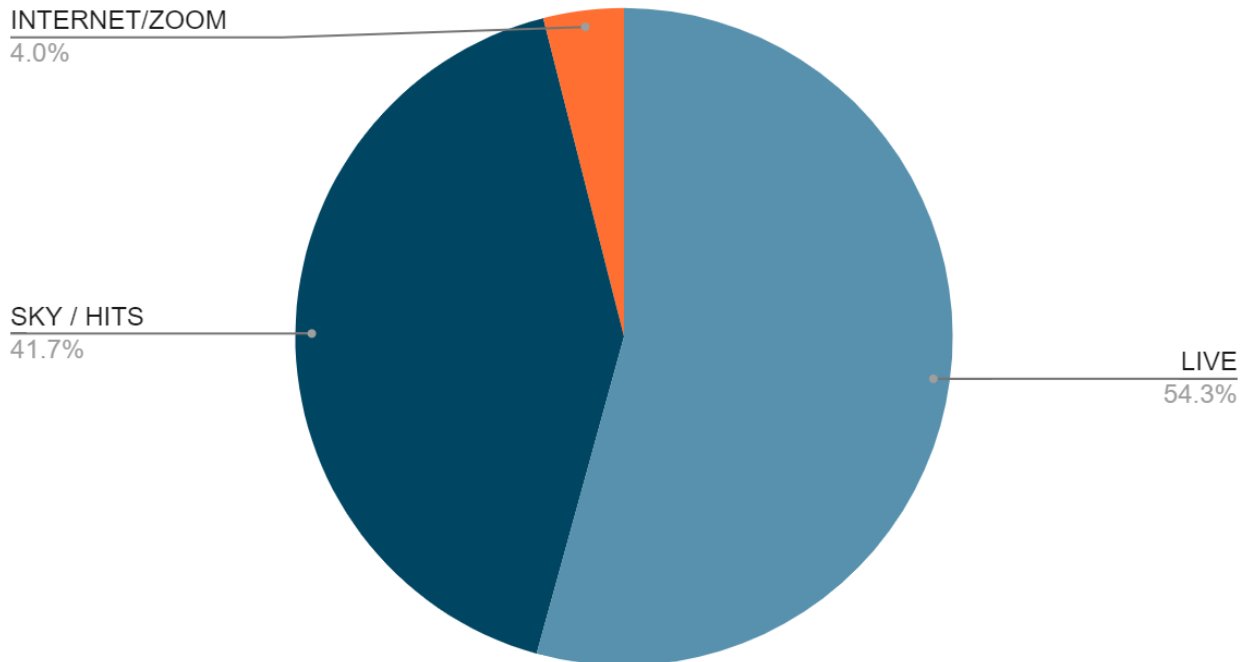
The pie chart shows the students in this area and what classes they really enroll for. The LIVE classes are the most popular and have a better persistence and retention rate. However, as we are in a new norm, this spring and fall 20 semesters there was an increase in the internet class section which is predicted and decrease in the SKY classes but the LIVE classes still hold most of the Hana enrolled students.

I believe that the live classes benefit in several ways. The built in support of the students in the class or cohort creating time to study together really helps with student persistence, retention and success. LIVE classes in distant areas are beneficial for the students who lack the ability or courage to seek services for student success from the main MC campus.

The unfortunate thing about LIVE classes is the minimum of 12 - 14 student enrollment in each live class in order to justify it financially. The solution has moved distance centers to put low enrolled classes together in order to accommodate the students' pathways and interest. Luckily, Molokai has the capability to host classes and we have been collaborating with the low enrolled LIVE class

situations. In AY 19-20 we resolved a situation like that which has been the 2nd occasion when we combined students to make opportunities available. Mahalo Molokai!

## Points scored



**HEC HOURS Weekly Schedule for AY 19-20:** This the normal schedule for the past 4 yrs.

**HEC Daily Hours                      M-TH 9 am-4 pm                      FRI - 9 am-2 pm - By APPT. ONLY**

- HEC personnel total - 2 - Site Coordinator/APT position & Casual hire position started Oct 2019 – Oct.2020
- During Semester HEC Site Coordinator/APT would work more than 40hrs weekly to accommodate the Live and sky class schedule, and therefore FRI. hours are adjusted to accommodate site coordinator/APT time for sick leave or vacation time
- Unless a student requests an appointment to proctor test, use equipment or internet, etc. Site Coordinator/APT will stay after 2pm.

**For Classes ONLY                      M-TH 4 pm - 9 pm**

- At this time student services and proctoring are halted (unless there is a room available) due to the capacity or number of students that are in SKY/HITS/LIVE class that are in progress at once.

- There is a large student capacity who takes classes after HS or work so usually 2:30pm on is the busiest time of the day for HEC
- More Lecturers are also available to teach classes at this time after their main professional jobs

### **Class Schedules:**

SKYBridge	M-TH	9 am - 9 pm
Proctor/Placement	M-TH	9am - 4pm
Student Service	M-TH	9 am - 4 pm
HITS	T/TH	3 pm - 7 pm
LIVE Class	M-TH	3 pm - 7 pm

### **Strengths:**

- An important factor of the strengths of HEC is the collective support from the top of UHMC (chancellor and Deans) to the various UHMC Depts. and the involvement of our community contributors and organizations devotion and spirit to advocate for the needs of our community and how Hana Education center are able to service the community needs for education and training.
- Collaborative efforts with the Hana community and organization and UHMC. Certain partnerships will be vital for HEC's continued services for citizens of East Maui.
- The accessible location at the Hana Community Center which is set in the center of Hana

### **Weaknesses:**

- Limited staffing for community outreach due to budget restraints –The HEC staffing consisted of 1 FT APT that runs all aspects of the HEC functions varies from Polycom tech to student services of registering through to enrollment and graduation. The multi-purpose position would be better utilized to serve the community and students 19 hrs./wk. positions to assist me with a load of classes, students, and the community.
- The uncertainty of a location due to the upcoming renovations of the current site (Hāna Community Center). The possibility of an alternative site is in the process but will need the downsizing of equipment and space for live classes and the number of people that are able to be serviced at one time in one place.

- Covid-19 Budget cuts are unpredictable and can result in the discontinuation of educational programs, training, and services to this rural community that will require up to 4 hours per/day of travel time or an upgrade in Wi-Fi access in a period of income shortage. The loss of HEC in this community will have a negative effect for generations.

**Action Plan** - Describe planned changes (pedagogy, curriculum) to improve learning.

- HEC's action plan is to focus on Enrollment Goals through the interaction and collaborations with Community non and for-profit organizations that have resources to provide educational training or to utilize personnel expertise to supply lecturers and locations for more non-traditional academics that would accommodate the interest of Hana regional citizens (i.e. - Ag Classes - Farm)
- Obtain external funding and resources to continue the growing interest of Hawaiian language classes, other cohorts that address the expanding ventures of the community, and LIVE tutor resources
- Continue a culture of learning that makes student learning and success the responsibility of the growth of the state, county of Maui, and the Hana community.

**Resource Implications**

Cost to run the HEC which provides various UHMC services to the rural community of Hana

- Location - \$0
- Personnel - \$ 54,000
- Office Supplies budget - \$ 1200
- Water - \$0
- other utilities - electricity and Internet connection - \*\*Unknown
- TOTAL - \$55,200

**Summary**

Although the pandemic has negatively affected the funnel of information and services that HEC provided to our rural community and enrolled students from the UHMC and other institutions in the UH System, the productive movement to prepare for the FALL 20 is a paramount highlight. The various focal points previously mentioned in this program review that contributed to the staggering success and increase in enrollment, courses, and programs are due to the usage of time during pandemic closure.

HEC staff will continue to advocate to provide a wide range of classes for degree-seeking students and create an opportunity for professional development and/or special interest of the community. Truly, the essence of the UH Maui College is reflected in the level of service offered by the Hāna Education Center. Most students in this remote area are getting connected to the larger community of Maui County and the world through the services and expertise that Maui College has struggled to afford. Losing these services from the Hāna Ed Center will adversely affect the community now and for generations. Hana residents must not lose the educational options that will allow them to thrive. Hana Education Center has successfully served the Hana Community for over twenty years and the Hana Community humbly requests the advocacy of UH and Maui College administration to continue to be an important cornerstone of our community.